ARC Meeting - Fall 2022

1 PM: Icebreaker – name/roll/college/what's something you are excited about? What's something you are anxious about?

2 PM: DEI At Clark Highlights – Presenter Laura LeMasters

DEI in Athletics at Clark. Shared a snapshot of Athletic participants that reflect diversity of campus similar or greater to rates on campus.

Athletes are required to participate in Study Hall for the first quarter

Working on clarifying and using similar language regarding student experience (admissions/matriculation/registration/etc.).

Appreciative Advising is the model they are working toward. Athletes have both academic/program advisors as well as athletic advising to make sure that academic advice lines with athletic requirements

Professional development for coaches is necessary but tough, given they are part time

Wrap around services are necessary for success.

It would be ideal to have coaches as full-time staff, to maximize their potential as student support

How do you make full time roles out of PT Coaching?

DEI Brainstorming – How can ARC provide training?

- How does Outreach work with DEI initiatives?
- How does Adult Learning work with DEI initiatives?
- What can we do better to improve access and retention for diverse populations?
    - Ungrading concept – competency-based with final letter grades
    - How does Math & English placement work with DEI Initiatives?
        - o Do hoops matter in Student success with English and Math placement?
    - How do we loop in high school counselors to support placement/guided self-placement?
        - o Linked groups of outreach/admissions/registration meeting with hs counselors is one suggestion
    - Also reviewing what academic standing means at the college with hs counselors

3 PM Roundtable discussion of Guided Pathways:

Still looms large. Still have funding. GP has allowed Clark to pay a credential evaluator, cut time in transcript eval to 1-3 weeks.

Building all the rules in ctcLink for credential evaluation made a huge difference in timeliness

LCC is using Navigate, others are using Starfish

SBCTC would like to talk to colleges about Guided Pathways, per Christine McMillan. Is alignment happening between K12-CCs-Baccalaureates?

Explain processes for Program Plan Stacks. Many schools are only having advisors submit Program Plan stack information.

Resources for Program Plan Stack work – Olympic College has pulled PRQ plan stacks, strictly enrolled into plan, and then use student groups to manage admissions information.
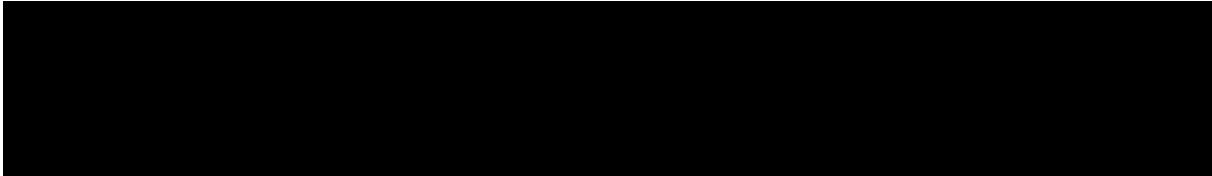
4 PM – FERPA Training with Ruby Hayden.

FERPA Breach reporting

- Colleges must report FERPA Data Breaches within 24 hours
- Via Email to cspssaig@ed.gov or fsaschoolcybersafety@ed.gov
- Or by calling 202-245-6550

Include in report:

- General overview of issue
- Dates of Potential Breach
- Impact (number of records)
- Method of breach
- Information Security Point of Contact at the College
- Remediation Status
- Copies of any alert letters

Examples of alert letter and report letter:

September 27, 2022

NAME
ADDRESS

Dear NAME,

I recently learned that a college faculty member inadvertently provided non-directory information about you to another student by email.

The details of the incident are below:

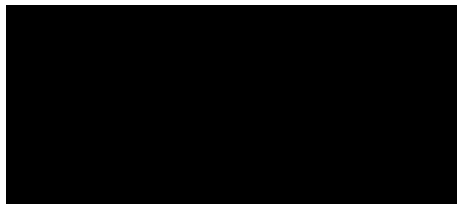Date Information Released:

- September 26, 2019

Type of Information Released:

- Name
- Student Identification Number
- Personal email address

I apologize for any inconvenience this may have caused. The faculty member immediately received training on our college policies to insure this will not happen again. If you would like to request a new ID number, we are happy to help you with that process to ensure the safety of your student information.

Please contact me directly with any questions or concerns.

