ARC Fall Meeting Minutes

Day 1, 10/18/23:

* 1pm - Started with Professional Development with Ross Artwohl (South Puget Sound Community College Counseling Faculty) – Stress Hacking Science-Based Strategy for Self-Support
* 2:50pm – 3:05pm – Break
* 3:05pm – Introduction and Ice Breaker:
	+ Name, position, college, preferred pronouns. What is your Superpower?
* 3:30pm – Legacy Link/Legacy Transcript Discussion:
	+ Inquiry about missing SM2001 and SM6001 pages (admission/application information). SM5001 is the page that displays all of this.
	+ Concern raised about inability to track grade changes in Legacy Link. Recommended to check SM6013 (Transcript Classes) to view historical data.
	+ Legacy Transcript – looking for a solution for students’ access to their unofficial transcripts. Should there be an enhancement request submitted? Discussions with key individuals involved with the creation/roll out of Legacy Transcript indicate that the security concern is an inability to verify it is the actual student accessing the records. There is currently no ability to do Single Sign On. There are currently no plans in the near future to address this. Concern was raised about not letting this sit for a prolonged length of time and to ensure that it is brought back up to State Board in a reasonable time frame to convey its importance to the colleges. Students’ inability to have access to their own records in a timely manner is problematic and can create unintended consequences for students when applying for jobs or pursuing higher education. It is also creating additional workload for short-staffed colleges.
		- Would like to ask State Board if possible for them to convert more records from Legacy to cut down on the number of student records that are not in ctcLink. This would aid in resolving the unofficial transcript situation. Recommended to bring this up to Christine McMullin and Ruby Hayden when they are present at the meeting on Thursday to determine feasibility and seek options for resolution.
* 4pm – Transcript Logistics – sending transcripts to other colleges: using the electronic CTC to CTC process vs. just sending PDF through transcript processing agency (e.g Parchment, NSC, etc.).
	+ Question raised about whether transcripts sent through ctcLink are considered official. Consensus is they are official. The uncertainty may have been caused because External Education is a global page with no indicators on that page if the transcript was sent to that specific college or just there from another college or because the physical document does not look like a typical official transcript (no signature, no watermark, just a text document, horizontal orientation). Colleges have different processes for accessing the transcripts sent through ctcLink and identifying that it was intended to be used as official at a particular school:
		- Using the electronic transcript received query, then making notes to indicate to evaluators that transcripts found on External Education were sent to the specific college
		- Using the electronic transcript received query, then going to retrieve the physical document from the Upload/Download process.
		- More information about identifying incoming electronic transcripts sent through ctcLink can be found in the ctcLink Reference Center - <https://ctclinkreferencecenter.ctclink.us/m/79558/l/971168-identifying-electronic-transcripts-sent-to-your-institution>
* 4:21pm – Question Box:
	+ 1. Who is your official transcript paper provider? Any pros/Cons?
		- Script Safe is/was used by several colleges. They were recently bought out by Parchment and some schools were directed to NPN360. No complaints about the product from NPN360.
	+ 2. How many colleges scan and do all filing electronically? And if you do, where are the records saved to?
		- Some of the document management service providers used are:
			* Laserfiche
			* OnBase
			* Qulix
			* Using Fujitsu ScanSnap scanners is awesome for converting paper records to digital
			* DocStar
			* Saving to a local shared drive for the college. Concern raised about the amount of storage space this would use up in the long run.
* 4:30pm – Adjourned for the day

Day 2, 10/19/23:

* 8:30am – Introduction and Ice Breaker:
	+ Name, position, college, preferred pronouns. What is your favorite animal?
* 8:47am – Question Box:
	+ 3. Is your tuition deadline before or after the quarter starts? Do you drop for non-payment before or after the quarter starts? Pros/cons?
		- It’s a mix among the colleges. LCC used to only do it on the first day of the quarter but that changed when Magnus started and they do it a few days before the quarter starts and then another the first week. Whatcom first drops about 2 weeks before the quarter starts and continues through the end of 100% refund. Renton is similar to Whatcom. Bellevue has deadlines prior to the start of the quarter and does drops the day after deadlines. They continue drops through the end of 50% refund period. Pierce is similar to Bellevue College. At Walla Walla they only drop once on day 9 right before census and they are trying to make changes to this timeline.
		- Maria at Everett is doing a survey of each school’s drop policy and will distribute the results.
* 9:01am – SBCTC Welcome – Dr. Lauren Hibbs, Director of Student Services and Jennifer Delinger, Senior Policy Associate, Student Support Programs.
