The July 26th DAWG meeting was held in the Annex Training Room with the following discussions and individuals in attendance (\*=v*ia CCC Confer*):

*Attendance [[1]](#footnote-1)*

|  |  |
| --- | --- |
| Crafton | \*Ernesto Nery, Kristina Heilgeist, Larry Aycock |
| Valley | \*James Smith, \*Veada Benjamin |
| District | \*Noemi Elizalde |
| Annex | DyAnn Walter, \*Jason Brady, Joanna Crisostomo, Joe Ho, Joyce Bond, \*Michael Aquino, Robert (Brock) Scudder |
|  | \*Patty Donohue (CCC Apply Product Manager), \*Dan Quintanille |

***CCCApply International Application Demo -*** Joe Cabrales

Information gathering only

* Patty Donohue explained the steps necessary to complete the CCCApply International Application. This demo was done via CCC Confer.
* New Administrator will be launched in October 2017
* New and improved supplemental questions
* Terms set-up by college in the Administrator
* Terms exported to a .csv file
* Supplemental Questions
* Export via XML
* Have to build-out the XML file
* Fields on the application:
* Country of birth. Go by ISO. (optional)
* Requirement for English Proficiency (optional)

Can be eliminated by answering ‘No’ to all questions.

* VISA Information: F-1, M-1, or J-1 🡪 SEVIS**[[2]](#footnote-2)** information appears
* The International Application is only in English. Foreign Students must get an interpreter, if they do not understand English.
* The ‘Hover HELP’ is not used in the International Application.

**Credit Card Disclosures -** April Dale-Carter and Noemi Elizalde

* Currently, Students are disputing charges to their credit cards.

*Scenario*: When PayPal is slow and the Student clicks ‘Make a Payment’ more than once, their credit card is charged twice. *Because our ‘Refund Policy’ is not in the correct location,*Merchant Services awards both amounts to the Students. The college is sent a Chargeback.

* *Problem*: We are losing credit card disputes because there are no refund disclosure statements in the PayPal Payment process.
* *Action Item*: Noemi Elizalde needs to finds out…
* What is actually being disputed?
* What kind of disclosure Merchant Services requires from us?
* Exert from DALPAY <online>

What is a Chargeback?

*As you know, customers or cardholders obtain credit cards from banks, which are referred to as the "issuing bank." A chargeback (also known as a reversal) is a form of customer protection provided by the issuing banks, which allows cardholders to file a complaint regarding fraudulent transactions on their statement. Once the cardholder files a dispute, the issuing bank makes an investigation into the complaint.
Once the transaction is proven to be indeed fraudulent, the bank will refund the original value to the cardholder. From the merchant's point of view, if you do not prove the transaction to be legitimate, the bank will take back the entire value of the transaction from your account,* ***along with an additional fee.*** *This chargeback fee will range from $0 to $100, depending on the merchant bank sponsoring your
account.*

***EPI Steering Committee -*** Robert McAtee, Yancie Carter,

 Kristina Heilgeist, Michael Aquino

* Degree Planner
* Testing Certificates – 50% finished
* Ran into problems

***Pseudo Courses -*** Kristina Heilgeist

* Transfer work put on hold
* Problem with ‘Equates’

***Miscellaneous Notices -*** DyAnn Walter

* Faculty complain that miscellaneous email notices are no longer being sent to Students, when transactions cause changes to Student’s Bill.
* Program currently being researched may not be the right program.
* The program only selects Middle College and EOPS Students.
* Do not activate this program for 2017FA.
1. *Some individuals joining the meeting via phone may not be in the Attendance List.* [↑](#footnote-ref-1)
2. The Student and Exchange Visitor Program (SEVIS) is a program within [U.S. Immigration and Customs Enforcement](https://en.wikipedia.org/wiki/U.S._Immigration_and_Customs_Enforcement), which is under the [U.S. Department of Homeland Security](https://en.wikipedia.org/wiki/U.S._Department_of_Homeland_Security), to manage foreign students and exchange visitors in the United States. [↑](#footnote-ref-2)