

Enrollment Services Director's Meeting
Tuesday, February 1, 2011
9:00am – 2:00pm
Highland Lakes Campus, Room WH-371
Minutes

IN ATTENDANCE:

	Brown-Williams, Janice	x	Linden, Steve	x	Mathews, Carla
x	McCall, Maurice	x	McMullen, Katherine		Porter, Wilma
x	Van Buren, Kelli		Nadlicki, Leanne (Recorder)	x	Powell, Andrea (Recorder)

- I. Reviewed and approved November 23, 2010 meeting notes.
- II. Today's Agenda was amended to include:
 - A. Additions to the Standing Updates- O2O, Redesign Teams
 - B. Additions to New Business- Achieve the Dream, Digital Imaging.
 - Amended Agenda was approved.
- III. Standing Updates
 - A. Staffing Updates-
 1. Orchard Ridge Campus-
 - a) There will be a Student Service Specialist position available after March 20, 2011, as a result of Deona Jennings taking a permanent position as a Student Service Specialist at the Royal Oak Campus.
 2. Royal Oak Campus-
 - a) There is an Administrative Specialist vacancy (Robin Evans- retired).
 - b) Deona Jennings has accepted and will start February 21, 2011 as a permanent Student Service Specialist (Clara McBrown- retired).
 3. Southfield Campus-
 - a) No vacancies. Currently there are two Counseling Student Service Specialist positions and one Enrollment Student Service Specialist position (Muriel Gray who has recently returned from leave). There has been talk of adding another Student Service Specialist position.
 4. Auburn Hills Campus-
 - a) Sherri Colon has replaced Beverly Watkins (retired) at the Welcome Center. The position was previously a level I and has been changed to a level III. Sherri will do the triage area processing as well as all other level III functions. In the future Sherry will be trained to help with financial aid duties during down time.
 - b) Brenda Dilworth has accepted a position in the ASC leaving a SSS vacancy. Temporary employee Theresa Delong will fill the position until further notice.
 - c) Carrie Smith is out on Maternity leave and her position has been filled by temporary employee Alice Bender. Carrie is due to return on March 21, 2011.
 - d) Interviews have been conducted for the vacant Secretary position in the International Student Office.
 5. Highland Lakes Campus-
 - a) Darlene DeGeorge's position will not be filled. Katherine McMullen offered to move the Highland Lakes vacant SSS position to the Southfield Campus if possible.
 6. District Office-
 - a) Joyce Reiterman returned on January 31, 2011 and will resume the position at the Registration Desk.

- b) Deona Jennings accepted a position at the Royal Oak Campus leaving a vacancy at the Records Desk. Deona was temporarily replacing Linda Feijoo who was out and has previously retired. Applications are currently being reviewed for this position.
 - c) Dawn Robinson is currently filling a vacancy at the Outgoing Transcript Desk for the recently retired Janet Harper. Applications are currently being reviewed for this position.
 - d) In addition to the two vacant positions, there are negotiations for a third SSS position. This position will create a second Graduation Desk. The position will be presented at the next Vacancy Committee Meeting. As of January 31, 2011, Tom Amundson, a temporary employee is currently being trained to assist the Graduation desk.
- Steve Linden wanted clarification on the time in which a position can be posted? Employees who have accepted an internal position are given a 20 day probationary period and their position cannot be posted until after that time.
 - Handling of new position requests: Dr. Richard Holcomb must be provided a copy of the position request document prior to submitting to the Vacancy Committee. This will allow Dr. Richard Holcomb the opportunity to review and discuss before presenting the position to the Vacancy Committee. The hierarchy chain of command in the Enrollment Services Department is as follows: The Director of Student Services reports to the Dean of Enrollment Services Carla Mathews; The Dean of Enrollment Services reports to the Vice-Chancellor Dr. Richard Holcomb. Remember to obtain the required campus signatures before submitting the document to Dean Carla Mathews.
- B. Recruiters
1. There was a question called regarding the last meeting between the Recruiters and the Directors. There may have been a meeting last fall.
 2. Carla has suggested that the Directors meet with the Recruiters on a monthly basis.
- C. International Student Advisors (ISA)
1. It was noted that the ISAs are an intake operation and can't counsel students. They are advisors.
 2. Carla has also recommended that the Directors meet monthly with the ISAs as well.
 3. There was a recommendation to meet with both groups (Recruiters & ISA's) together.
 4. Katherine McMullen volunteered to schedule meetings for the next 6 months with the first to be held at the Auburn Hills Campus. An agenda must be created for each meeting.
 5. The Dean is also requesting an update of each meeting to be presented at the following Director's Meeting.
- D. Financial Aid (Student Financial Resources and Scholarships)
1. There was no representation for the Student Financial Resources and Scholarships office.
- E. DO Operations
1. Graduation: There is an ongoing concern regarding the Graduation Operations. Graduation information is sent to the National Student Clearinghouse three times a semester. Auditors have labeled it a place to watch. The auditors were provided with a list of 10 – 15 students who graduated June 2010. Of those students only one was listed as having graduated. When the students are not listed as graduated in a timely manner the lenders are not able to start the collection process of the student loans.

