

Council of Senior Student Affairs Officers
Meeting Summary
Friday, July 8, 2016, 9am-3pm
Leeward CC

Present: Risa Dickson, Farrah-Marie Gomes and Sara Hayashi (System), Amy Rozek (Windward), Judy Oliveira (West O'ahu), Isaiah Kaauwai (Kaua'i), Brenda Ivelisse (Kapi'olani), Lara Sugimoto (Honolulu), Curtis Washburn (Leeward), Gail Makuakane-Lundin (Hilo); Polycom: Jason Cifra (Hawai'i); Guests: Eddie Robles (Manoa).

1. Update: VPAPP & AVPSA structure and support

CCAO meets monthly, always on UHM campus. CSSAO will continue to rotate between campuses. Hosting VCs will continue making arrangements for rooms and meals. AVPSA office will cover cost of meals, not to exceed \$15 per person (combined breakfast/lunch). VCs will need to submit receipts for reimbursements. AVPSA office will continue compiling agenda and recording summaries.

2. Update: System Financial Aid

May put off search for another month depending on certain factors. Already had 1 round of the original search, which was not successful. For the future: plan for succession; cultivate from within.

Suggestion: due to highly specialized field, consider breaking Financial Aid positions off into their own category (similar to IT).

What will system financial aid be responsible for? Risa should have an answer within the next couple of days.

Farrah is convening a meeting of the Financial Aid Officers on July 29 and will report back on any items at the next CSSAO meeting.

3. Update: AVPSA Search

Risa shared that the plan is to move forward with the search late summer/early fall. Still looking to fill position by end of the year.

4. Update: Systemwide Sanction policy

Most recent draft was emailed out to the group.

Minor changes: 1B – broader language.

Group agreed to move this policy forward.

Hae will join us next time to talk about codes to use for implementation of the policy.

5. Update: Student Fee Policy

Changes: Combination of items in section 3G (page 6) re: distance and online

Item 2c: removed phrase "geographical location"

#3: student government advocates for all services

#4 explains what fees students are exempt from if they are distance & online only

Suggestion: keep online services on our radar

Functionally, how will distance and online only students be designated in Banner? Hae will assist with this issue. Training will be needed for staff who will build courses in banner. Will also need coding to build into banner for distance courses.

Since some campuses have already submitted budgets for the 2016-2017 year, better for this policy to go into effect in Fall 2017. Spring 2017 implementation would change budget projections mid-year, which is undesirable.

6. Update: Preferred name policy

Edits:

- Purpose A: “concurrent with gender identity”
- Include “fraud” in front of “misrepresentation”
- Section 2B (based on response from registrars)
 - For changing legal name – remove state driver’s license from list
- Items C & D pronoun + gender pronoun deleted
(can’t currently include anything other than M/F on the application with current version of Banner)

Students will not be able to indicate preferred name on application. They will need to fill out the form after they are admitted.

Students submit preferred name form to Registrar’s Office.

Student component of policy ready for roll-out.

Faculty and staff will contact campus HR to add a preferred name. Appeal should also be done w/HR. Farrah will consult w/HR before moving forward.

7. Discussion: Preferred name procedure

Can preferred name request be incorporated into the name change form?

Will create a working group to collaborate on this form

Include at least 1 registrar and 1 HR person in the group.

Farrah will email out for the request.

8. Update: Student Conduct Code policy

Sent most recent version via email. Currently policy and procedure are lumped together on most campuses. Plan is to split policy from procedure.

Farrah will work on the policy section in the google doc. Will add in section on retaliation.

9. Discussion: Student Conduct procedure(s)

Do we want to have a single written procedure for the system? If so, procedures need to allow for differences in campus structure.

Will create a working group for the Student Conduct Code Procedures:

Curtis, Isaiah, Lara, Amy, Judy, Lori, Dee, Carrie (or designee)

2 month timeline

Each campus should have internal guidelines for campus-specific procedures.

10. Discussion: Retaliation Statement

Sample wording was sent in email: III. Executive Policy

Suggestion: change order of examples of adverse actions to make it more student friendly

Insert this into Systemwide Sanction policy discussed above. AVPSA office will do one more look through to check links and references, get President's signature, send to Sept. Council of Chancellors as FYI.

Include similar retaliation statement in Student Code of Conduct.

11. Discussion: Undocumented Students

Topic came up based on a Hawaii high school graduate being assessed non-resident rate. Student in question is a resident of American Samoa, but has been living in Hawaii w/guardian (not parent) for more than 15 years and has no legal paperwork re: guardianship.

RP 6.208 outlines exemptions.

Proposed addition: An American citizen/US national who received a high school diploma (or equivalent) in Hawaii.

Will pursue edit to RP 6.208

RP 6.209 undocumented students

Concern was raised about different processes being used at various campuses (additional forms, interviews, etc.).

Form a working group (include residency officers and some members of CSSAO).

Farrah will discuss w/residency officers at their next meeting and bring back to CSSAO for further discussion.

12. Update: Impact of Financial Holds

Can we allow students with holds to drop classes to prevent them from accumulating more financial obligations? Does this functionality exist in Banner?

VCSAs shared that they thought the registration process was adjusted so that to avoid going into further debt, students could still drop classes at the beginning of the semester even if they had a hold on their account. They just wouldn't be able to add classes until the holds were cleared or lifted. Need to confirm this information.

Purging

Define what the purge means and when it happens.

What is the impact on the class cancellation process and student registration?

Discussed when "late registration" should begin.

Suggestion: change wording "early registration" to "priority registration"

If holds are placed (do not purge) for financial aid, a notice should be sent to students to make it clear that if they register after the purge date they are responsible for dropping classes they don't want to take.

