

RACRA Fall 2022 Minutes

Robert F. Hatcher, Sr. Conference Center, PSC 211

Middle Georgia State University

Wednesday, October 19, 2022

9:15 AM Check-in

9:45 AM **Welcome and approval of the spring 2022 meeting minutes**
Sharee' Lawrence, RACRA Chair and Registrar, Fort Valley State University

- Welcome from Sharee and recognition of new RACRA members (attendees)
- Introduce new RACRA committee members:
 - Past-President: Tarrah Minus
 - Secretary: Romina Torres-Aranda
 - Vice-President: Amy Clines
 - President: Sharee' Lawrence
- Approval of Spring 2022 meeting minutes (approved after "The Standard of Service" presentation – minutes approved)

10:00 AM **The Standard of Service**
Dr. Timothy Hatchett, VP of Student Affairs & Enrollment Management, Fort Valley State University

- Presentation on the Gold Standard at Fort Valley State University and how it is utilized for students to help shape the FVSU Community
- The Gold Standard operates on:
 - School Pride
 - Self-pride
 - Empathy
 - Honesty
 - Commitment
- Q: were goals in alignment with strategic plan of the university?
 - A: Dr. Hatchett worked with SGA students to ensure goals were in alignment with FV strategic plan.

10:45 AM **USG Resources from ADC Data Submissions**
Dr. Rachana Bhatt, Executive Director Research and Policy Analysis, Research & Policy Analysis

- Academic Year Collection Data collection happens twice a semester.
- Preliminary head count collection happens early in the fall.
 - Data helps the USG to better track and understand enrollment trends, build reports
 - Make more data-driven decisions.
- Twice a year facility collection to give insight on space utilization.
- Financial aid data collection occurs once a year (October- November)
- Transfer course collection in the summer term
 - Granular course level transfer information for undergraduate class matriculated in the past year.
- Ad-Hoc quick collection and analysis:

- Early collection in summer 21
- Early collection in summer 23 (info forthcoming)
- Current use of data:
 - Meet start and federal reporting mandates.
 - Identify trends in student success.
 - Making data-driven decisions
- New uses of data
 - Georgia Degrees Pay (GPD)
 - Chancellor/BOR RPA and CVIOG
 - One stop shop for prospective Students and families
 - GDP Cost of Attendance
 - GDP – Student Success
 - GDP – Future earnings
 - USG by the number’s dashboard
 - Shows historical trends in enrollment, retention and degree conferral using existing data
 - Gateway Transfer:
 - Analyzes English and Math course completion.
 - Collection of course-level transfer data (20-21 and 21-22)
 - IT is working on automating collection.
 - NEW: AP/IB/ and other advanced standing
 - DE not at USG
 - College credits from prior institutions.

11:24 AM **Introductions of all attendees**

11:30 PM **Referral of Applicants and Course Attribute Dashboard (CAD) Initiative Updates**
Lynn Miller, Associate Vice Chancellor for Student Enrollment Management, Student Affairs

Ensure that have language on denial letters that tell applicants they can find a better fit on another USG school

- Enhancement made to the process including the Axiom source
- State colleges and institutions with access pathways at their institution are not required to upload files
- Data
- USG Strategic Plan 2024

12:00 PM **Lunch with Breakouts**

Registrar Breakout – PSC 212

Submitted Topics:

- Student Clearinghouse
- Readmit process
- Working with homeless students

Admissions Breakout – PSC 211

Submitted Topics:

- Orientation best practices
- Ideas for surviving the demographic cliff
- CRM best practices
- Readmit process

1:30 AM

New Ingress Course Crosswalk Tool

Ashley Reece, Director of Administrative & Student Services, eCampus

- Definitions of institutional courses and USG standard course number
- Definition of INGRESS and examples
 - INGRESS: pulls records from Banner into ONE system so students have access to online courses
- Benefits of pairing institutional courses with USG standard course number
- Overview of access levels and permissions:
 - Single institutional view
 - View only
 - Multi-institution view
- Workshops will be available in the Spring on how to set up courses in INGRESS

1:45 PM

GaBEST/Banner/Degree Works Updates

Abby Dawson, Release Manager, Academic Services

- Axiom: New XAP application USG source. Contact help desk to have local source updated
- Ellucian Mobile Product Sunset - June 2024.
- Degree Audit/ Degree Works
 - Degree Works 5.0.7 Service Pack 2 – release September 9
 - Degree works 5.1.0 – Released September 30
- GeorgiaBEST Site Updates
 - Centralized navigation
 - Banner 9 Self-Service
 - Oracle Support Timeline
- Ellucian Baseline Banner releases:
 - Georgian Enhancements 9.21.1 (Financial Aid)
 - Georgia Enhancement 9.22 (Bursar, FA, and Registrar)
 - Beta testing on Georgia Enhancement 9.23 on October 24- November 4
 - Information on support and assistance
- Looking at the summer for 5.1 version for degree works
- Reminder on support changes on the USG GeorgiaBest Updates

2:15 PM

Tips and Tricks for Hiring, Training, and Retaining Staff Panel Discussion

Facilitator: Dr. Amy Clines, Director of Admissions, Georgia Southern University

Panelists: Dr. Amy Clines, Director of Admissions, Georgia Southern University
Jeremy Gray, Senior Associate Registrar, Georgia Institute of Technology
Frank Malinowski, Registrar, Albany State University
Paul Parker, Registrar, Kennesaw State University

Dillon Montes de Oca, Director of Undergraduate Admissions, University of West Georgia

- Introduction and roles of panelist
- Number of vacancies and challenges in hiring and retaining staff
- Challenges faced with filling positions
 - Candidates looking for fully remote positions
 - Challenges with salaries and competing with Fortune 500 companies
 - Challenges with benefits offered in the system compared to what corporate companies offer
 - Not getting enough applicants when jobs are posted
 - Underpaid and overworked staff
- Professional development requirement (5 hours)
- Cross-training of staff
- Remote work options
- Flex scheduling
- Addressing burnout:
 - Check-in meetings with staff
- Hiring for a career not for a job

3:00 PM Closing remarks and adjourn

- Thank you from Sarah Wenham
- Ideas for Spring meeting