ARC Winter Meeting Minutes

Day 1, 1/29/25:

* 1:01pm – Introduction and Ice Breaker:
  + Name, position, college. What is a food or dish that you love that is difficult to find where you currently live?
* 1:30pm – ctcLink Internal Transcript Transmission: Concerns about CTC to CTC formatting and procedures: Inspired by a conversation in ARC Teams (Anna, Arantxa, Karl, Huda):
  + When transcripts are transmitted through ctcLink the copies we get all say unofficial transcript. There is an ask that either the document get changed to say official or can there be a policy that we treat these as official.
  + At a prior ARC meeting, it was discussed that amongst the colleges we would treat them all as official.
  + It would be an enhancement request if we wanted the document to say Official instead of Unofficial.
  + It was noted as a reminder that the official transcript is the data, and that is being sent through the system to External Education. The process of retrieving that data is the unofficial transcript print out.
  + Once we have the Parchment integration, hopefully this will resolve this issue since we will be able to get the official transcript data from Parchment.
  + It was recommended that we ask for it to be added to the QRG that when transcripts are sent through ctcLink or Legacy Transcript that they are treated as official. ARC should draft a note to be included in the QRG.
  + Since one of the reasons for this issue is that the data is External Education is not always accurate because it does not reflect when courses are repeated. So evaluators often need the PDF of the transcript so that they can find any repeated courses.
  + The TS130 method that we are transferring the data into PeopleSoft that is the issue. There are other ways that we could transfer this data which would be a whole transformation of how we bring electronic data over and that would be a major enhancement request as it would be an enormous lift to get this done.
  + A question was asked, could we give certain people access to pull official transcripts from all the CTCs through the Request Transcript page? Or, there are rumors that when we send electronic transcripts to the 4 years there is a second file that presents a PDF to them. Can we get a similar set up for the 2 years?
  + Proposed statement – College to college transcripts received through the ctcLink system will be treated as official, regardless of the fact that the PDF generated is titled unofficial. Janet will submit a ticket to State Board to have this verbiage added to the QRG.
* 2:09pm Break
* 2:30pm Professional Development - Practices for Embedding Equity in Enrollment Services - Tenya Moravec, Director of Diversity, Equity & Inclusion
* 3:45pm Question Box:
  + 1. *How are you managing SW29s? We keep missing putting it on or taking it off, so we’re trying to find a more consistent procedure.*
    - Columbia Basin uses this waiver and runs queries that provide the list of students then they review the students individually to ensure eligibility.
    - Follow up question – if the SW29 is on a student’s account and they are changed to In-State residency doesn’t it make their tuition amount go higher? Several colleges have confirmed that this does occur. A good practice to avoid this is to have the SW29 inactivated at the same time when residency is updated.
* 4:00pm Student Success Tool RFP Planning Update - Jenny Wheeler and Karl Ritter Smith:
  + It was narrowed down to 6 vendors that were chosen to do presentations on their tool.
  + Presentations are currently occurring and available for all of ARC to attend. Presentation schedule was sent over the ARC listserv on 1/21/25. There is a feedback survey link included in that email.
  + Karl was able to attend the presentation for EAB (Starfish). The sales pitch indicated that this product would be able to do everything we want it to do, but the reality might be different.
  + In another month, they will make the final decision and choose a product.
  + Colleges will not be required to switch to the chosen product but it will be the only product that will be integrated with ctcLink. This is a departure from the original “mandate” that made it seem that all of the colleges had to adopt the chosen product.
  + Some of the cost of this will be passed down to the colleges that choose to adopt using the product. Vendors did have to include in their presentation how the cost would vary depending on the number of schools adopting.
  + Outreach and recruitment tools were not part of the ask from the College Presidents so these may not be explicitly included in the selected tool.
  + Question – Isn’t there a rule that if the state already has a contract that the colleges would have to utilize that (this is regarding a college attempting to purchase their own vendor for a similar product)? Not necessarily, but you are required to take cost into account when making these kinds of purchases. It may also come into play if the state has a non-compete clause in their current contract.
* 4:19pm Question Box:
  + 2. *If you are using grad tracking in ctcLink, how do you handle tracking certs within degrees when students are only able to apply for one credential?*
    - Some have chosen not to use this functionality because of the issue presented in the question.
    - Clark, CBC and Spokane allows multiple plan stacks. They just ensure that the right stack is term activated.
    - Some just creates a stack for the degree for which they ae applying for graduation, if one doesn’t exist already.
    - At CPTC we have stackable certs within a degree. For example, they complete two quarters of the degree and it earns them a college issued certificate. Our Credentials Evaluator has also been trying to think of a way to be able to do this.