The current challenge is: One person to accomplish a huge job with short timeframes. As a result, the Graduation process must be revised to accommodate the workload. Due to ongoing meetings with the Registrar and Financial Services, the process has been amended to start with the financial aid students; the population of most interest to the Auditors. The dean has requested a new position to

assist with Graduation, approved by Dr. Holcomb. Our new procedures should prevent further failed audits.

2. Transcripts: Outgoing transcripts are current. Requests received on January 25, 2011 are currently being processed.
3. Evaluations: Currently processing 75 – 100 per week. There is a two month back-log.
4. Admissions: A question was presented regarding Marie Cooper (the admissions specialist) reviewing incoming transcripts of students with no degree for English classes and posting the English classes that are equivalent to the student's record thereby establishing their English placement. This would prevent students from having to wait 3 – 6 weeks to have their transcripts evaluated and/or take the English placement test.
5. Dr. McCall collects desk totals weekly from his staff. He will provide weekly desk totals at the Process Overview meetings.

F. O2O (Oakland 2 Oakland)-

1. There are a total of 19 admitted O2O students. Eleven of the students are enrolled at OCC, seven of the students are enrolled at Oakland University, and one student is not currently enrolled at either institution.
2. A question was presented regarding the student's Oakland Community College transcripts. Will Oakland University need them? Oakland University starts summer registration on February 7, 2011. The Registrar has OCC transcripts for each of the students and will provide the transcripts to OU.

G. Redesign

Topics discussed included:

1. Official transcript processing on each campus. The Redesign team wants more convenience for students. However, transcripts that are provided to a student are stamped "issued to student" and are not considered "official" at most four year Universities. There are other instances where a student will need an official transcript. Some examples are: to take to a job interview, to continue insurance benefits, and to provide during probation/court appearances. If we charge an additional fee for on the spot transcripts as other institutions, this could possibly generate additional revenue.
2. The Directors will investigate the viability of placing official transcripts on each campus". Each Director will review the process used by different community colleges with multiple campuses. Kelly Van Buren will research Wayne County Community College, Steve Linden will research Macomb Community College and Katherine McMullen will research Lansing Community College.
3. Be prepared to present at the next Director's Meeting.
4. Cross training of frontline staff.
5. SSSRT is taking suggestions from the floor. Send any suggestions to Dr. Richard Holcomb.

IV. New Business

➤ Comments from Dean Carla Mathews

A. DO Desk Overview

1. We will be scheduling weekly meetings for the next seven weeks. The meetings will be facilitated by PDT and Leanne and Andrea will serve as recorders. Each two-hour meeting will focus on the functions of a particular desk. Your role is not to learn how to do the job but to see exactly how DO supports campus initiatives and look for redundancies in the process.

There has been lots of turnover among staff (more to come) and do not want to risk the opportunity to update Handbooks and desk operations. I certainly hope you will make yourselves available to attend these valuable learning opportunities.

B. 2011 New Year / New Professionalism

1. Reviewed the process and order of future meetings. Each meeting will include the following standing updates:
 - a) Staffing Updates, Recruiters, ISA, Financial Aid, DO Operations, O2O, and Redesign

