



Registrars Committee Meeting Minutes

Meredith College, Harris Hall 214

Thursday, Nov. 17, 2011

10 a.m. - noon

Convener: Amanda Steele-Middleton

In attendance: **Meredith College:** Amanda Steele-Middleton, Registrar; Evie Odom, Associate Registrar, and Denise Dworznicki, Records Specialist. **Saint Augustine's College:** Crystal Williams, Registrar; **William Peace University:** Susan Greiner, Registrar; Ms. LaTonya Lee, Assistant to the Registrar. **Shaw University:** Jody Hamilton-Davis, Registrar; Special Jones, Records Specialist. **NC State:** Mr. Charles Clift, Assistant Registrar; Mr. Daniel Corn, Inter-Institutional Services. **CRC:** Ms. Jenny Spiker, CRC Director.

Welcome: Danny Green, Associate Vice President for Enrollment Management, welcomed the committee to Meredith College.

Presentation on the Raleigh College and Community Collaboration (RCCC): Danny Green in his role as the co-chair of two committees for the RCCC gave an overview of this major collaboration funded by the Gates Foundation. All of the CRC members and CRC itself are a part of this collaboration, which is now in the beginning of the implementation stage. He stressed the following:

- The goal is to double the post-secondary success rate for low-income young people in Raleigh and the other cities with grants (Charlotte and Raleigh in NC and Brownsville and Amarillo in Texas.)
- The project in Raleigh has several parts, including the Raleigh Fellows program that takes place in the five CRC colleges and universities and at Wake Technical Community College. The other major programs target high school students (Raleigh Scholars) and families in low-income areas (Raleigh College Centers). It's about the pipeline from high school to college to the work force.
- Each Raleigh college or university has a Fellows program Liaison position paid for through the grant to organize and implement the retention and academic success programs for the appropriate students on each campus. They can also hire a student intern through NC State to use on their campus.
- There are two groups related to the Fellows program that meet regularly from all the colleges involved: the Liaisons meet weekly and the Fellows Team that includes other people from each institution meets regularly too. See the attached list of people in both of those groups. Leaders from all the CRC institutions have been involved from the beginning.
- The grant is funded through February of 2013, but the partners hope it will keep going after the grant. That's one of the reasons that CRC was asked to join in order to help with sustainability. The CRC Board of Directors agreed last spring for CRC to be very involved. Director Jenny Spiker is a member of the Fellows Team and meets regularly with the Liaisons. A group of people involved in the collaboration is working on fundraising to help with sustainability.
- The students at the colleges that the grant targets are Raleigh residents who are eligible for Pell grants. Each college has identified that list of students, and the Liaisons and their own campus leaders are

deciding how to implement the program to best fit his or her institutions. Some colleges are targeting all Raleigh residents, while others are concentrating on the Pell-eligible students.

- The actual work with the students will begin in spring semester 2012.
- The collaboration has intensive involvement from the colleges, the Wake County Public Schools, the City of Raleigh, Wake County and many community groups like the Chamber of Commerce, United Way, and many nonprofits. People representing those groups have been meeting nearly weekly for nearly two years to plan and now implement the projects.
- Registrars are among those who have helped collect data for the project and will likely be asked to help with that in the future. Mr. Green is a member of the RCCC Data Team as well, and he thanked them for their help to date.

Introductions and updates:

Ms. Steele-Middleton asked the members to introduce themselves. The group welcomed several people **new to the committee**: William Peace University Registrar Susan Greiner, Shaw Records Specialist Special Jones and Meredith Records Specialist Denise Dworznicki.

Background information: The minutes from the fall 2010 meeting were approved. The group looked at the charts showing cross-registration activity across the campuses (see attached). In general the activity has been steady for courses completed over the past 17 years. For the 2010-2011 academic year a total of 375 students completed courses compared to 429 the year before and an average of 410 over the past 17 years. This year's documentation included lists of actual courses taken in cross-registration. (See attached) The group asked Ms. Spiker to send the request for cross-registration data earlier. She apologized for doing it later this year and said she would ask for it in the summer as in the past.

Observations about the data: Mr. Corn said it was interesting to see the patterns represented by all the different courses selected for cross-registration. He reminded the others that the courses that are hardest for CRC students to get into at NC State are business and physical education. Meredith staff asked where the list of courses they sent in were. Ms. Spiker said she didn't see that email but would get those sheets and forward them to the others.

