

Brady, Jason W

From: Brady, Cory M.
Sent: Wednesday, January 9, 2013 12:47 PM
To: District Applications WorkGroup; DAWG.Faculty
Cc: DCS Admin Group
Subject: FW: District Applications WorkGroup (DAWG): Agenda for 01/09/2013 (Update #3)
Attachments: NEW CALIFORNIA COMMUNITY COLLEGES VIDEO BLOG - Student Success Initiative - System-wide Priority Registration for Students; Enrollment Priorities Timeline 12-12.pdf; WebAdvisor - Other Services.docx

Team,

Welcome back and Happy New Year! As you can see, I've already failed in keeping my New Year's resolution in getting the agenda out on time. Again, I apologize.

As you can see we have a lengthy tentative agenda. Please send me any additional items you wish to add to the agenda.

District Application Workgroup (DAWG) Purpose:

To provide a communication conduit and working environment to:

- Bring and discuss current issues related to district applications and college services. Including:
 - New and changing State and Federal Mandates
 - New and changing college/district policies and procedures
 - etc.
- To bring stakeholders together to complete tasks and resolve issues related to approved projects and operational tasks.

IMPORTANT NOTE: *This group has no function in prioritizing or accepting projects or programming requests. However, this group can be used to discuss and vet possible projects and programming requests.*

Date	Start time	End time
01/09/2013	2:00 PM	4:30 PM

PARTICIPANT DETAILS

- > Dial your telephone conference line: **(888) 886-3951**
- > Cell phone users dial: **(913) 312-3202**
- > Enter your passcode: **202927**
- > Go to www.cccconfer.org
- > Click the Participant Log In button under the Meet & Confer logo
- > Locate your meeting and click Go
- > Fill out the form and enter the passcode: **202927**

Meeting Participants:

- District
 -
- SBVC
 -
- CHC
 -

Meeting Agenda (01/09/13):

- **General Discussion**

- **Follow Up:** Chancellor’s Cabinet is requested that DAWG review the Board Policies & AP relating to student services.

Sponsor: Cory Brady, Glen Kuck

Last Meeting Notes:

- **Questions:** Why DAWG?
- **Questions:** How many policies and AP relate to student services?
- **Questions:** Is there a timeline requested to get this done?

Last Meeting Action Items:

- Leave on the agenda for next meeting, with the Policies and AP that would have to be reviewed.
 - We would like to talk with Glen about this before we start reviewing the student service policies.
- **Follow Up:** Creating a group for reviewing / coming up with specifications for a replacement roster for Campus Central.

Sponsor: Dan Angelo

Last Meeting Notes:

 - Dan has asked for the members to be identified.
 - Recommended that this process be jointly between campuses.
 - **E-Mail from Joe:**
In my Deans Meeting yesterday I told Rebecca about DAWG looking for a faculty focus group...She said that’s a great Idea. She’ll talk with the Academic Senate President about it and get back to me. I’ll keep you posted.
 - **Question Next Steps:**
 - Confirm if both colleges with jointly be participating.
 - Schedule one of the DAWG meetings to come up with a suggestion to bring to ‘Faculty Review Team’.
 - Once presented to the ‘Faculty Review Team’, ask for a feedback deadline of Dec 2012.
 - What the representation should look like?
 - Online Instructors, Hybrid Instructors, On-Site Instructors.
 - Looking at around 5 per college.
- **Discussion:** AB540 – Residency Status: How it affects MIS, 320, Financial Aid and Registration Billing.

Sponsor: Cory Brady

Notes:

- Education Code section 68130.5 b: Considers AB540 students’ hours as resident hours for apportionment purposes.

