



## Student Services Council

### Meeting Minutes

#### Attendees:

Sue Orchard, Rosie Leno, Maris Geier, Mercedes Smith, Sarah Westland, Mitchell Avery, Laura McBride, Marcos , Ariana Muro, Jonna Mallory, Dan , Dani Trimble, Jennifer Houge, Kristy Gutierrez, Jenny Smith, Leszek Cromwell, Byron Ford, Shannon Vantrease, Crystal Heitz, Darren Schwegler, Steve Boyer, Jill Yates, Shawnee Randolph, Ale Sanchez, Donovan Tate, Serena Williams, Magnus Altmayer, Kara McCelroy, Rosemary Perkins, Brittany Deal, Paz Clearwater, Brian Isbell, Lisa Wilkinson, Angel Ruvalcaba, Jon Jacobs  
February 25, 2020

- Welcome/Introductions
- Overview (Sue):
  - Timeline of ctcLink Go Live
    - Thursday, February 27 pause processes (enrollment, FA, and purchase orders.)
    - Friday - Sunday, March 6-8 (ctcLink conversion)
    - Monday - Friday, March 9-13 (week of go-live)
      - March 9: limited access to ctclink for SME's
      - March 10: access to ctcLink for remaining employees, including student workers
      - March 13: student access to ctcLink
  - Complete Canvas trainings
  - Dual Processing:
    - Paper and electronic timesheets and leave slips
  - Messaging to students:
    - How can I help you?
    - Help students understand why we have a pause in our processes
- Registration processes and impending changes (Magnus)
  - Many registration changes are internal and will not touch students in a direct way.
  - The system will automatically review student transcripts for graduation audit

- With so many programs and catalogs, some of the programs are not built yet and they are complicated
- Unless a student began their program prior to 17-18', student programs should be covered in the system.
  - These are not able to be tested until LCC goes live
- Dropping classes:
  - Students will no longer get a set amount of time and there will be more variation in how they are calculated
  - Students will be able to drop classes on their own via their student portal without intervention
  - Waitlists will be changing - it will not allow students to change class times when they are enrolled in the class already.
  - Students will not be able to enroll in classes that overlap
- GPA calculations will be different - no more college-level and only classes towards their degree
- Transfer credits - all new students' restricted credits will look differently
- Instructor permission to waive pre-reqs can happen within the system
- Last day to withdraw (Feb. 28):
  - Registration will hold on to the drops and honor them at a later date
- Registration will be turning away paper registration forms as they will not have time to put them in
- March 3rd: Registration will be out of the office for training
- Google can be a good resource when LCC goes live
- The ctcLink resources page on the website is very helpful
- Students will only see their student ID one time. IT is working on a retrieval tool.
- Excess of 18 credits and waivers, it may need to be set-up through finance and not in registration
- Financial Aid processes and impending changes (Marisa)
  - Transition:
    - FA will continue to process aid in FAM and use ctcLink for supplemental info
    - Staff outside financial aid will use FAM and ctcLink

- Students will continue to use the FAM Portaln for Spring Quarter Financial Aid Information
- Summer Quarter (starts in May with importing 2020-21 FAFSAs):
  - Staff and students will only use ctcLink
  - These will generate checklist items, which students will need to bring in
  - Financial aid status page will be similar to FAM for staff
- SAP:
  - Current: students followed the state aid chart or 7% cumulative pace depending on their award type
  - New: all students will follow both the chart and achieve 67% cumulative pace
  - Same: all students will be required to achieve a minimum quarterly and cumulative 2.0 GPA
  - Same: maximum time frame 125% state aid and 150% federal aid
  - Ending: college level GPA
- Pell Recalculation Date/Census Date:
  - 5th - 10th day
  - Students adding classes may have their Pell increased through the 10th day
  - Students dropping classes may owe a Pell repayment through the 10th day
  - SAp issues may occur for students dropping after the 10th day
  - Coming 2020-21 possible WSAC legislation to create a census day repayment
    - This will also increase repayments that students will owe
- Student Aid Repayments:
  - Current/staying the same:
    - Dropping classes that changes the pell enrollment level prior to the census date
    - Failure to begin attending one or more classes that changes the pell/wcg/cbs enrollment level (includes late start classes)
    - Completely withdrew or failed all classes before 60% of the term elapsed, all fed/state aid

- New:
      - Taking classes that were not required to graduate from LCC, Pell/WCG/CBS will need to be repaid
  - Packaging:
    - Current:
      - We can automatically package aid for all 4 quarters
    - New:
      - We will only be able to automatically package Fall, Winter, and Spring. Summer will be a manual awarding process once the student is enrolled.
    - Staying the same:
      - All grant aid and work study will be packaged in an accepted status. Students may still decline any and all of their aid.
  - Loans:
    - Loans will be packaged up front in an offered status.
    - Students will accept the loan in self-service, if they want the loan.
    - Students can decline the loan or reduce the amount of the offer in self-service.
    - Loan will not disburse until we receive/load the electronic file containing entrance counseling and the master promissory note from the department of education.
  - Bonus! Washington College Grant (WCG):
    - The eligibility requirement of <70% median family income is increasing to 100% median family income.
    - FA will no longer have a set allocation.
    - The amounts are going up to about \$400-600 at the max at the high income level.
- One-Stop support for students, including onboarding steps (Byron and Kristy):
  - Go-live: One-Stop will be open with four, full-time staffers on hand
  - What staff can do is still being determined
  - Wendy will try to get staff access to ctLink on the first day to better help students
- Navigate usage and Testing/Placement plan (Angel):
  - Testing will be running normally

- Results will be stored offline and also in Navigate
- Students will be directed to a Google form to follow-up with the student later and use that info to put the student into Navigate
  - Once the students go live again and students are able to apply the two records will be merged.
  - Students will be given a push notification with a list of to-do's
  - The texting system is working now as well
  - A notes section will be added in navigate to help follow-up with students
- Q&A (all)

Meeting Adjourned