Sincerely,

Hello,

A recent FERPA breach occurred at the college where an faculty member emailed the registration office and copied the students on a request for enrollment. The email contained the names, SID, and personal email addresses of the students (so both students saw each other's SID).

The impacted students were sent the attached letter to notify them of the breach.

Dates of potential breach: September 26, 2022
Impact (number of records): Two
Method of breach: Accidental
Information Security Point of Contact at the College: ██████████████████████████████
████████████████████████

Remediation status: Complete, all students offered the opportunity to obtain a new SID; training provided to faculty member on the day after the breach occurred

Please let me know if you need additional information.

██████

FERPA Breach Consequences

- Gramm-Leach-Bliley Act (GLBA) audits institutions of higher education were slated to begin in 2018, with allowable fines consistent with Clery amounts (up to $55,907 for each violation)
- 2018 DOE Significant Guidance: Renewed interest in protecting student records.

Ruby has sent PowerPoint of FERPA Security presentation to ARC list-serv.

WSSSC Report:

Meeting at the same time as ARC. The Spring ARC meeting request for a recommendation from WSSSC to remove OAAP will be voted on by WSSSC this week.

There has been significant VPSS changes across the state, so currently no President of WSSSC. The work will continue:

- EDI work will continue to move forward
- Guided Pathways as it relates to CTCLink
- Enrollment Management

WSSSC met with various commissions (IC, Diversity Commission, SBCTC-IT) this summer. Discussions around technology/CTCLink needs were spirited.

- Thank you ARC for supporting FAC with recognizing that certain FA updates to CTCLink are necessary and need to jump some of ARC's concern in the queue.

Question Box:

QB: Are Dynamic Dates refunding correctly? Several schools having concerns. Pierce has a ticket in to SBCTC to review. Likely most everyone is having issues, even if you don't know it.

QB: FERPA Breach language? Ruby is sending information to listserv

QB: Deadlines for applying space available basis for seniors? Have to wait until first day at minimum.

ARC 10/20/22

830 Announcements

- If you didn't get the handout for professional development, be sure to email Starr.
- Be sure to use microphone in the room to help everyone online hear.
- Reservations – 530 PM Taphouse Restaurant
- Reminder – need location for Winter Quarter, as well as replacement for Secretary and Treasurer

Icebreaker – name/school/pronoun/two truths and a lie

915 AM – SBCTC Report from Christine McMullin

Talking points/one page and newsletter has been shared on listserv

Decision package for whole system

- Fully funded compensation package – 157 million
- 13% biennium raise for faculty and staff. Recognize that we can't rebuild enrollments with proper staffing
- Additional money to advance EDI work – 26 million
- Support workforce development programs – 77 million
- Expand learning technology – 93 million

Legislative recap

- Anti-hazing bill
- Financial Aid Outreach Pilot
- Support for students experiencing homelessness expanded
- 500K to support RS/CiHS out of pocket costs
- New residency categories
    - Military affiliated individuals eligible for residency

With Gail having left WSAC, unlikely to replace her.

This is a concern for ARC and the system. Continuity and consistency regarding residency is at risk with that position not being replaced

WSAC is convening a meeting to review whether/how residency connects to equity. Let Christine know if you are interested.

Is it time to split residency listserv into to two (cc's and bacc's. Bacc's tend to dominate the residency listserv, not always a safe place for cc's)

ESER (RS emergency funding) ends 06/2023

Question Box

QB: Program Plan Changes – do you make them stick with the original plan?

QB: Anyone use subplans? One AAR, same for DTAs, subplans are for tracking.

QB: Anyone struggling with Enrollment Appointments? Kael is happy to help with structuring queries/jobs.

TS Students not having appointments based on credit load (like gen pop students) feels inequitable. Putting TS students into a student group and giving them all the same day.

10:15 Bill Belden, Workforce Education (program approval)

There are inconsistencies between colleges regarding program coding.

Program inventory changed – now posted on SBCTC Website, updated quarterly.

Heather Stick left SBCTC in March. Bill B handles that role now

CTCLink will be the one source of information/alignment

Apprenticeships are difficult/confusing to code

Once Bill B is confident that ctcLink is updated and correct, SBCTC-managed separate inventory will go away.

