RCC

Rogue Community College

Program Review: Enrollment Services

January 2019

Table of Contents

Introduction

The functional role of the Registrar was the first administrative position created after college presidents and dates back to medieval times. The title "Registrar" first appeared in 1446 at Oxford University. Originally, the role of Registrar was an administrative officer developed from the faculty to support academic functions of the institution including admitting students, collecting tuition, keeping records of faculty meetings and maintaining student records.[1]

Today the key role of the Registrar is to create and maintain integrity of academic records. At Rogue Community College, the Enrollment Services department is responsible for creating enrollment (admission and registration) records and is responsible for the maintenance and integrity of these records.

RCC's Enrollment Services department is comprised of Admissions and Recruitment, Registrar, Rogue Central Services and Student Records. These four areas work collaboratively to fulfill the responsibilities of a traditional Registrar's Office and to ensure professional standards of *The Council for the Advancement of Standards in Higher Education (CAS)* are met across the three offices, at three different campus locations. Admissions and Recruitment assist prospective students with applying for admission and the enrollment steps up to placement testing or placement test waivers. Student Records and the Registrar maintains the integrity of students' academic records by ensuring that all students are held to the same college policies and procedures; from the posting of transfer credit, to the maintenance of the academic record and transcript, to degree and certificate conferral and commencement. Rogue Central Services is the one-stop-shop at RCC and assists students in bursar related functions, registration, financial aid inquiries and document in-take.

The department consists of the following general funded positions; the Director of Enrollment Services is the college Registrar, the Assistant Director of Admissions and Recruitment, three (3) Admission Coaches, one (1) Administrative Assistant, seven (7) Rogue Central Specialist, and three (3) Student Records Specialists. In addition, there are two positions funded by Entrepreneurial Funds for Latino Outreach and Recruitment, one (1) Administrative Assistant and one (1) Transition Specialist. These positions cover three campuses, the Riverside Campus in Medford, Redwood Campus in Grants Pass and the Table Rock Campus in White City.

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[1] CAS Self-Assessment Guide: Contextual Statement, page 395

Part 1. Mission
(Average CAS score of 2)

The mission of the Enrollment Services Department is to provide centralized, efficient customer service and maintain accurate educational records with integrity, complying with federal, state and institutional regulations, so that students may successfully meet their educational goals.

The Enrollment Services mission statement aligns with the college's mission to provide quality education to help learners achieve their goals and to support the social civic, cultural, and economic vitality of our diverse community. Staff provide learning opportunities to educate students in the processes of registration, financial aid, and payments, so they can develop the skills they need to problem solve on their own, as well as understand how to utilize college services when they need assistance. The Enrollment Services Department also operates under Rogue Community College's mission statement and the Student Services divisional values.

RCC Mission:
Rogue Community College provides quality learning opportunities for students to achieve their goals and supports the vitality of our communities.

Student Services Division values:

Learn - Take responsibility for your own learning. Understand how you contribute to your own experiences. Communicate your needs clearly. Be open to learning about you and accepting feedback. Keep yourself open to new ideas and understand how changes affect the systems designed to keep students engaged. Think ahead and anticipate.

Work Hard - Through deliberate practice, attention, and experience, get the job done and get better at it. Accept that at times uncomfortable effort will be required; be a productive, team player who willingly and consistently contributes. Forgive yourself your mistakes and realize that others make mistakes too. Do the best you can today.

Value Others - Smile! Say "hello" first, be sincere, ask people how they are doing, and listen to the response. Offer to help when you can, be positive, and be humble. Understand your role and the role others play in contributing to your work or to keeping students engaged in learning. Accept the variety of people you meet, appreciate them for who they are-- not who they "should" be. Practice forgiveness and acceptance, and pay attention to the emotional needs of students and co-workers**.**

Have Fun! - While our work is indeed serious business, we do not work in an "emergency room" environment. Keep your perspective regarding your responsibilities, remain receptive to fun activity, and give yourself permission to enjoy your day and your experiences. See the glass as half-full and live in gratitude for all that is good.

Furthermore, RCC's 2017-2020 Strategic Plan[2] outlines the college's priorities, including the Wildly Important Goals (WIG Core Themes). All three goals directly align with the Enrollment Services Department, which includes Goal One: Access to Educational Opportunities, Goal Two: Student Success, and Goal Three: Collaborative Partnerships.

Staff are provided the opportunity to engage with mission-related activities or dialogue through the college's initiatives at in-service, during annual performance evaluations and during annual department retreats. The Director of Enrollment Services discusses the "why" of the college's strategic plan and mission in department meetings.

Part 2. Program
(Average CAS score of 2)

In order to achieve our mission, Enrollment Services staff:

1. Work with other departments to become experts in cashiering, registration, financial aid, degree, certificate requirements and general college operating procedures.
2. Collaborate with colleagues and departments across RCC to ensure that student records are accurately maintained and educate the college community in regards to the security and confidentiality of these records, to ensure no inappropriate release of student data occurs.
3. Provide courteous and respectful student service while ensuring RCC policies and procedures, as well as state and federal regulations, are upheld and that information is effectively communicated to students and faculty.
4. Ensure the academic calendar, catalog, graduation guides, class schedules, tuition and fee schedules, student records and transfer credit awards are accurate.
5. Provide accurate and timely information regarding account invoice information, financial aid, registration procedures and graduation requirements.
6. Effectively process official transcript requests, ensuring the secure exchange of transcripts between RCC and other institutions.
7. Work with the instructional division through the Curriculum and Academic Standards Committee to provide leadership on the implementation of new academic programs,

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[2] RCC Strategic Plan, https://web.roguecc.edu/strategic-planning/rccs-strategic-plan-2017-2020 (See appendix E)

articulation agreements, credit for prior learning policies, and to provide insight and guidance on proposed changes to existing academic programs.

8. Ensure that all student record documentation is saved to the college's document imaging system, ApplicationXtender (AX), so that if a catastrophic disaster should occur the data is accessible off campus.
9. Verify students' enrollment status.

The Enrollment Services Department encompasses four program areas, including Admissions and Recruitment, Rogue Central Services for Students, the Registrar, and Student Records functions. The Admissions and Recruitment area has its own separate CAS report and therefore will not be covered in this report.

Rogue Central Services for Students (known as Rogue Central) is a one-stop-shop for students, acting as a central point of contact for in-person, phone, email and web-based student service. The office was created in 2004 and combined the cashiering, registration and financial aid functions of the college. Rogue Central provides the following services to students:

1. Cashiering, including handling payments for tuition and fees payments and the installment plan
2. Financial aid advising, including document review and intake
3. Registration assistance
4. Referral services and college resource information
5. Official transcript requests
6. Process enrollment and degree verifications

The Registrar is responsible for maintaining academic records, including administrative drop and grade rosters, and upholding college-grading policies. Grade changes, incomplete forms, and academic history appeals are processed with the same regard to college policy. The Enrollment Services Department securely retains academic records in accordance with the American Association of Collegiate Registrars and Admissions Officers (AACRAO) and state archive standards through the online faculty grading portal, the Student Information System (SIS) and the document imaging system (AX). Confidentiality of student records is maintained in accordance with FERPA mandates. The Registrar is responsible for the enforcement of academic regulations established by federal guidelines and board policy. They verify the accuracy of each term's Full Time Enrollment (FTE) report. Rogue's Student Management and Course Management institutional software programs require updating each term to prepare for registration. It is the task of the Registrar to support these databases and maintain their accuracy. They are also responsible for the annual Commencement Ceremony.

Student Records is responsible for monitoring and verifying student progress towards completion of programs. Since 2005, Student Records creates and maintains the automated Degree Audit system through Conclusive Systems to ensure accuracy of academic program requirements and system efficacy. Student Records evaluate transfer credit and create articulation tables for equivalencies to RCC courses. The use of *A Guide to Best Practices: Awarding Transfer and Prior Learning Credit*, an AACRAO publication, ensures that transfer credit is granted appropriately. Beginning in the summer of 2016, the Student Records staff stopped requiring students to submit Transfer Credit Evaluation requests and began auto-evaluating transfer work towards the students declared major once all official transcripts were received. Student Records provides the following services:

1. Degree Audits
2. Degree and Certificate awarding
3. Evaluates and awards transfer credit, Advancement Placement (AP), International Baccalaureate (IB), College Level Exam Program (CLEP) and military credit
4. Limited Entry application evaluation for Practical Nursing Certificate and Associate of Applied Nursing program.
5. 1:1 and group Degree Audit Trainings
6. Assists with organizing and planning of Commencement Ceremony

Learning Outcomes

As a result of students' interaction with Rogue Central they will learn about Federal Direct Loan eligibility requirements, the difference between subsidized and unsubsidized loans, how much they can borrow and repayment requirements. Enrollment Services utilizes a direct Assessment methodology. When students apply for a federal direct loan they speak with a Rogue Central Specialist who reviews the above items and at the end of the interaction, the student will complete a Loan Request form utilizing the knowledge that they have just acquired.

Part 3. Organization and Leadership
(Average CAS score of 2)

Enrollment Services strives to maintain best practices based on recommendations from state (OrACRAO), regional (PACRAO), and national (AACRAO) organizations and the statewide group of current community college Registrars (OCCARD). Enrollment Services actively updates policies and procedures based on state and federal legislation.

The Director of Enrollment Services has been in place since May 2017 and reports to the Vice President of Student Services. There has been some turnover in the Director position over the last 3 years; however, the current leader has been a long-term employee of RCC and is highly respected by her peers and staff.

The Director meets bi-monthly with staff in Rogue Central and monthly with Student Records. During these meetings, discussion revolves around current issues happening within each area, best practices, and potential changes.

The Director is primarily responsible for strategic planning and assigning of special projects. She regularly requests input before making decisions. All decisions are made with the college's wildly important goals (WIGs) in mind:

1. Increase access to educational opportunities
2. Improve student success
3. Create more collaborative partnerships

For the 2017-2018 school year, goals were created for Enrollment Services to compliment the college's WIGs. These include:

1. Improving access to educational and support systems for current and prospective students, accomplished by 1) simplifying admission letters and 2) increasing the number of operational days at the Table Rock Campus.
2. Maximize cross-divisional strategies to solve problems creatively in creating a decision tree for the admission application. The Registrar worked collaboratively with IT-Programming Services, Educational Partnerships, Continuing Education, Institutional Research, Marketing and Adult Basic Skills to create a decision tree for a smart dynamic online admission application that meets these various department's needs.[3] This application is referred to as the "SMART App."

