

Michigan Community College Registrars  
Friday, January 27, 2006  
Grand Rapids Community College  
Room 124, ATC (Applied Technology Center)

Minutes

1. **Transfer System, M-TENS:**
  - An update will be provided at the Registrar Drive In on March 31 at Schoolcraft.
  
2. **Transfer equivalency systems. Do you send all new courses to all institutions in the state for transfer equivalencies? Do you send occupational courses? Do you provide the info to students on the web?**
  - Banner is used at NWM, put out on **Jatack** and shows all incoming classes.
  - Many MCCR members have transfer equivalencies on the MACRAO website.
  - For technical jargon on how to get from Datatel into database live, contact Ron at Macomb as he has a system set up.
  - New courses must be sent to all 4-yr public schools at NWM and they never get a response from anyone. They need to know how courses transfer. NWM counselors bring info in also.
  - Jackson sends out catalog with new courses with cover letters and she hasn't heard one thing from anyone. Had a new FTP person to bring in and keep website up-to-date and they can't get responses. Schools don't know contact peoples' names.
  - West Shore sends to 10 most common outgoing transfer colleges late spring and generates printouts with lab/lecture to those, once a year. They rarely get a response, need to follow up with a phone call or email and then they get something back. College reps usually bring with them the equivalencies all inclusive to send to departments.
  - GOGEBIC does this also, sending a syllabus, but blanket requests do not generate many responses.
  - Schoolcraft has the syllabus on their web site and this expedites the process. They have a new Homeland Security Program associate degree.
  - Wayne also has a new program which falls under Public Safety. They have a new building with some federal funding provided and host tours for public safety and police departments from around the county.
  
3. **Process and "college" staffing for enforcing prerequisites. What does your process look like... how many enforce?**
  - Almost all schools enforce prereqs.
  - Document management systems are not in place yet at the majority of schools therefore offices do not readily have shared access to documents.
  - Banner handles this at NWM. Compass scores count as prereqs. Orientation is their biggest problem; evaluation scores and a code must be input before students can register.

- Macomb has more prereqs using Datatel; waivers are automated... Ron's area does evaluations so they can set it up, the associate dean in another office also can and Counselors almost always can. Faculty was excited as students are better prepared in upper level classes when pre-reqs were met. Human power-wise, it took 6-7 months and was very difficult but then it worked well. Ron said that for a Course A prereq for Course B in Datatel, the system manually unregisters about 250 students.
- Jackson has a process in place because auditors want to see documentation on how people in upper-level classes performed without prereqs. Once you state it as a policy, you must comply. For students with Masters degrees, etc., credits are not transferred in and a document must be signed. Students must earn a 2.0 in the prereq or they are out. .
- At Oakland, Maurice said for his system, no grade is considered a passing grade. His tech person wrote a program that automates this. For semesters running back to back, about a third of the students were removed for nonpayment, prereqs, and failure of international/fulltime status. Maurice uses e-mails to notify students or by paper. Oakland works with students, telling them all along they must meet prereqs. If they lose something and they must be fulltime, work with these students. During winter and summer semesters, they still pull students out during the short period.
- A statement goes into the schedule of classes at NWM
- At Jackson, students are notified after-the-fact. Faculties wrote the verbiage and insert it into their syllabus, including the 2.0 GPA requirements or higher, notifying students that they will be dropped if not in compliance. There were 300 this time there, but only dropped about 30 actually as they write off this and that, status course for the class for exceptions to override, with the knowledge that there is paperwork there for later.
- No one reported additional staff hired because of prereq enforcement.
- Maurice does these at Oakland; some staff assumes this responsibility and they go to the curriculum committee and they write the note to the tech people and make sure it is published in the catalog.
- North Central has students coming back with masters/bachelors.
- Jackson makes a copy of transcript, makes them personal interest and puts a code on the students' record to allow prereqs.
- LCC has forms on-line, semester specific
- Kellogg questioned if transcripts are evaluated immediately or stored until degree is declared.
- Glen Oaks sends a postcard questioning how to evaluate if student is personal interest but students ignore the postcard.
- Coded at NWM with an undergrad code... program change counselors can see, credits re-evald. They put all the prereqs in. 2.0 for students to meet prereq – most all. Some software can search automatically, not all.
- Jackson: High school early college students did not have prereqs, dual enrolled students counselors must make sure they have the prereqs... why don't they give placement exams. Course placement and prereqs for dual enrolled are enforced at almost all schools. An Accountant, etc--would he need prereqs? Note from work?
- MCC Jean instructor has right to overwrite prereq.
- Kellogg puts it on the advisors and requires prereq override forms, not need prereq course.

