Present: Farrah-Marie Gomes and Sara Hayashi (System), Lori Ideta (Manoa), Gail Makuakane-Lundin (Hilo), Judy Oliveira (West O'ahu), Amy Rozek (Windward), Isaiah Kaauwai (Kaua'i), Brenda Ivelisse (Kapi'olani), Lara Sugimoto (Honolulu), Curtis Washburn (Leeward), Debbie Nakama (Maui); Polycom: Hae Okimoto (System).

Update: System and Centralized Financial Aid Positions
Farrah met w/financial aid officers at the end of July. One major concern was not having system financial aid positions filled. Farrah shared that VPs Dickson and Morton continue to work on the transition of centralized FA from UHCC to System. A joint statement should be sent out soon. Band A and B searches will go quickly after Band C in place. Farrah has offered to be a liaison in the meantime; trying to get an answer of who to refer higher level financial aid questions to until C position is filled.

Update: Report back from Financial Aid Officers meeting:

5 financial aid issues:

1. Kamehameha Schools Makalapua Na'auao program-working with Bursar's Office to create codes to disburse funds. Farrah is working with the 4 campus FAOs, Bursar's, and ORS.

2. Concern from some campuses regarding awarding certain system scholarships without meeting the criteria (minimum GPA, declared major/program, etc.). Farrah is looking into this with the two temp hires in Hilo.

3. Attendance implications on financial aid – currently no collective move toward consistently taking attendance in the first two weeks of classes. We need to think about what we want to do. Farrah will take back to Ris a to see what process we can use. May create a small working group including a couple of academic and student affairs members. Perhaps look at starting interim process (trial) in spring semester.

4. Student debt challenge - hasn't been any work coordinating alumni relations and HR efforts. On the back burner for now.

5. President Lassner has asked OGC to look at Hawaii Administrative Rules – 1) repeal rules that have corresponding policies and 2) revise/create policies to incorporate rules where policies do not currently exist. Want to have policies (board or executive) to help guide operational decisions, but don't want to leave as HAR because future changes will need to go through a longer process. HAR includes residency, tuition and financial aid issues. Is it possible to move parts of the rule that we use to policy since they should be there anyway, then once they are there, repeal the rules? Sometimes there are contradictory rules and policies. For programs that no longer exist, we will work toward repealing the rule.
New launch of FAFSA in October is another major concern. There are serious implications if processing is not done correctly. There are differences in philosophy about awarding earlier.

December 1 launch of System Scholarship database. Used to be done by Gregg and the Band A position. Will have discussion w/Gregg to show Sara how to update website. Campuses will review list and see if there are any additions or edits. Hope to have some resolution/timeline by September meeting.

Update: Policy Status
Policy and Procedure Information System (PPIS) is undergoing modifications. AVPSA office still does legwork. Process of loading in policies is 15 steps. Preferred Name and Systemwide Disciplinary Sanctions are currently at step 7, appears to be at OHR. OHR is now vetting all policies. Then routed to VP Dickson, then President Lassner.

Handout: final version for Preferred Name policy. Made all edits to omit faculty and staff. At this point, the policy pertains only to students. Will ask groups to provide feedback; hope to make edits to student component in 12-18 months. There is discussion on whether faculty and staff policy would fall student affairs policy. There may be a parallel policy in future.

Discussion: Banner items
a. Banner updates: in November during early registration students who are using GPS registration will get a redirect page if they try to go through MyUH. (Previous semester had the option to use portal.) Also changed student record update forms. Used to be by term codes. Now only need to complete once even if in accelerated term and regular concurrently.
   Discussed if students should see all courses including waitlist or only available, or have a button to click to “view waitlisted courses”
   option 1: shows all open on top, all closed underneath
   option 2: only shows available classes, with option to click button to include closed classes
   Group agreed on option 1. Hae will ask same question to CCAO.
   Question: what if a student registers for an open section, but they want to register for waitlist class if it becomes available?

b. Systemwide disciplinary sanctions
   Need to know what kind of code type alpha, number, description, how it’s going to be applied.
   Can we have a code for Title IX infraction?

c. Student fees to go through on Banner side.
   Want to be sure that student fee will be automatically calculated within Banner. That is dependent on classes being built correctly. Will Hae’s office be able to provide the training? Need specific detail to explain why the codes need to be entered. Fall 2017 is the anticipated live date.
d. Preferred Name ready to go
   Question: will students be able to get new id, names on grade roster will happen mid semester? Group decided to start implementation at the beginning of a semester, so aiming for Spring 2017. Will look into request for new ids at no charge if they are changing because they’re using preferred name.

e. Application - if there are changes to how you want application worked on, let Hae know.

f. Admissions attributes
   May need subcommittee to discuss attributes for early admissions students (while still in high school). Difficulties on reporting and tracking. Subcommittee will see if changes will meet everyone’s needs for different programs.
   Committee: Hae, Jason, Debbie, Amy, Lara - goal to use for spring 2017.

g. Autoload of test scores
   Would still require a lot of matching (if student applies, will need to match.) VCs would like to continue if the process can be easier. Hae will get back to us.
   Is there a way to have a single upload that shows up on student’s record across the system? Possibly in centralized admissions for CCs?