13. Discussion: White House Initiative on Student Debt

Include media team, HR, UH Foundation, System Academic Affairs, Student Affairs
Based on pay as you earn plan.

Farrah emailed CSSAO "student debt challenge toolkit."

Financial aid directors will be getting more info at their meeting, should have more information & a plan to roll-out by Spring 2017.

14. Stipends for student government

Students are providing a service; they can decide to take the stipend or not. If they do take it they must report it to Financial Aid.

Is this information made available to students who receive stipends?

UH Hilo meets with student organizations and informs them that the stipend needs to be reported if they accept it.

System-wide, need to provide more communication up front about this.

Action: look at processes in place regarding communication to students (via student handbooks, financial aid officers, etc)

Farrah will discuss w/FA officers at end of the month.

Send info to AVPSA office if your campus has anything in writing.

15. Discussion: EP 5.203 diploma printing

Cost of printing additional line of text to include concentration. Currently \$2.49; would cost additional \$0.70 per diploma.

Since students pay \$15 for their diploma, that fee is still enough to cover the \$0.70 additional cost.

VCSA were encouraged to continue discussions at the campus levels and provide feedback by the end of the month directly to Joanne Itano.

16. Discussion: OneCard

Eddie Robles provided updates and more information on the OneCard system.

Manoa Phase 1 is complete. Includes: ID management, meal plans, dining dollars, e-accounts, access control (rec center), electronic validations.

Beyond phase 1:

- campus cash: laundry, vending machines, bookstore, library, computer labs (printers), vendors on and off campus
- Transportation: U-Pass riders

Reading the card: single system model is possible with all accounts on the same server, partitioned for each campus.

Moving forward:

- Expansion of server
- Local UHM admin & support
- Shared costs: licensing, administration and support
- Individual campus management and equipment: costs vary depending on needs

Next steps: need to know cost for equipment and staff for a system-wide OneCard.

17. Discussion: Common Application

Request is for online application to be pushed into banner instead of feeding in automatically.

Need to figure out workflow.

Common application deadline - Can we stick to one system-wide deadline?

Current application only affects CCs. Need to settle on test score language.

Pronouns on application: Currently only lists M/F. Can we make this more compliant with gender rights? Applicants currently have the option to not respond, but this is not made clear on the application.

Will need to wait until next application cycle to implement (Fall 2017).

IRAO notes that "other" would be treated as "no data" which are logged as Female in reports. Customization is not currently available in Banner.

Will wait until next Banner update and pick up the discussion then.

18. Discussion: Coding of Early Admit:

Need to identify what attributes are already in the system.

Who will do attribute maintenance?

We would want to keep the attributes on their record because this provides ability to track for student success.

Possible training issue: can't lock attributes and can't track who made changes and when.

Can workflow be provided?

Hae recommended pulling codes to see what different campuses are currently using.

Will compile matrix of programs/cohorts to track: early college, running start, etc.

Ask Hae for a list of current attributes and which are most used.

Discussion will continue at the next meeting.

19. Discussion: Common Refund Policy

Currently, if swapping classes during the 50% refund period, students would need to do a manual change to avoid paying 50% for dropped class. Is it possible to eliminate the need for a manual change if student is swapping one class for another?

Suggestion for policy wording: "regardless of limitations of banner". Should also have the process written out if student will need to turn in forms to the Registrar's Office to avoid additional charge.

Common withdrawal/Common calendar for refund and add/drop:

Current proposal:

- Option 1: Week 1: 100%, Week 2: 100%, Week 3: 50%
- Option 2: Week 1: 100%, Week 2: 100%, Week 3 and beyond: no refunds

Some campuses are opposed to these options because of revenue that will be lost.

Central admissions group is working on this. Jason will look into it and solicit feedback from chancellors.

20. Discussion: Late Registration

“Late registration” currently begins on the first day of instruction. Discussed thoughts on moving the date up or changing the policy to no late registration after classes start. The latter is based on research that late registration does not support student success. Continue centralized admissions conversation for CCs.

21. Update: 24-hour Support Line

24-hour support line has a good success rate. Services would be for after hours only – will help alleviate workload of regular support staff and will reach out to online learning students. Able to see how many calls came in, time, what questions were asked.

Followup:

See how much of the cost System can cover, and breakdown of cost for individual campuses.

22. Delaying health holds for registration

Hawaii CC will allow health holds to go into effect at a later date (Aug 10 before FA disbursement on August 12) so students can register sooner. They will run a report of students who still have holds after this date and drop them from classes. (Asked to monitor how much work this will create if this needs to be done manually.)

Can't have a centralized system for medical records until have policy for HIPPA compliance in place. ITS is working on HIPPA compliance policy.

23. Discussion: Threat Assessment 101 Webinar

NaBITA tool can be used to assist with threat assessment. Contact Brenda directly for more info.

24. Discussion: Receiving and reading ACT scores electronically

Lynn is asking for ACT contact info. If anyone has contact info, please send to Farrah.

25. Update: Senior Programs

Working group:

- a. Dr. Christine Quemuel, AVC for Diversity (Lead)
- b. Jo Stenberg, Registrar from Honolulu CC
- c. Grant Helgeson, Registrar from Leeward CC
- d. Flora Mora, Registrar from UHMC
- e. Geri Imai, Registrar from Windward CC
- f. Louise Yamamoto, Director of College Relations from Kapiolani CC

26. Discussion: Counselor job title

Suggestion: change wording of job title – remove “counselor” if the position is not related to mental health. What wording could be used instead for Academic Counselor (recognized faculty title)? Student Support?

AVPSA office will look into who has liability and consult w/HR.

Next meeting: August 12, 2016 at Kaua'i CC (9am-3pm)