

**Enrollment Services Directors Meeting
 Wednesday, April 25, 2012
 9:00am – 12:00pm
 Royal Oak Campus – Room B-122
 Minutes**

IN ATTENDANCE:

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

I. The meeting was called to order at 9:03am. Today’s agenda was accepted.

II. The minutes from the January 25, 2012 meeting were reviewed and approved.

Administrative Updates / Comments – Carla Mathews

- This is an exciting time to be at OCC. Things are changing and moving forward. Dr. Holcomb asked for a list of IT projects we need to start working on.
- Telephone committee – set up. Must do a needs analysis & feasibility study.
- Presidium (the Student Technical Help Desk) needs access to our files so they can provide better service.
- Tuition management plan – Nelnet representative, John Edwards, has a meeting with Clarence Brantley. We have an RFP, but Financial Services is holding it up.
- New interim HR person, Bill MacQueen, from Macomb Community College is working with the negotiating team.
- Marketing has an RFP for a new e-catalog. They’re also working on the Student Portal – the plan is to roll both out simultaneously as a comprehensive e-communication campaign.

III. Standing Updates

A. Staffing Updates-

1. Southfield Campus-
 - Reviewing applications for the new SSS position
2. Orchard Ridge Campus-
 - DJ is out through July – Nicole Sanders is the Temp
 - Jennifer Pullins (Counseling) transferred to AH – Tammy Brown is the Temp
3. Highland Lakes Campus-
 - Cathy Sorenson will be out on FMLA for 12 weeks – Kelsey Moran is the Temp
4. Auburn Hills Campus-
 - Anna Bouchard is out on intermittent FMLA due to medical issues
5. District Office-
 - No changes, fully staffed
6. Financial Aid –
 - a) Southfield – Vacancy in the Secretary position
 - b) Orchard Ridge – Vacancy in the Secretary position (Sheryl Davis transferred to Dept. Secretary at OR). Vacancy in Financial Aid Specialist position (Vivian Cullen retiring end of April). Temps lined up for both positions.
 - c) Auburn Hills – No changes, fully staffed.
 - d) Royal Oak – Secretary – Carol Johnson, returned end of February. Fully staffed.
 - e) Highland Lakes – No changes, fully staffed.

B. Recruiters / ISA

- Next meeting is scheduled for Monday, April 30th at Orchard Ridge.

C. Financial Aid (Student Financial Resources and Scholarships)

- Webinar conference – Default Management
- OCC default rates: 2-year is 13.1%, 3-year is 16.9% - default rate across the country is going up
- Maximum is 30%
- Student debt is One-Trillion dollars
- Default rate is an institutional concern, not just a Financial Aid concern because it affects everyone. It is recommended that schools establish a committee with college wide representation.
- RFP for a company to actively work with the delinquents who are near default. Wilma defined the scope of what the agency will do. Wilma would like them to call students who are about 240 days delinquent and try to connect them to the servicer to move them into forbearance or deferment.
- 3.4% interest rate for student loans will go to 6.8% unless congress agrees to do something.
- Work study analysis – Wilma is concerned because we haven't spent the money. We get approximately \$1 Million in SEOG & \$800,000 in Work Study. We have to transfer about \$300,000 from Work Study to SEOG. This looks bad to the government. There are a lot of students in the work-study pool, but there seems to be some sort of miscommunication from the Business Managers about lack of funding.
- OCC has an opportunity to participate in a governmental research study that evaluates whether or not offering PELL to students who return to college for a short-term career-oriented program after earning a Bachelor's degree has any effect on their completion rate. Wilma is working with Steve Linden and IR to determine whether or not we should serve as an experimental site. There's a meeting on May 2 to follow up.
- Outstanding audit issue. There were two audit findings last year: 1) Enrollment Reporting – has been resolved with the new NSC reporting schedule. 2) Financial Aid Selective Service. Wilma is working with the student who received financial aid without registering for selective service. This was an oversight on the part of the Financial Aid office. She has written an appeal and is awaiting a decision from the government. The Financial Aid office is being more diligent and is now auditing every selective service file.
- Financial Aid is researching and writing policy on refund policies for Financial Aid students. The 100% administrative decisions refunds where the registration is completely erased from the student record causes real problems for their office.

D. DO Operations

- Handwritten rent receipts can no longer be used for proof of residency. Student must provide an official lease agreement.
- Graduation Requirements are changing and will be reflected in the 2012 catalog. These changes are: 1) Last 15 credits becomes 15 credits at any time; 2) The number of subsequent credits is being reduced from 15 to 8 for a Certificate; 3) The grad app fee is being eliminated altogether beginning in Fall 2012 semester
- Project Win-Win continues – currently in the degree audit phase through mid-August. A test account is needed to perform test scenarios.
- Transcript evaluations are up to date for in-state schools. There is still a backlog of out-of-state transcripts.

E. Orientation

- Kelli VanBuren is working on a feasibility study for New Student Orientation
- She has information from the National Orientation Directors Association (NODA) with ideas for revamping the delivery
- The next step is to put a skeleton plan together and present it to the committee for review

IV. New Business

- A. "I" Mark Instructions – Steve edited the current "I" mark instructions and Carla will share it with the deans and Dr. Holcomb for their input.
- B. Updating RGUS – Registration User Groups – The DSS is responsible for ensuring that their staff is assigned to the correct Registration User Group since they are most familiar with who is in their area. The user group determines registration override permissions and default printer for registration statements.
- C. New Student Orientation Query – Kelli has been unable to get the NSO query to work. Steve will help her out with this.
- D. View Piece and Marketing Director – Robert Spann reported that his display is dismal and has requested new view pieces. Marketing Director, Janet Roberts, has indicated that they are working on new Public Relations (PR) material. Carla recommended that the Recruiters hold a meeting to figure out what they need so they can work with the Marketing Director to get ideas and have things ordered.
- E. Admission Training Documents – First Review – The DSSs are working with their staff to create job aids for training. Jan distributed the document for Registration. Katherine is working on Admissions and has requested a meeting with Steve to discuss Exceptional Admissions.
- F. Annual Schedule Question from Syed Ahsan (AH Faculty – ARC) – Syed would like his cancelled sections to be removed from Online Services altogether because it "looks bad" to have so many cancelled sections. There is a way to remove sections that were created in error if it's done before the schedule is extracted; however, Steve is not in favor of removing courses that have appeared in the printed schedule as this may cause confusion. The over-creation and late cancellation of sections that are created as a way to "hold" classrooms makes it difficult to reallocate that room for other purposes.
- G. DSS Overview Document – Recommendation for DSS position is on hold. Carla is awaiting information from HR and Dr. Holcomb.
- H. ATD.TMP new exemption code with deferment form – an explanation of this new code was sent by Henry Tanaka. This information must be shared with Enrollment Services staff, including counseling.
- I. ATD Orientation Revamp – Janice has a meeting with the AtD High-Touch committee on May 2 and they will be discussing the tour and registration issues.
- J. SSS/SF/ES Position – There were over 200 applicants (27 with doctorate degrees). Fifty-nine were sent for testing. The interview committee is trying to find applicants with customer service and higher education experience. Down to a pool of 18 who passed the testing.
- K. Documents for ES College-wide use for training session - Carla asked everyone to bring their Job Aids to the next Directors meeting.

V. Old Business / Action Items (From 1-25-12 meeting)

- A. Identify Project Leader for Document Imaging project – Katherine McMullen volunteered to serve in this capacity.

The meeting adjourned at 12:10pm. The next meeting is scheduled for Wednesday, May 23, 2012 at District Office.