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3 Information taken from the "Department Strategic Plan Overview Form"

For the 2018-2019 school year, two of Enrollment Services' strategic goals will focus more on improving access to educational and support systems for current and prospective students.

1. The Registrar will confirm that the dynamic admission application [the SMART App] creates a clear process for underage, ABE/GED, transfer and first time students, ensuring that admission data importing into the Student Information System (SIS) is clean data.
2. Only display required courses programmed into Degree Audit on 2018-19 graduation guides.

The third identified goal for the department will focus on decreasing student time to completion while maintaining quality education. Currently, it takes 6-10 weeks to process transfer students' Credit Evaluations. This time process creates a lag for students to know what classes they should register for, and therefore register for RCC courses previously taken at other colleges. Enrollment Services will tie transfer credit evaluations to guided pathways. Transfer students in guided pathways majors will have their transfer credit evaluation prioritized and completed within 4-6 weeks. By having transfer coursework evaluated timely, students can make informed registration decisions and decrease the possibility of duplicative course registration at RCC. Timely transfer credit evaluations will help students graduate on time with less debt.[4]

Part 4. Human Resources
(Average CAS score of 2)

Rogue Central Services has seven (7) staff members who assist students with registration, cost of attendance, financial aid, and transcripts. Training for registration and billing is done internally; Financial Aid provides some training to new employees. Training documents and procedures are consistently updated as new staff are on-boarded; Staff in Rogue Central have little autonomy over their work, policies, and procedures. Due to many constraints (legal in relation to federal aid, billing, and FERPA), as well as the nature of the positions (front facing, customer service) this front line position is demanding on staff. The current team has been working as a unit since October 2017 and it is understood that it takes a new staff member a year to learn the functions of the work.

Student Records has three (3) staff members who are responsible for transfer articulation and official degree audits. Training is done internally. There was an extended period of time (8 years) without staff turnover. However, due to a promotion in late 2016 and a retirement in mid-2017, there are two new staff members in this department. Training documents, along with policies and procedures, are being updated as they are reviewed. Student Records has a higher level of autonomy over their work,

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[4] Enrollment Services Department Goals 2018-2019 (see appendix F)

policies, and procedures. This is due to the nature of their work being based more on best practices than legal guidelines.

In March 2018, an Administrative Assistant was hired to assist both the Director of Enrollment Services and the Assistant Director of Admissions and Recruitment. This assistant has lifted a burden from the Director that allows her to focus on bigger issues.

Staff in the division are encouraged to stay current in best practices and guidelines. In 2017, some employees were able to participate in Oregon Association of Student Financial Aid Administrators (OASFAA) and Oregon Association of Collegiate Registrars and Admissions Officers (OrACRAO) conferences. Unfortunately, due to a shortage of resources, not all staff members were able to attend.

Part 5. Ethics
(Average CAS score of 2)

Enrollment Services follows RCC's Conduct/Ethics Board Policy.[5] The department also adheres to the Department of Education and the State of Oregon, for the oversight of all aid programs, and recognizes its role as an administrative institution. The department is well versed in the Family Educational Rights and Privacy Act (FERPA) standards and practices. It is their mission to adhere to the practices set forth to protect the personal privacy and confidentiality of students, as stated in Federal, State, and Institutional policies, within compliance of the Higher Education Act, Section 483.

The Enrollment Services follows AACRAO's Ethics and Practice principles and standards of professional practice[6] by:

- Conducting ourselves with integrity, fairness, honesty, and respect for others;
- Avoiding conflicts between personal interests and professional responsibilities, and resolve perceived conflicts through full disclosure and independent review;
- Dispense complete, accurate, understandable, and truthful information and advice at all times.

Enrollment Services staff limit disclosure of information contained in students' records, along with the requirements set forth to disclose to appropriate authorities.

Personnel are sure to address any conflicts of interest, and maintain fair, objective, and impartial in their interactions with others.

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[5] http://web.roguecc.edu/board-policies and (See appendix J)
[6] https://www.aacrao.org/who-we-are/mission-vision-values/ethics-practice (See appendix K)

Part 6. Law, Policy, and Governance
(Average CAS score of 2)

RCC is one of 17 community colleges in the state, and abides by all state and federal laws. Each college is independently governed by its own local Board of Education, which consists of seven (7) elected members representing Jackson and Josephine counties from designated zones in the voting districts. One Board member representative also serves on the Oregon Community College Association. The Board establishes, reviews regularly, revises as necessary, and exercises broad oversight of college policies, including those regarding its own organization and operation. Policies are created, revised and maintained in collaboration with college administrators. The Department of Community Colleges and Workforce Development (CCWD) provides coordination, leadership and resources to Oregon's 17 locally-governed community colleges under the Higher Education Coordinating Commission (HECC) for the State of Oregon.

Enrollment Services adheres to state and federal regulations; RCC Board Policies and Administrative Procedures; College, Student Service, and Enrollment Services policy and guidelines; and best practices as outlined by professional organizations in the field.

1. Enrollment Services has access to legal advice needed for personnel to carry out their assigned responsibilities. They inform personnel, appropriate officials, and users of programs and services of existing or changing legal obligations, risks and liabilities, and limitations.

2. Enrollment Services has written policies and procedures on operations, transactions, or tasks that have legal implications, which are regularly reviewed to determine the best practices to be used within the institution. Personnel do not participate nor condone any form of harassment or activity that demeans persons or creates an intimidating, hostile, or offensive environment.

3. CCWD has legal authority over all course/curricula approval through Chapter 589, Division 6 of Oregon Administrative Rules adopted by the State Board of Education under Chapter 341 of Oregon Revised Statutes.

4. All distribution of state aid, acceptance of admission applications, review and approval of new programs and courses, and governance rules for Oregon community colleges falls upon HECC, CCWD, and the State Board.

5. The Oregon Community College Association Serves as liaison between the colleges, state legislators, and partners on issues from funding to legislative policy, special studies, and reports.

6. Enrollment Services has procedures to ensure all staff members are properly informed of all requirements related to the maintenance of academic records. They adhere to established procedures and forms used to implement regulations, and are consistently reviewed to assure fulfillment of institutional requirements.

The primary sources that define the department's legal responsibilities are as follows:

- **FERPA** applies to the education records of students, affording them certain rights with respect to those records. 20 U.S.C. § 1232g; 34 CFR Part 99
- **Admission of students** ORS 341.481
- **Records Retention** OAR 166-450-0000
- **Resident and Non-Resident Tuition Rates** ORS 341.487

Part 7. Diversity, Equity, and Access
(Average CAS score of 2)

Enrollment Services strives to create and maintain educational work environments that are welcoming, accessible, inclusive, equitable and free from harassment. Title IX required trainings are completed and those regulations followed, which support equity and access within our department. Student forms from the department include a clear statement of non-discrimination as well as a link to the RCC non-discrimination website.

Employees in Enrollment Services are encouraged to attend diversity-learning events, many of which are provided by the RCC Diversity Board and during staff in-service meetings. Professional Growth funds can be available for staff to attend classes or events to help promote Diversity, Equity and Access.

Enrollment Services recognizes the diversity of those we serve and seeks to equitably support learning and access for our various populations. The wide array of individuals we serve include varying:

- Ethnic backgrounds
- Economic needs
- Enrollment types (e.g. distance learning/in person, full time/part time, degree seeking/personal enrichment)

- Citizenship status
- Abilities/Disabilities
- Levels of college experience (e.g. new to college, previous college attendance, prior degrees, etc…)

Rogue Central Services provides all students, both potential and current, with assistance in person (on a walk in basis), by email and occasionally by phone. Rogue Central has standard operating hours on weekdays (8am – 5pm) plus extended hours (8am – 6pm) once a week during fall, winter and spring terms. Staff strive for a quick turnaround to make sure students have access to the information they need in a timely manner. Rogue Central often acts as a go-between for students and Student Records but Student Records can also be reached by students directly via phone or email. There are also multiple bilingual staff members to help support the varied student populations.

Part 8. Internal and External Relations
(Average CAS score of 2)

Enrollment Services has various Internal and External Partners to ensure individuals served receive the information and resources they need. The department's focus is the student and partnerships are in place to allow the best service possible. The goal of Enrollment Services is for students to come away from their experience knowing what they need to know and/or the resources they have to get the answers they need.

Primary Internal partners include:
- **Admissions & Recruitment (including Latino Outreach &Recruitment)** part of Enrollment Services that intakes transcripts / placement test scores for first term course placement, placement test waivers, and assists with prospective student events
- **Advising/Counseling** for review of Degree Audit, financial aid and transfer credit questions, counseling referral, or to get cleared to register.
- **Budget & Finance (Business) Office** - Enrollment Services intakes tuition and fee payments for college and therefore works closely with Budget & Finance to ensure student accounts are accurate and payments applied correctly. Further, the departments work together for Agency Vouchers and on complex questions regarding Bank Mobile
- **Facilities** ensures work areas are FERPA compliant, temperatures are comfortable, and doors/locks function correctly. Facilities also sets up and takes down chairs, stanchions, signage, tables, etc…at the yearly Commencement event and recruitment events
- **Financial Aid (FA)** – Rogue Central is the student's primary contact for financial aid questions and contact FA to answer complex student questions

- **Institutional Research and Strategic Planning** - (IRSP) provides data that helps make decisions regarding enrollment. The departments partner to create the new Smart Admission Application and fix errors in mismatched information on reports.
- **Instructional Services** utilizes Enrollment Services to review transcripts/course descriptions, requesting administrative drop rosters and grade rosters for updating schedules and transcripts, instructors need to provide permission for students to add or swap courses. Student Records serves on the Curriculum and Academic Standards Committee (CASC), providing guidance for degree/certificate requirements, making sure State and Accreditation requirements are met. Student Records also partners with Instructional Services on Credit for Prior Learning policies and Course Substitutions as well as providing Degree Audit trainings for faculty advisors.
- **Marketing** – collaborates with Enrollment Services and sits on the Catalog Committee, assists in creating the academic calendar and Rogue Central fliers. Marketing designs materials for Commencement and develops images and formatting for Admission Letters, Rogue Connect app, and communication to students.
- **RCC Foundation -** Enrollment Services encourages students to apply for the Rogue Foundation Scholarship, interprets scholarship requirements from Award Letters and helps fundraise for Foundation Scholarships through the Bottle Drop campaign.
- **TRIO-Rogue Opportunity Center -** Enrollment Services and TRiO-ROC work in close partnership to guide students/potential students through the Financial Aid process. When TRiO-ROC helps students complete a FAFSA, ES is there to follow up, to intake forms, work through complicated issues and get students the information needed to be successful going forward.
- **Veteran's Services** - Enrollment Services staff apply waivers and help students set up installment plans to avoid late fees, and ensure eligible Veteran students receive priority registration.