	+ Butterbeer giveaway – Kathy Rhodes, North Seattle College was the winner
* 9:09am – SBCTC Policy Update – Christine McMullin, Policy Associate, Student Services
	+ Announcement - SBCTC will be moving across from the State Capitol
	+ Land acknowledgement
	+ Labor acknowledgement
	+ Updates from Dr. Hibbs:
		- Recognition of SBCTC’s dedication to diversity, equity and inclusion and the importance of the work done at community colleges and how it impacts students’ lives.
		- State Board recently revitalized a new strategic plan. 4 components of the plan – increase access and retention among populations who can benefit the most from our services, improve completion and transfer rates for all enrolled students across all types of programs and credentials, providing flexible career training options that are responsive to industry needs, secure financial stability of the institutions.
		- Entering a short legislative session where the bills that died last year will get a chance to come back. Want to make sure that their core goals of teaching, learning and transforming lives are at the forefront of everything. Expanding mental health resources. Appoint a basic needs navigator. 4 colleges piloting a meal program. Submitting a $20M decision package with $10M of that used to expand computer science programs. Submitting capital projects for 4 colleges.
		- WACTC (college presidents) released a statement about how important it is to establish a single process across the system and to adopt common business practices. The impetus to this was likely the conversion to ctcLink, which highlighted how different each college is utilizing the system. Feedback was solicited:
			* There were vast time differences between when colleges were rolled into the system and when issues were raised from earlier schools, they were not fixed before they added more schools to the system.
			* Not having a common timeline for converting prior records impacts students, e.g. it would have been better for all colleges to bring over data from a set year regardless of when they converted.
			* Concern raised about the word “enforced” in the language and that this will take away from some equity principles
			* Concern raised about mandatory in-person attendance to planning sessions.
			* One of the approaches for the common process is to adopt a systemwide student success software tool. Some colleges have not invested in their own tool as they wait for a systemwide tool. Presidents voted to go out for RFP on this software.
			* Background on why this decision was taken to the Presidents without prior conversation among the councils. Last summer, Presidents had a retreat and they decided a ctcLink workplan was needed. A subgroup came together to determine the needs. The plan was then presented to the Presidents meeting directly and some presidents were concerned that the plan was brought forward by the IT Leadership group and not through WSSSC.
			* Decisions about how this will all be implemented have not been made yet. So, there is no mandatory, in-person requirement currently since these decisions have not been made.
	+ Christine conceded her time for updates to accommodate this discussion.
* 10:09am – Break
* 10:29am – SBCTC ctcLink Updates – Dani Bundy (Director of ctcLink Customer Support):
	+ Fraud apps – Volunteer group met on October 12th and will meet regularly. One outcome is to establish common business practices for handling fraud apps. Another item is to acquire feedback from the online application vendor about the fraudulent security control framework on the application. Communication coming out regarding SXF EMPL IDs not being counted for FTE.
		- Concern about inaccuracies with SXF application to student accounts that could impact FTE. Currently, any ID with X is not included in FTE count.
		- Common business practice has to be established before this can roll out to include those with SXF indicators.
	+ OAAP Enhancement Requests (ER) – 169, 178, 183, 184, 212 and 237 have been submitted to the governance group for review. Looking for approval on November 1st. There is a lot of overlap across all of these ERs. Anticipate the first one to be deployed in Winter 2024.
	+ Student Success Software Decision – this was covered by Dr. Hibbs update earlier.
* 10:55am – SBCTC CS Support Team Updates – Kyrsten Catlin (Associate Director for Campus Solutions Core Team):
	+ Lilly Oh from Highline College recently joined the team as a new Functional Analyst
	+ Stabilization updates:
		- Cleanup projects – unusual EMPLIDs, term categories (this will enable colleges to utilize the new NSC reporting efficiencies available), AAR purge – there was a big from Oracle that prevented the purge to be utilized, now that it has been fixed, there is a significant backlog.
		- Configuration/system improvements – SXI/SXF/SVR Service Indicator synchronization – make sure your process is only applying these to students at your college as there was an issue where in some cases it was pulling students not enrolled at specific colleges.
	+ Duplicate ID project – they have lost some staff assigned to this. They are finishing up the OAAP ER 238 Search/Match. Anticipate release early 2024. They want to make sure they have a broad UAT session for all the colleges to test out the changes before releasing.