    - LCC just switched to using the ctcLink grad app. We rebuilt our info page in case anyone else is working on this: <https://lowercolumbia.edu/graduation/>
  + 3. *Can a form/document can be shredded if it’s scanned and retained electronically in accordance to the retention schedule. For example: if a petition for exception is scanned and filed in an electronic storage, could we shred the hardcopies?*
    - Yes, the State has guidance about going paperless and retention requirements - <https://www2.sos.wa.gov/archives/recordsmanagement/how-to-scan-image-records-and-go-paperless.aspx>
  + 4. *For those who have transitioned to Parchment for transcript and/or diploma services, how happy are you with the transition? What is working well compared to your previous process and what is not working well. What advice can you give on the initial transition specifically regarding diploma services?*
    - Skagit has been thrilled with the transition. There doesn’t appear to be anything that’s not working well. Project managers did an excellent job guiding them through, telling them what was needed and designing their final product. They are very happy with their transition
    - Yakima Valley is about to go through the transition in a few weeks.
    - LCC just transitioned and said the user interface is so much better than Clearinghouse. They are a strong advocate for others making the transition.
    - Question – about how long is the transition? Spokane has been taking a while to get to the contract stage but they think the implementation will go quickly. Skagit indicated their transition did not take long either once there was a contract in place.
    - CBC is happy with their transition and their students have been thrilled to get the digital diplomas through Parchment. Also encourages anyone to switch.
    - Skagit says their only concern is that what ctcLink spits out (if you are using their graduation query) may not match what you want to display on the diploma. So be sure to double check that.
    - LCC recommends doing the math on the cost of their diploma production versus in house production.
  + 4:36pm Adjourned for the day

Day 2, 1/30/25:

* 8:30am Introduction and Ice Breaker:
  + Name, position, college. What’s your favorite scent/smell?
* 8:55am Question Box:
  + 5. *Which colleges close their campus for a week during Christmas Break?*
    - Bellevue, Shoreline, CPTC, Peninsula, Everett
    - 3 days at Centralia
    - Some get Christmas Eve, Christmas Day, New Year’s Eve and New Year’s Day
    - Others are just Christmas Day and New Year’s Day
* 9:01am Vice President’s Welcome: Interim Vice President of Student Services, Pedro Navarrete
* 9:15am Refund RCW Workgroup Update:
  + This refers to RCW 28B.15.605 – Refunds or cancellation of fees – Community and technical colleges. This workgroup was addressing the 150% refund issue – if a student wants to swap a class after 100% refund deadline, they will be charged 50% on the dropped class and 100% for the newly added class, resulting in the student paying 150% for the class.
  + The proposed changes are:
    - The governing boards of the community colleges and technical colleges shall refund or cancel up to one hundred percent but no less than eighty percent of the tuition and services and activities fees if the student withdraws from a college course or program on or before the ~~sixth~~ tenth day of instruction of the regular quarter for which the fees have been paid or are due. If the student withdraws on or after the ~~sixth~~ eleventh day of instruction, the governing boards shall refund or cancel up to fifty percent but no less than forty percent of the fees provided such withdrawal occurs within the first twenty calendar days following the beginning of instruction.
    - The governing boards of community colleges and technical colleges may extend the refund or cancellation period for students who withdraw for medical ~~reasons~~ hardships as determined by college policy. ~~and~~ Boards shall also adopt policies that comply with RCW [**28B.10.270**](http://app.leg.wa.gov/RCW/default.aspx?cite=28B.10.270) for students who are called into the military service of the United States.
  + It was noted that since students attend multiple colleges it would be beneficial to students if the colleges have similar processes/policies around money and refunds.
  + It was noted that colleges’ boards would likely ask, how this change will affect our revenue. If the 100% refund deadline is extended to the 10th day, bottom line we are going to lose money.
  + Question – would it be better to move this to a State Board policy rather than an RCW. However, there is a hierarchy of what is required to be an RCW and this issue will likely not be moved from being an RCW.
  + It was noted that the language should be changed to reflect census date instead of 10th day since during Summer quarter census date is different and less than 10th instructional day.
  + Regarding hardships, there is debate about whether the verbiage should remove the word “medical” and just make it hardship in general. For instance, a student could lose their home due to fire, or experience a domestic violence situation, etc. which may not count as medical, but would be considered a hardship by many colleges. Many colleges will still process a refund for students in these types of hardship situations.