2. Introduction of Andrea Powell and Leanne Nadlicki. They will attend each meeting as recorders.
 3. Being in a professional role requires a high level of professionalism. Think of better ways to do business. Be innovative and Creative.
 4. As professionals we need to make our meetings a priority and arrive 10 to 15 minutes before the meeting start time. We want to be sure that we are prepared to welcome our guest presenters at the designated time.
- C. Rules of Engagement
1. We reviewed the boundaries within which the DSS Meetings will operate. The Rules of Engagement will be revisited at the next DSS Meeting for those who were not present.
 2. Discussion All
- D. Updates to "Steps to College Success" pamphlet
1. The current pamphlet is outdated and is undergoing changes.
 - a) Add online applications
 - b) Add ACT
 - c) Add e-mail requirement
 - d) Remove grey background
 2. Steve Linden will complete the updates using the Enrollment Services budget.
- E. Discussion: Service hours for departments that interact directly with our areas
1. All intake areas should open at 7:00 am during priority registration. Discussion to include others areas for student convenience; e.g.
 - a) Counseling
 - b) Business Office
- F. Students automatically getting an e-mail when their application is processed
1. There is a waiting period between the time the application emails and the paper letters that's mailed to the students are received. During this time the school is overwhelmed with phone calls from students wanting to know their next step in the enrollment process. A resolution would be to send a series of emails to students with each letter being relative to the individual student's enrollment type.
- G. Processing student athletes more effectively
1. The athletic students meet with Counselors to complete the Add/Drop form. The form is processed by Enrollment Services. Students are not always present during the time the form is processed causing a delay.
 2. Laurie Huber the Athletic Director would like to have the Add/Drop form revised to accommodate the athletic students. There were 2 options presented. The first option would consist of including the time of each course on the form. The second option would be to create a separate form for the athletic students.
 3. Laurie will need to meet with counseling to discuss the scheduling conflicts. This would circumvent the need to update the form.
- H. Proposal for graduation application data entry on campus
1. Dr. McCall is proposing that going forward the Counseling SSS's will enter the graduation applications into the student record before it's sent to DO. Students who have not completed the requirements for graduation will not be sent to DO until the requirements are complete. The Counseling SSS's will monitor the progress of the incomplete graduation applications.
 2. All SSS's on campus must be trained.
- I. Waitlisting
1. A meeting has been scheduled for next week. Waitlisting will be implemented during Summer 2011.

- J. Achieve the Dream
 - 1. The focus is on English Development. We would like to have a mandatory orientation for students who place into developmental English (ENG 1055 & ENG 1060). We will also need intervention strategies. More importantly we need to ensure enough seats in the English classes for these students.
 - 2. How will the mandatory orientation be scheduled?
 - a) At the beginning of the term or
 - b) As a 1 hour lab
 - 3. Doug, the director, at Henry Ford Community College, says their orientation is 3 - 4 hours long and is mandatory.
 - 4. Other Sister Schools utilize their Student Life and Counseling Office to facilitate and organize the orientations.

- K. Digital Imaging
 - 1. Directors were given the Perceptive Software Pricing & Project Scope Prep Questionnaire. The Questionnaire is a basic spreadsheet with high level functionality. Perceptive will review the Questionnaires and provide pricing and scope based on our needs. Please submit the responses to Carla Mathews by Friday.

- V. Old Business / Action Items (From 11-23-10 meeting)
 - A. Blackout dates will remain the same. Each campus will operate in the manner that works best for that campus.

 - B. Acceptable forms of communication from Parole Officers:
 - 1. Must provide court documents in order to conduct business on behalf of students.
 - 2. Communication must be on letterhead. We will no longer accept email or phone calls

 - C. Bad addresses will be shredded after processing.

- VI. Other Business
 - A. Other Business: Sally Hanna briefly visited to discuss the recent increase in Add-a-Seats. She explained how it is unfair to the students who have followed the college's registration guidelines and dates. The document was created as a tool to assist with college error and or special circumstances. This will be added as an agenda item for the next Deans meeting. Prior to the meeting the Directors were instructed to provide the total number of Add-a-Seats for Winter 2011. OR has processed more than 300 Add-A-Seats as of this date.

 - B. Clarification was needed regarding the motion presented by the Curriculum/Instruction Committee. The motion reads: "The College Curriculum Committee requests that the Registrar's office investigate whether or not Datatel can assign one course number per subject to be used for any number of special topics course in that area, and that the title on the section of the course, once created, be changed to specify the particular topic being used so it will appear on the transcript as such. In addition, can the system be changed to not treat these courses as a repeat, giving credit for each time a different special topic course is taken for a particular subject, possibly limiting the number of "Special Topics" credits a student can take?"

 - C. The College Curriculum Committee approved another motion which requests that the Registrar's office be responsible for ensuring that the content of the online catalog be compared to the printed catalog and to make corrections as necessary. Dr. McCall will follow-up on both requests.

 - D. Notifying other institutions of our changes in curriculum? How should we proceed? The Curriculum Committee has requested the Dr. Holcomb follow up with the Registrar's Office. In the past, sending

paper updates may have been appropriate but in our electronic age, this process is now obsolete. Some institutions have requested that we not forward the information. The information is updated by each college from the new catalogue each year. Dr. McCall to follow up.

- E. Whitmore Lake is located in Washtenaw County but our system is coding student records as in-district. Dr. McCall will follow-up to get this corrected.
- F. Make a proposal to Financial Aid to Identify the Guaranteed Processing Deadline such that by which the students financial aid will be processed and in place to hold the students classes by the 1st payment due date.