- GRCC has a transfer credit situation. They do not transfer in grades, but accept credit for courses with grades of C- or higher and the GPA is unique to GRCC courses only. If a student transfers in a course and then takes the same course at GRCC and fails it, the transferred course is counted and it impacts the GPA by removing the failed grade as a repeat. How do other schools handle this situation? Jackson overrides the credit and the GPA remains the same. Oakland does not allow the transfer, nor does Schoolcraft, utilizing a policy statement.

**4. Policies/processes..... for acceptance of non-regionally accredited coursework**

- Montcalm does not accept coursework unless regionally accredited. After the Higher Ed Act and Katrina, they can't follow this policy anymore. Example: Bob Jones University is accredited thru TRACS, what processes are used for non-regionally accredited transcripts?
- Jackson doesn't use regionally, if in the book (higher ed guide) and accredited by anyone, they take them. Won't take classes prior to having earned accreditation.
- GRCC's Ruth Kurlandsky, PhD, did research into credibility and found many accrediting bodies are valid, but did find there were a number of accrediting mills out there. GRCC stays with AACRAO accreditation, but education and learning outcomes come from many creditable sources. NCA does this but GRCC studied other agencies and would look at new sources, consult the faculty, (child development, etc.) and ACE—who does a wonderful job evaluating courses—so GRCC will broke through the mold and accepts that learning happens in many ways. They utilize the Department of Education web site, (<http://www.ope.ed.gov/accreditation/Search.asp>) and odd schools are researched and sent to faculty and dept heads for review on a case-by-case basis. If approved, they are added to our list/book.
- Montcalm: Faculty involvement – some say yes, some say no.... and there is infighting taking place.
- GRCC embraces diversity. Nursing/Health are sacred areas and it is up to the department. Infighting can stay in the department. Technical faculty research.
- Glen Oaks uses the ACE guide. They can do credit by exam if they have the knowledge for non accredited work.

**5. Refunds, Appeal Process for Refunds, Withdrawal Illness – Withdrawal Military – Grade Changes:**

- Muskegon has refund policies and procedures for refund appeals, including documentation and third party backup to that. Not faculty member, doctor, work, jail, military. What student says faculty didn't do what they should do? Student Appeals. Info must be ready to go, no stalling or need to have college staff dig for the info. They had a Financial Aid appeal where the student claimed her husband had died but her status was divorced. Academic appeals come from departments, via form and signed off.
- VP signs off at NWM and they allow only one per year.
- Wayne writes policy and provides it to departments. Signature & sign offs required. They found once you give a refund, the word spreads. Time limits of 1 year, taking into consideration Financial Aid (causes a lot of ramifications). College is responsible for paying back loans.

