

Student Affairs Committee Minutes:

Wednesday, Nov 14, 2018

**Attendees:** Bea Magallon, Esau Tovar, Stanley Hecht, Denise Kinsella, Bridgette Robinson, Mike Tuitasi, Alicia Villalpando, Bader Saeed: Student Rep.

**Excused/Absent:** Donna Davis-King, Tom Peters, Alexa Benavente: Student Rep

Call to order: 12:12 PM

**1. Public Comments:**

- Bea asked Esau for clarification on the progress for implementing affirmed names on rosters, corsair connect, etc. She asked whether he is still looking at forming a work group or could the request to MIS to start the process of implementation begin at the same time?
- Esau responded that he still wants to form the work group to suggest policy changes, before putting in a request to MIS. He mentioned that there are many repercussions. There are limitations for MIS; if we move forward and ask for implementation now, it will bump other items on their priority list. He has invited Nate Donahue to be part of the workgroup and would like to have two students along with other faculty members. He hopes that in the next 2-3 months the work group would meet and decide where some of these changes need to be implemented and what items needs to be addressed right away like in corsair connect and the roster.
- He mentioned that our current attendance rosters need to undergo restructuring; they are currently limited to 20 characters per last name and first name. He mentioned that has to do with the limitations of our Web-ISIS system. He hopes that the work group will not take too much time in coming up with a scope of work.
- Esau mentioned that he hopes there will be some sort of implementation in the spring semester by about March, but he does not want to commit to a date or timeline just yet. He wants to make sure we implement the best strategies we can.

**2. Approval of Minutes: October 31, 2018:**

- The committee had no changes.

*Motion to approve as is Alicia moves, Esau 2<sup>nd</sup>, Denise abstained, (4) yes, (1) abstention*

**3. Action Items:**

a) *5040 Student Records, Directory Information and Privacy; Challenging Content & Access Log*

- Bea reminded the committee of the questions the Executive Committee had with this AR from last meeting. She mentioned that Exec wanted to know why we only offer two free transcripts and not five. Students many times are transferring to multiple schools and are asked to submit work in progress transcripts and final ones after the Sp term.
- She brought up that Esau and Jose mentioned last meeting that they would be meeting with credentials at the end of the month on how to provide the option for students to use their two free transcripts when placing their orders online.
- Esau mentioned to the committee that Jose made updates to the Admissions website for transcripts. He made sure to include a description for online orders, (Regular, Rush, Rush Hand-carried) and included the price of the transcript and the \$2.40 handling charge.
- Bea asked Esau if we pay Credential Solutions an annual contract fee.
- Esau mentioned that we have a contact with them and the cost is primarily the \$2.40 per transcript.
- Bea mentioned the committee was stuck on this AR last meeting. She mentioned that many of the committee members wanted clarification on the process for students requesting transcripts either in person or online. She said

we want to make sure we are fully transparent with the student about the process and that we should provide them with a timeline to best decide which method they should select.

- Esau mentioned that the \$5.00 fee per transcript is what Title 5 stipulates what we can charge, The \$2.40 service fee is set up through the third party system, Credential solutions.
- Committee reviewed the language discussed last meeting, to make sure that it clearly described the process and options available for in person requests vs. online requests.
- Bea asked about the identity verification process that happens when a student requests a copy of their transcript online using a credit card with a different name. (Parents, Spouses Etc.)
- Esau mentioned that because the credit card used does not match the name of the student record or the requestor, than it is put into an automated que and the student is sent an email quickly after submitting the order. They are sent a link for them to an authorization form that they are to complete and send back to Credentials for processing, so long as the student is paying attention to their email, they should be able to have that verification done quickly. He mentioned that we have no control over this as this is part of Credentials verification process.
- Bea asked if we should put a disclaimer in the AR, letting student's know that there will be a delay. That she should make sure that their name and date of birth matches what we have in the system. We should also let them know to make sure that they do not have any holds or owe any fees. She mentioned that because these issues may cause a delay in the processing of a student's transcript order, they should know ahead of time to take care of these action items before placing their order.
- Denise and Esau mentioned that we already email the student and notify them. It is up to the student to make sure they are entering the correct information and making sure that they keep an eye out for any notifications from the College or Credentials.
- Bridgette mentioned that there is a disclaimer under the pricing and payment information section under Payment methods, that *Credentials does not charge your credit card at the time you place your order. Instead, they validate your card information and "pre-authorize" the amount that will eventually be charged to your card when your order is completed. If your order is cancelled before it is completed, there will not be any charge to your credit card.*
- There is a section under authorization info under the Credentials online order form, that indicates *The billing name on the credit card you use to pay for this order matches both the student name on this order and the student name in their records. Because actually checking the records at Santa Monica College is a process that occurs after your order has been entered, we cannot tell you definitively at the time of ordering that your order will qualify for Automatic Authorization. If we successfully authorize your order, we will notify you of that fact. If we are unable to automatically authorize your order, we will send you an Authorization Form that you must then sign and return via fax or mail before your order can be completed.*
- Bea asked how do AB540 students request their transcripts if they do not have a social security number?
- Esau mentioned that under FAQs, the student could find instructions on what to enter if they do not have a social security number. The system should be able to use the student's full name, date of birth, and their SMC student ID number for verification.
- Bea added that under Section 3: FERPA, Exec Committee mentioned that they felt it was too long and they asked under Section 4: Types, Locations and Custodians or Education Records, why we listed the locations as to where these records are kept. They mentioned that locations change all the time, so why keep that section in this AR.
- Esau mentioned that ours is more comprehensive and helps clarify questions that come up and that it helps when individuals want to challenge a decision.
- Bea mentioned we keep the locations listed under Section 4 for Accreditation purposes. We will update those locations as location changes happen, i.e. Student Services Building.