- Billing has rules exempting AB540 students from being billed non-resident and capital outlay fees.
- EIS/320 do NOT exempt AB540 students. If there resident is entered a 'non-resident', then EIS/320 reports them as non-resident.
- Starting 2013SP, Financial Aid will now be processing AB540 students for state financial aid (BOG in 2013SP, Cal-Grant 2013FA)

- **Counseling:**

- **SARS**

- **Discussion:** Replacing SARS-CALL with SARS-MSGS
Sponsor: Kirsten Colvey

Situation: This notice is to advise you that, due to outside vendor hardware issues, SARS Software Products, Inc. is no longer selling SARS-CALL. Specifically, the calling feature of our software, which interfaces with a Dialogic card installed on your server, will become inoperative when you replace your server, since new servers will not accommodate the existing Dialogic card. You would need a server that supports a PCI-x card.

Our replacement product is SARS-MSGS, which is a web-based automated messaging system with features that are superior to those in SARS-CALL. This product is available in three versions: Email Only, Text Only, or Email AND Text. Automated telephone calling is currently not an option with SARS-MSGS, although we are investigating other possibilities for calling. However, most colleges are finding that students prefer to receive, and are more responsive to, text messages rather than automated phone calls.

Suggested Solution: Implementing SARS-MSGS with Option #3: Text and E-Mail

Last Meeting Notes:

- We already have purchased SARS-MSGS with just the E-Mail option.
- What will the cost different between SARS-CALL maintenance now, and purchasing/maintenance SARS-MSGS Text.

- **Discussion:** Adding 'Text-Messaging' to SARS-GRID
Sponsor: Kirsten Colvey

Situation: The SARS-GRID text messaging feature may be used to automatically notify students when their position on a waiting list for walk-in visits reaches the designated threshold (for example, when third from the top to automatically notify the student to return to the counseling office), The add-on text messaging to SARS-GRID is a one-time software license fee of \$2,000 + sales tax and includes the first year of support/upgrades. The maintenance the second year is \$360.

The SARS-MSGS text messaging feature may be used to automatically send appointment reminders to students. The reminder software is a different product from SARS-GRID. Easy to get confused because there is text messaging functionality in both products.

For text messaging whether related to GRID or MSGS, you will need an iSMS server and SIM card/text messaging plan from T-Mobile

- **WebAdvisor**

- **Follow Up:** Suggestion to change the menu layout, to separate college specific menu items.

Sponsor: Kirsten Colvey

Ticket: #8146-45889

Situation: Several students have completed the orientation by logging into their WebAdvisor account, as directed, but they accidentally logged in to VALLEY ONLINE ORIENTATION instead of CHC ONLINE ORIENTATION. The cursor was just above CHC and sent them through the Valley orient instead. This was frustrating to the students who wanted an appointment for assessment only to be told they did not complete it, go to WebAdvisor to complete it, you may have to complete it again and all the while, they were getting the Valley orientation.

Last Meeting Action Items:

- (Joyce) Separate 'Other Services' into 'Crafton Hills - Other Services' and 'San Bernardino Valley College - Other Services' menu's on the 'GUEST', 'STUDENTS', 'FACULTY', and 'COUNSELOR' tabs.
- (Joyce) Update menu links for specific colleges, remove the 'college' reference.

Notes:

- Changes have been made in R18Dev; however, original suggesting wording wasn't possible. New suggested changes need to be reviewed before moving to R18Live.

Attachment: WebAdvisor – Other Services.docx

- **Discussion:** Counselor is using 'Special Services' thru WebAdvisor Ed-Plan process, and is having problems.

Sponsor: Cory Brady

Ticket: #8146-47005

Issue: The 'special services' piece to WebAdvisor wasn't implemented. Counselor's believe student and/or offices are getting notified of these 'Special Services'.

Suggestion: Since the state level is going to have a complete overall with 'special services', it is suggested that we make Counselor's aware that it is not being used in any capacity except to what shows up on the 'Ed-Plan'.

- **Admissions and Records**

- **WebAdvisor:**

- **Discussion:** E-mail sent from WebAdvisor by Faculty

Sponsor: Dan Angelo

Situation: In response to reminding faculty about waitlists for 2013SP, faculty reported that they used the e-mail option on the Waitlist Roster to e-mail the students. Neither the faculty member or student's reported getting that e-mail.