- Macomb requires documentation, auditors review and students do not get cash refunds, only a voucher with a time limit on it. In the event of a new job, they do not give refunds.
- Jackson does refund in the event of a new job.
- Kellogg doesn't refund in the event of new job – considers it similar to sporting events, no refunds just because you decide not to go after ticket purchased.
- Montcalm leaves the decision to one individual who reviews and approves or denies the request.
- Muskegon has a petition committee reviewing, which makes it very difficult.
- Wayne questioned what is done with the paper from the appeal. They file for one year and move to another file. NWM puts in students folder. Only verified medical refunds are approved. Students protesting a grade also go there – not good, they are trying to change the policy.
- Washtenaw doesn't accept faxed info, only can mail or hand in person in sealed envelop, kept locked, limited access by staff. Not shared with financial services, counseling, etc.
- Lansing had questions about removing grades, if schools documented as W or zero and whether or not instructors were notified.
- GRCC changed due to computer system so we re-examined possibilities. You do not need to remove class if you give a refund but you need a good paper trail. Removing grades upsets faculty extremely, causing integrity issues, etc.
- Wayne had a faculty member sue, go to arbitration and win.
- Some systems won't allow grades to give a refund.
- Jackson removes grade completely if refund received and nothing shows on transcript whatsoever. They add another grade or mark on their transcript to denote this situation.
- Financial Aid issues and audits: Gogebic forwards credit to another semester to solve this problem and counts as financial aid award for the future.
- Some schools remove class completely some do not.
- Macomb: Credit vouchers may impact financial aid students if they leave the W and it may cost the student \$1,500.
- Oakland has a mark in their system to make the grade invisible in their system but it is still there. It doesn't print on their record.
- Policy at Lansing allows for medical 2/3 into semester. There has been an increase seen in students getting note from doctor stating they are stressed out and then coming back.
- NWM looks if condition was pre-existing condition and if so, no, if not, allows a one time refund.
- Washtenaw publishes they have until next semester to file - All or nothing situation – can't drop only one class--only all. They do not recognize jail.
- Delta allows 30 days for medical only, military call up also and exceptions for the obvious, PE class/broken leg, etc.
- Wayne: If student dropped for nonpayment, the bill must still be paid. They thought they didn't attend, so they don't owe the bill.
- NWM allows only during the 100% refund policy.
- Jackson allows academic probation if student never went to class and got a zero. (i.e., student signed up late, pretended didn't know anything about it, had no clue, they owed money so gave it to a past deadline).

- Wayne allows attendance on payment plan but figure they didn't finish paying so they can drop.
- If students aren't registered, students can't stay in the class if not on roster at NWM.
- After withdrawal period, Kellogg makes student complete appeals process to get back into the class.
- Schoolcraft said students know they should stay in the class but drop and then want the good grade at the end when they know its passing – dean said no.
- Muskegon allows for military but couldn't find policy on military withdraw. If student had orders, approved; if not, no. Most students require military orders to resolve this.

**32. Grade Protection/Internal Audit insuring that procedures and processes are being followed, or in plain language, how do you insure that someone is not changing grades for dollars!**

- Macomb: Colleague had staff who no longer worked for institution changing grades. They utilize automated systems and staff who do grade changes. Does anyone who has Datatel behind the scenes run reports to scan who input grade changes and who is authorized?
- Delta does this once a week. If someone goes into a class roster and bails out, or if a login appears that does not belong, notification is sent to the Registrar.
- Mott runs Excel spreadsheets. All grade changes require Registrar's signature and 8-10 people have access to grade changes.
- Wayne has two people with access and a shadow database.

**5. Academic Service Learning Hours on transcripts – GRCC.**

- GRCC inputs due to relentless efforts to include them. At MACRAO Annual Meeting, a presentation is forthcoming. What should be on a transcript? AACRAO documents much of this. Academic service learning: Who posted these on college transcript? No one on the academic transcript, however, for field experience, internships, etc., these often need hours clocked for the learning experience. Processes to make this happen are not automated.
- Muskegon makes it independent study
- Macomb has a continuing ed transcript
- Jackson wants to separate this in Datatel.
- Schoolcraft has 9 different transcripts, though many are just for internal purposes.

**6. Mott: Are there any institutions that do not put transfer credit on their transcript?**

- Mott doesn't. Mysterious credit hours appear on their transcript as the transfer credit not split out. They have a custom transcript which has articulation and transfer but counselors can't view that. It is cost effective to include it and is the national norm.
- Mid Michigan: Students are arguing they want to use transferred transfer credit on one transcript – none do this.

- West Shore wishes all faculty and staff could attend these meetings to hear all the problems being experienced!