Discussion: Financial Obligations/Payments After Purge
At UHM tuition & fees taken off first, housing falls to the bottom. Revisit payment plan and what happens after the purge. Currently students registering after the purge are not required to be on a payment plan. Ideally if registering after the purge, pay the day they register.

Process prior to collections: do we bill? When? How often? [We don’t bill.]
Originally started conversation because people didn’t like the purge, students often re-registered after purge but don’t come to class. Previous suggestion was to purge closer to end of summer, but business office said no.

Option to send out monthly notice of financial obligation with specific amount. Working with GPS system to send out notice of payment owed as soon as students register. Also suggested a message saying “We are beyond a purge date. You are responsible for withdrawing from classes if you do not plan on attending.” Get the message out that after the purge date it’s the student’s responsibility to withdraw. A No Show policy could also help these students.
Concern: If purge date is later, how will it affect the class cancellation process? All agree that pushing multiple reminders would be better, easier, and more user friendly.

What do we do about allowing students to register after the purge?
Suggested a window of time for student registering after the purge to either make payment sign up for a payment plan (ie: 5-7 days)
No shows policy could tie into this.
Hilo: not purged, West Oahu: Aug 31 purge (campus level), Maui College: purge
All others: already purged: done systematically by Hae’s office
Suggestion: “Amazon model” – if you exit without paying (or sign up for a payment plan) registration will not be completed. Need to make it more intuitive - screen popup to make payment when they hit the button to register. In GPS registration, there is an automatic message with amount owed and a message to pay now. Need to have automatic delete function - How would that be controlled?

Common purge date. After that date, must pay or sign up for payment plan or have financial aid in order to prevent purge. If receiving financial aid, student’s account will be flagged to allow registration. This should be communicated upfront.

Registration will be confirmed upon:
   a. Payment of _____ amount
   b. Sign up for payment plan (cashier’s office lift)
   c. Confirmation of registration (FAO would put on protector to prevent drop)

Otherwise registration will be cancelled ___ days later

Will need to discuss w/registrars and Financial Aid officers
In the meantime, send out multiple reminders about payment.
Hae will report back on suggestions.

There was a question about assessing a late fee. Most campuses have a $30 late registration fee.

Discussion: Impact of Financial Holds
Two flaws in the bill:

   1) Banner can’t differentiate between tuition and other holds.
   2) Financial holds do not get applied until the end of the current add/drop period.

Since Fall 2015 students are now able to drop their last class online.
Current banner structure is that students aren’t able to add or drop from courses if they have a hold. This leads to a bigger question: how are students registering (who is allowing students/lifting holds that enable registrations to process if students have existing obligations? If we fix that, we fix the issue of a student with a hold being prevented from dropping a class.

As the bill is currently written, we don’t place an obligation until the end of the add drop period anyway so we should be okay. Agreed that we could allow students to drop with a hold (not add). Banner not capable of doing this automatically electronically, but can be done manually. Will add the word “current” (unpaid tuition balance) to clarify and we would be in compliance. The fix is that the obligation is not added until post add/drop.

Is the fact that students have the option to do a manual drop communicated to students? Is there consistent practice and messaging across campuses? Do Registrar Offices know this? No. Only Manoa. All other campuses are handling through appeals to VCs before registrars process drop request.
Hopefully by next meeting we will have list of all hold types in use.
Update: Common Refund Policy (all 10 campuses)
Will come to a consensus on date, not sure if all campuses can come to a consensus on percentages. Percentage would be higher level discussion with Chancellors.

Look up who was officially consulted besides VCs – need to make sure registrars and cashiers are consulted and brought into the discussion. Farrah will check with Jason.

Why not include weekends in discussion. Suggestion: allow add/drop changes on the weekend (would represent 7 actual days) for 100% refund instead of cutoff on Fridays. 10 days for Manoa was to account for any random holidays, also wanted to make sure tues/thrus classes got to meet at least 3 times. Will look into it.

Senior Programs
Will be reaching out to exchange ideas between campuses on this program. Spreadsheet will be circulated for updates before that meeting. Someone from Hae’s office should be there because they use help desk and IT resources.

Discussion: Preferred name procedure
Policy is moving forward. Working group: Amy, Jerilynn Enokawa (Kapiolani CC registrar), Russell Chan from AVPSA office.
Left off with preferred name form. Talked about incorporating preferred name with name change form. What will the process be? Spring 2017 rollout. Farrah will ask Russ to convene the group, Amy will bring back updates to CSSAO meetings.