Shelby was hired to merge/streamline both prof/tech and academic programs approval

Working on making sure that all the data is correct in all the places, including teachout

Anyone can submit program requests, but Bill isn't always sure who at college can approve those requests.

Those requests to change/inactivate/add programs go to Bill

Bill is asking for an instruction and student services contact for program plans/approvals/updates.

How long should discontinued programs remain on the inventory?

There needs to be student services representation on program plan process because of FA eligibility questions.

Prof/tech common course numbering will increase.

Do subplans need to be consistently applied and defined?

CCN (Common Course numbering) helps with transferability between ctc's, not from ctc to university.

OSPI has proposed transformation to CTE-Dual Credit. If CTE-DC were common course numbered, would that increase participation/transcription?

Program plan updates/requests are complex.

Bill and Shelby are working on creating new processes to submit program plan requests.

Bill wants to launce new program website/process by July.

11 AM – Carmen and Lou from SBCTC

Lou reports that student group mass assigned process is being updated.

Critical error process is being updated.

QARS deadline and Snapshot Deadline are two different dates, so that there's time to fix all things.

Carmen reports that the Data Governance Committee workplan was agreed to last week. Demographics subcommittee meets next week.

Continuing Ed Career needs attention. Carmen has been working with CNED commission to see what is needed. There will likely be an addition of 'job skills programs (FTE Generating)' and 'everything else'

CNED is challenged with coding. This change to their structure can help with that.

Carmen is looking for registrars to participate on this subcommittee.

Course modalities – a subcommittee to talk about modality (online/f2f/hybrid/synchronous/asynchronous)

Diagnoses code – collected with Disability Services, is collected at student level, not institutional level. DSC is concerned about security.

LGBTQI+ coding is in student information, but not yet in HSCM. Will be reconfigured in new rollout, work has already been done.

Data Classification – category one is directory information. Category 4 is highly specialized/high security dat. EMPLID ID is category 3.

Data Security training updated this year.

Adding Questions to Student facing self-services to collect necessary information for state reporting. Some questions are collected at OAAP, but would like to add it to registration.

Those questions would still be voluntary.

Primary race indicator – can be chosen to turn on in the CS pillar, it is turned on for Employees in HCM.

Working on collecting pronouns. We chose not to add pronouns at original go-live, but now we can focus on that implantation – could happen this year, if all approvals happen.

Primary vs preferred name. Looking to provide guidance on when to use what.

Also updates to race/ethnicity codes. For example, adding Latine' and/or replacing Latinx

QB: Should student preferred name be on transcripts? Degree/certificate hard copies.

QB: Can preferred names go onto ID cards? (it would have to be manually done)

QB: Emailing unofficial transcripts? Students can access unofficial transcript via ctcLink. Only email transcripts if they are encrypted and/or password protected.

12 noon – lunch.

1 PM: Prioritization workgroup – Ruth, Magnus, Nora, Kael

WSSSC asked for top three issues facing us –

- o Having em2ail entered in OAAP into ctcLink
- o Tuition calculated at time of registration
- o Integration for NSCH and Parchment

WSSSC has sent them to SBCTC. This was asked of all councils, and then the top three overall would be presented as priority. About 9 top issues were forwarded.

Clearinghouse/Parchment integration – has not been voted on by Strategic Technology Advisor Committee (STAC) – but will be presented

Our top three have not been moved forward.

We could vote to formally approve the three top issues that we sent.

Discussion regarding if this workgroup can/should continue

Should FAC/ARC work together on this workgroup?

Also – SBCTC is descoping several points that were originally in the original plan for CTCLink.

Chantel is the co-chair of the ctcLink working group committee, first wave of governance.

If there is something that you don't want descoped, be sure to speak up.

The google form works to continue updating when there's something to change

Enhancement requests are visible to anyone, so anyone can see the status.

Tara Reed will be at ARC to talk about governance tomorrow

How many schools are continuing to require/track vaccination? Classified staff union are requiring proof of booster, for certain unions.

QB: what is your average processing time for credential evaluation – random time, anywhere from 2 weeks to 10+ weeks. Do you validate high school diploma from another country? FA no longer has to prove student has diploma, only they have to attest that they have one.

International students are required to provide proof

QB – business process for catalog year changes for program/plan stacks?