  + At LCC, they define **Hardship** in this way and require the following: **Definition:** A significant and unanticipated personal emergency or circumstance beyond the control of the petitioner. **Documentation Requirements:** Documentation specifying the date of the personal emergency or circumstance with sufficient details to support the petition.
  + Colleges must also consider Financial Aid implications when processing refunds to students.
* Question Box:
  + 6. *Is there any reason that a student should not get the B18/17 waiver for over 18+ credits? I might need to elaborate on this...*
    - At Shoreline, they have some programs that require more than 18 credits per quarter so they have a waiver that allows the student to pay the amount up to 18 credits.
    - This waiver can only be applied to students who are required to take over 18 credits and only applied to vocational programs. For more details - <https://www.sbctc.edu/colleges-staff/programs-services/tuition-fees/tuition-waivers/over-18-credit-exemption-vocational-waiver>
  + 7. *F1 visa students requesting in state tuition. Do they always qualify through the affidavit or not. When do they qualify and when do they not qualify?*
    - Typically F1 students do not qualify for the affidavit because it requires students to be in the state for reasons other than higher education and the F1 visa means they are there for higher education. However if an F1 student was previously under a different visa category, e.g. H-4, E-3, etc. during the prior 12 months and then switched to F1, then they would be eligible to qualify to use the affidavit.
    - There can also be a case where an F1 student has a step-parent/legal guardian who is a WA resident and the student is their dependent, then the residency determination would be based on the parent/legal guardian’s status.
  + 8. *Does your college have a policy for FERPA and the use of AI? Scenarios include faculty using AI checkers on students' work, use of AI tools to write letters to students or respond to situations, etc.*
    - None of the colleges currently have a policy for FERPA and AI use. CBC has a workgroup drafting a policy about AI use for students and staff/faculty so they don’t have one yet.
    - Unless a student’s personally identifiable information (PII) is being used in the AI search, then no FERPA violation is occurring.
* 10am Break
* 10:15am Announcement – ARC is looking for a new treasurer. It would be for the Spring 2025 meeting and the 25-26 academic year.
* 10:17am – SBCTC ctcLink and CS Support Team Updates – Dani Bundy and Kyrsten Catlin
  + 2025 Release Calendar:
    - This was approved by ctcLink governance in January 2025
    - Updating to PeopleTools 8.61 – Functional activities begin February 24, 2025 with anticipated production deployment in October 2025
  + Enhancement Requests (ER):
    - Currently in the UAT process for ER 232 – Adding Custom Self-Service Questions in CS. UAT surveys due by February 4th. Test results so far have been 9 passes, 3 passes with minor issues and 0 failures. CS Core has received UAT feedback and are looking for way to address feedback and create consistencies for the student experience across CS pillar teams. There are concerns about the phrase “Native Language”
    - ER 999 OAAP Work Package 1 (Residency/Citizenship):
      * Part 1 – Dynamically display new residency questions one at a time until an official residency status can be determined by ctcLink updated residency rules
      * Part 2 – Madd Running Start acknowledgement on the template’s Review and Submit page
      * Part 3 – Collection of citizenship and visa information
      * There is a pause on the UAT process because it was discovered there is a misalignment of the Keep Washington Working Act and the OAAP residency questions. With guidance from the Attorney General’s Office regarding data collection, SBCTC leadership in consultation with WACTC, have decided to discontinue the collection of citizenship and visa information through OAAP. Further information will be provided to colleges next week.
      * Question asked if there is collaboration with WSAC since they control residency for the state and it is a requirement of the residency **RCW**[**28B.15.012**](http://app.leg.wa.gov/RCW/default.aspx?cite=28B.15.012) that requires us to know students’ citizenship status. The State Board team will work with WSAC and their Attorney General to determine how to handle this conflict.
      * Consideration must also be given to the information coming in from Financial Aid
      * Concern raised about the SINT student group and that this is publicly viewable to many people at the colleges. That group is used for the data warehouse and they will be reviewing how to handle that.
      * It was also pointed out that there are many queries that include a column for citizenship data.
    - In Fall 2023, ARC worked with State Board to prioritize the various OAAP changes and they were broken into separate Work Packages for deployment:
      * Priority 1 – Residency and Citizenship
      * Priority 2 – Supplemental Questions
      * Priority 3 – Personal Information
      * Priority 4 – High School/College Attended
      * Priority 5 – OAAP Administration
      * Priority 6 – Start a New Application
      * Priority 7 – General Look and Feel

State Board will need to meet with ARC to reevaluate remaining work packaged to determine if there are priority changes since it’s been a while since the initial prioritization was established.