Update: Student Conduct Code Policy
Pushed to next meeting, if anyone has updates, can make in the google drive. Go through slides from previous meeting and look at EP 1.204 (interim policy).

Update: Student Conduct Procedures
Can get working group started working on procedure. Consciously separate procedure from policy. Curtis, Isaiah, Lara, Amy, Judy, Megan (from UHM judicial), Dee Uwono, Sarah Moriarty (OGC). Curtis volunteered to convene meetings.

Estimate 4-6 months (Spring 2017) implementation.

Discussion: RP 6.208, Board Exemptions to Non-Resident Tuition
Discussion about adding a #8 for students who lived in Hawaii and graduated from a Hawaii high school. Might we need more substance/justification to convince the board? Need more clarity in wording.
Example: parents reside elsewhere, but the student lives with relatives in Hawaii. Should we specify public Hawaii high school?
Suggested: allow for Pacific Islanders – can make the argument for this based on the fact that UH is the closest public university that they would be able to attend.
Add E. Residency rate for Pacific Islander students.
Farrah will send out draft language.
Update: Stipends for Student Government
Financial aid officers would like something in writing. Do we want some consistency at system level? What would be acceptable that we can all agree on? Include information on stipends in handbooks for chartered organizations, website, etc.
Clearly communicate to students:
-What stipend is: payment to student
-Responsibility: Must be reported

Requested by FAO group. Have a working group with: 1 VCSA (Debbie), 1 financial aid officer (Curtis will ask Gregg), 1 business office representative (will ask Grant at Hilo).

Update: OneCard – no update at this time.

Update: 24-hour support
Blackboard provided a quote. Looking into Hobson to see if they can provide similar services. Asking for similar quote. Need to check with VCAAs about their thoughts on these services. Will present again when we have info on both and can make comparisons. One suggestion was to start with the CCs as a pilot since the questions will likely be more similar than different as compared to a systemwide approach including the 4-year campuses.

Update: Counselor job title
Farrah waiting for response from HR.

Discussion: Student Housing in Chapter 6 as a Fee
Only applies to 4-year campuses. Currently housing rates are included Chapter 6 fees document. Should housing rates be part of the fee policy or should they be taken out? Conflict in policy: board Chapter 6 policy (per board). Also included in RP 7.205 student housing (per president). Propose that it be taken out of Chapter 6 as fees, and left only in policy because it doesn’t meet definition as a “fee”.

Discussion: E&M Classification
VCSA & Dean of Students positions are classified at a different level from other VC’s. VP Dickson’s belief is that VCSAs will now be classified the same as other VCs. Note that Curtis & Lara are currently serving as deans, but expected to perform work comparable to VCSAs. Is this equitable in the new band structuring? For reference, see RP9.212.

New Student Orientation
a. Is it tied to registration?
b. Is there a cost?
c. What is covered?
d. How long does it take?
e. Are activities linked to national best practices?
Leeward: requires face-to-face NSO before registration. Or online orientation?  
Maui: mandatory before registration, done online. Looking at mobility & flexibility to address enrollment.  
Not mandatory at Manoa, not enough resources. $95 fee covers cost of food.  
Hilo - $75 for 3 days, not mandatory.  
West Oahu mandatory, cannot register until doing orientation.  
Kauai CC moving toward mandatory orientation.  
Leeward allows students to request exemption.

Curtis will send out a google survey. Include a column on who wants to change something and if so, what? What info should we include that applies to all campuses systemwide?

**Enrollment Management**  
At the time of this meeting, enrollment is down Systemwide except West Oahu, Windward CC, Hawaii CC. Let’s look at making Enrollment Management a standing item on our monthly agenda. Retention needs to be part of the conversation, not just recruitment. System could help run retention numbers and share amongst CSSAO/CCAO groups. Need to bring in discussion of national trends as well and also need to look at early college.

**NAPSA Regional**  
Registration for the annual NASPA regional conference is now open. It is in Seattle this year. Next year’s conference will be in Honolulu.

**Liability for mental health counselor**  
OGC has said that all University employees have a certain amount of liability coverage as long as they are performing duties within their job description. All employees have the option of purchasing their own additional professional liability insurance. Still working on getting something in writing.

**Process for granting in state tuition for military**  
Verification form for military personnel requires signature from a commanding officer. Question: is that a self-imposed process? Is this an old procedure that we can revisit? Are all campuses using this form? VCSAs will follow-up with Registrar. Should only need to see orders and ID. Is there an actual policy or written procedure? If there is, let’s try to find the source.

Next meeting is scheduled for September 9, 2016 at Honolulu CC (9am-3pm).