External partners include:
- **Articulation Agreements** - RCC has articulation agreements with Oregon Tech, Southern Oregon University, Portland State University, University of Alaska/Fairbanks, University of Phoenix and Western Governor's University, which are managed by Enrollment Services. This allows students to pursue education both at the community college then university level with a more seamless, efficient transition.
- **Bank Mobile** -Individuals who submit an admission application and a FAFSA to RCC will automatically get a Bank Mobile account set up for them (which they must activate). Any refunds (besides credit card payments) go to Bank Mobile. Students choose a refund preference with Bank Mobile so they can access any refunds that are sent. Bank Mobile allows efficient access to refunds and allows students the freedom of refund options.

- **Concierge Watch (Security)** -Security is important for all students, including those who are served in Enrollment Services. RCC partners with Concierge Watch to ensure security of all individuals on campus.
- **Conclusive Systems** - Enrollment Services utilizes Conclusive Systems for transfer credit articulation (FREE) and degree audits. Using Conclusive Systems, transcripts are evaluated when they arrive and students are given the appropriate transfer credits toward their RCC program through FREE. When students transfer in credit or apply for graduation an official degree audit is created to show students what program requirements have been satisfied and what requirements are outstanding. Enrollment Services makes recommendations to Conclusive Systems on degree audit improvements and enhancements.
- **Joint Services Transcript/Parchment/eScrip-Safe** - Enrollment Services receives electronic incoming Official Transcripts for students and potential students via JST, Parchment and eScrip-Safe. Those transcripts are used to determine if there are any transfer credits and/or possible placement test waivers.
- **Jackson County Expo** -Enrollment Services utilizes Jackson County Expo to provide a venue for GED and RCC Commencement. JCE is ADA accessible and provides a large enough venue that graduates can invite friends and family to celebrate their achievements.
- **Jostens** - Enrollment Services partners with Jostens to send student's their diplomas for degrees/certificates earned.
- **MacGraphically Yours** - this vendor is used to provide Commencement items.
- **National Student Clearinghouse** - Enrollment Services partners with the NSC to provide students an option for submitting online Official Transcript requests and to provide prospective employers a way to verify a student's degree completion. Student enrollment is reported to the NSC multiple times per term so students and outside entities (such as loan servicers) can verify enrollment. The NSC is also utilized to verify prior college(s) attended for Limited Entry Program applicants.
- **Southern Oregon Credit Service (SOCS)** - Enrollment Services utilized SOCS to collect past due balances from previous terms.

Part 9. Financial Resources
(Average CAS score of 2)

General Funds

The Enrollment Services department is mainly funded through general funds. The college has allocated sufficient resources for the department to perform its functions. The Enrollment Services budget is used for all aspects of the program including staff salaries, travel expenses, and supplies. The department is able to purchase updated computers/technical equipment as needed to meet their

needs. The department purchases supplies to print and mail official transcripts and career pathways certificates. All other degrees and certificates are ordered through Jostens and paid for with the Enrollment Services budget. In addition, the Enrollment Services budget includes funds for the annual Commencement ceremony, which includes but is not limited to facility rental, staff time, supplies, programs, and diploma covers.

SOHOPE Funds

The Enrollment Services Department receives funds from the Southern Oregon HOPE grant. These funds pay the salary for one of the three Student Record Specialist positions.

Professional Growth Funds

The Enrollment Services staff is encouraged to apply for and use Professional Growth Funds to help with the cost of conferences, trainings, and college courses. These funds are also used to pay for staff members' professional dues for organizations such as the Oregon Association of Collegiate Registrars and Admissions Officers (OrACRAO), Pacific Association of Collegiate Registrars Admission Officers (PACRAO), the Oregon Association of Student Financial Aid Administrators (OASFAA), and the National Association for College Admission Counseling (NACAC).

Project Grant Funding

Each fall, RCC faculty and staff are invited to submit grant applications to request funding for various departmental projects.

Other Grant Funding

The department is able to write grants for increased funding opportunities. Latino Outreach & Recruitment was funded by the RCC Entrepreneurial Funds and RCC receives grants to support Latinx recruitment on an annual basis, including the Anna May Foundation.

Technology Fee Funds

Rogue Central utilizes the Technology Fee Funding application for computer, scanner and printer purchases. The purpose of the Technology Fee funds are to support computer needs, programs and services which are central to technology use by students.

Part 10. Technology
(Average CAS score of 2)

Enrollment Services carries out daily functions by utilizing hardware and software provided by RCC's IT Network. Every staff member is equipped with a computer including a keyboard, mouse and two

monitors as well as a scanner and phone. Rogue Central Specialists are also provided a headset to handle the high amount of phone calls they take. In addition to the equipment provided at their desk, all employees have access to shared RCC copy machines and printers as well as a confidential printer/fax machine located in each Rogue Central office. The Riverside office is also equipped with a printer specifically for printing transcripts.

All staff members handle technology while complying with the RCC Information Technology Acceptable Use Procedure, which encompasses all institutional technology policies. When engaging with students, staff are taught to let the student handle the mouse and keyboard when navigating myRogue and other college resources, not only to teach them how to carry out tasks so they remember for the future, but also to ensure they are responsible for their own actions.

Email is the primary way Enrollment Services communicates with students, usually to refer them to the RCC web site and myRogue for specific information and updates. Students can utilize the RCC website for information about the department's locations, staffing, and programs. Enrollment Services has a homepage[7] that is reviewed often for changes and corrected as forms, due dates and catalogs are updated. This information can also be found on the Rogue Connect App.

Students and prospective students are given access to computers in Student Services on each campus. Students, once enrolled, have access to Microsoft office suite for free. When students apply to RCC, there are various policies they review and agree to, one of which includes the Information Technology Acceptable Use Procedure. These are clear standards students and employees are expected to adhere to and are available on RCC's website at all times. They also have access to helpful information about wireless connectivity, Frequently Asked Questions (FAQs), and access to student computer labs to assist student's in-person with technology questions.

The software Enrollment Services currently works with includes all RogueNet systems. Software use includes but is not limited to storing student information, processing payments, registering them for classes, sending transcripts electronically. The programs are sufficient for staff members to do their jobs but with the implementation of the new Enterprise Resource Planning (ERP), many processes will become more streamlined and ultimately assist in serving students better. All work done on the network is backed up automatically by the IT department. In Rogue Central, emails are secure in the RCS folders and student info is secure in RogueNet apps which require specific access to log in to. Passwords are kept private. Hard copy information received is generally scanned in electronically and returned to the person who provided it or shredded in a secure bin.

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[7] https://web.roguecc.edu/enrollment-services (see appendix S)

Part 11. Facilities and Equipment
(Average CAS score of 2.2)

Rogue Central locations are present on all three campuses where students can access services during normal business hours. In Medford, Rogue Central is located on the second floor and there is an elevator for students who cannot utilize the stairs. All Rogue Central offices have computers students may use to gain information and documents/forms needed to move forward with financial aid, registration or payments. Offices and cubicles are set up in such a way where information is not visible to anyone other than the RC specialist and partitions are in place to help avoid other people in the office from seeing private information.

Workspaces are suitably located and well equipped. All Rogue Central Specialists have the ability to secure their computer and lock their desk. Each location is also equipped with an office safe. Any needs for equipment or furniture are made known to Facilities who check to see if they already have something in stock to avoid buying something new. If they do not have anything in stock, they inspect the space to make sure the requested new item will adhere to building codes prior to approving the purchase.

At RCC, the scheduling of appropriate spaces and resources for classes is not handled by Enrollment Services, but by the Curriculum and Scheduling Department. However, the Enrollment Services Director chairs the Commencement Committee and is required to bring equipment/resources off campus to the ceremony venue every year. Commencement 2017/18 was the first year to be held offsite at the Jackson County Expo. Chairs, tables, tents, sound equipment, and more were brought off campus to the venue. This was accomplished by meeting with Facilities and making a plan for every piece of RCC property to be transported to the venue and back safely.

Part 12. Assessment
(Average CAS score of 1.5)

Enrollment Services contributes to the goals of the college by providing information and services to students, parents, faculty, staff, and outside parties relating to: admissions, class scheduling, registration, enrollment, grading, academic records, program completion, tuition and fees, and financial aid eligibility.
In a manner that is:

- **Accessible:** working to produce information in the most user-friendly and easily available form, such as posting information on the web site and to myRogue.

- **Accurate**: taking care to insure the integrity of all data entered into the college's data system, and to correct any errors discovered;
- **Confidential:** insuring that sensitive student and faculty records are always protected from release or display to unauthorized persons or agencies.
- **Courteous:** treating all persons in a friendly, respectful and professional manner; listening actively to questions and help them find an answer;
- **Cost-effective:** seeking ways to make the best use of resources and reduce costs such as utilizing email and web site notifications and online printable forms;
- **Efficient:** processing requests in a timely manner consistent with college policy and accuracy; reviewing systems to improve processes, office collaboration and workflow;

Reporting to the Vice President of Student Services and to the Student Services Leadership team, the major cyclical activities of the department includes:
- Assisting students with registration for summer, fall, winter and spring term classes;
- Auditing program requirements and verifying graduation;
- Processing and posting class grades;
- Producing academic transcripts and diplomas.

Enrollment Services faces the additional short-term goal of providing the above services without interruption and simultaneously providing data and personnel support for current Student Information System (SIS) processing <u>and</u> for 2018-19 ERP Campus Management Campus Nexus implementation.

Each year the department creates Strategic Plan Goals[8] that contribute to the RCC mission, vision and core values by selecting three goals and proposed measurement plans that support the Wildly Important Goals: Core Themes. In the past the Enrollment Services department has not had an assessment plan in place to assess the departments goals and activities. An assessment plan was developed this last summer and we will utilize the 2018-19 Enrollment Services Assessment plan to evaluate our department in order to improve systems and processes.