* ER 131 New OAAP Template for Youth Technical High School and Dual Credit. This will be consolidated with the other ER 999 work packages due to overlapping OAAP changes
* FYI ER 291 – (1 of 2) Diagnosis Code. Creation of student groups and changing security access to “Read Only” for the Accommodation Data page.
  + Requesting ARC Feedback. Please email any feedback by 2/18/25 you have about the following:
    - Homeschool Data – Does your college provide specific OAAP instructions for students who are homeschooled?
    - External Degrees – When a student submits a transcript from a college outside our system, credentials are often not within the available list of global degree type options. CS Support is working with Education Division on an FYI ER to expand the list of available external degree types that can be added to a student’s global External Education page
    - They are anticipating presenting the FYI ERs to College Collaboration Group (CCG) in late February or early March. Please email feedback or questions to [cssupport@sbctc.edu](mailto:cssupport@sbctc.edu).
    - Concern raised that since External Education page is global that it would be helpful to have a way to know which institution entered the information.
  + Additional CS Core Current/Upcoming Activities:
    - Planning 2025 workshops including topics - AARs, Class building, building transfer credit rules
    - OAAP “Forgot Username” functionality is being restored and should be in production by 2/7/25. Updates will be sent to listserv when this is ready.
    - Collaborating with Ed Division and other functional teams to create Apprenticeship Business Process guidance
    - CampusCE Multiple Search/Match Bug Fix (will be tested alongside PeopleTools 8.61 upgrade)
    - Quick Admit logic redesign for UGRD career
    - AAR purge
    - Creating/testing SDI Service Indicator Synchronization job. The SDI indicator is applied to duplicate accounts on the retired ID. This prevents additional activity from occurring on the retired account.
    - Researching preferred name display options across CS Pillar
* 11:15am SBCTC Coding Updates – Carmen McKenzie and Lou Sager:
  + Data Governance Updates:
    - Meta-Major Subcommittee – proposal sent out for feedback. Deadline is January 27th. Provide feedback to Ruby (DGC representative).
    - New Student Group for Disability Services staff – Enhancement request submitted to discontinue use of Diagnostic and Accommodation functionality in ctcLink. This has been split into two work packages:

1. New student group for students approved for Disability Services department.
2. 2. Eliminate existing Diagnostic data and remove all access to Accommodation pages

* Student Self-Service Questions (ER 232) – currently in UAT testing through February 4th.
* SXF Service Indicator Excluded from FTE Count - This was previously discussed to be implemented in Winter 2024 but there was a request to hold until a global business process was established. The Fraud Subcommittee is almost done with the creation of the global business process.
* New Team Member – Doug Zeno is the new Data Quality Functional Analyst and will be taking the lead on QARS (Quality Assurance Reporting System).
* New Coding for Spring – Undergraduate Research Experience (URE) means that a research project is included in the course curriculum, expanding research opportunities to all students, including those in introductory (survey) and specialized research courses. Additional course criteria will be included in the coding manual. New course attribute (SURE) will be coming in Spring.
  + New reports coming to QARS - New employee and employee job error and warning reports. Webinars will be scheduled in the next few months for college HR staff to learn more.
* 11:20am – Cielito Lane from Bates Technical College wants to revisit the conversation about CTC to CTC transcripts being sent:
  + The CTCs are not external to each other since we all operate in one instance of ctcLink. We could transfer credits and designate them as internal so the data didn’t have to load through External Ed.
  + During the first conversion colleges, they used to transfer credits internally but it was then bringing in the GPA into the current college’s GPA calculation which is a problem. We could explore is there a way to do this without having the GPA impacted.
  + TS130 has the bug that doesn’t recognize the repeat courses. So instead of using that, you could use Course Credits Automated page and designate the Source Information as Internal then you select the other college and “fetch” the coursework from other colleges and it would include any repeatable classes.
  + Colleges can practice this methodology in PCD to see how it would work for them. The current issue is the cumulative GPA calculation at the transferring in college would be incorrect.
  + Question asked if we would need to include the migrate over our transfer rules? Yes, we would want to request all of our transfer credit rules copied over to the Internal Code.
  + At Friday’s Business Meeting, a motion to create a workgroup will be discussed.
* Question Box:
  + 9. *Our evaluators are wondering why some of the common course numbers are different? For example, some colleges use BIOL 221 versus BIOL 212 or CHEM 161 versus CHEM 141 + CHEM 151 or MATH 153 versus MATH 163, etc.*
    - For some schools the labs are imbedded into the class
    - <https://ccn.sbctc.edu/ViewCommonCourses.aspx> This is the database of common course numbers courses and includes the rationale in the notes.