		- Request to colleges to make a concerted effort to be sure of fraudulent activity before reporting to State Board. If it needs to be reverted, this is possible but sometimes it requires some additional back-end work.
	+ Third Party Applications Update (HCX, OAAP):
		- OAAP – reviewing fraudulent application security controls with vendor
			* Question raised about whether any identity verification can be completed on the application side. This is not an option, but they are examining options like blocking known fraud areas, reviewing IP addresses, similarities in accounts, etc. Not able to remove the staff review component to determine if an application appears fraudulent.
			* All staff, with the exception of 3 colleges, have to use Multifactor Authentication to access the system (using OKTA). Students will be moving to MFA also soon. They are examining if they should apply MFA to the online application.
			* At the Fraud Application Sub-Group meeting, it was discussed to have a scoring system based on risk factor to try to determine if additional review is needed. Downside is this doesn’t account for whether the applicant is a current student at another college.
		- Working on Android app update for HCX/Mobile view
		- New tile icons for Twitter (X) and a graduation cap icon (SIT phase)
	+ Update on CampusCE Search/Match. Currently on pause as CampusCE has some technical updates happening but will be resuming work on this shortly. UAT completed.
	+ AppConnect Northwest Consortium
	+ Enrollment Requirements Workshop 10/25 and 10/26. Other upcoming work sessions occurring in October and November.
	+ Fluid Graduation Application is on their radar
	+ CS Image and HCX updates in 2024 (schedule TBD)
	+ Review the PowerPoint to learn more about what it means when they say they are reviewing the enhancement requests.
	+ Full Course Build will run the evening of 10/20 and expected to complete by 11pm
	+ Duplicate ID Freeze coming up on 11/28. This only applies to enrolled students.
	+ Question raised about the NSC/Parchment ER. Due to staffing changes this one has been put on hold. It is currently not in the scope of work for analysis. If it is a priority for ARC then after the OAAP ERs, they will consider it. ARC did a priority report and this one was listed as number 3 for ARC then sent to WSSSC which prioritized it as top 5. Dani has not seen this list. Ruby will investigate with Dr. Hibbs to identify what happened with the priority list and follow up with Dani.
* 11:38am - SBCTC Coding Updates – Lou Sager and Carmen McKenzie:
	+ Making changes in QARS:
		- Changing categories. Same reports, just listed under different categories. This is based on college feedback.
	+ Data governance committee update:
		- 10 proposals in various stages
		- 3 proposals out for system feedback:
			* Course Modality – retire some outdated course instruction modes, some will have no change, e.g. hybrid, other, in-person. Online will be split into 4 categories. Washington Online (WAOL) will be replaced with System Shared Classes and will be tracked through Course Attributes and not listed under Instruction Modes anymore. It was determined that the configurations for these changes can be executed fairly quickly. If proposal approved, then these changes could be implemented in time for next year’s course builds in Spring.
			* Continuing Education – new CNED coding manual. This proposal is not to change any functionality in ctcLink for CNED. Changes will be made to SBCTC policy manual to make sure everything aligns and new QARS reports created.
			* Name – change label from preferred name to chosen name and primary name to legal name, remove social name option and change degree name to diploma name
		- Next in line for system feedback – diagnosis coding, pronoun label changes, sexual orientation and gender identity label changes
		- Implement the collection of pronouns in CS. Multi-step process. First part is allowing students to input their preferred pronouns. Concern raised that the data will not be ready to flow to reports or other access points where staff can utilize the information provided.
		- Tasked with implementing meta-majors for Guided Pathways
* 12:04pm – Lunch
* 1:02pm – Question Box:
	+ 4. Who has Correct History to update/correct program plans in your offices?
		- At Cascadia it’s the Director and Associate Director only. Bellevue is the same with the addition of the two Program Specialists who manage program/plan changes and manual conversions. RTC is the Director and 2 Mangers only. LCC is the Director and a few people in the Enrollment office and one person in WorkForce so they could correct attributes. CPTC is everyone in the Enrollment Services office. Spokane is anyone who needs to create or make changes to program plan stacks.
	+ 5. Speaking of records, have you ever heard of keeping records on a thumb drive and storing the thumb drive. Know a school that does this and gives me anxiety.
		- Majority indicated they would not do this.
	+ 6. For schools that have graduation application deadlines, do you post the degree on the last quarter of classes taken/transferred or on the quarter they apply? E.g. Student missed Spring 23 deadline and applied during Fall 23. Do you post Spring or Fall?
		- A hand-raising poll was taken and most participants would backdate graduation to the quarter they completed.