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[8] RCC Strategic Plan, https://web.roguecc.edu/strategic-planning/rccs-strategic-plan-2017-2020 (see appendix E)

Enrollment Services Program Review: Evidence

Mission Evidence

    Appendix A: 5/22/2018 Enrollment Services Meeting notes and description of where the mission statement is disseminated

Program Evidence

    Appendix B: 12/10/2018 Student Services Retreat Learning Outcome Suggestions

Organization and Leadership Evidence

    Appendix C: Director of Enrollment Services PAQs

    Appendix D: Management Performance Evaluation Templates

    Appendix E: RCC Strategic Plan

    Appendix F: Enrollment Services Department Goals

Human Resources Evidence

    Appendix G: Enrollment Services Policies and Procedures Manual

    Appendix H: Student Records Specialist Training Expectations

    Appendix I: Rogue Central and Student Records Position Descriptions

Ethics

    Appendix J: Board Policy 010 Conflict of Interest/Code of Ethics

    Appendix K: AACRAO Ethics and Practice

Law, Policy and Governance

    Appendix L: FERPA 20 U.S.C. § 1232g; 34 CFR Part 9

    Appendix M: Records Retention OAR 166-450-000

Diversity, Equity and Access

    Appendix N: Notice of Nondiscrimination statement and Diversity Professional Growth goal from Classified Evaluation

Internal and External Relations

    Appendix O: 6/18/18 Commencement Debrief Meeting Minutes

Financial Resources

    Appendix P: Enrollment Services Budget

Technology, Facilities and Equipment Evidence

    Appendix Q: Images of office space

Assessment

    Appendix R: 2018-19 Enrollment Services Assessment Plan

Appendix A: 5/22/2018 Enrollment Services Meeting Notes

On May 22, 2018, the Enrollment Services department met to review and update our mission statement.

Present: Danielle Crouch - Director of Enrollment Services, Kayla Jackson - Administration Assistant, Natalie Coppedge – Student Records Specialist, Barbara Wicks – Student Records Specialist, Pamela Peckham – Student Records Specialist, Rose Passione – Rogue Central Specialist, Sheri Muzzioli – Rogue Central Specialist, Bernyne Spillane – Rogue Central Specialist, Amber Crew – Rogue Central Specialist, Analisa Gifford – Rogue Central Specialist, Jackie Morden – Rogue Central Specialist, and Lisa Younker – Rogue Central Specialist.

The Enrollment Services Mission statement at the time: RCC's Enrollment Services mission statement: To assist students, with all available resources, to live personally rewarding and productive lives.

The Enrollment Services team felt this mission statement did not address what our department does or our department's values. We had lengthy discussion on the department's purpose and came up with the following mission statement:
The mission of the Enrollment Services Department is to provide centralized, efficient customer service and maintain accurate educational records with integrity, complying with federal, state and institutional regulations, so that students may successfully meet their educational goals.

The Enrollment Services mission statement is posted at our three Rogue Central locations, in the Enrollment Services Policies and Procedures Manual and is on our department's website at http://web.roguecc.edu/enrollment-services.

Barbera Wicks   Student Records   2018 session — Rogue Central: I teach —

I teach students how their courses apply to their program.

"   "   " how to complete their degree when they have extenuating circumstances

* How to check your myRogue FinAid status.

* How to stay eligible for aid.

* Kinds of financial aid.

* payment deadlines, late fees, pymt plans →

— Rogue Central —

• I teach students to be prepared, think early about funding options.

• I think students learn to to budget their education.

Natalie C.   Student Records

What classes they need to take for graduation.

Where to access the services they need

Cheré Embshoff

Rogue Central / enrollment services Specialist

~~I think student learn~~

I teach students about financial aid and how to get funding for College classes. (Federal, scholarships, student workers)

Student Records

I teach students...
What classes they need to take to complete their degree / certificate.

I hope they learn...
What they need to do to acheive their goal, that persistance

---

* student loan details (and app. steps)
* How to fill out forms completely

LOCAL GOVERNMENT PERSONNEL INSTITUTE
OFFICE, PROFESSIONAL, TECHNICAL, & SUPERVISORY

MANAGEMENT, ADMINISTRATIVE, AND PROFESSIONAL EMPLOYEE
POSITION ANALYSIS QUESTIONNAIRE

Rogue
Community
College

Request for (check one): ☐ **A NEW JOB** ☒ **REVIEW OF AN EXISTING JOB**	3-20-2018

IDENTIFICATION INFORMATION:

Classification Title Exempt	Organization **ROGUE COMMUNITY COLLEGE**
Director of Enrollment Services	Department Name Enrollment Services
Employee Name Danielle Crouch	Supervisor (Name & Title) Kori Ebenhack, Vice President of Student Services

GENERAL INSTRUCTIONS:

Please read each question carefully before answering it. Make all of your answers as complete, clear and concise as possible. Please complete electronically or print clearly. Please refer to the current Position Description for information.

1. **GENERAL SUMMARY**. In three or four sentences, please summarize the duties of the job. Think of answering the question "What is the primary purpose of this job?"

    The Director of Enrollment Services is the college registrar, admissions officer and custodian of student records. The director is in charge of international admission, general college admission, registration, financial aid advising, cashiering, grades, administrative drop, data management, and academic record evaluation.

    It is the responsibility of the Director of Enrollment Services in the capacity of registrar and admissions officer to understand and uphold the regulations of the Family Education Rights and Privacy Act, Student Right-to-Know and Campus Security Act, Solomon Amendment, Taxpayer Relief Act, Section 101 of the Immigration and Nationality Act in the admission of non-immigrant students and the use of the Student and Exchange Visitor Information System (SEVIS), Title IV, Title IX, ADA.

The director provides the college admission system and upholds general/underage/international admission standards; provides the college registration system and registration procedures; provides the college grading system, enforces the college grading policy and reports grades to students; provides evaluation of student progress to degree completion, maintains college degree requirements and American Council on Education (ACE) transfer credit practices; provides holistic student services in registration, cashiering and financial aid advising through Rogue Central, a cadre of cross-trained specialists, in collaboration with the Chief Financial Officer and the Director of Financial Aid.

2. **TASKS PERFORMED**. Using complete sentences, please describe the various tasks performed on the job which are critical to the successful performance of the job **or** occupy more than 5 percent of your time. Think in terms of *WHAT* you do, NOT *HOW* you do it. Avoid describing procedures. Do not include short-term tasks or future responsibilities. Do not consider the incumbent's performance; this process is not a measure of how well an employee performs. Start each sentence with an action verb. Group tasks which require similar skills/knowledge together. Describe them in such a way as to be clear to someone who does not understand the work performed. Number each one in their order of importance and estimate the percentage of time that each one takes. These percentages should add up to 100.
(Note: If completing form by hand, attach additional sheets, if necessary. If completing form electronically, click enter while inside the field to add additional lines.)

TASK NO.	DESCRIPTION	PERCENT OF TIME
1.	**Departmental Oversight** Hires, supervises and evaluates department staff. Plans and coordinates daily staffing and work of Rogue Central, Student Records staff and the Administrative Assistant. Provides leadership in the development of department goals and objectives. Provides direction and leadership to the Assistant Director of Admissions and Recruitment. Manages department budget and authorizes expenditures. Coordinates admission for the college in general and for limited entry programs. Oversees the accurate input of student grades and enforces appropriate use of college grading policy. Collaborates with the Information Technology Department to develop computer applications that streamline service to students. Maintains and enhances the usability of these programs, which include online registration, online admission, online grading, online administrative drop, degree audit and Student Management. Verifies student enrollment for the purpose of employment applications, insurance discounts, child support payments, National Student Clearinghouse etc. Corresponds/communicates with staff, students, the public, and agencies about college policies and procedures. Responds to subpoenas Develops and recommends service area/department policies and procedures to the Vice President of Students.	**60%**

	Develops practices and procedures for registration, admission, document archiving and recruitment.		
2.	**Institutional Collaboration** Meets regularly with vice president, division and department staff. Works collaboratively as a member of a management team and various councils and committees for overall planning and operation of the department, division and the college. Chairs Academic Calendar Committee Contributes to the creation of the college catalog and term schedule of classes. Develops the college academic calendar. Administers academic eligibility policies such as graduation, honors, or suspension. Chairs student tuition appeal committee. Member of Curriculum and Academic Standards Committee, and Academic Reinstatement Committee Plans and coordinates the commencement ceremony.	**25%**	
3.	**Professional Responsibilities** Maintains knowledge of college policies and procedures, collective bargaining agreement, accreditation standards and state and federal laws and regulations. Archives records in a manner that ensures security and confidentiality in accordance with the Oregon State Archivist and American Association of Collegiate Registrars and Admissions Officers archiving policies and the Family Education Rights and Privacy Act (FERPA). Educates college staff about the Family Education Rights and Privacy Act (FERPA), provides guidance and oversight on the appropriate archiving and disposal of student records Responsible for overall compliance with the Family Education Rights and Privacy Act Responsible for institutional admission policies. Complies with Bureau of Immigration and Customs Service regulations for the admission of non-immigrant students. Maintains school eligibility to issue I-20 forms to International students. Verifies accuracy of FTE submission to Oregon Community College Uniform Reporting System (OCCURS).	**15%**	

3. KNOWLEDGE/SCHOOLING REQUIRED

a) What is the minimum basic knowledge this position REQUIRES, whether acquired through formal education or equivalent? Answer the question in terms of someone who is applying for the position rather than what you may have. Do not address any experience requirements in this section.

   Knowledge of the mission and purpose of a comprehensive community college; Student Development theory; supervision and evaluation of staff; federal and state laws that pertain to the role of college registrar and admissions officer; computer applications, including but not limited to student information systems, word processing, spreadsheets, Internet, office procedures, bookkeeping,

b) Please indicate the level of formal education, such as high school, high school plus special courses, Associate's degree, Bachelor's degree, etc. which would be equivalent to your answer to Question

3a. Again, answer the question in terms of someone who is applying for the position rather than what you may have.

A Master's Degree in an area related to the responsibilities of the position such as business, sociology, education administration

c) What, if any, specific subject courses or equivalent would be essential for someone to have upon entry to this position?