    - For example, MATH& 153: If the 3rd course does not include partial derivatives (see Math& 254 which covers the partial derivatives),   
      MATH& 163: 3rd calculus course at colleges that teach partial derivatives in the 3rd course
  + 10. *Who in your college has a solid process for assigning advisors in ctcLink? Can we get a contact?*
    - At Shoreline, there is an automated process that is based on plan codes.
    - Follow Up question – Is there an automatic process for program/plan changes? There is no current functionality request that allows batch program/plan changes.
  + 11. *Can the SSN warning on the OAAP be changed to: “You may be subject to a $50 fine if you try to claim educational tax benefits?”*
    - The current wording only states you may be fined $50 and doesn’t include any wording that this only applies if you attempt to claim educational tax benefits.
    - This sometimes scares or concerns students and there is a worry that it may stop students from applying to the college.
    - The wording around this is based on law so a proposal can be sent to the OAAP Workgroup and they can examine what can be done to reword and still remain within the requirements of the law.
  + 12. *When students return to your college after being gone an academic year, what catalog requirements do you graduate them to?*
    - Some colleges make them return to the new catalog of their return year
    - Clark allows for a break of up to 8 consecutive terms – no catalog is good for more than 4 years
    - Walla Walla batch discontinues program plan stacks for students who have not been enrolled according to the stop out time period. That then forces the student to reapply, which also helps to update residency if that changes.
* 12pm Lunch
* 2:00pm Financial Aid Fraud Presentation and Q&A - Adam Shanedling, Special Agent in Charge, U.S. Department of Education Office of Inspector General:
  + Financial Aid is only one of over 100 types of programs that the Department of Education funds
  + The Office of Inspector General is an independent component of the Department of Education. They make recommendations to the DOE; they can’t tell them what to do. They examine allegations of fraud, waste, and abuse, and pursue those who seek to enrich themselves by abusing DOE programs at the expense of our nation’s taxpayers.
  + If you suspect fraud, it should be reported to the OIG so they can trace it across the country, using their data analytics team.
  + The western region office has 5 investigators and they have to report up to the AG’s office. Given limited resources, it is difficult to get a case prosecuted if the dollar loss is less than $500K. However, you should still report any loss as they can provide the data to their analytics team and it might turn out to be something that is part of a larger ring across the entire US.
  + OIG’s definition of fraud – A deliberate distortion of the truth in an attempt to obtain something of value, or lying or cheating. Therefore, even unsuccessful attempts to obtain money from the college should be reported, not just the ones who got the money.
  + Regularly checking student records for common addresses, phone numbers and emails is a good way to help detect potential fraud.
  + Include your local police or campus police as part of your fraud detection team. They can help with reviewing submitted documents, like a driver’s license and verifying it’s validity.
  + Encouraging instructors to take attendance or monitor participation is a good way to identify fraudulent/ghost students.
  + Question was asked if there is anyone in the California system that we can get their contact information for so we can learn from their efforts? Adam will follow up and provide a contact person.
* 3:16pm Break
* 3:30pm Fraudulent Records Workgroup Update
  + The Workgroup has developed a process map regarding an application going through the fraud detection process.
  + Still seeing several schools using SXF commonly when it is not a case of confirmed fraud. This practice should not be occurring anymore as it is much harder to remove an SXF from a student’s account and undo the total account lockdown.
  + It is strongly recommended that schools build a local service indicator that blocks registration at their college and use this in conjunction with the SXI.
  + If you contact a student for verification and they don’t respond, just leave the local and the SXI indicator and not change it to SXF.
  + Be aware that sometimes SXF can impact real students at other colleges.
  + Workgroup is exploring systemwide software implementation. They are waiting for State Board feedback regarding this matter.
  + It was asked if colleges could start putting a comment when applying the SXF indicator it would be helpful to others if it ends up on a real student’s account so that college can determine how to best move forward with helping the real student.
  + For colleges that do notification, they send an email to the preferred email in the system. Many colleges use 3Cs to send a notification based on the service indicator.
* 3:58pm Legacy Web Admissions Sunsetting
  + Web Admissions has been sunset and the servers decommissioned
  + No communication was sent out to ARC
  + State Board communicated
* 4:03pm OAAP Workgroup Update
  + The update for the workgroup was presented during the SBCTC CS Core Update
* Question Box
  + 13. *Theoretical Question: Our college is using EAB for a student success software but the state decides to go with say HighPoint. Our college then decides we want to switch to HighPoint. In our current set up of EAB, we have things like student notes or other student records that must meet certain records retention. How would you manage retaining student record information moving from EAB to HighPoint?*
    - Vendors have a process for retaining the output data
  + 14. *After the end of a quarter how many weeks do you tell students to expect their diploma?*
    - Several schools say 6-8 weeks
    - Some schools say 4-6 weeks
    - Shoreline says 12 weeks
    - Yakima – if the grad application was submitted by the deadline then 4 weeks. If submitted after the deadline, add an extra 2 weeks.
