

**Enrollment Services Directors Meeting
 Wednesday, January 25, 2012
 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. Addition to New Business:

1. Transfer Center Duty

➤ Amended Agenda was approved

II. Reviewed and approved the minutes from the September 28, 2011 meeting

III. Standing Updates

A. Staffing Updates-

1. Auburn Hills Campus-

- No changes

2. Highland Lakes Campus-

- No change

3. Orchard Ridge Campus-

a) ISA Secretary – Judy Julite is not returning from long-term disability. Currently have a full-time temp in the position. Carla requested that the temp be reduced to part-time hours beginning Monday, January 30th as the position will probably not be refilled.

b) DJ is out on short-term disability. Expected date of return is beginning of March. Awaiting approval of the requisition for temporary help.

c) New Dean – Dr. Phyllis Curtis-Tweed

4. Royal Oak / Southfield Campus-

a) Second SSS position at SF Enrollment Services was approved. Testing of internal candidates is underway. Hours for position are 9:30am – 6:00pm.

b) Tina Felcyn – Recruiter, will be on maternity leave from the beginning of February through the end of March.

5. District Office-

a) The new DSS position for SF campus has not been approved yet

b) Administrative Specialist to the Registrar – there are two internal candidates to be interviewed. Decision expected to go to the February Board with a start date after mid-winter recess.

6. Financial Aid –

a) Orchard Ridge – Vivian Cullen, FA Specialist, is struggling. Has only 2 days of sick time remaining.

b) Southfield – Vacancy in the Secretary position. There are two internal candidates.

c) Auburn Hills – Vacancy in the Secretary position. Going to external search. Many of the internal candidates did not pass the clerical skills test.

d) Royal Oak – Secretary – Carol Johnson, has until the end of February to return from long-term disability.

e) Highland Lakes – No changes

Wilma reported that they were having some trouble with getting requisitions approved due to problems with the credit card payment to Adecco. They are working with Purchasing to resolve the issue.

B. Recruiters

- There is an issue at Highland Lakes now that Myung Pinner left. The counselors want release time to handle Transfer Days. This was handled by Myung in the past with no extra compensation.
- There is a meeting scheduled with Carla, Sally Hanna and Kelli to discuss the issue and find a resolution. The plan is to transfer this duty to Erin Abraham at Orchard Ridge. Nicole Kassab sent details of what needs to be done. Kelli met with Rhonda Brown and then with Robert Spann & Erin Abraham. Erin is confident she can handle the responsibility. Erin met with Pay May (AH) & Nahrein Atkinson (RO). There are two Transfer Days scheduled: Wednesday, March 21st at Auburn Hills from 4:00pm – 6:00pm and Thursday, March 22nd at Royal Oak from 4:00pm – 6:00pm. There are no Transfer Days scheduled for Highland Lakes or Orchard Ridge this year.
- Erin will send information to 40 college representatives. Information and dates are posted on the MACRAO site.
- Graphics has the request for postcards and posters. Social Media (Facebook & Twitter) will be updated
- Erin will find out if MACRAO requires schools to host Transfer Days. The representatives do not want to do it.
- Transfer Days at Highland Lakes were not well attended. Four hours was too long.
- Pat May and Nahrein Atkinson will work with recruiters to host the events. Counseling owns the event, and Student Services provides assistance as needed.

C. ISA Offices

- Katherine is working with Chuck Flagg to determine test site requirements
- Katherine will provide results from the usability study which provides suggestions for ways to help students (F-1 and others) navigate the website.

Carla requested that the Directors do not send the ISA/Recruiter meeting minutes through e-mail, but rather, bring them to the Directors meeting for discussion.

D. Financial Aid (Student Financial Resources and Scholarships)

- Financial Aid Managers met on 1-24-12
- Preparing for the 2012 – 2013 Academic Year
- Winter registration went ok, better than in the past
- Southfield campus had a lot of people applying late
- The 2012 – 2013 system has to be up by April – includes system updates / patches for Pell
- The Digital Imaging team has been assembled: Sandy Strong, Leader; Phelicia Jones, Co-Leader; Steve Lesser; Steve Jablonski & Steve Szokola. They will be looking at their processes and will work to streamline where possible.
- Wilma is working on an RFP for a default management system which looks for delinquency & those near default and sets up a campaign using e-mail, phone calls, & letters to contact people who are in danger of defaulting on their loans.
- OCC's default rates: 2-year = 10.2%, 3-year = 14.57%.
- Some vendors have very elaborate plans at a cost in excess of \$100,000. If money is an issue, Wilma will focus on late delinquent / near default
- An Intermediate plan will cost between \$50,000 - \$60,000
- A Basic plan will cost less than \$50,000
- In December, OCC had 341 students near default
- If the default rate reaches 30%, the government can shut down programs