Computer Science, Business, Human Relations, Sociology, Psychology, Writing, Education Administration

d) What level of formal education is desirable (NOT REQUIRED) upon entry to this position?

PhD.

e) What licenses or certifications are REQUIRED at the time of hire for this position?

Valid driver's license

f) What licenses or certifications are desirable at the time of hire for this position?

n/a

g) What licenses or certifications must the incumbent acquire after hire and how long does the newly hired individual have to acquire them?

n/a

4. EXPERIENCE REQUIRED

a) What specific previous positions, if any, either inside or outside the organization ARE REQUIRED to assume this position?   Why? What is the minimum amount of experience required on each position? List all previous positions in terms of a general title. Please list them in the order someone would logically move through them, e.g. the first position listed should be the initial position the individual should have and this time is separate from the second position, the person would have the second position listed after the first and these years of experience are in addition to the first positon listed. Do not answer this question in terms of what positions you specifically may have held unless those positions would be REQUIRED in order to apply for this position. *(Note: If completing form by hand, attach additional sheets, if necessary. If completing form electronically, click enter while inside the field to add additional lines of information.)*

PREVIOUS POSITIONS REQUIRED	REASON REQUIRED	YEARS EXPERIENCE REQUIRED
• Entry level student services position/mid-level college position	• An entry level position builds the foundation for a basic understanding of the mission and purpose of higher education. Entry level staff understand the interrelation of student services systems such as recruiting, admitting, advising, registering and grading, term cycles, student information systems, policy and procedure related to	2 years

	student services. Entry level staff acquire limited knowledge of regulations and college policy. • A mid level position provides of understanding of college systems is knowledge of how state and federal regulations such as accreditation standards, FERPA, Title IV, CCWD, OUS, CAS standards influence and drive institutional policy.	
• Management position	• A management position provides the opportunity to apply: • Supervisory experience • Budgeting experience. • Knowledge of student development theory • Data analysis to inform decision-making • State and federal policy knowledge and professional association standards in the daily operation of a department. • Responsibility for college processes	1 year

b) Considering an individual to have the basic knowledge listed in Question 3 and the previous experience listed in 4a, how long will it take an individual to learn how to perform the duties of this position adequately after assuming the duties of this position? Please explain. Do not add up the years of education and years of previous experience in answering this question. Consider only that time which would be required after assuming the duties of this position.

It takes one year (July 1-June 30) to experience all of the responsibilities of this position some of which come late in the academic year.

5. **COMPLEXITY OF DUTIES**. Provide examples of the decision making, creativity, planning, and independent judgment required on this job.

There is a high need for creativity, planning, decision making and independent judgment in this position. Most college systems are related in some way with admission and registration. This provides the opportunity to learn how systems such as advising, financial aid and payment work in relation to registration and enables the director to use creativity in streamlining those services where improvements benefit students and staff. Viewing standard systems from new perspectives allows the director to be creative in planning and decision making.

There is opportunity to create new systems for students and staff and to enhance current systems employing our proprietary student information system.   The director uses professional judgment, researches best practices at other colleges, explores other college's websites and information systems to find improvements that suit RCC's needs. Decisions to initiate these new computer applications or processes are based on acquired knowledge about system interrelatedness, usability and student development theory.   Consideration of the possible consequences and the scope of changes or improvements to colleges systems are weighed prior to taking action. Some steps to decision making are:

- What causes the problem or why is it important to improve a current system?
- How many students/staff are affected?
- How many systems are involved?
- Who should be consulted?
- Consider alternatives, which is most realistic and will be long lasting?
- Create an action plan
- Communicate to the stake holders

6. **SUPERVISION RECEIVED**. To what extent does the immediate supervisor direct the activities of this position? How much latitude does this position have to function independently? What policies or procedures dictate your actions in performing the duties of this position?

The Vice President of Students provides the philosophy of excellent service to students. That philosophy guides the actions taken by the Director of Enrollment Services. Given this foundation of understanding, the position has latitude to function with a high degree of independence regarding FERPA, archiving, grading policy, tuition refunds, and exceptions to usual practices under the auspices of Enrollment Services, department, division and college policies and procedures that dictate the work of department employees and services to students. The director defers decisions that could involve risk to the college, investments of college resources and funds beyond the Enrollment Services department budget and unusual or extraordinary situations to the Vice President of Students.

Policies, procedures and other resources that t dictate the director's actions while performing the duties of this position include, but are not limited to, college policies VII, section A (Students); CAS Standards for registrars and admissions officers; ACE transfer credit practices; Accreditation Standards ; Community College Handbook; Bureau of Immigration and Customs Enforcement (BICE) in the admission and status reporting of international students; Family Education Rights and Privacy Act (FERPA) and American Association of Collegiate Registrars and Admission Officers provides information on best practices.

7. **ERRORS**
a) What are some examples of the most common errors that someone familiar with the job will make?

Errors in FTE reporting
Non-compliance with FERPA or an unauthorized release of student information.
Non-compliance with BICE
Non-compliance with Student Right-to-Know Act
Non-compliance with Title IX

b) How would these errors typically be found and corrected?

In the case of Right-to-Know or FERPA, a non-compliance error would be discovered by the director or pointed out by a student or staff member, The director would either enforce current compliance or make a change to college procedure or policy that would correct the error.

An FTE reporting error would be discovered by the Director, the Curriculum Director, the Institutional Researcher or by the Oregon Community College and Workforce Development (CCWD) FTE audit

committee. Corrections to FTE are made either in the course in Course Management, a college computer application, or the CCWD would make an adjustment to the FTE submittal.

Non compliance with the Bureau of Immigration and Customs Enforcement would be discovered by the Director, college staff, a current international student or the Bureau in an audit or when a student tries to enter or leave the United States. If allowable, the director would enforce the current international admission procedures or make changes to the college's international admission procedures to correct the non-compliance.

c) What effect would the errors have <u>on the organization</u> after they were corrected?

Errors on the FTE report could result in an over or under estimation of state funding payment due to the college.

In the case of non-compliance with FERPA, depending on severity of the problem, the college could be issued a letter that describes how to comply with the Act and a deadline for action, or the college could be fined by the Family Policy Compliance Office or the college could lose its sanction from the Department of Education to administer federal financial aid.

Non-compliance with the Right-to-Know Act or Title IX may result in the college losing its ability to compete in in inter collegiate leagues.

In the case of non-compliance with the Bureau of Immigration and Customs, depending on the nature of the problem,   the college could have its ability to admit international students revoked.

8. CONTACT WITH OTHERS
(Note: If completing form by hand, attach additional sheets, if necessary. If completing form electronically, tab from one field to the next to add additional rows. The total amount of contact with others will not equal 100%)

CONTACT WITH	PURPOSE OF CONTACT	% OF WORK TIME (WILL BE UNDER 100%)
Enrollment Services Staff	Staffing, planning, providing information, process improvement, organizing events, discussions re: exception to or interpretation of college or department policy/procedure.	55%
Student Services management and staff	Exchanging information, planning new processes or process improvement, meetings, coordination of division processes. Interpreting department procedures.	10%
IT Staff	Planning, providing details and direction for new computer applications or for improvement of current applications.	5%
Other RCC management and staff	Meetings, planning and consulting re: new college policies or processes, or process improvement involves influencing others and gaining agreements., educating staff re: FERPA, admission, archiving or disposal of college documents, degree audit, etc.	5%

Students	Furnishing policy and procedure information	3%
Public, colleagues at other colleges	Policy and procedure discussions, information exchanges.	2%

9. **CONFIDENTIAL INFORMATION**. What confidential information does this position use or have access to in performing the duties of the position? Indicate whether it is "access to" or "use" of the information. How could this information be improperly disclosed in the performance of the job and what is the adverse effect?

Access:
As custodian of student records, I have access to every academic and financial record created during a student's enrollment at RCC.

Use:
Suspension reinstatement appeals and tuition refund appeals, which may include documentation such as medical records, child support or abuse documentation, employment records.
Enrollment verifications for child support purposes require documentation of divorce decrees.

The information could be improperly disclosed due to a break-in to college offices or a hack into the college computer system. The consequences of a breach could be identity theft which has a negative impact on the college if a law suit occurs. The adverse effect to an individual whose personal information is compromised is not predictable. It could change a life in very detrimental ways.

10. **MANUAL DEXTERITY**. What percent of your TOTAL work time is manual dexterity required (use of calculator, keyboard, motorized vehicles, etc.)? What instruments or equipment do you use, or what tasks are performed that require the use of manual dexterity? Does the work performed require using microscopes or other similar items?

The position requires use of a computer 25% of total work time. Use of office machines, copier, scanners, 10-key, etc. is incidental.

11. **PHYSICAL DEMAND**. Consider only lifting or moving of material. How often and how much weight is typically involved? What is the maximum weight this position is REQUIRED to lift or move unassisted?

WEIGHT	FREQUENCY	PERCENT OF WORK TIME
Under 5 pounds	Whenever I carry my work from one campus to another	1%
5 to 25 pounds		
25 to 60 pounds		
Over 60 pounds		
Maximum pounds		

12. **WORKING CONDITIONS**.

a) Describe the environment in which you work. List any unpleasant working conditions, such as dirt, weather, noise requiring hearing protection, fumes, chemicals, etc. What percent of the work time are you exposed to these conditions?

The director works in offices. The surrounding environment is often noisy.

b) Explain injuries that are likely to occur to someone performing this job.

A likely injury is carpel tunnel syndrome.

c) If overnight travel is required, what is the frequency and duration?

Occasional overnight stays for conferences or out of town meetings usually no longer than two days.

13. **CHARACTER OF SUPERVISION.** Is this position responsible for supervising a section within a department, a department or more than one department? If no, skip to question 15.

The director is responsible for supervising one department with interrelated, yet quite different categories of employees doing very different jobs.

a) Does this position assign and review work, and alter workloads of others to meet scheduling demands?

Yes

b) Does this position evaluate performance and conduct appraisal interviews?

Yes

c) Does this position have authority to hire and fire, or effectively recommend same?

Yes

14. **SCOPE OF SUPERVISION**. This question deals with the number of individuals supervised directly and through subordinate supervisors.

a) TOTAL employees: **12**

b) TOTAL volunteers: **0**

c) What is the full-time equivalency (FTE) for "a" and "b" above? Convert part-time employees to FTE by adding the number of hours each individual works during a year and dividing by 2080 for a 40-hour week.

