Date: December 16, 2010

To: Five Star College Presidents and Boards of Trustees

From: Five Star College Chief Student Services Officers (Richard Carvajal: CCC, George Smith: EDCC, Sandra Fowler-Hill: EVCC, Dennis Long: LWTC, Tonya Drake: SCC)

Subject: Five Star Student Services Work Plan  
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**GOAL 1: Create seamless admission processes between the Five Star Colleges (Cascadia, Edmonds, Everett, Lake Washington, and Shoreline).**

Students transferring between colleges encounter a number of duplicative processes being admitted to additional colleges. Creating seamless admission processes across the Five Star Colleges would create efficiencies for students that transfer between two or more colleges. Two objectives have been identified as starting points towards seamless admission processes.

*Objective 1: Create universal student ID for students attending the Five Star Colleges.*

*Objective 2: Create access to student records across the Five Star Colleges.*

Creating universal student ID’s and access to student records would allow students to be dually admitted to all Five Star Colleges. Removing the firewalls between the individual college’s databases in the HP 3000 would allow student records and information to be accessed and shared amongst all members and would remove the need for students to separately apply for colleges within the Five Star Consortium. As a scalable project, this could potentially lead to the development of a common transcript, student placement scores, and registration transactions being transparent across the consortium.

Work Plan:

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| January -April 2011 | * Convene work group of constituents to assign responsibilities (SBCTC, Admissions, Registration, Technology, VP’s) * Identify state models (Seattle District) * Confirm and ensure compliance with FERPA * Identify HP 3000 security parameters * Identify ERP implications and possible solutions |
| Summer 2011 | * Design and implement data access with SBCTC-IT in alignment with system ERP project * Establish access and portability of student records, test score (placements) by staff of all Five Star Colleges * Establish changes to business processes for admissions * Establish training plan for staff |
| Fall 2011 | * Implement framework establishing a universal student ID and access to student records |
| Winter 2012 | * Assess the business processes and possible efficiencies |
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**GOAL 2: Utilize a common assessment placement test with common cutoff scores between the Five Star Colleges.**

Developing a common assessment placement test with common cutoff scores would allow students transferring between colleges to enroll in entry level English and math courses seamlessly. This project would involve faculty and staff across the colleges to create uniformity in placement. Fees will also need to be reviewed and changed to be consistent across the colleges.

**GOAL 3: Develop common and consistent interpretation and application of Washington residency for tuition purposes regulation.**

Developing common and consistent interpretation and application of Washington residency for tuition purposes regulation will be important for coding and charging students consistently across the Five Star Colleges. This project would likely reduce considerable staff hours spent researching and applying Washington's residency procedures.

**GOAL 4: Develop common and consistent interpretation and application of military veteran’s waivers, regulations and eligibility.**

Given some recent changes in state waivers and federal veteran’s eligibility regulations, colleges have several mandatory and optional waivers students are eligible to receive. As students transfer between colleges, having common and consistent interpretation and application of military veteran’s waivers, regulations and eligibility creates consistency across the colleges.

**EFFICIENCY:**

Transfer Between Colleges:

* 400-500 students transfer between the Five Star Consortium Colleges each Fall Quarter (.8% to 1.1% of the total *annual* state-funded headcount at the five colleges).
* Efficiency for students will include decreased costs for admission and assessment fees and decreased time navigating the admission processes at each transfer college. (Estimates based on SBCTC Transfer Report Fall 2008 and college fees)

Cascadia (111 transfer students x $16.25 assessment fee) = 1,804

Edmonds (170 transfer students x $28.00 admissions fee) = 4,760

Everett (79 transfer students x $30.00 assessment fee) = 2,370

Lake Washington (58 transfer students x $0 assessment/admissions fee) = 0

Shoreline (101 transfer students x $17 assessment fee) = 1,717

**Decreased costs for students (revenue loss for college) $10,651**

* Efficiency for colleges will be decreased staff time for processing applications. (Estimates based on number of transfer students times up to 15 minutes of staff processing time per application.)

**Estimated staff savings in processing time $1,868**

* Note: costs associated with the creation of a universal student ID and access to student records across the Five Star Colleges is not included.
* Colleges with the greatest gain for increased student mobility will be the colleges that transfer in more students (importers) than those colleges that transfer out more students (exporters).