	+ 7. Does your school allow students to receive a high school diploma when they already have a GED?
		- Unanimous response of yes. These are two different credentials.
* 1:12pm – Enrollment Strategies: Less Reactive, More Strategic – Chantel Black (Spokane Community College)
	+ Tips for notifying students about balances due and drops for non-payment. Email and text campaigns.
		- Concern raised about how much detail can be included in text. Advised to keep it generic, no identifying information. Texts are considered public information and if a request comes in you would have to provide it.
	+ Alerts and notifications sent about residency utilizing 3Cs and service indicators.
		- The 3Cs letter template all need to be set up through SBCTC
	+ Transcript Evaluation – uses service indicators to identify them and then you can run 3Cs to notify students that their transcript has been received.
		- For transcript received service indicators they are released once the staff have received all and the file is ready for evaluation
	+ Some of the service indicators are viewable to students and some are not, depending on whether they think it will cause more confusion to students. Also, the comments field in Service Indicators can be used as a merge field in 3Cs.
	+ Graduation Evaluation – uses Program/Plan action reason (GRAP) and service indicators to trigger communications. The staff use GRAP once they receive the external application (not in ctcLink) and the Degree Checkout Stat is locally
	+ Heroic efforts that don’t return high results are stopped, so no more calling campaigns. Email and text campaigns – e.g. students who have classes left back in their shopping cart, get a reminder.
		- No manual emails sent. They use ReGroup for these campaigns.
		- Texting gets the biggest results
	+ Moved to an event model e.g. Future Sasquatch days for new students and batch registration days for current students
	+ Emails and texts sent on the first day of the quarter reminding them of upcoming important dates, e.g. last day to add classes, last day for 100% refund, etc. Text messages don’t include dates but direct them to email to review the dates.
		- Make sure the messaging specifies these deadlines are for regular session classes, not OEE or Dynamic Dated
	+ Using TILT – Transparency in Learning and Teaching:
		- It has 3 components:
			* Purpose – explaining the why, what is this form used for. This should be clearly explained on the form using simple language.
			* Task – Define what student should do. What do we truly need to know at the College. Would it be clear to a student what information they should provide or what next steps they have.
			* Criteria for Success - how will the student they are successful. For Forms, it means how do they know it’s been submitted. Confirmation emails can suffice for this, and it is clear on the form that they will get a confirmation email upon submission.
		- For example, they just completed TILT process on their residency form. It was asking questions they didn’t use that information anymore. You can view their updated form here: <https://shared.spokane.edu/ccsglobal/media/Global/FormsA-Z/ccs-4092.pdf>
	+ Miscellaneous:
		- Make sure Service Indicators have full descriptions and resolution steps.
		- Reduced new student online orientation to include important information that they need to know to get to the first day of the quarter.
* 1:52pm – Data Governance and College Collaboration Group Proposals:
	+ Student Self-Service Questions – once per term students will need to complete an Activity Guide prior to registration.
	+ Course modality comments – hybrid is unclear, there are certain technical terms that are used that students don’t understand, Carmen will be updating the proposal to take into account additional feedback that has been given.
	+ Diagnosis Codes – still under review
	+ Student Financial Agreement requirement – At the College Collaboration Group, student financials brought up the requirement of having students acknowledge that by registering they are generating a cost that they are responsible for. It will be a global agreement that will be used by all colleges, no local configuration to this agreement. This has not yet been submitted to the Enhancement Request Working Group. It might be proposed as an Activity Guide, instead of an enhancement request.
* 2:08pm – Online Admissions Application Portal (OAAP) Workgroup Report:
	+ Lilly moved to State Board so workgroup is looking for new members
	+ Requesting update to change high school completion and dates of attendance questions on application
	+ Requesting updated language for citizenship definitions
	+ Request to change default phone type from Home to Mobile
	+ Request to change the parent/guardian questions, change “mother/father” to “parent (or legal guardians)”
	+ Requesting wording at the top of the application indicating required questions are indicated with an asterisk, then add numbers to help guide students in the order the initial application questions must be responded.
	+ Requesting update to Personal Information page to organize the top of the page in a similar manner to the lower portion of the page e.g. Name Information, Profile Information.
* 2:37pm – Question Box:
	+ 8. For those that use the waitlist, who manages waitlist and workload? Pros/Cons from your perspective.
		- Most offices use staff members to manage this process.
		- Morphed into a conversation about permission numbers and how colleges use these differently.