    - Whatcom has to have list of graduates approved by the Board of Trustees
  + 15. *In light of the concerns around immigration, is anyone talked about the differences in how to approach undocumented students vs. F1 students? As a PDSO, we would have to report to ICE if they had questions about F1 Students.*
    - All the guidance has emphasized involving your AAG in all of this.
  + 16. *Our Administration is wanting to do away with paper applications entirely. This is a barrier to some populations. Which of you uses paper apps and is it only for certain populations?*
    - Spokane and LCC still have paper apps but it is used as a last resort. They are used for DOC students when the recruiter goes into the jail system and they can’t use a computer.
  + 17. *Are any colleges considering bringing back an application fee in OAAP to help reduce fraudulent activity?*
    - Big Bend, Bellevue College, Skagit and Peninsula are considering it.
    - Whatcom brings it up every now and again, but there’s a lot of pushback
    - Shoreline found that the fee is not a strong enough deterrent if fraudulent actors are looking for thousands in financial aid.
    - Yakima currently charges a fee of $30 but they are looking to reduce it to $10 and be able to implement fee waivers for high school students who are on free or reduced lunch.
    - Spokane changed it to a registration fee that went with their class fees when they did away with their application fee. So it could be covered by their financial aid.
  + 18. *How many colleges require use of their school's email for all official communication to students? When do they assign these students that email?*
    - LCC requires students and assigns them a school email at the time they are matriculated. They are not using 3Cs for communicating to students.
    - Most other colleges are not requiring it because of the limitations of having the college addresses in ctcLink. When using 3Cs or queries it will pull the preferred as indicated on the student’s account.
* 4:31pm – Adjourned for the day

ARC Day 3, 1/18/24:

* 8:30am – Introductions and Ice breaker:
  + Name, position, college. Tell us about a time weather disrupted your plans?
* 9:12am Question Box
  + 19. *How do colleges handle signatures required on internal electronic documents?*
    - Spokane district has an internal form that allows routing. Employees have to use single sign-on to access the form
    - CBC has their own internal system as well called eForm. They also use Adobe Sign
    - Yakima uses Cognito
  + 20. *How many colleges do the "Late Withdraw" fee for students who drop withdraw during the "W" period? What is the justification in doing so if you do?*
    - Shoreline has a late add and drop fee and they are trying to get rid of it but looking to see what other colleges are doing
    - None of the other colleges in attendance charge a fee for dropping
  + 21. *Could you clarify the role and purpose of the fraud workgroup again? Is the fraud business process supposed to come from ARC or State Board?*
    - When the colleges asked State Board for guidance about how to combat increased fraud, they ultimately asked for an ARC Workgroup to design a common business process for the colleges to handle fraud. They felt that since the ARC population was the most impacted by the fraudulent activity, they would be the ones best suited to create this process.
    - The workgroup provides guidance to State Board.
  + 22. *We have merged sections of ENG 93 and ENG 101 for IBest and Non-IBest, so 4 sections altogether. These are 4 individual sections which are merged into one classroom, and the class cap is applied across all sections. They want to have the non-IBest classes open for registration and the department controls enrollment into the IBest sections. Does anyone else have a similar class set up and how do you handle registration?*
    - Spokane makes everyone register for the IBest section and then move the appropriate students to the non-IBEST. They make the IBest students enroll first.
    - Skagit adjusts the class capacities for each section as needed.
  + *23. Does anyone have a process for regularly checking when state board applies SXI or removes SXI in order to add/remove your local fraud indicator? If yes, what is your process?*
    - Spokane does have someone running a query so that they can add their local to it. They also check if there are SVRs that still have their local indicator.
    - LCC, Bellevue and CBC don’t check regularly but if they come across it they investigate and can try to help verify the student
    - Shoreline is trying to set up an automated process to check for SXI and SXF
    - Query you can use is QCS\_SR\_SI\_ENROLLED\_IN\_CLASS
    - QCS\_CC\_HAS\_GLOBAL\_SI\_OTR\_INST this is a query that can be used to apply your local SI when an SXI is applied.
