

**Enrollment Services Directors Meeting
 Wednesday, September 28, 2011
 9:00am – 12:00pm
 District Office – Board Room
 Minutes**

IN ATTENDANCE:

X	Brown-Williams, Janice	X	McMullen, Katherine		
X	Linden, Steve	X	Porter, Wilma		
X	Mathews, Carla	X	Van Buren, Kelli	X	Nadlicki, Leanne (Recorder)

I. Today's Agenda was amended to include:

A. Additions to New Business:

1. Digital Imaging Update
2. CASSC Proposals
3. Deadline for Applications
4. COMPASS testing

➤ Amended Agenda was approved

II. Reviewed and approved August 11, 2011 meeting notes.

III. Standing Updates

A. Staffing Updates-

1. Royal Oak Campus-

- a) Administrative Specialist position – recommendation for outside applicant, Amy Pepper, has been sent to HR. They're working on the background check.

2. Southfield Campus-

- a) SSS @ SF Counseling position – interviews ended 9/23/11. Counseling chair has selected Melvinia Ford, currently working as a Department Secretary at Southfield.

ACTION ITEM: Need clarification for SSS & Administrative Specialist qualifications.

3. Auburn Hills Campus-

- a) New SSS is Jaimie Gibbard who started on 9/26/11. She transferred from the SF Financial Aid Secretary position. Wilma will work with Katherine to set up a schedule for Jaimie to come back to help train the person who is replacing her.

4. Highland Lakes Campus-

- a) Myung Pinner left OCC on 9/9/11. She was working in the Career/Transfer Center. Counselors Kris Evans and Nicole Kassab are currently doing the job. Kelli and Carla will meet with Dean Sally Hanna to discuss plans for distributing the work.
- b) Cathy Sorenson will be going out on FMLA beginning 9/29/11 and will return on 12/5/11. Adecco Temp, Nicole Sanders, will be filling in.

5. Orchard Ridge Campus-

- a) No staffing changes.

6. District Office-

- a) The two SSS positions have been filled by outside applicants, Dawn Robinson and Michelle Rodgers. They will be starting on October 3rd.
- b) Administrative Specialist position – Andrea will not be back. HR originally wanted us to hire a temp; however a 72-hour posting has been approved. There are two candidates: Mary Sevegney and Holly Green.

7. Financial Aid –

- a) Southfield – Secretary I Temp started on Tuesday
- b) Royal Oak – Secretary has been on long term disability and has until March to come back
- c) Auburn Hills – Vacancy in the VA position. Steve Szokola transferred into the full-time Financial Aid Specialist position. The VA position is currently part-time and there's only one. Wilma is trying to get 2 full time positions. One would be at Auburn Hills and one at another campus.
- d) Auburn Hills – Secretary I position currently available. There were over 100 applicants. Sandy Strong is reviewing them to select 20 candidates to test / interview.

Carla stated that there has been discussion at the upper administrative level regarding state funding and how it may impact positions. The college has hired an outside consulting firm to help with the strategic plan. The emphasis will be on a more streamline & efficient college. She stated that it is very possible that layoffs will occur. Dr. Holcomb has made a statement that change is coming. Employees should not “get too comfortable where you're at and be willing to serve.”

Carla is also in support of pursuing a change in title for the Directors to “Assistant Deans” or “Dean of Students” if this occurs; however, an increase in pay may not be possible due to current budget constraints.

Wilma Porter would like to see dedicated IT support staff and resources assigned specifically to the Financial Aid department. Patrick Buck is only one person and the amount of computer work he does is overwhelming. Carla would like to see the Recruiters assist in Financial Aid whenever possible to relieve some of the load.

The vacant DSS position formerly held by Steve will not be designated as belonging to “Auburn Hills”, but will be posted as a “college wide” position. Carla's plan for DSS assignment is: AH – Fulltime DSS; RO – Fulltime DSS; SF – Fulltime DSS. HL & OR – DSS 3 days at Orchard Ridge and 2 days at Highland Lakes every week. Highland Lakes – The campus deans do not feel a fulltime DSS is needed. Laurie Huber has proposed changing her position / title and allowing her to handle both the HL DSS & college wide Athletic Director functions; however, this has not been endorsed and does not have dean support.

Carla stated that people will be put in positions where their work-style works well with that campus environment. The initiatives / projects presented through CASC to CASSC are being prioritized. There is an outside firm, Semcon, that will be utilized when training college administrators on how to do project management. The focus will be on Student Success.

B. Recruiters / ISA

1. There is a meeting scheduled with the recruiters and ISAs on 9-29-11. They will be discussing the CASC recommendations that are not solely cost related. They will review the OCC website looking to address concerns specific to ESL students, both foreign-born and non-native speakers. They are also reviewing the recruiter calendar and discussing AuPairs, Hazel Park Promise Zone, and going electronic with the view books

Carla requested that the Directors try to change the tone in the meetings. She asked them to be more positive, to provide light refreshments if possible and to open the meeting with a general discussion.