* 2:50pm – Break
* 3:09pm – Question Box:
	+ 9. Which colleges use milestones for residency or transcript evaluation status updates? I'd like to know who I can contact to pick your brain. :)
		- Erika at Walla Walla uses Milestones to identify documents to upload to their storage system.
	+ 10. How do you track/note/code residency updates based on the residency affidavit in ctcLink? What do you do with the signed affidavits after?
		- The new affidavit is stored with all other documents.
	+ 11. Just curious how everyone handles requests for diploma reprints for students who previously graduated. Do you have a form? Do you charge?
		- Many schools responded yes to having a form and yes to charging.
		- Spokane makes them order/pay directly through Jostens
		- Lower Columbia is getting ready to move to Parchment for initial printing and reprints
		- For older diplomas some schools are doing Quick Admit in ctcLink, others are creating under Add/Update and others are issuing Department Receipts
* 3:24pm – SBCTC Policy Updates – Christine McMullin (completing the skipped policy updates from the morning):
	+ Legislative Updates:
		- SB 5079 – the date by which tuition and fees are established for the subsequent academic year. It should go to State Board meeting in February 2024 for approval.
		- SB 5593 – Data sharing between the K-12 and public higher education institutions. This will allow colleges to develop marketing plans to target juniors and seniors. Students and/or parents can opt out. First data transfer should occur in late 2024.
	+ Bill they want to watch, which failed last year is SB 5329. This addresses colleges with multiple campuses and how fees are charged at campuses other than main campus.
	+ Additional budget priorities and other possible issues in 2024 are listed in the report from Christine that will be posted to the ARC Listserv.
* 3:34pm – Question Box:
	+ 12. How do other colleges who have co-requisites for their classes, like Math and/or English, put them in the system? Are they connected or are they two different classes? How do you make sure a student is enrolling into both at the time of enrollment?
		- This is handled through the class build and through Enrollment Requirements
		- Also make sure permission numbers are not set to override for prerequisites as it would override corequisites as well.
	+ 13. Are schools following the retention schedule to the letter? ex: Residency is to be retained for 6 years after graduation or the date of last attendance? How do you track that or do you use a general 6 years or something similar?
		- Spokane uses Halfile and it doesn’t allow purging.
		- Some schools are just keeping documents for a lot longer than the recommended retention schedule.
* 3:47pm – Council/Commission Liaison Reports:
	+ Budget Accounting and Reporting Council (BAR) – Kathy Rhodes: Nothing to report other than they are busy and trying to get through ctcLink.
	+ Articulation and Transfer Council (ATC) – No Report
	+ Advising and Counseling Council (ACC) – Kari Collen: Nothing to report.
	+ Disability Support Services Council (DSSC) – Karl Smith: They have not met yet for Fall; will be meeting soon. Confidentiality is a big topic for them.
	+ Financial Aid Counsil (FAC) – Anneke Hercules on behalf of Steve Downing:
		- FAFSA Simplification coming. WSAC awards (WCG) are going to function like the Pell Grant and based on intensity level (not enrollment level – full time, half time, etc.). It will be based off the credits the student is actually taking. If you’re taking X credits, you’re getting a specific award. This will change FA awarding process but no specific details have been released.
		- For FAFSA Simplification, number in college will no longer matter. State Aid isn’t sure how they will address this.
		- New Student Experience portal coming. Unable to process corrections for WASFA until February 2024 (when Go Live). Can’t process corrections for 23-24 nor 24-25. Currently can process corrections for 23-24 but this will cut off at some point (exact cut off date has not been provided yet).
	+ Intercollege Relations Commission (ICRC) – Maria Larsen and Kari Collen:
		- Lots of updates and small sessions for talking and the discussions appear to be anecdotal not data driven.
		- Review and updates to the ICRC Handbook
		- Some colleges are having their catalogs reviewed.
		- In addition to the WA45 review, they are making recommendations to ATC regarding the transferability of the AA degree
		- New AP pre-calculus is coming. Sending to faculty to review. This will impact the crosswalk. It will be a new test.
		- New proposed computer science AS track 3 with focus on the Washington 45
		- Pre-Nursing getting a degree review.
		- Pursuing a Psychology UPP (uniform pathway program). Not a transfer degree. Not an MRP. Coming out of JTC.
		- Audit on transferability of high school classes
		- Lots of discussion on AI and the impact on curriculum and selective admissions
		- Central Washington University (CWU) was just approved to offer an AA degree
		- Spokane Community College is rolling out a 1-year Associate degree
	+ Washington Association of Collegiate Registrars and Admissions Officers (WaACRAO) – Kari Collen:
		- The residency rodeo occurred last month
		- Next location for WaACRAO to be determined
	+ Instruction Council (IC) – Starr Bernhardt: Nothing to report and their next meeting is coming up.