- **Discussion:** Valley A&R receives several phone calls daily with students complaining that they cannot retrieve their student id numbers. The cause for the error in most if not all cases is due to the "middle initial" field. I believe this has been discussed in the DAWG meeting before however this is a huge issue on SBVC campus, therefore I think we should agenda this item once again. If the field cannot be removed can we black it out or place a message next to it "do not use". We understand that it is currently listed as "optional" however most student still use the field. This change or fix would help in reducing the number of phone calls and emails we receive concerning student id retrieval.

Sponsor: April Dale-Carter

Ticket #:8146-46604

Last Meeting Notes:

- The “optional” field is not functioning correctly.

Last Meeting Action Items:

- (Joyce) Need to review the code, as it isn’t consistent in operations.

- **Discussion:** Password Reset/Security – Adding additional security questions to online password reset process.

Sponsor: Larry Aycock, Cory Brady

- **Discussion:** Adding of ‘Change Grade Form’ to WebAdvisor’s menus.

Sponsor: April Dale-Carter

Ticket #: 8146-47752

- **Discussion:** Wait listing - Can a message via WebAdvisor or an email be sent to the student notifying them they have been added to a waitlist. The message should also state the student must check their email periodically for updates on if/when they are eligible to add the course.

Sponsor: April Dale-Carter

Ticket #: 8146-47753

○ **Admissions:**

- **Discussion:** Problems regarding ENGL-015 students being dropped for pre-requisites.

Sponsor: Larry Aycock

- **Follow Up:** Same-Day @ SBVC: “Check Off Screen”

Sponsor: Dan Angelo

Last Meeting Notes:

- Demonstration of JavaScript was presented.

Last Meeting Action Items:

- (Cory) Finish/Correct JavaScript to check to display page once a login, and add paragraph to XWRGN in R18Live (ASAP).

- **Follow Up:** “Dream Act Application” and other state mandate requirements for “Student Success” bill.

Sponsor: Joe Cabrales

Last Meeting Action Items:

- Operations Team (Cory) will modify the S02.RESIDENCY.CODE computed column as suggested above.

- **Follow Up:** Issue with current ‘TERM-RPT’ registration rule, which checks if the student is ‘Repeating Same course in the Same Term’.

Sponsor: DyAnn Walter, Cory Brady

Ticket #4146-45068, by Julie Ulloa

Last Meeting Notes:

- Currently, the rule compares COURSE.IDS of the sections the student is registering for, with those that they have registered for. If any matching courses are found, it then checks if the term's match and if the section has a status of 'A' or 'N'.
- The current rule doesn't allow a student to take ENGL-101-01 the first 8 weeks of the term and get a failing grade, and then re-take ENGL-101-02 the second 8 weeks of the same term.
- **Question:** What requirements require this rule to be in place?
- **Question:** Is it correct to modify the rule to allow a student to take the same course in the same term as long as the previous taken courses are graded?

Last Meeting Action Items:

- Dan and Larry will confirm that it is a policy that is requiring it. If none is found, then it is recommended that the grade be used to allow it.

- **Follow Up:** Student entering they are a high school student on their application, but are over 18 yrs. of age. For example, a 40 year old.
Sponsor: April Dale-Carter, Cory Brady, DyAnn Walter
Ticket: #8146-44659

Last Meeting Notes:

- Testing is still being done. Not in R18Live yet.

- **Follow Up:** Degree Audit
Sponsor: Joe Cabrales, Glen Kuck

Last Meeting Notes:

- SB 1456 has been signed, student success and performance.
 - Degree audit will improve Ed-Plans and student which SB 1465 is requiring.
 - The Student's use of Degree Audit isn't possible until the Degree Audit is fully functional.
 - **Question:** Will SB 1456 increase the priority for the Degree Audit project.
- State required 'Priority Enrollment' requiring Ed-Plans, Assessment and Orientation prior to registration.

Last Meeting Action Items:

- Report on last week's DAWG Working Session
- Cory still needs to send out the Degree Audit meeting minutes from last week's meeting.
- Cory needs to provide latest information on status if project. Was it prioritize?

