



January 29, 2018

Dear Washington State Student Services Commission,

The Admissions and Registration Council (ARC) met for the winter quarter meeting January 24-26 at Peninsula College. During this meeting several topics were discussed related to ctclink which the membership wants to bring to your attention. These topics are included below with recommendations from ARC.

TRANSCRIPT CONVERSION FOR CTCLINK/PEOPLESOFT

Discussion:

Transcripts that are not converted to PeopleSoft must be manually converted when a student returns to enroll at a college. This is necessary for accuracy of student records and to facilitate administration of financial aid. The manual process of entering a transcript can take two to four hours (and sometimes more) dependent upon the length of the transcript. Converting less than six years of transcripts will significantly impact student records and the time and staffing required to manually convert transcripts.

Recommendation:

ARC recommends that a minimum of six years of transcripts are converted to PeopleSoft in order to support students and facilitate efficient staff work.

LEGACY TRANSCRIPTS

Discussion:

ARC is concerned about the access and retention of Legacy transcripts after all colleges have converted to PeopleSoft. Registrars need access to transcripts for updating, advising, late conferral of degrees and many more reasons. There have been various discussion on possible solutions, but a final solution has not been identified. While we know this is not an imminent requirement, we want to ensure that development of a solution is not deferred. ARC also discussed the need to participate in the solution.

Recommendation:

ARC recommends the process of developing a solution for the access and retention of Legacy transcripts is not deferred and that ARC representation is included in the process.

GLOBAL CLASS SCHEDULE

Discussion:

PeopleSoft features a display of the class schedule search that is viewed by the public. An individual does not have to be a student at the college to view this schedule. This display is controlled by a setting that is a global for all colleges. This setting could be set to display one or more quarters. If the global setting is to display on an annual basis and a college does not have a schedule developed, an individual searching the schedule will see a complete blank.

Currently, some colleges are displaying their class schedule for an entire academic year, while others are displaying the schedule on a quarterly basis. In discussion, it seemed that more colleges may choose to begin displaying an annual schedule in particular with the work on Guided Pathways. In fact, Grays Harbor College is enrolling students on an annual basis, which some colleges indicated they may consider for the future.

Recommendation:

The SBCTC ctcLink project has requested a decision on the global schedule search. ARC recommends a global schedule search setting that is for an academic year. We realize there is an impact beyond ARC as the class schedule also impacts instruction. We request that WSSSC support this recommendation and collaborate with Instruction Commission (IC). It is essential that this decision be supported from both WSSSC and IC.

CELL PHONE NUMBERS

Discussion:

Currently, Legacy has two phone number fields, one for day and one for evening. In order to improve communications with students, there is a need to capture cell phone numbers and permission to text. This would enable communication through text messaging which has a greater probability of reaching the students.

Recommendation:

ARC recommends that the current "day phone" field in Legacy be used as "cell phone" and the current "evening phone" be used as "other phone". This would require modification of the day phone field label in the online Web Admissions Application and all paper applications (all screens in Legacy would still read "day phone" and "evening phone"). Additionally, a text label should be added with language that reads similar to "By entering a number in the 'cell phone' field, you agree to allow the college to text your number with college information. Numbers entered in the 'other phone' field will not be used for this purpose." Per SBCTC staff that attended ARC, this would not be difficult to accomplish.

ARC appreciates your continued support and your consideration of these recommendations. We are available to provide additional information and further discussion.

Sincerely,

Anne White
President