Websites for cross-registration help:

Ms. Spiker reminded the group about CRC's year-old website, www.crcraleighcolleges.org, and asked the committee members to check it for accuracy and completeness in explaining cross registration and sending people to the correct links on member institutions' websites. She asked for links to Saint Augustine's and Shaw's academic calendars. The members said they checked the CRC website and found the links appropriate. Several people said it was hard for non-Meredith people to get to the Meredith course listings. Ms. Steele-Middleton said they would work on fixing that issue.

Discussion Topics:

- **New procedures at NC State.** Mr. Corn announced that he has changed his system for notifying people about CRC registrations and is able to notify people much quicker than in the past. He also said he added a line in the registration confirmation that is for the Unity ID needed for NC State online learning tools.

- **Graduate student cross-registration.** Ms. Lee asked if CRC included graduate courses in cross-registration. The answer is yes, but a number of issues were discussed, among them: can students take graduate courses while they are undergraduates? They still have to be accepted into a graduate program. At NC State 500 level courses are ones that undergraduates can also take. The group said it would be good to do more research about CRC and graduate courses. Ms. Steele-Middleton and Ms. Spiker both referred to the agreement document and said they'd send that to the others.
- **Dates for registration.** Several questions were posed about how the course registration periods match up across the CRC institutions. It was indicated that we might need to do a better job reminding students that the calendars do not match, specifically for the start of classes. This year Meredith College experienced a couple of CRC students being reported as not attending the class they registered for during the first week of classes. Mr. Corn gave a detailed discussion about the timeline to withdraw from a class. He indicated that a student can withdraw from NCSU until the last day of the semester. Each institutions agreed to work together to try to accommodate students with the differing registration periods.
- **Limit on number of courses a student can take through CRC.** Ms. Steele-Middleton asked everyone to say how many courses students at their institution can take per semester or year or in total can take. Meredith – three courses per year; NCSU – eight hours per semester; Shaw – three courses per year (with some exceptions); Saint Augustine's – three courses per year; Peace – they have to be registered for at least nine credits and can take up to six courses per year.
- **Multiple enrollments.** Several people said they are getting more requests for students to take courses at two institutions beyond the home institution all at once.
- **Lapsed students.** Mr. Corn indicated that some students have experienced difficulty looking at the NCSU class schedule. This will generally happen to a student who previously attended NCSU but whose record is no longer active. Computers store a cookie that makes the NCSU portal ask for login credentials that may no longer be valid for the student. This issue is usually resolved by a student deleting the cookies from their internet settings.
- **How people enter grades.** Ms. Greiner asked how the other colleges enter grades into their records. Meredith – enters them like they do for transfer courses; Saint Augustine's – enters them as if they were Saint Aug courses; Peace and Shaw – enters them using the name of the course as stated from the other college; NCSU – it varies and depends on different circumstances.
- **Drop/Add.** Different registrars handle this somewhat differently. Mr. Corn said he uses the date the email request comes as the effective date. There was discussion about how the use of the terms can be confusing. The terms drop and withdraw are used differently by some colleges. For example, Meredith uses withdraw from a class where some schools may use the term drop with a grade of "W". Mid-October appears to be the main time period for the deadline in dropping courses. Ms. Hamilton-Davis said Shaw uses the drop date from the home school of the person taking Shaw courses. Mr. Corn said he sends withdrawal notices to the cashier's office but sometimes there are glitches with that communication. Others said they also have that problem on their campuses with students receiving bills inappropriately at their institution and are trying to resolve the issue.

Possibility of Wake Technical Community College Joining CRC. Ms. Spiker told the group that the CRC Board of Directors is considering inviting Wake Tech to join CRC. The Board asked her to get feedback from

the registrars about the implications for cross-registration. The group asked: Would it be only for college transfer students? Would Early College students be eligible? What course levels would be available for two-year college students? What kinds of numbers might this add to registrars' workload and the available spaces in courses? They suggested that exploration of these and other related questions be undertaken in preparation for any invitation.

Next meeting: Date in fall 2012 to be determined; meeting to be at NC State University.

--Jenny Spiker, Director, Cooperating Raleigh Colleges