○ **Registration**

- **Follow Up:** Same-Day Payment at SBVC
Sponsor: Cory Brady, Glen Kuck, Dan Angelo

Last Meeting Notes:

- Latest version of XOBN has been installed into R18Test, but below issues have been found:
 - DREG problem:
 - if we drop students from all 'Add/New' sections, but the student has already dropped sections after the first day of class:
 - It will not refund the enrollment fees for the dropped sections, but it refunds 'all' of the non-enrollment fees.

Action: Not a game stopper for release now, but bug needs to be fixed immediately (before 1st day of Spring 2013)

- XOBN problem:
 - If a student has LRC-900x4, and the student hasn't paid, it will not drop the sections and the student still is billed non-enrollment fees.

Action: Not a game stopper for release now, but bug needs to be fixed immediately (before 1st day of Spring 2013)

- XOBN will need to fix the co-requisite issue addressed earlier in the agenda, but not a shop.

Last Meeting Action Items:

- Install the latest version of XOBN into R18Live, with automation turned off.
- **Discussion:** Provide a brief update on the status of the (for lack of a better term) instructor email notification regarding student activity. Or, as Larry pointed out should it be handled by referring faculty to submit a Help-Desk Ticket?
Sponsor: Joe Cabrales, Dan Angelo
Ticket: #8146-44178

Last Meeting Notes:

- Joe/Larry have provided students and instructor they have received reports of the problem.
- In researching other issues, we have found at least 2 students were not being sent e-mail. IT may mean the process is not working completely now.
- DCS is still researching.

Last Meeting Action Items:

- Cory will send an e-mail to Joe and Dan about the latest on this problem, so it can be used to respond to instructors when they report the problem.
- **Discussion:** Implementation of State Mandated 'Enrollment Priorities' by Fall 2014. However, notifications to student's go out in Spring 2013.
Sponsor: Dan Angelo
Action Item: Have this as a standing topic for DAWG.

Attachment:

- Enrollment_Priorities_Timeline_12-12.pdf
- NEW CALIFORNIA COMMUNITY COLLEGES VIDEO BLOG - Student Success Initiative - System-wide Priority Registration for Students

- **Duplicate Institution Clean-Up**

- **Follow-Up:** Identified Institution records to clean up. What are next steps?
Sponsor: Cory Brady

Last Meeting Note:

- Larry has sent the completed excel documents. Next steps to is determine best way to update records.

- **Duplicate Address Clean Up**

- **Follow Up:** Setup of Datatel's Address Duplicate Clean-up Process.
Sponsor: Cory Brady

Last Meeting Action Items:

- We have been running RMAD for almost 2 weeks now.
- CHC has reported possible first signs of improved importing of CCCApply. They actually processed a batch of 25 applications with no errors to correct.

Action Items:

- (Cory) Send to listserv, "How are you handling mult-address in Colleague?"
- (Cory) Review configuration of Colleague for handling addresses.

- **Account Receivables**

- **Registration Billing**

- **Discussion:** Automated running of BILL each night.
Sponsor: Cory Brady

- **Discussion:** Briefly discuss and provide an update on CHC's plan to deal with the SCF billing issue
Sponsor: Joe Cabrales

Last Meeting Notes:

- The notice hasn't been sent out yet. It is in Mike Strong's hands.
- Any tickets handled in providing information to students regarding the re-billing, would require additional fee charges.
- CHC is getting questions from students when they drop and now see they owe the fee.
- **Question:** Did we already re-bill in mass? **Answer:** No.

Last Meeting Action Items:

- Joe will draft an e-mail to students.
- We will re-bill on Jan 14 for 2012FA for CHC students affected.
- Cory still needs to re-run previous report to see if totals have dropped.

- **Next Meeting:**

- **Meeting Scheduled for:** Wednesday, January 16, 2013 from 2:00 PM to 4:30 PM
Or
- **Meeting Scheduled for:** Wednesday, January 23, 2013 from 2:00 PM to 4:30 PM

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"Time is the predator and we are the prey."

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