The August 23rd 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 | Joe Cabrales, Kirsten Colvey, Kristina Heilgeist, Larry Aycock |
| Valley | \*April Dale-Carter, \*Corrina Baber, \*Steven Silva, \*Veada Benjamin |
| District | \*Noemi Elizalde |
| Annex | Andy Chang, DyAnn Walter, \*Jason Brady, Joanna Crisostomo, Joe Ho,Joyce Bond, \*Michael Aquino, Robert (Brock) Scudder |

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

 Kristina Heilgeist, Michael Aquino

* Kristina Heilgeist said the EPI Basecamp meeting was held on Monday, August 21st. The following topics were discussed and resolved in the meeting.
* Troubleshooting Starfish
* Section records not matching
* Add new rules and flags
* Implementation
* Training Counselors on how to test Degree Planner
* Ed Plan
* Launching in Spring 2018
* Kirsten Colvey said they will be using SSSP**[[2]](#footnote-2)** money to pay for additional programming.
* Want to set-up automated messages that will let the student know when they are close to graduating.
* Discussion item:
* Should SSSP money be used to ‘Register for Classes’ from the Ed Plan and to bring data back to us?
* Should we wait until the Chancellor’s Office builds a system that will provide that functionality?
* *Action Item:* Andy Chang will check with Cynthia to get a timeline for the completion of the Chancellor’s Office Glue Project**[[3]](#footnote-3)**.
* Eventually, all plans (registration, assessment, etc.) will be on Glue.

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

* The District has been receiving ‘Credit Card Chargeback Rejections’ on online transactions because the refund policy was not properly disclosed.
* Noemi Elizalde contacted Citizens Business Bank (CBB) Merchant Services. She was told that the refund policy disclosure needed to be on the terms and conditions page…before a student clicks on the submit button**[[4]](#footnote-4)**.
* During the online payment transaction process, a student will encounter two landing pages.
1. One from our system (Self Service)
2. One from PayPal (system we use to processes credit cards)
* Decision:
* Place the refund policy disclosure statement on the payment section of self-service.
* The “Proceed to Payment” button takes you to Paypal and fits the “next to the PayPal buy or pay button” requirement.
* URLs provided by Jason Brady:
* Board Policy

http://www.sbccd.org/Board\_of\_Trustees/Policies\_,-a-,\_Procedures

* + Crafton’s Website 🡪 Displays the ‘Refund Policy’

 http://www.craftonhills.edu/admissions-and-records/enroll/refund-policy.php

* Using Board Refund Policy # AP5030 (Fee Refunds) as a guideline, the ‘Refund Policy’ on Crafton’s website will be updated to include three additional items.
1. *Conditions*
	* + If a refund is requested for parking or student services card fees, the parking decal or the student services card must be attached to the refund request.
2. *Military Service Exception*
	* + If a student who is a member of an active or reserve military service receives orders compelling a withdrawal from courses, the District shall, upon petition and a copy of received orders of the affected student, refund the entire enrollment fee unless academic credit is awarded
3. *Fees Collected in Error*
	* + Fees collected in error will be refunded in their entirety
* *Action Item:* Larry Aycock will format and update Crafton’s Refund Policy on their website, so that it included everything from SBCCD’s Board Refund Policy (AP5030).
* *Action Item:* Noemi Elizalde will create a Helpdesk Ticket to use Crafton’s re-formatted version of Refund Policy, and have the updated Non-Payment Notice placed on the Self-Service**[[5]](#footnote-5)** ‘Make a Payment’ page.
* Once the online Non-Payment Notice is updated, Noemi Elizalde will determine if our in-house refund policy is sufficient (i.e. where credit cards are swiped at the colleges).

Previous Non-Payment Notice

**Non-Credit Transcripts** - Joe Cabrales

* Non-credit Transcripts needed for Non-Credit Courses
* Title V - Section 55070
* These types of courses should not appear on Official Transcripts
* 72 Hour Certificated Courses (Non-credit course)
* Audit Courses are credited course and do appear on Official Transcripts
* *Action Item:* In the mnemonic ***PROG-Academic Programs***, Non-Credit Courses will be coded as ‘COMBINED Degree Audit Trans’ (i.e. Transcript Group = ‘DA’).

**Making the Waitlist Viewable** - Joe Cabrales

* Can the Wait-List be viewable to Faculty after the Wait-List closes in WebAdvisor?
* DyAnn Walter checked. Yes, the Wait-List Roster may be viewed before and after a section starts.
* Can the Wait-List be used to add students if desired?
* *Action Item*: A HelpDesk Ticket should be created to research this request.

**Automate BOG Financial Aid** - Joe Cabrales

* Student accounts need to get automatically re-billed.
* Send email to the Student letting them know that they have received a BOG.
* *Possible Solutions*:
* Set-up a cron process to run weekly.
* Create a Savedlist for the re-bill process.
* Notify Students via Comm Management.
* May be able to use regroup to schedule job and email Students.
* Re-bill only newly added BOG Students within a date range.
* Use an existing Informer Report: *Crafton BOG Students for Rebuilding.*
* Create a Savedlist from the Informer Report.
* *Action Item*: Joe Cabrales or Larry Aycock will need to submit a Project request.
1. *Some individuals joining the meeting via phone may not be in the Attendance List.* [↑](#footnote-ref-1)
2. SSSP is the Student Success and Support Program (formerly Matriculation) [↑](#footnote-ref-2)
3. Project Glue, or CCC Glue, is an integration architecture being developed by the California Community College’s Technology Center to allow disparate Student Information Systems (SIS) the ability to connect in a standardized way to system-wide technologies. [↑](#footnote-ref-3)
4. *The Refund Policy must be “prominently displayed” by the Checkout, Buy Button, or in the section where payment is collected or given.*

*Unique laws by state about time frames (typically 30 days) can be found here:* [*http://consumer.findlaw.com/consumer-transactions/customer-returns-and-refund-laws-by-state.html*](http://consumer.findlaw.com/consumer-transactions/customer-returns-and-refund-laws-by-state.html) [↑](#footnote-ref-4)
5. WebAdvisor calls Self Service [↑](#footnote-ref-5)