C. Financial Aid (Student Financial Resources and Scholarships)

Wilma Porter reported that closing the Financial Aid offices on Wednesdays has helped tremendously with processing. Enrollment Services needs envelopes or folders to put paperwork in when students drop things off so it doesn't get misplaced. They are just shy of processing 18,000 awards. Last year they didn't hit 18,000 until January. They are encouraging students to apply early and are receiving approximately 1,000 ISIRs per week. They are projecting 25,000 to 26,000 by the end of the academic year (August 2012). There were approximately 23,000 applications in 2010. The Pontiac Promise Zone

and O2O students are all in. There are 6 Detroit Promise Zone students. There were 2 findings in the financial aid audit. One was due to an error in overlooking the selective service requirement and the other was in the Enrollment Services reporting. They had one problem with an O2O student – only one school can pay financial aid.

The first “N” grade report was run on 9-27-11 and the totals are: AH = 49, HL = 18, OR = 23, RO = 47 & SF = 135.

They had an incident with fraud in the bookstore. The new Point of Sale (POS) system is causing problems and it takes up to 45 minutes for an account to show up on the WinPrism system. The suspect was caught using another student’s ID to get books. A meeting has been set up with Public Safety, HR, and Purchasing to discuss the issue.

The online financial aid calculator mandated by congress is ready. This will allow new prospective students to find out what kind of aid they may be eligible for.

The Gainful Employment program, which was also mandated by congress, is in the works. The Financial Aid website has to be updated with the current information.

There is a research company in Oakland, California called MDRC that is conducting a national study titled “Aid Like A Paycheck” which disperses financial aid balance refund checks over time throughout the semester, rather than in one lump sum. Wilma and her staff are interested in participating in this study, and would seek volunteers first. Wilma has spoken to Nancy Showers from Institutional Research about it and Nancy approves. The Department of Education wants to see a report before endorsing the study.

Wilma would like to talk to Maria McCarthy from the bookstore about using Financial Aid for book buy back.

D. DO Operations

Kim Lambouris has entered all of the graduation applications and is posting degrees for Summer semester. The Winter diplomas will be mailed by the end of September. The graduation report file will be sent to the National Student Clearinghouse (NSC). Steve has confirmed with the NSC that it is ok to submit more than 1 report.

Transcript evaluation processing is behind with a backlog of approximately 2 – 3 months. We’re hiring an Adecco temp for a 6-week assignment to do data entry. Steve is going to set up a meeting with Ron Hughes, Registrar at Macomb Community College, to review their transcript evaluation process and compare it to ours, to determine if and how we might be able to improve our output. IT wants to meet with Enrollment Services to see how they can help us with our processes.

We still need to do the wrap-up session for the DO Desk Overviews. We also need to set up Informer training for the Directors and “Super Users” because Query Builder is no longer supported by Datatel and will eventually go away.

IV. New Business

A. Orientation

Discussion was held at CASSC. Achieving the Dream (AtD) initiative has a 2-year grant. We have to look at the data to determine where the resources would be best spent. The AtD and New Student Orientation (NSO) must be kept separate. Findings so far indicate that we need to offer more developmental English and math classes, particularly at Royal Oak and Southfield campuses.

OR New Student Orientation is scheduled for 11-17-11. Kelli was informed at a meeting on 9-26-11 that several buildings (J, H & Smith Theatre) will be under construction at that time. Kelli will provide an update when she gets more details.

AH NSO was on 9-27-11. There were 12 RSVPs and 3 showed up with 5 guests.

B. NSF Letter Changes

Steve worked with Joyce Reiterman to update the Non-Sufficient Funds (NSF) letter that is sent to the student when they are removed from their classes. He will send a copy to everyone to keep for their record.

C. Purge

The purge has been put on hold until Winter 2012 when we are closer to the implementation of Digital Imaging. Steve is also working with IT to ensure that the query is selecting the correct students because we had issues in the past with inaccurate data. Steve anticipates the purge and inactivation of student records to occur mid-January.

D. Digital Imaging Update

The proposal was approved at the October Board meeting and a purchase requisition will be entered soon. Financial Aid will be the first group to implement. Target date is May 2012, followed by Enrollment Services in June 2012. Every Enrollment Services office will have 1 scanner with 2 screens. IT is trying to determine the number of licenses we will need.

E. CASSC Proposals

The counseling discipline presented proposals to CASSC recommending changes that would impact Enrollment Services. Carla is working on a response to their suggestions for Dr. Holcomb and will share the information with the Directors at a later date.

F. Deadline for Applications

Carla proposed an idea to begin enforcing an application deadline for new students in order to relieve some of the stress and heavy workload from the Enrollment Services and other intake areas. Her suggestion is August 1 for Fall semester; November 15 for Winter semester and April 1 for Summer semester. The Directors were unanimously in favor of this proposal. Carla will continue the discussion with Dr. Holcomb to determine a timeline and feasibility of this proposal.

G. COMPASS Testing

Clarkston schools want to partner with OCC to offer the COMPASS test to their students at their location. IT will set up a testing lab at Clarkston High School. Carla asked Katherine and Kelli to follow up on this arrangement and report back as things develop.

V. Old Business / Action Items (From 8-11-11 meeting)

None

VI. Other Business

None