Instruction/ES converse about what the benefits are to changing the plan to a correct catalog. Mass substitutions are another option

At Pierce, student has 6 years from start to complete degree, otherwise the student changes to current catalog

QB: Is anyone using OER? Most are

QB: Is it possible to create separate batches for entry codes? Try it in PCD, but yes

QB: Do you handle permission codes, or do you have instruction handle it? Some both.

QB: Implemented forms for residency questionnaire – looking for support.

How do you handle two signature – adobe sign can be configured to do that. Sign Now can be web based/initiated.

QB: Have there been any CHS application update? Supposed to be updated in 'phase two'. CTE=DC should be coded as transitional learning. There should be an update to the CIHS application.

OAAP is a third party software, so not as simple as if it were our own software.

2 pm – break

215 – professional development Upleveled Results. Deena Godwin

Update from Carmen – delays on CIHS application, there will be a renewed review, carmen will let us know

Commission/Council updates:

- ICRC – re-emphasized 15 prof-tech credits, and reminded about credits for prior learning
- BAR – Kathy not available
- ATC – Jonathan Barnett is leaving WVC, we will need a liaison
- ACC – Kari Collen – no new updates
- DSS – Karl Smith – meeting soon, will report out
- FAC – Steve Downing – happening next week, lot of focus on salary equity, 60% of Directors of FA have left since CTCLink. Looking at equity barriers in the Financial Aid application process
- WACRAO – Steve Downing – 8/3/2023 at CWU all day event. Probably won't have the residency roundtable. Might have to create some folks within the system for residency. WACRAO needs volunteers
- IC – needs a liaison

QB – how often do we run batch term activation – hourly/daily.

QB – will students school emails ever be available in bio/demo? Student email is student controlled.

QB – who builds your AARs? Cred Evaluations, instructions

QB – how do you change the program plan on the God page? Both plans have to be active,

QB – manual conversion – how's this going? It's so much work. Hiring an extra person to just do that is important.

QB- transitional learning how do you handle admissions/enrollment? Still paper forms. Batch/classroom registration. Some schools are doing OAAP.

Friday, October 21, 2022

 Welcome & icebreaker – name/school/pronouns – favorite thing about being a registrar

QB – does anyone have two weeks between winter and spring? Centralia, Grays harbor, Skagit. Very difficult to change.

QB – has anyone set up a way to capture student accepting financial responsibility? We need an activity guide, can be enforced with a service indicator.

QB – residency should be established within 30 days of the start of the quarter. Are their circumstances where you would retroactively adjust after that? If the student started during the first 30 days, or if there was an error

QB – We use a V grade for admin withdrawal, which shows up as W. Is there a way to make it show up as a V not a W. The W grade is auto applied as part of the withdrawal process, but you can manually change the grade to a V if needed.

Not a lot of schools use an instructor withdrawal, there are pros and cons.

9 AM – Tara Keen with SBCTC Director of Project Management Office. Governance/enhancement request processes.

Office very busy since transition from implementation to management. They are also a support system to colleges and sbctc for solution design.

The Working group is solidifying the revised Enhancement Request process flow now that we are in operational governance.

Approved ER process flow for Commissions/councils.

Instructions for Completing the New enhancement request form

Other ER process flows will be going before governance for approval soon (College Collaboration Group Chair sponsor, Data Governance Chair Sponsor, College President Sponsor, SBCTC Leadership Sponsor.

RTM Scope Transfer of 250 Requirements

Working group has reviewed the first two groups, all status updates in reference center.

PPMO continuing to take feedback and provide WG for decision.

To date – 11 approved for de-scope. 1 changed from descope to requirement clarification needed.

Please continue to review and send feedback

Requirement Clarification Topics – College Collaboration Group (Future Agenda Items)

Work with your college collaboration team or with ARC to determine the scope of any enhancement requests

WG reviews ER's and determine the effort estimate and scope of each request.

WG is updating transparency of status of ER's so that folks can tell the status, and what is happening

Anyone can submit an ER, but needs to be sponsored by either ARC or College Collaboration team

Part of the review of ER is making sure that any changes don't upset the processes at other points along the way

Descoping – this needs to be happen because prior project leadership didn't enforce/move certain pieces into the project without any governance review. These items are now being looked at for official descoping.