TOTAL FTE: **12**

d) Please provide the detailed break down of a) and b) above by entering the number (headcount) of each type of employee this position is responsible for:

TYPE	HEADCOUNT
Management/Exempt	1
FT Faculty	0
PT Faculty	0

FT Classified	11
PT Classified	0
Temporary Staff	0
Student Worker	0
Volunteer	0

15. **ADDITIONAL INFORMATION.** Please indicate anything else that may be important in describing or understanding this position.

16. **ORGANIZATION CHART**. Complete the following organization chart data indicating names and titles of the people/positions in the organization relative to this position.

POSITION	NAME(S)	TITLE(S)
Next Level Above Immediate Supervisor:	Cathy Kemper-Pelle	President
Immediate Supervisor:	Kori Ebenhack	Vice President of Student Services
Incumbent (you):	Danielle Crouch	Director of Enrollment Services
Peers (reporting to same supervisor):	Grant Walker Janet Basney Chauncey Kieley Anna Manley Rene McKenzie Sharon Smith Colletta Young Darren Van Lehn	Director of Marketing and Recruitment Director of TRiO/ROC & ETS Interim Dean of Students Director of Financial Aid Director of Student Programs Assistant to the Vice President of Student Services Director of TRiO/SSS Director of Athletics
Subordinates:	Nicole Sakraida Pam Peckham Barbara Wicks Natalie Coopedge Sheri Muzzioli Vacant Rose Passione Amber Crews Analisa Gifford Jackie Morden Lisa Younker Bernyne Spillane	Assistant Director of Admission/ Recruitment Student Records Specialist Student Records Specialist Student Records Specialist Rogue Central Specialist Administrative Assistant Rogue Central Specialist Rogue Central Specialist Rogue Central Specialist Rogue Central Specialist Rogue Central Specialist Rogue Central Specialist

Employee's Signature:	

17. **SUPERVISOR'S COMMENTS:** Please review this Position Analysis Questionnaire. If you feel any question has not been completely or accurately answered, use the space below to provide additional information. Indicate the question # you are addressing to the left of your comments.

My signature below indicates I have reviewed this Position Analysis Questionnaire and agree with the information contained herein.

Supervisor's Signature:	

RCC
Rogue Community College

**Management, Administrative, and Professional Employee 360°
Performance Evaluation**

Date:	
To:	
From:	

A performance assessment is being prepared for the RCC employee named below. You have been identified as an individual who frequently interacts with this employee in the course of his/her work. Please take a few minutes to complete this form, providing constructive, work-focused input on his/her job performance. Comments which reference specific work or observed traits, skills or behaviors are most helpful, rather than general characterizations. If you would prefer to discuss your input either in person or by phone, please contact me.

A 360° evaluation process is intended to give the employee and supervisor feedback to assist in goal setting. A minimum of 5 participants should be utilized. Our methodology for using this information is that your input will be combined with input from others to develop summary statements or themes which may appear across multiple responses. Direct quotes or specific examples will not be relayed. You may remain anonymous or choose to identify your participation by checking the box below.

Please indicate your preference to remain anonymous or have your input attributed to you:
☐ I prefer to remain anonymous ☐ You may identify me as the source of input

Employee Name:							
Employee Title:							
Employee Dept:							
Evaluator's Relationship to Employee:	☐ Peer		☐ Staff		☐ Supervisor		☐ Other

INSTRUCTIONS:
- The *Rogue Community College Evaluation Guide: Management, Administrative & Professional Employee Group* includes a Competency Dictionary which provides a detailed description of each of the seven leadership competencies to be evaluated below. These leadership competencies directly reflect the core values of Rogue Community College. The college's mission, vision, values and goals can be found at: https://web.roguecc.edu/president/mission-values-themes

- For each section below, check the box that best describes the employee's demonstrated performance. The rating scale ranges 1 – 5, with a 1 indicating a low level of performance and a 5 indicating the highest level of performance. Provide supporting comments and examples in the space provided or attach additional pages.
- Evaluation forms and additional resources can be found on the Human Resources website: http://www.roguecc.edu/HumanResources/form_index_hr.asp

GENERAL PERFORMANCE	1	2	3	4	5
Successfully performs primary duties as outlined in the job description. Demonstrates a current understanding of knowledge specific to their area of responsibility through the application of related procedures, principles, theories or concepts. Shows initiative, meets deadlines, and accomplishes goals.	☐	☐	☐	☐	☐
	Comments:				

INNOVATION	1	2	3	4	5
Strategically improves the quality of the institution, protects the long-term health of the organization, promotes the success of all students and sustains the community college mission based on knowledge of the organization, its environment and future trends.	☐	☐	☐	☐	☐
	Comments:				

COLLABORATION/ INCLUSION	1	2	3	4	5
Develops and maintains responsive, cooperative, mutually beneficial, and ethical internal and external relationships that nurture diversity, promote the success of all students, and sustain the community college mission. Collaboration promotes an agile, responsive culture to creatively address the aspirations and needs of our communities. Inclusion creates a compassionate and safe environment that views all individuals and ideas fairly.	☐	☐	☐	☐	☐
	Comments:				

COMMUNICATION	1	2	3	4	5
Uses clear listening, speaking, and writing skills to engage in honest, open dialogue at all levels of the college and its surrounding community, to promote the success of all students, and to sustain the community college mission.	☐	☐	☐	☐	☐
	Comments:				

ENCOURAGE THE HEART	1	2	3	4	5
Keeps hope and determination alive through creation of an environment that recognizes, values, and rewards the positive efforts and contributions that each individual makes to the mission of the institution.	☐	☐	☐	☐	☐
	Comments:				

INTEGRITY/COURAGE	1	2	3	4	5
Ensures that their actions, as well as their professional values, intentions, and principles are in alignment with and guided by the college mission, and established policies and procedures. Integrity requires us, as an institution and individuals, to be transparent, ethical and accountable. Courage frees the institution to find and pursue the best path in support of student learning and Rogue excellence.	☐	☐	☐	☐	☐
	Comments:				

STEWARDSHIP	1	2	3	4	5
Equitably and ethically sustains human resources, processes and information as well as physical and financial assets to fulfill the mission of the community college. Stewardship commits us to responsible and thoughtful guardianship of our human, economic, environmental, and cultural resources.	☐	☐	☐	☐	☐
	Comments:				

Additional Questions:

What does this employee do well?
What should this employee continue doing?
What should this employee do more of?
What should this employee do less of?
Any other comments or information you wish to share?

Thank you for completing this 360° Evaluation, please return to _____

Appendix E: RCC Strategic Plan

RCC Rogue Community College

Schedule of Classes | Current Students | New Students | Quick Links

Search RCC

Directory | Site Map

Home » Strategic Planning » RCC's Strategic Plan: 2017-2020

Strategic Planning
2017-2020 Strategic Plan
About Strategic Planning
Strategic Plan Research
Strategic Plan Archive
Accreditation
College Effectiveness Council

RCC's Strategic Plan: 2017-2020

Mission

Rogue Community College provides quality learning opportunities for students to achieve their goals and supports the vitality of our communities.

Vision

Rogue Community College is a premiere learning college that transforms, strengthens and inspires.

Core Values

Integrity requires us, as an institution and individuals, to be transparent, ethical and accountable.

Collaboration promotes an agile, responsive culture to creatively address the aspirations and needs of our communities.

Inclusion creates a compassionate and safe environment that views all individuals and ideas fairly.

Stewardship commits us to responsible and thoughtful guardianship of our human, economic, environmental and cultural resources.

Courage frees the institution to find and pursue the best path in support of student learning and Rogue excellence.

Wildly Important Goals: Core Themes

1. Access to Educational Opportunities

- **Objective 1: Improve access to educational and support systems for current and prospective students.**
  Make entry to RCC a smoother transition for all students. Make use of college support systems more student-friendly, including course entry requirements and prerequisites.

- **Objective 2: Increase participation of under-served populations in our programs.**
  College enrollments do not reflect under-served populations at the same rate as they occur in the community.

- **Objective 3: Create collaborative learning spaces that connect students to other students, faculty, staff and local employers.**
  These are spaces where students can learn together, with college faculty and staff, or with local employers.

2. Student Success

- **Objective 4: Construct guided educational pathways.**
  Guided pathways are highly structured, educationally logical program maps.

- **Objective 5: Increase effective student engagement strategies.**
 Student engagement is the degree of attention, curiosity, optimism, interest and passion that students demonstrate when they are learning. It influences the level of motivation they have

to learn and progress in their education.

- **Objective 6: Decrease student time to completion while maintaining quality education.**
  The longer students take to finish a certificate or degree, the more likely they are to drop out of college. This has a negative impact on their earning power in the workforce.

3. Collaborative Partnerships

- **Objective 7: Increase alignment between college programs and local employers.**
  Make sure that programs lead to actual jobs in the Rogue Valley.

- **Objective 8: Leverage local partnerships to enhance college strategic goals.**
  Find ways to share resources and reduce costs.

- **Objective 9: Maximize cross-divisional strategies to solve problems creatively.**
  Work together for the success of our students.

START NOW	PROGRAMS/COURSES	STUDENT SERVICES	ABOUT RCC
Admissions	Academic Departments	Career Services	At a Glance
Adult Basic Skills	Career Base Camp	Complaint Process	Administration
Business Development	Career Pathways	Counseling/Advising	Campus/Students
ESL	Course Descriptions	Disability Services	Faculty Resources
First Time College	Community Education	Español	Intranet Index (Staff)
GED®	Continuing Education	Financial Aid	Organization
High School	Cooperative Work Exp. (CWE)	New Student Information	RCC Connections Magazine
Life Long Learner	Degrees & Certificates	Strategies for Student Success	
Transfer Student	Holland Code Quiz	TRiO	Give to RCC
Returning Student	Workforce Training	Veterans Services	

Appendix F: Enrollment Services Department Goals 2018-2019

Department: Enrollment Services

Department Contact: Danielle Crouch

Email: dcrouch@roguecc.edu

Department Areas of Focus

Area A: Student Records

Wildly Important Goal: Student Success

Objective: Decrease student time to completion while maintaining quality education.