**4. Guest applications and pre-requisites – NMC. See prereq discussion.**

**5. Residency change prior to billing – West Shore.**

- Resolved. Unemployment Wage data; access by SSN to wage information, SS number being used, privacy policy put in place. It confuses students however and they are going to eliminate it.
- Gogebic: Perkins meeting said it is still going to happen but it hasn't. Regarding the IPEDS state reporting in the fall, that meeting was disappointing: 200 people attended, but these highly educated people could not brainstorm.... State is being pressured by feds to make this happen by end of January. Tech Prep students identified by UCI code on high school transcripts to track the students. Supposed to be collecting data. Unique identifier for K12 students.

**3. Receiving official transcripts, identifying transfer credit on a student record – LCC.**

- Unofficial transcripts to waive prereqs were accepted. Pushing for official only now but do not evaluate the credit on student for Nursing Program only. Financial Aid impact was the reason not to post transfer credit.
- Montcalm posts credits for college not departmentally. Nursing needs to request officials of their own and keep them. 999 codes used for institutions not in system... many old transcripts in system, and Oracle did not recognize 999 so they set up an "other legacy institutions" code and loaded them that way. The system doesn't like the actual institution names (MSU) but if a student requests MSU be put on, they would build MSU for the student, but it's much work.
- GRCC went through conversion of data and found it not fun. Registrars maintain good records and history and make it clear for future registrar's, so upon request, they consider doing it and found it pays off in long run – can use text note as an option to individual entries. Clean history is important and they reorganized things, taking 6 months to maintain clean history.
- Lake Michigan College: For competitive admissions purposes, do we assist in admission process, but for wait list, selection for nursing, etc. ...be careful or you will end up getting sued.

**5. How do you count prisoners for residency – Washtenaw**

- Washtenaw didn't count prison time toward residency status. Federal pen in Washtenaw County so federal says they can count them in district, which gives them free tuition if over 65. Family member of prisoner pays for classes.
- Whatever their residency is before prison counts at NWM.
- Montcalm counts them out of district,
- Jackson also. Prison paid at Jackson out of county rate.
- Muskegon counts employers who pay tuition based on employers address. Others did also.
- West Shore must offset the differential.
- Jackson gives scholarships for the difference.
- NWM bases on student's address.

9. **How do you input multiple names in your database? What if a student has multiple versions on official documents – Fed., state, local, or international – Washtenaw**
  - Who allows punctuation in their database, i.e., O'Brien: Most do not.
  - Jackson: No punctuation allowed except for blvd, apt – no periods, no PO box whatsoever.
  - Spanish accent at GRCC in Blackboard caused a software conflict. We just signed an agreement with a service to monitor addresses for consistency.
  - International students: Different names on each document. They give preference to federal. Dup ID's sometimes occur. Look at the passport based on International ID. Establish a reasonable identity.
  
5. **Associate Degree in General Studies – West Shore.** They are adding one. Where do you count it? Not an Associate in Arts as requirements are less. More Gen Ed than occupational. They could take all lib arts classes and get it, take all occupational and get it. State and Fed reporting not taken on these.
  
6. **National Financial Aid site in Nashville** has a web site where forms can be downloaded. Forms Bank. Individual students can download them. Bring up at Registrar's Drive In in March.
  
7. **Course Scheduling software – West Shore:** They need primary course scheduling software where they can put their laundry list of courses for the semester and it flags issues or conflicts. Class tracks and Datatell– no one took advantage of the cost, etc., could do everything they needed in excel so eliminated it.
  - Muskegon implementing Colleague.
  - Macomb has had it and will start working on it in the fall.
  - College Net R25/S25 at GRCC.
  - Jenzabar at North Central.
  
5. **Assessments in their offices for checks and balances... Schoolcraft**
  - Washtenaw does access queries for overwrites, etc., which helps to correct errors before they get out of hand.
  - Wayne had each assistant registrar do audit last year and anything found not consistent indistrict, they addressed in registrar's counsel.
  
