NOTES – ENROLLMENT MANAGEMENT
AUGUST 9, 2018

Present: J. Aramburo, M. Arthur, L. Clowers, R. Dreizler, C. Jeffries, L. Justice,
S. Kushigemachi, A. Leible, R. Miyashiro, D. Mussaw, A. O'Brien, G. Perez, B. Prado,
J. Shankweiler, J. Sims, J. Smotherman

I. INFORMATION

A. Notes of 7/26/18: Approved as written with the following correction:

II. F. Drop for Non-Payment Format: (5) Auto enroll from the wait list? The settings have not been updated.   " ITS is **Academic divisions are** in the process of being trained…"

II. DISCUSSION/ACTION

A. 320 Report: David Mussaw presented on the 320 report, exhibit C – the District's total computational revenue.

B. Update on Work Teams: There are four processes that need to be improved. Work teams will share action steps and options at the next meeting.
1. Payments/Communication: Robin Dreizler & Ross Miyashiro
2. Duplicates: Jackie Sims
3. Prerequisites: Dipte Patel
4. Late adds/No Shows/Educational Campaign – Lillian Justice

Processes need to be evaluated for improvement for winter and spring. One concern is the catalog regarding drop for non-payment that is not consistent. It states if a student does not pay by a certain date, he/she will be dropped. For some students, because of the threshold, they are not dropped. For other students who enrolled in a class and no longer attend, they assume they will be dropped if they did not pay. The student may receive a COTOP letter so the College can recover outstanding fees owed.

Instructors will need to be reminded to drop no-shows on the first day of classes. If a student is dropped for a no show, it is easier to reinstate instead of going through the process of sending the student to COTOP. Ann O'Brien will craft a letter that will be shared with faculty on flex day and inserted in mailboxes. L. Justice will also discuss this topic at the faculty orientation. If faculty drop a student after the deadline, it requires more paperwork. If students do not contact their instructor prior to the first day, they will be dropped because of the waitlist. Faculty will usually work with students that have extenuating circumstance on the first day of classes.

L. Justice will provide information to faculty regarding the start of the fall semester. It will be in a bulletin format to make it user friendly and appealing to faculty. A. Leible reported that the Business office will email students who have outstanding fees. The College may also use a communication tool called Regroup. Many students owe 50 cent

(representation fee) which is not covered by Financial Aid, South Bay Promise or BOGG. Financial Aid is working with IT and Fiscal Services to reverse the charge. Students can go into MyECC and look at their account for any outstanding fees.

A new work team will cover no show/late add/educational campaign: L. Justice will chair the team. Members will include Ross Miyashiro & Robin Dreizler. A faculty rep was also recommended to join the committee – Sara DiFiori or John Baranski.

Discussion was held regarding attendance. Students cannot be graded on attendance but can only be dropped for non-attendance. Some faculty have included this information in their course syllabus about grading for non-participation (10% limit) and drop for non-active. It is in the Education Code that non-active students must be dropped prior to census. "Non-active" is defined as not present. Will need to look further into this issue.

1. Payments/Communications: Suggested way to streamline payments: (1) get message to faculty about completing the no show report; (2) discuss threshold level of protecting students for non-payment; (3) clarify statement on schedule of classes about students being dropped. (4) change late add process. Students feel they do not have to pay right away.

2. Duplicates/Drop Timeline: At the first meeting, the committee discussed causes of duplicate enrollment. It worked on some occasion but not consistently. L. Justice will meet with ITS to run more testing.

3. Prerequisites: L. Justice reported that issues with prerequisites is due to set up. Training will address some of the problems. Some issues intertwine with the duplicate portion. The testing with Ellucian should help but will take time.

It was noted that some online classes are not full. Students want to enroll and cannot find the instructor. Once class starts, instructors can add students by distributing the add code. Need an easier process for students prior to the first day of classes.

III. **Next Meeting**: 9/13/18; 1:00-2:00 p.m.; Lib 202.