* 9:30am SBCTC Policy Update – Christine McMullin
  + 2025-27 Operating Budget Request:
    - Main goal is to preserve 2023-25 state allocation for FY 25 ($28.6 million)
    - Maintain current funding
    - Make targeted investments in compensation and operations ($183 million + $90 million)
  + 2025-27 Capital Budget Request
    - Preserve, optimize, modernize ($650 million)
  + 2025 Legislative Watch List:
    - HB 1492 – Providing early registration for students with dependents. This bill is strongly backed by the 4-year institutions. The issue is we don’t have reliable ways to determine who this population is. Christine testified about this bill to provide the feedback collected from ARC and encourage them to find other ways to provide resources to this population like affordable childcare, etc. Concern was raised about an equity issue because what about people who care for elderly parents or others.
    - SB 5355 – Improve safety and supporting student survivors of sexual assault. It only applies to CTCs with more than 8000 headcount. It would include free counseling and some additional resources and comes with a high price point.
    - HB 1557/SB 5308 – Establishing the WA guaranteed admissions program and requiring student notifications. This one is mostly impacting the public baccalaureate schools.
    - HB 1565 – Dual Enrollment scholarship was set to expire so they are watching it
    - SB 5321 – Postsecondary access to medicine abortion
    - SB 5275 – Passport to Careers. This bill is to restore the scholarship for eligible students
    - SB 5397 – Establishing limits on the percentage of courses taught by faculty without tenure track status. This one would impact the CTCs.
  + Question asked about having a residency point person in WSAC. State Board reached out to WSAC and they confirmed that they will not be hiring someone in this position. State Board will be working with Justin the AAG for Residency.
  + Concern about conflict in the new immigration guidance for Keep Washington Working Act and the retention schedule for certain residency documents. Guidance refers to not collecting or keeping certain citizenship or immigration documents but then the residency questionnaire has to be retained for 6 years.
* 10:12am Break
* 10:25am External Group Updates (Alphabet Soup):
  + Question asked if anyone spoke to someone at FAC and how they feel about the new citizenship/immigration guidance. FAC is concerned about how this will impact the reports they use and will create more mismatches. When they found out about citizenship being removed from the OAAP everyone at FAC groaned and said more work for us. FAC reached out to say “…we need to still try to have more joint/overlap in our meetings.  Often things that are impacting you all impact us."
  + ICRC meets next week for a virtual meeting. Karl (Whatcom) will be attending that meeting. Christine (State Board) will also be attending as she is now the State Board rep for them. She will be reporting on the initial meeting that occurred regarding the ACPL meeting that was held with the 4 years and 2 years.
  + Instructional Council (IC) – The Computer Science DTA will be going away. In the long term, ATC is looking at making changes to the AAS-DTA requirements.
  + No other reports
* Question Box
  + 24. *We have been receiving quite a few online submissions of identity verifications that are passing the DOL check, but the ID has obviously been doctored. For now, we are able to identify them as fraudulent due to the bad editing job. However, I was wondering if other schools have tips of what to look for in a fraudulent ID that is validated by the DOL? Or how they enhanced their verification business process to prevent this from happening?*
    - Ultimately, it is a judgement call because we are not trained to spot fake IDs. You can ask the student to provide additional information. All you can do is your best.
    - LCC bought a copy of the this and it's been really helpful - <https://www.driverslicenseguide.com/order-options.aspx>
    - If funds are lost, as long as the college had taken due diligence, they are not responsible for paying it back.
  + 25. *Does anyone have a query or report they use to find students who swap/change classes after the 100% refund date to allow you to fix the "extra" charges created by the change? Or do you only do them upon request?*
    - WCC says the business office reaches out to Enrollment
    - TCC and a few other schools only do it as requested.
    - Olympic - We wait for student request, and our Coach Advisors use a 365 form when they've helped students do add/drops.  I check it every day and adjust the drop to 100%.
    - Spokane Falls - If they use the late enrollment form to request a swap, we backdate if needed to not generate tuition charges. But if they dropped themselves, we do not go back and fix it.
    - BBCC manually updates these b/c our 100% refund stops on day 1 of class. We use QCS\_SF\_CLASS\_ADD\_DROP\_DATE to find them (it's not ideal, but works)
  + 26. *Does your college have a deadline (i.e., until the second week of the quarter) for doing a class swap at 100% refund during the quarter?*
    - CPTC doesn't have a deadline. We allow 100% *straight* swaps. Example: MATH& 146 to another MATH& 146 section.