* 4:12pm – ARC Meeting Logistics Discussion:
	+ Is there a better way to interface with the other councils or should we do away with this agenda item (council liaison report out)?
		- Recommended to turn it into a more general agenda item where if someone did attend a meeting or has information that they share out, instead of making it a detailed agenda item
		- Christine McMullin put forth the idea of having the councils submit items for the quarterly newsletter
	+ Thoughts of a joint council meeting with FAC:
		- Consideration of logistics for the size of the group
		- Another suggestion is if WSSSC conference ever returned, that could be a possibility to accommodate the group
		- Potentially trying for a virtual joint meeting
	+ Potential Hosts for 24-25:
		- Fall 2024 – Whatcom Community College
		- Winter 2025 – TBD
		- Spring 2025 – TBD
* 4:22pm – Roundtable Discussion – What do you wish you had known earlier in your career?
	+ Janet Garza (Columbia Basin) - If possible, try to send at least one representative from the college to attend in-person ARC meetings. Lots of hallway conversations and relationship building occurs when you are able to attend in-person. If there are concerns about budgets, the college Presidents have said they will support their teams attending the Council meetings (at least 1 person). Ruby Hayden is volunteering to help troubleshoot this area.
	+ Maria Larsen (Everett) – Take time off. Very important to reset and refresh. You are worthy of the time off.
	+ Tracy Songao (Clover Park) - I agree with Maria. I hope I knew how important taking time off and self-care was, especially in a management/leadership position.
	+ Ruth Adams (Peninsula) – Really important when you go back to your office to share what you learned here. We are trying to grow professionals and they need to know what we do here and how they fit into this.
	+ Karl Ritter-Smith (Whatcom) – Take advantage of the opportunities that you get regarding professional development, work groups, serve on executive board, etc. It helps to build connections with people across the system.
	+ Bryan Escobar Martinez (Cascadia) – Important to create boundaries for yourself. Making a better work/life balance.
	+ Quynh Mihara (Highline) – Years ago she met Shawn (formerly at Cascadia) who told her work is not important, your health is. Quynh now uses Do Not Disturb to cut off notifications at night.
	+ Kathy Rhodes (North Seattle) – Used to sleep with post-it notes and a sharpie next to her bed. It was hard but she was able to stop that habit. It’s important to practice work/life balance.
	+ Chris Maund (Seattle Central) – Echoes agreement with taking time off and practicing work/life balance.
	+ Ruby Hayden (Lake Washington) – You get to control the message you send to your teams and your supervisor. Remember, we are not physicians in an emergency room. Setting clear boundaries/expectations is kind. Read the book called Scarecity.
* 4:47pm - Question Box:
	+ 14. Are you using any SI to show payment to release diplomas?
		- Some schools are not holding diplomas due to lack of payment
		- Noone responded that they were using Sis for this process
	+ 15. How do you resolve when a student withdraws after the 10th day, resulting in a "W" grade, only to alter realize that this was an error? Do you remove the "W" grade function through quick enroll? We have learned that this approach has immediately affected the FA progress units during the enrollment process.
		- Schools have removed the W grade through quick enroll and not received complaints from FA
		- Other schools are backdating the drop then re-enrolling the student into the class using the original enrollment date
		- There was an update that may result in the impact to the FA progress units so for those schools removing the W, we should start to pay attention to see if it is having that impact.
	+ 16. Does your school require a graduation fee for BAS, certs, transfer degrees? Are there any degrees that are excluded from the fee?
		- Only a few schools are charging the graduation application fee
		- Related questions – are there any schools that don’t allow certain degree types, like short certificates, to participate in commencement? A few schools do not allow short certs to participate.
	+ 17. All students who earned a HS diploma outside the US are now being required by FinAid to provide proof, so we are referring many more students to credential evaluation agencies and receiving many more questions from students. The credential evals are slow and expensive; is anyone planning to review foreign HS transcripts internally, or some other solution?
		- No school indicated they are doing this. It is not a requirement for FA anymore that they need to show proof of high school diploma.
* 5:02pm - Adjourn

ARC Day 3, 10/20/23:

* 8:35am – Introductions and Ice breaker:
	+ Name, position, college. What is your school mascot?