***Motion to approve AR 5040 as is: Esau moves, Alicia 2<sup>nd</sup>, (7) Yes***

b) 4230 Grade Entries

I. Evaluative Symbols:

- Bea mentioned that 2 years ago the committee reviewed incomplete grades and that it used to be its own AR, now it has been included to be a part of AR4230. She reminded the committee that last meeting Sal and Liz from Non-credit came to present to the committee on including 'SP' grade option of non-credit courses only.
- Bea mentioned that the committee last meeting had no issues with the use of the 'SP' grade solely for non-credit courses. The committee agreed that Curriculum would need to deal with that as courses come through and that the parameters should be set by the faculty members on how it is issued. The committee voted on including the 'SP' grade last meeting.
- Bea asked Esau if the 'DR' grade option for a 'W' is something we use.
- Esau mentioned that it is not an option we use at the college. Any drops occurring the 20<sup>th</sup> -30<sup>th</sup> percentile, would be recorded as a 'DR'. We cannot collect apportionment for a 'DR' transaction. He mentioned that Santa Monica College decided not to leave the W drop at 30 percent, so we would not record any 'DR' grades because we do not have that option available to use.

## *II. Non-Evaluative Symbols:*

- Esau mentioned that he reviewed the number of students who received incomplete grades for the last two years; the number of students that get incompletes is around a 100 for the winter, a little bit over that for the summer, and about 400 for the spring and fall semester. Out of all those students, only about 32% consistently make up the incomplete, they are more likely to not receive it or end up receiving unsuccessful grades and end up repeating the course.
- Bea asked the committee whether they wanted to go with the league's template for incomplete grades or use the language; they previously reviewed a couple of years ago. She mentioned the committee wanted to make sure that the requirements and procedures for issuing an incomplete were clearly spelled out.
- Bader asked why are students only given a year to make up the work. He mentioned that the one year could limit the student. What if whatever may have caused them to take the incomplete has not been resolved and the student cannot get the work in on time.
- Esau mentioned that Ed Code specifies that student can only be given one year to make up the work. If they do not complete the work in time, the grade switches to the default grade assigned by the instructor.
- Alicia asked if the student decides that they cannot make up the work for that one year period can they contact the instructor ask that they change the grade before the period of time/due date stipulated on the incomplete grade petition?
- Esau mentioned the instructor would need to submit a change of grade form to Admissions.
- Alicia mentioned that if the student is issued an incomplete, and decides they will not be able to make up the work and want to re-enroll in another section of that course, can they enroll automatically?
- Esau answered that students are not allowed to re-enroll in a course that they currently have an Incomplete in.
- Bea mentioned that the requirement that students have to be passing with a C or better is a decision the college has made, and it is not listed in Ed code. The committee all agreed that these students should be passing the course in order to be eligible to take the incomplete.
- The committee agreed to use the AR that they came up with, they felt that they addressed everything for the student and instructor to understand the process of issuing an incomplete grade.
- Alicia asked Esau what happens for those students that a part of National Guard, and are deployed immediately. What do they get?
- Esau mentioned we would initiate a military withdrawal only for someone who is going into active duty and deployment and has formal orders.
- Bea asked about the unit limit for Pass/No Pass. She asked the committee if we wanted to continue with the 12 unit. She mentioned that when she worked with other colleges there are students who had multiple courses they took as pass/no pass. She mentioned that SMC set the limit, but there is nothing in Ed code that says we must limit students to 12 units.
- Bea asked the committee if they would be willing to raise the 12-unit limit. She mentioned many students end up taking their remedial courses pass/no pass. Many of those remedial courses were high units, so students met the

unit max quickly. They also elect to take prereq's or foreign language pass/no pass.

- Esau mentioned that many students come to SMC, in order to transfer to competitive schools, how it will look on their transcript if many of the courses are taken pass/no pass. Even if they take all their major courses, we can still be putting them at a disadvantage from being competitive. He also mentioned that many of the remedial courses are going away, so we shouldn't have many issues with students maxing out on pass/no pass units.
- Esau said he does not feel that it would be problem to raise the limit to either 15 or 18 units. He asked that we get more feedback from more counselors regarding their opinion and experiences with their students taking pass/no pass and transferring.
- Denise agreed with Esau, she would like to check with her counselors in international on how this could possibly affect their students. She does not feel comfortable making a change without have a solid reason for the change. She would like to provide a reason as to why we are raising it and why a specific number was chosen. The question to counselors is how is this impacting our students and do we need to make a change so that it is not negatively impacting our students.
- The committee agreed to wait on moving this AR until we receive feedback from counselors on campus regarding the pass/no pass limit. Bea will work on merging our original AR with some of the League's template for the committee to review next meeting.

*c) 5075 Add, Drop and Withdrawals*

- The committee agreed to keep the original language they developed and just include the league's wording on the 'EW'.

***Motion to approve AR 5075 as is with inclusion of 'EW': Bridgette moves, Mike 2<sup>nd</sup>, (8) Yes***

**4. Announcements:**

- Mike asked that we rollover the AR's for student life to the spring semester. He mentioned that the students still need more time to review. He mentioned there is a section that they need to send to legal because it has to do with freedom of speech. Agreement is to wait until spring.
- Esau mentioned he would have the language for the AR on the high school proficiency. He mentioned that this AR might become the AR on Admission of Students. He mentioned that there is a template for it already.
- Bea will reach out to the counselors via email regarding feedback on raising the pass/no pass unit limitation.

**AR's To Review Next Meeting:**

1. AR 5010 Admissions
2. AR 4230 Grade Entries
3. AR 4250 Standards of Student Success

**Meeting Adjourned: 2:04pm**

Respectfully Submitted by Aaron De La Torre