Project Mgmt. office is also working on customer support team on enhancement backlog, for governance approval and requirement clarification review

As projects move from 'initiation' phase to 'execution' phase, providing information guides in ctcLink reference center under Resources – PMO-Project Information

Preparing materials for multiple projects from transferred scope

Assisting with assessment of college prioritization items to organize approach to work

FA work is being prioritized

Most efficient/easiest pathway to getting something done? If ARC has a vetted idea, reach out to WSSSC or College Collaboration Group for sponsorship of the request.

930 OAAP Workgroup – Janet Garza, Maria Cristina Larsen, Michelle Mussen, Tanjagay Martin, Veronica Corral, Nichole Oh, Lilly Oh,

OAAP workgroup has met every other week. Enhancement request has been submitted to WSSSC

Group is asking ARC to support:

- Move 'submit now' button to the center of the page, keeping color green. Move Save for Later to button to center page and change color to yellow. Same size, on all pages.
- Supplemental questions – the bachelor parent question only comes up if the answer to hs grad is yes. Change the logic to hs grad (or equivalent) to yes or no, college grad yes/no
- Suspense records – if no chosen email, error doesn't tell you what it is. Require students to choose a preferred email and home to submit an application if data is entered into the field

OAAP workgroup is still working on updating residency section, will be able to present at winter meeting

Intent of workgroup for residency questions is to make it as automatic as possible.

Affidavit questions are being added to OAAP

The intent is if SW29 qualifies, the waiver would be auto added

Are we able to ask Residency for RS applicants? This was submitted to WSSSC in May

Asking RS students for residency – per SBCTC, K12 law says that students can't be denied education based on residency. Much conversation ensued. Christine McM will reach out to Jamie T to clarify rules for RS

Much discussion about residency – some issues with how we interpret res laws vs how 4yr universities interpret. Consider changing how we think about a rate of tuition vs an interpretation of residency

WASAC has created a Residency Listening Group, might be a place to voice our concerns

ARC can create a workgroup to write a letter of advocacy to change/clarify residency rules

Break –

QB-How does institution handle incoming/outgoing fraudulent transcript? Do you make a note on the transcript? Most schools don't put conduct issues on transcripts. You can put a SI at the school, so your school can handle admissions/registration issues.

QB – what CRM are you using for outreach? What system are you using for advising? Radius for CRM, Starfish for advising. Fireworks for CRM, TargetX for outreach.

QB – how much time must elapse before making them apply again? 2 years, one quarter, schools would use an update form not full apply.

QB – Who processes waivers at your school? Registrars, depending on the kind of waiver. Some other departments do it, depending on the waiver.

QB – Is anyone using Highpoint as CRM? No

QB – Is anyone having issues with RS students being able to submit transcripts through Parchment or NSC to Common App first year? This is related to RS being transfer students but also being considered a first year. Probably a setting change to Common App?

QB Does your college deny admissions? No (Selective admissions yes)

QB Does conduct issues at one school visible at another schools? no

QB Instructor Withdrawals as a grade – not many schools use the V grade, but some do.

QB – which schools are allowing state employee tuition waiver to be applied toward a BAS? They aren't space available/they are competitive entry programs.

Host gift to Mirranda/Clark

11 AM Business ~~Office~~ meeting

Janet moved; Chantel seconded to start the meeting

Spring 2022 Meeting minutes approved

Treasury Report FY $8700, fees changed to $200 annual fee/per college, plus $60 per additional attendee

We expect to end this meeting at $13,886. 6K is the necessary cushion for accommodation requests.

Top three enhancement requests to approve to refer to WSSSC (has already been sent to WSSSC in September)

- OAAP Email address pushed to CTCLink
- Tuition auto calculates at time of registration
- NSC parchment integrate

Motion Approved.

Motion to approve the next three priorities

- BEDA Grade basis
- Streamline manual student conversion
- Legacy Transcript tool update/fixes/enhancement

After discussion, Magnus withdraws motion.

Motion to approve OAAP enhancement request as presented previously.

- move buttons
- update supplemental questions
- email priority request

Discussion. Approved.

Residency work group will reconvene to make a plan to bring back to ARC

Appointments for Treasurer and Secretary forthcoming. Location for Winter 2023 tbd

Meeting adjourned 1130 AM