* 8:49am – Presentation of host gift to Nannette from SBCTC
* 8:50am – Discussion of email sent from State Board to confirm that ctcLink should not be used as a document repository. Colleges should have a local business process and utilize a separate document management system.
	+ Concern raised that students are allowed to upload documents there so why can’t the colleges? Responses given indicated that the purpose is for colleges to obtain the documents from students and move them to their other document repository; not for the students’ documents to be stored in ctcLink indefinitely.
* 9am – Update from Janet regarding OAAP Enhancement Requests (ERs):
	+ Two of the ERs (169 and 184) have a piece regarding residency on Running Start applications
	+ Response from State Board is this request cannot be fulfilled. Adding residency to the Running Start application will violate a supreme court decision and will disenfranchise our most vulnerable students and schools should not be requiring RS students to disclose their citizenship and immigration status.
	+ While the student is covered under Basic Education funding we should not ask for their residency.
* 9:22am – Fraud Discussion:
	+ The fraud prevention work group finally had a meeting and will now be meeting monthly
	+ Concern raised about the email sent regarding SXF service indicators and FTE impact. We discussed this earlier in the day and indicated we needed to come up with a common business process before they could start to use just the SXF indicator to exclude FTE and the email was released indicating it would go into effect by the Winter 2024 snapshot. This timeline is too soon.
	+ Concern raised about impacts to process timelines due to time spent investigating fraud, e.g. application processing taking extra time because they are looking for fraud indicators
	+ There should be a technology solution for this problem.
	+ We would like to request additional support from State Board for example, hiring a consulting firm who is versed in this area.
	+ Ruby indicated that the fraud working group should be the one that comes up with solution options and then draft official recommendations to WSSSC to carry it up the governance chain of command.
	+ Ruby will follow up with Krysten regarding the SXF FTE impact timeline.
* 10:00am – WSSSC Update – Ruby Hayden:
	+ WSSSC met at Walla Walla last week.
	+ They want to make sure their workplan is more supportive of the councils.
	+ Ruby has requested to be on the work group to carry out the edict from the Presidents group
	+ There were also discussions about the Fentanyl problem in the community and how they can help support the colleges with this.
	+ Updating their bylaws to retire two councils that have not been active – women’s council and career services council.
	+ Discussed potentially bringing back the WSSSC conference but no decision made yet. Logistically it is very hard to do.
	+ Review of the new FAFSA Simplification application. It will make things easier for students but can also provide some frustration as it involves more parental participation which can be difficult for some students. It will have a major impact on Financial Aid offices and will be like going through a ctcLink implementation all over again as it will change the way they do everything.
	+ They voted in new executive board and Ruby has renewed being in the ARC liaison position.
* 10:09am – ARC Workgroup Status/Score Evaluation:
	+ Should they continue with having a workgroup for enhancement request priorities?
	+ FAC’s version of workgroup, FAS, would like to combine with ARCs workgroup every so often.
	+ Magnus no longer wants to be in charge of the work group. Soliciting new members to join.
* 10:25am – Break
* 10:43am – Question Box:
	+ 18. Is anyone using MyHub with the Clearinghouse yet?
		- Janet from CBC attended the Clearinghouse session earlier this week (Tuesday). No one is using MyHub yet because it’s not available yet. Clearinghouse is working to determine the timeline for when it will be released and how long it will take to implement it. Watch for more information in your email and they will notify when decisions will be made.
		- Magnus received set up documentation from Clearinghouse on Monday and he forwarded to his IT department.
		- MyHub is a way for students to sign in using their local college credentials and access services from Clearinghouse. Free for schools and free for students. It is a replacement for the Student Self-Service tool on Clearinghouse website.
	+ 19. Does anyone have in writing a policy that shows the 2.0 GPA requirement to receive degrees/certificates?
		- Most schools have it written in their catalog
		- Ruby provided clarification that schools are required to publish graduation requirements and be easily accessible to students and the public
	+ 20. Can we/is there a way we can share onboarding/training checklist and/or processes w/each other?
		- In the Teams chat group or through the listserv
	+ 21. Can students see their residency status on their ctclink?
		- No, they cannot.
		- A lot of schools are including it in the admissions materials
	+ 22. Do you have waivers for placement testing, transcripts, etc.?