3. **Late registration question: Kellogg**
  - NWM 10% of session time limit. Reminder sent to faculty. Higher/Lower level class needed given 2 weeks additional.
  - North Central, form needs multiple signatures.
  - Delta: No adds after mid-semester. Instructors (offset period) can adjust students to different levels according to needs level.

- Interlockatory!!! Period at Oakland. Semester starts on Monday and my class doesn't start until Thursday. Instructors start teaching, instructors do not want to be interrupted with new students coming in.
  - Montcalm does late registration with the drop/add period.
  - Mott: After third week, multiple signatures are needed and one person won't ever sign so faculty become upset.
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- GRCC: If you add a student in after start of semester and there is an empty seat, would you sell that seat to someone else? If instructor approves it. NS grade (financial aid purposes after count date).
  - Muskegon CC overloads classes.
  - Lansing: Faculty can drop for nonattendance at any time so they can add students at any time. If they show back up, need instructor and dept approval.
  - 12<sup>th</sup> week at Delta to drop for nonattendance.
  - Washtenaw: Faculty drop has to have another student waiting for this class. Student gets refund, financial aid and insurance issues are on the student... given a few days longer than student drop period. Title 4 funds federal mandate, PELL money is adjusted that night..
  - Jackson requires student to say if they are participating or not and again at 58% because of Title 4 – done on line. Once at midterm grades, and actually, done 3 times. It is done for everybody to comply with federal mandate. Participating vs. attending, dated when put in, due dates provided and must faculty must put down student there, not there or needs help.
  - West Shore: Student has done nothing all semester-faculty is not doing what they need to be doing.
  - Jackson does not have an attendance policy but does have a participation policy. After 58% reporting, no faculty can drop them, student earns right to fail.
  - Wayne: XW or WI grade for students who don't show by 4 week. FA grade (fail to attend – not shown all semester and not treated as E or included in GPA) at NWM. Aid isn't awarded for 2 weeks and FA not awarded if not attending.
  - Veterans... punitive vs nonpunitive grades. GRCC: WP WF NS assigned first two weeks if student not seen.
  - Washtenaw had N grade as punitive grade and nonpun. Last date of attendance must be input at NWM within 2 weeks. Last date of attendance for veterans difficult, must track down instructors individually.
  - Mott: Last date of attendance, VA fighting that, too much paperwork.

**19. Student code of conduct: Mott.** They do not have a policy. Legally, what's right or wrong: Get in touch with NWM boss retiring and he has been doing it long time.

**20. Datatell schools: ACT disc uploads..**

- Schoolcraft does.
- Jackson having trouble creating duplicate records. Info sharing with alumni... will they follow rules, Foundation changes info! Allow them to get info but not change it. They are changing addresses, etc.
- Oakland: Datatel is trying to get \$'s so as long as this is an active student, can't touch the record. Every year, if record is active, they make a file for them for then

purge them out at 3 years. If you come back on 4<sup>th</sup> year, they don't even know it. They are willing to fund with document management but want to dip their hand into it (SS numbers and demo data).

- GRCC: 1914 microfilm, can't get \$'s from administration. Found that Alumni deep pockets, lots o work to get data off. Be a supportive player, let them buy it for you; they convert to PDF file but do not give up data. Can't release SS numbers. Don't be the first trial case.

5. **Passwords: Jackson.** How often to change them?

- IT wants it to be every 18 weeks. That would hit at peak fall registration eventually. Block time out when it can't be done. IT manages it.
- Washtenaw expires the password but it still can be used for returning students.

3. **Academic forgiveness: Jackson.**

- NWM has it and she hates it. All or nothing but if you need it for your program, you can use it but it won't be calculated.
- 9 colleges have it.
- West Shore only for courses which no longer offered. Policies are listed in each catalog.
- Mott: 5 yrs all or nothing.
- Gogebic: Name point in time, goes back 5 yrs all or nothing.
- Most schools recalculate GPAs afterwards.

Streaming video FERPA in 5. Will be sent around, hopefully by this summer.

2:30 p.m. Adjourned

**Next Meetings:** Delta – June 30, 2006  
Jackson – September 29, 2006  
Lansing – January 26, 2007