

District Applications WorkGroup (DAWG) | Meeting Notes

DATE: *Wednesday, August 28, 2019*

The August 28th DAWG meeting was held in the TESS Training Room with the following discussions and individuals in attendance (*=*via CCCConferZoom*)

Attendance ¹

Crafton	Joe Cabrales, Larry Aycock, Elizabeth Lopez, Kirsten Colvey, Kristina Heilgeist, *Reyna Uribe, Soutsakhone Xayaphanthrong, Veronica Lehman
Valley	Marco Cota, April Dale-Carter, Sharaf Williams, Carmen Rodriguez, *Key Dee Yarbrough, *Christie Gabriel, *Patty Quach, *Veada Benjamin, *Yancie Carter
Annex	Andy Chang, Brock Scudder, DyAnn Walter, Joe Ho, Jason Brady, *Michael Aquino, *Corrina Baber
District	

I. Non-Credit Course Work

Sponsor: DyAnn Walter

- DyAnn had some questions regarding Non-Credit Transcripts and the relationship to Academic Level and Grading Schemes.
- Those, those codes started the course drop down into the section and then when a student registers drop down to students records.
- It is coded differently with Programs and Courses.

II. Promise Application changes

Sponsor: Kirsten Colvey

- Kirsten was wondering how the Promise Program pages should be managed. There are some changes the team needs, and she wants to know if she should send an email or setup a meeting.
- Jason said that we host it here, and can work on it.
- Some changes includes creating a school specific email list for each college.
- Wish to remove the intent form.
- Jason suggest a sit down meeting and make the changes, Kirsten propose maybe doing something after the DAWG meetings, since the team member will attend.
- Want a paper version of the application so students can fill in the application without going online. Kirsten said this will be minimal usage.

¹ Disclaimer: Some individuals joining the meeting via phone may not be in the Attendance List.

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III. Payment Plans

Sponsor: April Dale-Carter

- Concerned about outstanding balance for students.
- We now have partial payments in the system, but still looking for a payment plan.
- Andy said that we were looking at Nelnet. Joe Cabrales said there are many extra charges, service fees and other fees, in the end, the students will have to pay a lot of fees.
- Nelnet have no real enforcements for non-payment.
- Larry said from what he understand, the colleges will still carry the debt, and Nelnet will only give us whatever they've collected.
- Ideally the student can have a payment plan, so they can continue to register for classes.
- This decision may need to be made by higher management.
- May want to use an automatic way to notify students who owes balance.
- Student outstanding balances range from \$3,000 to \$6,500

IV. XSLDP and Student Account restriction tasks

Sponsor: Jason Brady, Joe Ho

- Jason and Joe had a meeting with Larry and April regarding student account restrictions.
- An email regarding restrictions will need to go out after registration, so the students are aware of this.
- 9/9/2019 – Send out the restriction notification email
- 9/16/2019 – Turn on the restrictions
- We have been receiving multiple tickets from spammers to ask for account re-activation.
- If you are restricted, you will not be able to email anyone outside the SBCCD domain, you will have no access to Google Drive and Office 365.
- Jason will be working on the actual email going to students, there will also be an announcements in the students email page.
- Need to talk to instructors about dropping no show students.
- The number of applications numbers will be inflated due to spam applications.

V. Ongoing Discussions

1. SBCCD Promise Program Communication Management Workshop

- Develop workflow
- Configuration and setup of communication codes
- A SIG consultant will be providing training on Comm Management.
- Andy / Joe will provide the structure layout to the team, the team will work internally to come up with the email contents.
- Time Code: 59:19 has the detailed discussion regarding this portion of the meeting, please contact Joe if you want to access the recording.

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VI. Miscellaneous

1. Students are showing up early for late start classes

- Talked about ways to notify students regarding late start classes, so they don't show up when school starts.