Planning Overview: Currently, it takes 6-10 weeks to process transfer students' Credit Evaluations. This time process creates a lag for students to know what classes they should register for, and therefore register for RCC courses previously taken at other colleges. Enrollment Services will tie transfer credit evaluations to guided pathways. Transfer students in guided pathways majors will have their transfer credit evaluation prioritized and completed within 4-6 weeks. By having transfer coursework evaluated timely, students can make informed registration decisions and decrease the possibility of duplicative course registration at RCC. Timely transfer credit evaluations will help students graduate on time with less debt.

Proposed Measures:

1) One year after implementation the Student Records internal database of when all transfer transcripts are received versus the date of completion will be compared to the previous year's processing time to determine if the average processing time has decreased by two weeks.

2) Fewer Student Record Appeals due to incorrect class registration.

Area B: Registrar

Wildly Important Goal B: Access to Educational Opportunities

Objective B: Improve access to educational and support systems for current and prospective students.

Planning Overview: The Registrar will confirm that the dynamic admission application creates a clear process for underage, ABE/GED, transfer and first time students, ensuring that admission data importing into the Student Information System (SIS) is clean data. Prior to the dynamic admission application implementation, prospective students often selected one of eight student profiles incorrectly and therefore the next enrollment steps communicated were incorrect or confusing. This also results in uploading dirty data to the SIS. In addition, underage students were sometimes incorrectly auto-admitted

because they selected that they had earned a bachelor's degree on their online admission application. Data from the dynamic admission application will reflect cleaner rules for admission and will reduce SIS data errors. By having the correct data, students will then receive improved and accurate next steps for enrollment, making their entry to RCC smoother.

Proposed Measures:

1) See fewer underage students incorrectly admitted on the "Newly Admitted Student Report".
2) Decrease in errors on OCCURS and other state reports.

Area C: Student Records

Wildly Important Goal C: Access to Educational Opportunities

Objective C: Improve access to educational and support systems for current and prospective students.

Planning Overview: The 2018-19 graduation guides requirements programmed into Degree Audit will only display the required courses. Previous graduation guides have had all of the course rules and footnotes visible on the degree audit creating a long and cluttered degree audit. By only showing the required courses on the audit this should simplify the degree audit and making it more readable and student friendly.

Proposed Measures:

1) User feedback regarding the readability and ease of use of the 2018-19 degree audits by assessing calls from students and advisors and compare whether their questions are regarding the 2018-19 degree audits or older degree audits.
2) Create and administer a survey in CG100 courses during winter 2019 to collect student feedback.

ENROLLMENT SERVICES
POLICIES & PROCEDURES

Rogue Community College
REVISED 2018

Rogue Community College policies are established to assist students, staff and faculty understand and support a strong academic atmosphere for all. All Enrollment Services personnel are required to follow the Family Education Rights and Privacy Act, to adhere the ACCRAO Ethics and Practice principles located at https://www.aacrao.org/who-we-are/mission-vision-values/ethics-practice, RCC's Human Resources Code of Ethics board policy V.B.010, and RCC's Record Management Administrative Procedure 035, http://web.roguecc.edu/sites/web.roguecc.edu/files/Sites/GIAP/pdf/Records%20Management.pdf.

For more information about a specific policy or procedure, please contact Enrollment Services directly via Rogue Central on any campus.

The mission of the Enrollment Services Department is to provide centralized, efficient customer service and maintain accurate educational records with integrity, complying with federal, state and institutional regulations, so that students may successfully meet their educational goals.

In compliance with state and federal laws, Rogue Community College does not discriminate on the basis of race, religion, color, national origin, age, gender or disability in employment, or in any of its educational programs, or in the provision of benefits and services to student.

Admissions

•**Admission to Rogue Community College**

Board Policy VII.A.010

Consistent with the Mission of Rogue Community College and within budgetary limitations, an open door admission policy will ensure that students have the opportunity to pursue their educational goals through a range of credit, non-credit, and basic skills improvement programs.

Preference in admission to Rogue Community College shall be given to in-district applicants. Out-of-district applicants continuing at the college will be treated on an equal basis with in-district students. Priority in admission may be given to in-district students who have finished high school and/or are at least 18 years of age. Some programs may have restricted enrollment. Admission to such programs may be limited and have separate admission procedures.

Procedures

For credit classes, students are expected to select their profile and complete the online admissions application at http://www.roguecc.edu/Students/start.asp. Students can choose to create a generated social security number or to disclose their own. Students will receive a 7 digit student ID number, a student email address and access to myRogue online. Additional requirements exist for students under 18 years of age (ESD release required for enrollment and underage acceptance with admission granted upon documentation of home school completion), students over 65 years of age (Lifelong Learners) and for international students. Admission for new students stops three weeks prior to the first day of the term.

•**Lifelong Learners, Underage Enrollment, International Students**

Enrollment Services will process application paperwork for students under 18 years of age, students over 65 years of age (if desired) and for international students. After completing the online admission application, underage students who wish to attend courses on an RCC campus will complete the Underage Enrollment form and submit a Letter of Verification and/or a Release from Compulsory Education from the Educational Service District. Underage students who wish to earn college credit through their participation in CollegeNow courses on their high school campus should contact Educational Partnerships or their high school counseling department.

Lifelong Learners will notify their instructors of their intent to audit the course and then visit Rogue Central to make payment arrangements for the fees. Tuition is waived for up to 8 credits per term for Lifelong Learners.

International Students must complete the International Student Application and submit it to Enrollment Services directly. RCC is authorized under federal law to enroll non-immigrant students. All applicants must

be proficient in the English language with a Test of English as a Foreign Language (TOEFL) score of at least 490 on the paper based test, 167 on the computer based test or 58 on the internet based test.

Any registration paperwork should be scanned to the student's record. Student Management files can be updated for any information discrepancy with documentation through Rogue Central (e.g. social security cards for name changes).

•Determining Residence for Tuition
Board Policy VII.A.030

Permanent residence is defined as a person's home to which one intends to return after any absence, and/or in which one's dependents reside for an unlimited period of time. Students who establish permanent residence in the district will be charged out-of-district and/or out-of-state tuition for no more than one quarter. Residence of students will be determined by information required on the College registration form; e.g., legal address of parents or spouse, length of time residing in the college district, etc. Non-United States citizens must provide immigration documents for review by the dean of Student Services.

At the discretion of the Admissions office, documentation may be required to establish residence which may include but not be limited to bank/savings and loan/credit union account records from Oregon firms showing Oregon income taxes withheld and student financial aid documents.

In-District, Oregon Residence Students: Students who (1) have maintained permanent residence in Rogue Community College District and the State of Oregon for at least ninety continuous days immediately preceding the first instructional day of the term for which residency is in question, or (2) have extraordinary circumstances which include:

- Veterans enrolling within six months of separation or discharge from military service;

- Students enrolled in classes for which the college has contracted a specific amount rather than assessing individual student tuition;

- Students leaving the district for summer employment;

- Any student whose tuition is being paid by a business firm or organization whose address is in the Rogue Community College District.

Out-of-District, Oregon Resident Students: Students who list their parents' address as within Oregon, but outside the Rogue Community College District; and, who are currently being claimed as dependents by their parents for federal tax purposes. Non-dependent students who list their permanent address within Oregon but outside the district: the parents' residence and non-dependent student's residence must have been maintained for not less than ninety continuous days immediately preceding the first instructional day of the term for which residence is in question.

<u>Out-of-State Resident Students:</u> Students who list their parents' address as outside Oregon, and who are currently being claimed as dependents by their parents for federal income tax purposes. Non-dependent students who list their permanent residence as outside Oregon.

<u>International Students:</u> International students who attend the College on student visas will be charged international tuition for as long as they are enrolled.

Procedures
Rogue Central specialists will adjust Student Management records based on proper documentation of in-state residency as defined above or when the student has lived in-district for 90 days. Documentation does not need to be scanned to the student record. If adjusted during term, courses will need to be dropped and added to adjust student's account payable.

•Placement Exams
Board Policy VII.A.070

Students of Rogue Community College may be required to take placement examinations to be used in placing them in the appropriate courses as well as in counseling.

Procedures
Students can sign up for the placement test through their myRogue account online. Students may retest once prior to enrolling in the reading, writing, or math class into which you tested. You may opt for a full or partial retest. RCC currently uses Accuplacer testing on either the Riverside or Redwood campus (testing not available at Table Rock Campus). Students must present photo ID and their social security card at the time of testing. Scores are entered into student accounts and students are then cleared to register. Transfer transcripts may be submitted and evaluated by Student Records to waive the placement test if the student successfully completed math, reading and writing at the previous school or if the student has earned a Bachelor's degree. RCC tests can be proctored through another college for distance learning students by contacting the office of the Dean of Students.

Requesting Placement Test Score Report
Students will receive a copy of their placement test scores upon completion of the exam. Academic advisors will be able to view placement test results during advising sessions. Additional copies can be purchased for $15 each through Rogue Central.

•New Student Orientation
New Student Orientation is a mandatory information session intended to provide students with enough information to start strong at RCC, understand what to expect next, and know where to find answers to questions that come up along the way. Students will also see how to navigate the RCC website, check financial aid status, update personal information, and register for classes after completing the admissions process and placement test. The New Student Orientation is the next mandatory step before students can register for college classes after the placement test. Students will also be able to attend twice yearly "Welcome Days" to learn more about RCC.

Procedures

Students will sign up to attend New Student Orientation online through myRogue. Students without a high school diploma or GED may be referred to Adult Basic Skills courses, as they will not be eligible for financial aid. The Registration Labs are staffed with RCC staff and faculty members who can help answer some of your personal questions or refer you to the correct department for more personalized assistance. There will be computers available for you to conduct school business, check your financial aid status, and prepare for registration and/or register for classes. The Counseling Department and Career Services departments are the point of contact for New Student Orientation.

•Credit for Prior Learning/Challenge Courses

Board Policy VII.A.090

Currently enrolled students of Rogue Community College pursuing an approved program of study may be granted credits based on prior experience. A list of courses approved for this purpose and the method used to assess the challenge or credit will be maintained by the appropriate vice president or dean. Credits may be determined by one or a combination of the following methods:

Written Examination, Interview, Performance Examination, Portfolio Review, Transcript Evaluation (Military training, Industry certifications, Advanced Placement courses, etc.)