- The figures for Fall “N” grades are still high. There was a huge number of faculty who submitted “N” grades at the end of the semester, rather than by the determined due date
- Carla stated that the Deans are discussing this issue and will work toward better enforcement
- IT is tweaking the system to look for courses that have been repeated more than once
- Winter transmittal payment / disbursement was approximately \$33 million – so large that Patrick Buck had to stop the transmittal to have IT break the file into smaller parts
- OCC doesn’t get the money from the government right away and we can’t float that much money
- Beginning July 1st, there will be changes with Pell. The formula to calculate the automatic zero level is being decreased from \$30,000 to \$23,000
- To date, we have processed 22,300 awards, more than last year’s total number
- Macomb Community College has a custom program / FAST flyer that Wilma would like to use at OCC. It allows students to use WebAdvisor to see their complete financial aid status.
- Wilma will update the website to include the notice that Guest students are not eligible for financial aid
- Kelli VanBuren stated that she has noticed an increase in address issues resulting from changes made by financial aid. Steve Linden responded that addresses upload automatically when financial aid runs their process to bring in the FAFSA / ISIR – they are not doing manual changes. It is something we will have to deal with, and if necessary, we can request students to provide proof of residency when we have multiple addresses in the system.

E. DO Operations

- Carla requested that one of the DSS’s volunteer to serve as Project Lead for the Digital Imaging project
- The team should consist of the Project Leader and a classified representative from each site. Need the names by February
- Steve Linden reported that there have been improvements made to the graduation process using a batch process for posting degrees
- To date, there have been more than 500 grad apps entered for Fall 2011. Having assistance from campus has helped tremendously
- The degree verify file was submitted to the National Student Clearinghouse yesterday. Steve learned that we can submit more than one file per term. The past audit problems were due to the fact that we were only submitting one file
- All SSS in counseling should be entering grad apps so it doesn’t fall on one person
- The commencement ceremony will take place on Saturday, May 19th
- Steve has assigned Michelle Rodgers, SSS, to two major projects – CEPI & UIC # resolution
- The Winter 2012 Enrollment Verification file was sent to the National Clearinghouse on 1-11-12
- Steve is working on the ISA report of enrollment for SEVIS
- The backlog of transcript evaluations has become a hot-bed topic. Counselors escalated the issue by presenting their concerns to the college academic senate. Steve’s response: they are correct and it’s gotten to a point of being unacceptable. This has been a problem for a number of years; however, he has a plan in place to address the issue. Now that he has made some improvements in the graduation process which took priority due to the audit concerns, he plans to move forward with making improvements in other areas, including transcript evaluation. Steve wants to: Determine how we are benchmarked against other schools, utilize appropriate performance measures, create a query to find out exactly how many transcripts / courses are being evaluated and check information being given to him about transcript evaluation statistics.

F. Orientation

- There are concerns about the poor attendance at recent orientations: AH – 6, HL – 4, OR – less than 11 RSVP, RO – 11
- The DSS’s met with Dean Sally Hanna, Jahquan Hawkins – OR Student Life Coordinator, and Stacey Jackson – RO Student Life Coordinator

- There seems to be some confusion over the mandatory orientation for Achieving the Dream (AtD) participants (from COMPASS results) and New Student Orientation which is open to all.
- There needs to be better communication on campus
- There's been a suggestion to change the name of one of the orientations to help differentiate
- There seems to be a sense that counseling would like to take orientation back
- Other issues: utilizing faculty and staff, a bulk of the information can be found on our website
- Need college-wide orientation in late October / early November
- Next steps: set Fall orientation date for college-wide Winter applicants
- Set locations for June – August orientations
- Video – DSS's will meet with Janet Roberts, Marketing Director
- The Steps to College Success brochure needs to be updated

IV. New Business

- A. Updating RGUS – Registration User Groups (Steve Linden): Tabled until next meeting
- B. Paperless Office (Carla Mathews):
 - Make efforts to pare down paper to prepare for document imaging
 - Meet with staff on campus and decide what kind of papers you don't have to collect
 - Copy of driver's license should not be kept. Stamp when reviewed / verified.
 - Bring list of items to next meeting
- C. Budget / Requisition Requests (Carla Mathews):
 - Allow ample time to process requisitions
 - Reneé Oszust, Budget Manager needs approximately 1 week to approve requisitions – plan accordingly
- D. Transfer Center Duty (Kelli VanBuren) – Discussed in item III. B (Recruiters) above.
- E. ID Cards (Katherine McMullen):
 - The new student photo ID card – Raider One card, is being rolled out in Summer semester
 - It will be a multi-functioning card
 - More information will be coming soon

V. Old Business / Action Items (From 9-28-11 meeting)

- None

The meeting adjourned at 12:10pm.

Respectfully submitted,

Leanne M. Nadlicki
Recording Secretary