

Council of Senior Student Affairs Officers
Thursday, April 28, 2016, 9:00am-3:00pm
UH Hilo (Student Services Building, W-201)

Present: Lara Sugimoto (Honolulu CC), Brenda Ivelisse (Kapi'olani CC), Isaiah Kaauwai (Kaua'i CC), Curtis Washburn (Leeward CC), Amy Rozek (Windward CC), Gail Makuakane-Lundin (UH Hilo), Lori Ideta (UH Manoa), Judy Oliveira (UH West Oahu), Farrah-Marie Gomes, Risa Dickson, Sandra Furuto, Stephan Doi, Hae Okimoto via polycom

System-wide Sanction Policy

Handout of the revised policy was provided to include the process. Revisions were approved. Will consult with Student Caucus on May 21 before taking to Council of Chancellors.

Policy on Handling Student Conduct Code Violations

CC VCSAs previously weighed in on Student Conduct Code procedures. Brenda compiled feedback. After discussion, CCs agreed to adopt one set of procedures based on the UHM process. 4-year campuses will keep their own procedures at this time, but will compare the existing policies and procedures to see if any changes would be beneficial. (UHWO's procedure currently includes language consistent with EP 1.204.)

Revised Procedures will be taken to Student Caucus on May 21 before Council of Chancellor reviews them. All websites will need to be updated to include revised procedures once finalized.

Student Fee Policy

Policy reviewed. Discussed whether online students and Early College students should be assessed mandatory fees. Campus representatives commented that the current practice in which fees are assessed to all students, with an opportunity to appeal, should continue. At a recent campus meeting, UH Hilo discussed the possibility of waiving certain fees for WASC approved online programs only.

Concerns voiced regarding items 3-5 on p.6-7 of proposed policy as relating to distance learning courses and programs. Questions raised about Banner's ability to automatically assess fees for registration in online and distance courses and programs. Campuses not yet in full agreement with proposed fee policy.

Appendix will be updated to include correct UH Hilo Fees. Need to verify appendix data. Updated version should also include a note regarding Early College student programs, for which fees should be assessed at the discretion of the campus. Will continue discussion at joint CCAO/CSSAO meeting on May 25.

Stipends for Student Government

Draft of background information was circulated. Discussed issues with reporting stipends and students' expectations. Discussed whether the purpose of student government as a leadership opportunity instead of a job is indicated in writing somewhere.

Will research more information and get feedback from Student Caucus before deciding how to proceed.

VCSAs will circulate draft background document with Financial Aid directors and coordinators for feedback.

Impact of Financial Holds

Proposed bill prompted a conversation on what is realistic in regards to addressing holds on students' accounts that prevent changes in registration. Financial holds are necessary to ensure tuition payment but offices can temporarily lift holds to allow changes in registration. Because other types of holds (ie: parking, library, health) also prevent registration changes, this is a larger system conversation about who places holds, why, and whether there can be a unified process for dealing with holds. Communication will continue via email and possibly small working group.

White House Initiative on Student Debt

Farrah provided background information on the issue. One challenge identified was getting students to provide the necessary information; will need involvement from other entities including HR and Alumni Relations. If can get commitment from other partners, CSSAO is okay with moving forward.

Preferred Name & UH Username Policy

Ready to move forward. Students will be able to have their preferred first name show up on class roster, Banner forms, Lulima. Still in discussion with OneCard to see if preferred name can appear on ID. Hope to be able to indicate preferred name in Banner, but there is no place for it in the current version.

The form to indicate preferred name will be a system-wide template that will be referred to as the "Preferred Name Request Form" in the written policy. Form will be circulated for review and feedback.

Will get feedback on the new version of the policy and corresponding form until May 13, then take to Student Caucus (May 21) and Joint CCAO Meeting (May 25) for review. Will go to Council of Chancellors after that.

STAR GPS Registration

Hae reported that the technical component went very well. Starting in fall students will be able to use waitlisting. Hoping that all students will be able to begin using GPS registration beginning Fall 2017.

OneCard Updates

Currently UHM OneCard can be used for Dining Dollars and Campus Cash; library printing system is not equipped to use OneCard yet. Eventually cards could be used for dining hall, library, student life center, dorms, and campus room keycards; features would be rolled out in phases.

Lara mentioned that HonCC will likely need to move to a new ID system soon and suggested moving forward with OneCard for the CCs. Multiple campuses would likely need to go in together to share the startup cost. Lori will share information with Lara to keep the conversation moving forward.

Veteran Services

Mazie Hirono's office has asked UH to report on what we are doing to serve veterans. Previous task force was asked to stand by for phase 3. Farrah will meet with Flo Abara to understand where the task force left off and what the next steps might be. Farrah and VP Dickson will discuss and if the committee will reconvene another discussion with the group will take place.

Senior (Kupuna) Program

Discussed issues with how seniors in these programs register for classes, types of issues they raise on various campuses, and what services are available to them since they do not pay regular tuition or student fees.

Programs will need to look at how to define "student" in policies relating to senior programs to avoid confusion. System office will need to discuss how this impacts academic units.

Not all campuses have senior programs. Campuses with senior programs were asked to send information to Farrah for compilation and discussion before moving forward.

Handling Documents Submitted by Students with Disabilities:

Documents should not be automatically forwarded to Disability Services office unless requested by student. Offices can better communicate this by having a conversation with students to understand their intention in submitting the documents and if they want it forwarded. The decision on how to handle these situations will be left up the individual campuses. Brenda will share form that Kapiolani CC uses for these transactions.

24-Hour Support Line:

Brenda provided information on this service run through Blackboard student support services. Services would include a 24-hour line staffed by the company who would pull answers from our system by accessing our website, STAR, Banner, etc. Some concern was raised about accuracy of information shared. Recognized that implementation of this would require upfront investment for loading information and providing training.

Alternate suggestions included: virtual agent technology (example: foothill.edu/ask) or having internal staff who are trained to answer general questions and are paid to man a 24-hour line.

Update on AVPSA Search

Search has been stopped due to integrity issues. VP Dickson stated that the AVPSA position is very important to the system and VP remains committed to filling the position. Tentative plans are to make slight revisions to the job description, then re-launch search sometime over the summer with campus visits to take place sometime in the fall semester.

Future Meetings:

May 25, 2016 @ UH Manoa Campus Center 309/310 (Joint with CCAO) (9am-3pm)

June 9, 2016 @ Maui College (9am-2pm)

July 8, 2016 @ Leeward CC (9am-3pm)

August 12, 2016 @ Kauai CC (9am-3pm)

September 9, 2016 @ Honolulu CC (9am-3pm)

October 14, 2016 @ Hawai'i CC (9am-3pm)

November 10, 2016 @ Windward CC (9am-3pm)

December 9, 2016 @ UH Manoa (Joint with CCAO) (9am-3pm)

January 13, 2017 @ UH Hilo (9am-3pm)

February 10, 2017 @ UH West Oahu (9am-3pm)

March 10, 2017 @ Kapiolani CC (9am-3pm)

April 14, 2017 @ Maui College (9am-3pm)