**Winter 2017 report to WSSSC**

Prepared by Ruby Hayden

**Winter 2017 Meeting:**

* **Grays Harbor College**
* **January 25, 26, 27**

**General Updates**

**Roundtables (all attendees)**

* ARC held several robust roundtables sessions on:
  + Guided Pathways – obstacles and accomplishments
  + Basic Studies – registration processes, waivers and drop for non-payment, coding, visas, HS 21+
  + DTA – possible changes coming, interdisciplinary classes, transfer from 4 years, general discussion
  + Veterans – staffing, certifying, coding, reporting
  + Transcript services – Parchment, Clearinghouse, others, pros and cons
  + Systemic Barriers – What do we need to change & how do we implement change

**Enrollment Policy Update (Autumn Yoke from SBCTC)**

* Autumn Yoke provided clarification about how international students can only be coded as 35 if a 3rd party contract is in place regarding an individual student’s tuition.

**ctcLink Updates (Scott Copeland from SBCTC)**

* Scott Copeland and campus solutions staff continued to attend the full ARC meeting to directly hear Registrar concerns.
* Overview of governance changes and new timelines provided

**Admission Application Modifications (Ruby Hayden from WSSSC)**

* Ruby Hayden presented the history of and work to date on the Admission Application Modifications Workgroup
* ARC provided helpful feedback that was sent directly to Joe Holiday at SBCTC for inclusion in the final suggested edits

**Professional Development:** **Exploring Bias for Selective Admission Programs (Dr. Caprice Hollins from Cultures Connecting)**

* Topic and speaker selected to assist ARC in preparation for the theme of the Spring conference
* Dr. Hollins focused on implicit bias, systemic/institutional barriers, and led brainstorming session on what individuals could do at their campuses in the scope of their roles

**Questions for WSSSC**

1. ARC is concerned that they have not received a response from their Feb 4, 2015 concern about Transcripts (see attached)



February 4, 2015

Re: SBCTC Transcript Clearinghouse Concerns

Greetings,

The Admissions and Registration Council is concerned about future services for students whose records will be kept in the Legacy Transcript Database and how those transcripts will be managed at SBCTC.

At the winter ARC meeting, Brian Dahl gave a presentation that outlined SBCTC’s recommendation for a centralized database managed at SBCTC where students and the colleges would request student transcripts on an as needed basis. While ARC agrees that a low cost, low maintenance solution is preferred, ARC would add that managing these records at the college-level is of equal, if not greater, importance. ARC is not concerned that SBCTC will fail to provide quality service to students; rather, ARC believes the colleges are ultimately responsible and accountable to the students they serve. Since student records are a core function of the college, individual colleges must have as much control and access to them as possible in order to ensure the integrity of the records and systems at the colleges.

Managing student records without direct access to the records will cause delays to student requests and additional work processes at the college. For example, when a student who is in the legacy database returns to college, the college will need to reactivate the record by first determining if the student has a record in the legacy database and, then, deciding what to do with the legacy information. In most cases, the college will want to rebuild the transcript so that Degree Audit, prerequisite checking, and academic progress policies work. From a student perspective, there will be an added delay between when the transcript is requested and received. Students may postpone seeing an advisor or taking classes until the transcript is received and processed.

ARC suggests modifying the current recommendation so that the colleges will have direct access to their student records. We know that there will be additional cost and time to provide this level of service; however, the cost and risk could be far greater in the future if we are unable to provide students with the quality services they have come to expect.

After Brian Dahl’s presentation, ARC members compiled the following list of concerns and questions:

1. Managing transcripts and transcript requests at SBCTC
   1. Will the state issue transcripts from 34 different colleges, using the college seal, and appropriate transcript legends?
   2. How will student complaints be addressed?
2. Customer service for students
   1. Telephone requests are not FERPA compliant .
   2. How quickly will transcripts be available for students? (i.e., 34 college registrars and staff will be dealing with angry students regarding delays in receiving transcripts)
   3. There will be limited services to provide unofficial transcripts to students and staff for advising purposes (i.e., colleges will have to order transcripts to advise students in programs of study; increased demand for staffing to build records in PeopleSoft for students attending after legacy transcripts no longer readily available)
   4. Many students have multiple transcripts (How will the SBCTC clearinghouse be sure multiple college transcripts are processed for each student?)
   5. SBCTC (Brian Dahl) has unrealistic expectations that the “SBCTC clearinghouse will have only 40 transcript requests daily”; this is not like GED transcripts
   6. Will the number of student transcript requests be limited? Many students request up to 10 transcripts at a time when they are applying to colleges or looking for work.
   7. What will be the turn-around time for students to have transcripts mailed?
3. Nuts and Bolts of a static file
   1. How will SBCTC attach 34 legends/keys to transcripts requested through SBCTC?
   2. How will SBCTC attach 34 registrar signatures required to authenticate the transcripts?
   3. How will student name changes be handled?
   4. How will updates to static student records – such as grade changes, academic forgiveness, repeats – occur?
   5. How will clock hour corrections happen for the technical colleges?
   6. How will deceased student transcripts be handled?
   7. Subpoenas? An educational record is more than just the transcript, it includes bio/demo data, registration transactions, admission information
   8. How will FBI and US Department of Personnel security checks and transcripts be made available on demand? Colleges have to provide transcripts on demand for US investigators and need immediate enrollment information for the US Department of Personnel forms.
4. How will blocks and fines be handled?
   1. Is it legal to release transcripts to students who owe Title IV funds?
   2. Wouldn’t forgiveness of funds owed to the colleges be considered “gifting of state resources?” Students are getting transcripts, but have not paid for their classes.
5. Transcript services
   1. Will SBCTC cover the cost of security paper, envelopes, and mailing for domestic and international students?