

Council of Senior Student Affairs Officers
Friday, September 9, 2016, 9:00am – 1:00pm
Honolulu Community College, Building 2, Room 214
MEETING NOTES

Present: Risa Dickson, Farrah-Marie Gomes and Sara Hayashi (System), Lara Sugimoto (Honolulu), Brenda Ivelisse (Kapi'olani), Amy Rozek (Windward), Isaiah Kaaui (Kaua'i), Michael Kaptik (Manoa), Gail Makuakane-Lundin (Hilo), Judy Oliveira (West O'ahu), Hae Okimoto (ITS), Karen Lee and Angela Jackson (Hawaii P-20)

1. Early College Programs and Future Plans – Hawaii P-20

Karen and Angela presented information on Dual Credit programs (Running Start, Early College, Jump Start). A higher percent of students who take dual credit go to college than those who don't. Difference is even greater for economically disadvantaged students.

Sustainability plan: currently 25 of 45 DOE high schools are offering early college. DOE will ask for funding (proposal to legislature) - \$3M for 2017-2018; \$6M for 2018-2019. These amounts were estimated based on every high school graduate taking 2 college classes prior to graduation.

Discussion to continue: should 4-year campuses be part of this? Currently half of students participating in dual credit are going to 4-year; half to CCs.

2. Update: AVPSA Search – Risa

We are very close to being able to launch the search. Goal is to post and begin moving forward by the end of the year.

Two edits to the job description include a stronger emphasis on enrollment management and collaboration with DOE.

Last search listed minimum qualifications as Master's degree. There was some concern about this devaluing the position because it was always previously listed with PhD as minimum qualifications. There is also a desire to show that Student Affairs and Academics Affairs are equally weighted. Knowing that the AVP for Academic Affairs will likely retain PhD as a MQ, in an effort to increase the applicant pool and the possibility to permanently fill this position, the CSSAO agreed to continue the current AVPSA recruitment with a Master's degree as the MQ. Will continue to include PhD in DQ section.

3. Update: System Financial Aid – Risa and Farrah

All financial aid services, including centralized services, are now under the Office of the Vice President of Academic Policy and Planning. Still planning to hire 1 Band C, 2 Band Bs and 1 Band A position. Moving forward with the Band C and B at this time. Will assess what gaps need to be filled after the hires are in place.

In proceeding with the first Band B position, due to the amount of time that has lapsed from the previous application deadline (May 2), we need to re-advertise the search. The new ad will include a change in location from Leeward to Manoa and organization under the OVPAPP. Prior applicants are still eligible to apply. Search committee will work with HR to verify which applicants may still be interested.

There is a high priority on having a technical person since the largest number of Banner updates come from financial aid. A suggestion was to consider having a person with IT experience who would focus on financial aid. Farrah will work with Hae once the Band C and first B positions are hired to see how the other Band B position can be utilized.

Farrah continues to supervise the 2 temp positions in Hilo. System office is still in the process of awarding scholarships. Request that VCs take a look at scholarships that have not yet been awarded at the campus level and prepare for discussions about that.

Other FA priorities include ensuring that Scholarship Manager will be ready to accept applications when it opens on December 1. Farrah's clerical support has moved over to assist with updating of the Scholarship Manager. The other large priority has to do with the early launch of FAFSA. Starting this year, students are able to submit their FAFSA as early as October 1.

Farrah continues to meet regularly with the Financial Aid Officers across the system. There will be another meeting of the FAOs at the end of this month.

4. Update: Policy Status – Farrah

a. Preferred Name – EP 7.302

This policy is now official and posted online. Widespread announcement hasn't been made yet because procedures are still in progress. Preferred name field is currently masked in Banner. IT will unmask the option when the group has finalized procedure. Will discuss exact rollout date alongside status updates from working group.

b. Systemwide Disciplinary Sanctions and Student Fee

This policy has been submitted in the PPIS system. Currently stalled in HR. Farrah will follow-up.

5. Enrollment Management – Risa and Farrah

The Enrollment Management group added two representatives from Academic Affairs to the group: Debora Halbert representing 4-year campuses and Charles Sasaki representing CCs. This is an area of focus for the Board and senior administrators. We will be bringing a professional in from Georgia State to speak on best practices in recruiting and retaining students.

Brenda shared information on enrollment management software which could include a check to see if a student already applied anywhere in the system (prevent duplicate records), and address check which would automatically check with USPS to verify that the address typed is a valid address. Also allows staff to view analytics: where student stopped the application. Kapiolani CC mobile app team is working on this. Will connect with Hae soon to discuss data flow. Will consult with other groups (centralized admissions, banner, registrars, data team) and bring this back for discussion at the December joint meeting w/CCAO.