  + 27. *I already asked this but I think I missed the answers, apologies for the repetitive question. F1 visa students, when are they eligible for the affidavit and when are they not? What documentation is needed if anything other than the affidavit? How do they prove they are not here for only educational purposes?*
    - In general, F1 visas are not eligible. There are certain situations in which they can be eligible based on transitioning from a different visa category prior to enrolling.
  + 28. *How do we calculate the last date for withdrawal for dynamic dated classes? Or is it just the same as the last day to withdraw for regular classes? Our tables aren't set up correctly in ctcLink and I need to manually calculate.*
    - Dynamic Dated classes have a process to calculate dynamic date rule
    - For the asking college it is recommended that they reach out to State Board and do a Webex to help get their tables set up correctly.
  + 29. *Would you verify conflicting information for students who submitted a residency affidavit but indicated on their admission application that they have not lived in WA for the past 12 months, or are B-1 visa holder (temporary resident), or do not have high school diploma?*
    - Spokane and other colleges take the affidavit without much investigation. They understand that students make mistakes on the application so they accept the affidavit as the final call.
    - CPTC and Bellevue will investigate further if there is an obvious conflict.
  + 30. *For the SXI service indicator, would it be possible for colleges to have the ability to remove those locally rather than having to submit a ticket? I have staff who are not wanting to put it on because we have to go through SBCTC to get it taken off, which takes time and resources on our end.*
    - Until there is a process alignment amongst all the colleges, it is not a recommended practice for other colleges to remove SXI for others. We need to know that we are all following the same practice for applying the indicators and verifying the students before this would be an acceptable option.
  + 31. *Parchment schools--would any of your transcript staff be willing to join my staff in a Zoom meeting to share their experience and how it works? I have a long-time staff member who would like some more specific information from current Washington users. Ruth at Peninsula.*
    - Janet at CBC and Nora at Olympic are willing to share staff knowledge
  + 32. *How late do you allow students to request an administrative withdrawal or a refund exception, due to extenuating circumstances? Do you consider those submitted after a term has ended?*
    - Several colleges allow through the end of the following term – Spokane, CBC, Bellevue, Walla Walla, Peninsula
    - Whatcom says submit the documentation by the end of the term but they still accept it after that but the longer it takes to submit you will need to explain why it’s coming in late
    - Highline – 30 days after the quarter ends
    - Olympic and LCC – Need faculty permission if term is over and a grade is posted
  + 33. *Not a question--just sharing that my Quote of the Day is Allard Lowenstein (political activist) "The question should be, is it worth trying to do, not, can it be done."*
* 11:05am – Business Meeting:
  + Motion to approve the Fall meeting minutes:
    - No discussion.
    - No oppositions.
    - No abstentions.
    - Motion passed.
  + Treasurer’s report (read by Janet – Historian):
    - Made about $229.72 profit after the Winter meeting
    - Starting the 2025 fiscal year at $18,699.76
    - After revenues and expenses from the Winter meeting, the balance is currently $24, 429.52
    - Approximately $6000 of this is held in case we have to make accommodations if someone needed accommodations to attend the meeting.
  + New Business - Reminder that we are looking for someone to step into the now vacant Treasurer’s position
    - Erika from Walla Walla has expressed some interest
    - Veronica from Cascadia is also interested
  + Motion to create a workgroup to troubleshoot an improved CTC-to-CTC transcript process/enhancement request:
    - Discussion:
      * Clarification needed about what this is regarding. Reminder about yesterday’s discussion about having our colleges send transcripts as internal rather than using External Education page. It would need to be an enhancement request to make sure the cumulative GPA is not miscalculating and it would require every colleges transfer credit rules to be moved to the other colleges.
      * Question asked if people more in the Evaluations arena would be better for this work group? Ideally would be a mix of evaluators and other enrollment people.
      * Ruth from Peninsula is willing to lead the work group but would want end users in the group to help build it out.
    - No oppositions or abstentions
    - Motion passed
    - Members – Ruth Adams (Peninsula), Cielito Lane (Bates), Morenika Jacobs (RTC), Clark, Tacoma, Highline, Bellingham Technical, Spokane Falls, and Olympic College will submit representatives from different areas such as evaluators.
    - Ruth Adams will be Chair
  + Future Dates of ARC Meetings:
    - Fall 2025 – October 15 – 17th
    - Winter 2026 – January 28 – 30th
    - Spring 2026 – April 22 - 24th
    - If anyone notices any issues with these dates, please let us know as soon as possible.
    - A general call to the group was put out to ask for future colleges to host these meetings
  + Motion to conclude the business meeting
    - No discussion
    - No oppositions or abstentions
    - Motion passed
  + 11:31am – Gift presented to the Host College and Winter 2025 meeting adjourned