		- Peninsula gives a waiver to TRIO students for 2 transcripts
		- Bellevue doesn’t charge for transcripts for incarcerated individuals
		- Spokane has a partnership with Eastern Washington University known as Destination Eastern and they waive transcript fees for participants of this program
		- Lake Washington doesn’t charge for transcripts at all
		- Most, if not all schools, don’t charge for placement anymore
	+ 23. I'm curious how many colleges are using CampusCE for their Continuing Ed? For those who are, do you know if duplicate IDs -- once resolved in ctcLink -- carry over to CampusCE?
		- Hand-raising survey shows quite a few schools are using Campus CE
		- There has been a recent update that is improving the Search/Match process resulting in less duplicate creation
	+ 24. Question more for SBCTC but if someone at ARC happens to know: In reference to yesterday's conversation on storing documents in ctcLink and the email that was then forwarded: if we can have students upload documents via advising notes, milestones, etc. why can we not then store documents via these means? There is even a section of the email that states we can upload paper versions of the documents for the student if needed.
		- This was addressed in an earlier conversation and Christine is also following up with the responsible people to provide more clarity
	+ 25. How do schools maintain student F1 Visa status in ctcLink? Is the expiration date included when adding the Visa information? What department does this? Who is responsible for making sure that once a student is no longer on an F1 Visa, ctcLink is updated?
		- Various answers from schools in terms of who is responsible – some registrars/enrollment offices, some have international student offices
		- The SINT student group is controlled by State Board and for their purposes, not for the local college’s purpose
	+ 26. Any instructions having issues with residency missing from a student account for their institution, which causes tuition issues (tuition not calculating at all) and currently no queries or error reports to catch unless they are a transitional studies student?
		- If you Quick Admit, it’s possible to miss entering residency. Term activation will go through but the “Eligible to Enroll” box will not be checked so students can’t enroll.
		- Chris at Seattle Central had the experience when they switched from OAA to OAAP where some students didn’t get residency.
	+ 27. What is the purposes of Undetermined status from ctclink? FA Department can't code students in reporting as Undetermined and it causes an error (Invalid or Missing Resident Code) for the State Unit Record Report (URR).
		- The Undetermined category exists for several reasons. The FA office should be told if they see undetermined to enter it as non-resident
	+ 28. We are manually tracking and managing incomplete grades. Are you using the student incomplete and grade lapse process? Any recommendations or best practices to share?
		- Seattle Colleges doesn’t convert I’s to F’s. Their FA treats the I as a failing grade
		- Several colleges use grade lapse process and like it
	+ 29. Are there any stats RE: fraud applications of colleges charging an app fee vs no app fee? Are you considering an app fee? Why or why not?
		- YVC is charging an app fee ($30) on the OAAP and has way less fraud problems
		- Most other schools are not charging an app fee
* 11:24am – Business Meeting:
	+ Motion to approve the Spring meeting minutes:
		- No discussion.
		- No opposed or abstentions.
		- Motion passed.
	+ Treasurer’s report:
		- Made about $40 profit on the Spring meeting
		- Starting the 2024 fiscal year at $14,675.95
		- After revenues and expenses from the Fall meeting, the balance is currently $18, 787.16.
	+ Motion to approve OAAP Workgroup recommendations:
		- Discussion – Publicly acknowledge the hard work of the work group and how much work and effort they put into this.
		- No opposed or abstentions
		- Motion passed
	+ Motion to discontinue the residency workgroup:
		- Discussion – By ending the residency workgroup, does this imply residency questions will be worked on by the OAAP workgroup? The initial purpose of the workgroup was to make recommendations about residency as a whole, legislative level.
		- No opposed or abstention
		- Motion passed
	+ New Business – Motion to have ARC write a letter to WSSSC regarding the Fraud taskforce:
		- Discussion – Clarification on what the letter will address:
			* Having a college co-chair
			* Meeting more regularly
			* Solutions including things that are not manual intervention
			* Putting an RFP for a consultant
			* Timelines/deadlines
		- No opposed or abstentions
		- Motion passed
	+ Presidential Appointment – McCall Fadeley from Spokane Falls has agreed to be the inaugural Technology and Communications Officer.
	+ Dates for future ARC meetings:
		- Fall 2024: October 16 – 18 at Whatcom Community College
		- Winter 2025: January 15-17. Location TBD
		- Spring 2025: April 16-18. Location TBD
		- Request was made to move the Winter and Spring meetings to the 4th week of the month instead of the 3rd week. No decision made yet.
		- We will be looking for a new President-Elect and Treasurer at the Spring ARC meeting
	+ Motion to conclude the business meeting:
		- No discussions
		- No opposed or abstentions
		- Motion passed
* 11:46am – Fall Meeting adjourned