6. Hawai'i Administrative Rules – Risa and Farrah

OGC is working on a project to repeal unnecessary HAR chapters, as requested by the President. They are working with appropriate units to determine which HAR chapters can be repealed. For those chapters that can be repealed, they are asking the impacted program/department to determine whether the content of the chapter needs to be placed in a policy, if none exists already. So far, Student Affairs has been asked to look at the following rules:

- a. Chapter 4 (Determination of Residency as applied to tuition payments and admission) - will consult with Registrars
- b. Chapter 6 (Tuition Waiver) – will consult with Financial Aid Officers (FAO)
- c. Chapter 8 (State Higher Education Loan Fund) – will consult with FAO
- d. Chapter 10 (Delinquent Financial Obligations) – will consult with FAO
- e. Chapter 15 (Fees - particularly for agricultural diagnostic services fees and application fees for graduate division, law school and medical school) – need to check if this is an AA or SA related rule
- f. Chapter 21 (Fees of the University of Hawaii System Libraries) need to check if this is an AA or SA related rule
- g. Chapter 20 (Protection of Educational Rights and Privacy of Students) – will consult with Registrars
- h. Chapter 25 (Hawaii Educator Loan Program) – will consult with FAO
- i. Chapter 40 (Rules of Practice and Procedure (before the State post-secondary education commission) – will consult with FAO
- j. Chapter 41 (Hawaii Student Incentive Grant Program) – consult with FAO
- k. Chapter 42 (Hawaii State Postsecondary Review Program) – FAO

7. Impact of Financial Holds* – Risa and Farrah

Discussed attachment H.B. NO. 2767 (page 1, paragraph 1) – Holds should not be placed on a student's record prior to the last day to withdraw from a class. This is currently the policy at UH, therefore no bill should be needed to implement this. However, there are some practices around this that should be addressed:

If student registers for fall semester and gets a hold for unpaid summer tuition, they will be unable to drop their fall classes. If a non-tuition financial obligation hold is applied to a student's record after s/he registers, that hold will also trigger inability to drop their classes.

Other concern in the bill: only mentions hold due to tuition balance but financial obligations can be for many other things: housing, parking, library, etc.

Previous meeting: mentioned the option of billing – send students something stating the amount they owe and directions on making payment. Follow up with Hae to see if it is possible to have a screen after the student registers.

Housing payments are given low priority (tuition is taken out first), which is another problem that needs to be addressed.

Inconsistent practices around purging – not all campuses purge and those campuses that purge don't do so every semester.

Possible Solutions:

Students should not have been allowed to register in the first place if they had an obligation, but this is problematic because it is a manual intervention.

Internally: make a commitment to our students to make sure we don't put them in a worse situation by allowing them to register when they already have a large financial obligation. Directors of financial aid, admission, registrar's offices can override. Some departments can also temporarily lift holds. Find out what offices are lifting holds and have conversations and trainings with them. Educate these departments about the impacts of lifting holds. Hae will convene working group to address purge issues.

8. Financial Obligations – Risa and Farrah

Looking into the ability to bill students for their outstanding balance. Also discussing payments after purge. Hae will discuss with working group and provide an update from the working group at October CSSAO meeting.

9. Increasing efficiency in Student Affairs workflow and communication

Let's start to identify what initiatives, projects and committees we might be able to streamline. There are similar or parallel informal structures between academic and student affairs and between the 2-year and 4-year campuses. Let's continue this conversation at the next meeting. Perhaps we can look at developing a flow chart with lead offices/positions and everyone can make note where they are involved.

10. Discussion: RP 6.208, Board Exemptions to Non-Resident Tuition – Farrah

Possible policy: resident status be extended to students who are US citizens and graduate from a public high school in Hawaii. Need to work on time parameters to help better define policy (how many years attended, how many years after graduation, etc.). Farrah will discuss at Registrar's meeting next week.

Need to make sure the rules are following our philosophy. Give guidance for students making appeals. Possibly changing structure of appeals?

11. Veteran's Servicing Task Force* – Risa and Farrah

Farrah will reconvene one more meeting with individuals from the last task force. Goal of that meeting will be to identify possible next steps and possibly provide closure for this group if the intent is to have another group pick up next steps.

12. Discussion: Banner items - Hae

“EA” Coding for early admit: would not count dual credit students more than once if they are enrolled in different programs (such as Running Start and Early College). May have a problem w/pathways in the GPS system because they won't have a major. Students could be allowed to put in a concentration so they can view pathways without having their data counted in the national student clearinghouse report.

Hae will put together instruction sheet for each campus. Campuses must figure out concentrations for GPS pathways.

Will require 2 things from CSSAO & CCAO groups:

1: Need wording for application type on 1st screen of application. Previous suggestion was “non-degree, early admit” but there is some chance of confusion if using the wording “early admit”. Suggested using “Non-Degree Dual Credit” for clarity and to align w/P20.

2: Work with academic affairs to complete the application concentration field (would be campus-specific). Planned course of study will feed directly from application type.

Will still need a short form for the dual credit students (need signature from parent and high school counselor). Ongoing conversation about the system application – online app does not allow for extra signature forms. Need a place to authorize sending data back to the high schools. Possible solution: create a second application for dual credit students.

13. Update: Advisor vs. Counselor job title – Farrah

HR & OGC advice: be clear with job titles, qualifications and descriptions.

For mental health counseling, be as detailed as possible and include specialized credentials and specific trainings required.

Academic advising: don't include the word counselor or counseling in the job description because this leaves it open to interpretation. Advisors need to be clear on when they need to refer a student to a counselor and how to make referrals. Reduce interchangeable words between the two job descriptions.

Farrah is working with HR for guidance on this issue. Will try to get templates of what should be listed in job descriptions.

Next meeting is scheduled for October 14, 2016 at Hawai'i CC (9am-3pm).

*November meeting rescheduled to November 18, 2016 (previously 11/10)