Credit for Prior Learning (CPL) is a process that students may use to demonstrate knowledge and/or skill in order to earn college credit for existing RCC classes by submitting descriptions, documents, tests, and other evidence of learning to department heads and/or faculty for assessment. CPL is based only on the assessment of documents; it is not a graded process. If students wish to receive a letter grade, they may apply for credit through the Credit by Examination process or register for the class.

1. Conforms to Standards of the Council for Adult and Experiential Learning (www.cael.org), including:
   a. Credit should be awarded only for learning, not for experience.
   b. College credit should be awarded only for college-level learning.*
   c. Credit should be awarded only for learning that has a balance, appropriate to the subject, between theory and practical application.
   d. The determination of competence levels and of credit awards must be made by appropriate subject matter and academic experts.
2. Credits awarded course-by-course, not in blocks.
3. Departments/programs decide if they will grant prior learning credits for their courses.
4. May require that students enroll in CPL120 a course that guides students through the process of preparing portfolios for departments to use in assessing learning. Students who enroll in CPL120 receive a CPL Student Handbook to help guide them through the process.
5. Timeline: Students have six (6) months to complete the minimum requirements for a grade in CPL120 and another six (6) months to complete their portfolios.
6. Students must complete at least twelve (12) non-CPL hours at RCC and be enrolled in at least three (3) credit hours, excluding Credit by Examination, at the time they apply for CPL. Exceptions may be made for certain students.
7. RCC only grants CPL credits for specific courses that are **within the college catalog**.

8. Departments may exempt courses from the CPL process.
9. CPL credits may constitute no more than 25 percent of the credits required for a degree or certificate.
10. Regular academic policies apply.
11. Students may not use CPL credits to acquire full-time status or to meet eligibility requirements for any other purpose.
12. If a student receives CPL credit for a course, it will appear on the transcript as a grade of "P" or "Pass." CPL will be noted. This will indicate student documented "C" or better level of work.
13. Students who are denied CPL credit may apply a second time only if there is a significant change in documentation or qualifications. An additional fee may be assessed.
14. Students who intend to transfer CPL credits to a four-year institution should check that institution's policies toward grades of "Pass" (P) and acceptance of CPL credit.
15. If CPL has unique characteristics to certain student populations, the appropriate department will establish procedures for CPL in line with the existing RCC policy.

* College-level learning assumes those courses with prerequisite reading, writing, and math levels that are above RD90, WR90 and MTH20.

Note: If a department examines a student's documents and finds them inadequate, it may either deny the request to grant the credit, or require that the student be tested or bring in additional documentation in order to verify the level of skill and/or knowledge.

Procedures

Students need to submit sealed, official transcripts of their prior learning to Student Records for evaluation. CPL credits do not count toward the minimum number of credits that the college requires be completed at RCC toward certificate and degree requirements. Any exceptions to this policy must be approved by the appropriate department chair and the college's chief academic officer. Students will need to contact the department chair to determine if Challenge Courses or Credit for Prior Learning is an option. Challenge Courses will be authorized and proctored by the department chair and with credits transcripted by student records after successful completion of the course. Fees for prior learning credit are $10 per credit.

Military credit is granted based on the guidance of the American Council on Education's "Guide to the Evaluation of Educational Experiences in the Armed Forces." Three credits of Health and Physical Education is granted for Basic Training. Students must submit an official military transcript to earn this credit.

• **Transfer Credit Practices**
RCC accepts 100 level and higher college courses from regionally accredited colleges when they meet the following transfer credit acceptance criteria:

1. Graded C- or better

2. Apply to an RCC program

3. Have credit/contact hours, curriculum and outcomes that are equivalent to courses offered at RCC, are graded on a similar basis and taught by qualified professionals or

4. Meet the above criteria or are otherwise deemed appropriate substitutions for RCC courses

5. Courses from non-accredited institutions must meet the criteria listed above to be considered for transfer acceptance.

6. College-level courses taken in countries other than the United States are first evaluated by an international academic evaluation agency, and then compared to RCC's transfer credit acceptance criteria. A list of several of these agencies can be found online in the International Admission Application packet.

Procedures
Student Records will evaluate transfer transcripts if they are official (sealed), after all official transcript have been received. Evaluations are completed within 6-8 weeks and students are notified of the results via email. Results can be viewed indefinitely through Degree Audit on myRogue. Student Records may request course descriptions for courses completed prior to 1992. The practices outlined in AACRAO's a Guide to Best Practices: Awarding Transfer and Prior Learning Credit are used to evaluation and award Transcript and Credit for Prior Learning.

•Degrees, Certificates and Diplomas
Board Policy VII.A.080

The Certificates of Completion, Associate of Science, Associate of Science/Oregon Transfer, Associate of Arts/Oregon Transfer, Associate of Applied Science, and Associate of General Studies degrees shall be awarded upon satisfactory completion of an established course of study approved by the Board of Education of Rogue Community College.

To accommodate those students who have a strong need for a program leading to a specific occupational competence; but those who, for various reasons, do not enroll in a regular degree program, the administration may organize a certificate, diploma, or short-term training program of fewer than the number of units required for an associate degree. A certificate or diploma will be awarded to those who satisfy the requirements. Standards of instruction in such programs will be comparable to those in other programs at the college.

Procedures
Students who are within two terms of completing their program should complete the online Graduation Application. Applications take four to six weeks to process. Participation in Commencement ceremonies are optional. Student Records will evaluate all attempted credits against the student's declared major and transfer transcripts (if applicable) to determine if the student will complete their program and be eligible to receive a diploma.

At the end of each term all applicants with an expected completion date of that term have a final review performed by the Student Records Specialists. If all program requirements have been successfully completed and your account is paid in full, your diploma will be mailed from Jostens to your address of record approximately six to eight weeks after the term ends. If you have not successfully completed all requirements you will be sent an email which informs you what courses you still have remaining. Students should verify that RCC has their correct email and mailing address via myRogue.

Enrollment

•**Registration**
Registration priority is based on the number of credits earned at RCC. This does not include courses graded F, W, AU, NP, Z or I, or courses taken at another college. A new student is a student who has earned no credits at RCC. Class sizes are limited. Students will need registration clearance from an academic advisor prior to registration day. All otherwise eligible students may register on any scheduled registration day or time after their specific day. Students must have valid placement test on file or placement test waiver prior to registration.

Students should register online through myRogue. Registrations for credit classes received by mail are processed after priority registration. Because these registrations are processed last, many credit classes may be full. Changes to the schedule of courses may occur without notice after students have registered.

Students with physical limitations or certain disability conditions may need a special registration time, and should contact Disability Services for an appointment to receive special registration authorization.

Student financial accounts must be in good standing with no outstanding balances before they will be allowed to register for future credit, non-credit or community education courses.

Procedures
Rogue Central, Enrollment Services and Student Records are available to assist students in determining eligibility for registration. Academic advisors are available to establish program plans and a course of study, as well as a term schedule prior to the registration deadline.

Priority Registration
Priority registration is reserved for Veteran, Active Duty or Qualified Dependent of Veteran students who are actively receiving educational benefits through the Veterans Administration and for students with 80+ earned credits through RCC.
Veterans with questions about their eligibility should contact the Veterans Administration Coordinator on campus.

Waitlisted Registration
Students are allowed to register for the waitlist if a selected course is full. Waitlists are moved daily to ensure that in the event of registered students dropping a course, the next in line will take the seat. Students will be notified via email of a change to their schedule at this time. Waitlists are built on a first-come basis and do have a limit. If a student is added to the course, they will be charged tuition and fees for the class at that time. Waitlisted students are not guaranteed a seat in a class, and permission is at the discretion of the instructor. The waitlist will remain in place until the first Friday of the term. Students who are not yet fully registered for the course have lost their place in the class at this time unless they can obtain the permission code from the instructor.

Permission Codes
At the discretion of the instructor, permission codes can be given to waitlisted students (or non-waitlisted students) to add the course via myRogue. Students must use the four letter permission code on myRogue

to properly register for a course prior to the add/drop deadline (2nd Wednesday of the term). Students are encouraged to print a new schedule to ensure the registration was accepted.

Permission codes obtained after the add/drop deadline can be used at Rogue Central for manual registration and are subject to late registration fees. Students who obtain a permission code from a source other than the instructor will be removed from the class and subject to disciplinary action.

•Drop vs. Withdrawal

Classes may be dropped through myRogue on the RCC website during registration periods through the first week of term. Students who officially drop a course by 11:59 pm on the drop deadline receive a full refund. There is no notation of the class on a transcript. Prior to the 12/13 academic year, the drop deadline was 5 pm.

Beginning on the second Thursday of the term through the eighth Friday of fall, winter and spring terms (fifth Friday of summer term) students may withdraw online or contact Rogue Central. There is no refund for a withdrawal and a grade of W is noted on a transcript. The date the student withdraws online or notifies Rogue Central of their intent to withdraw is the official last date of attendance. The official drop and withdrawal dates are date stamped in the college Student Information System (accessible by Financial Aid and Enrollment Services staff).

Students who stop attending **but do not officially drop, withdraw or notify Rogue Central** receive the grade that they earned based on syllabus requirements. If that grade is F, Incomplete, NP, or Z, the instructor must enter the last date of attendance on the online grade roster (updated spring term of 13/14 to include last date of attendance for reported F grades, and summer term of 14/15 to include NP grades). Students who notify Rogue Central of their intent to drop or withdrawal from a course will have their registration adjusted with a Rogue Central Specialist and their file noted accordingly.

Credit class refund and withdraw deadlines

Class length	Last day for 100% refund, nothing on transcript	*Last day to withdraw, no refund, W grade on transcript
Regular term length classes	Wednesday of week two	Friday of week 8; summer term on Thursday of week 5
One-day classes	One day prior to class meeting	First day of class
One week classes*	The day of the first class meeting	The day of the last class meeting
Two-week classes**	The day of the first class meeting	One day before last class meeting
Three-week classes or longer***	The day of the first class meeting	One day before last class meeting

•Late Registration

After the second week of the term, if a student has not accurately registered and paid for courses by payment deadline, late registration fees apply per course. Students are subject to late payment fees (5% of tuition and fees after 2nd Friday of the term, an additional $15 after the 2nd payment deadline of the term, and an additional $15 after the final payment deadline of the term (total of $30 + the 5% penalty for non-payment) in addition to standard tuition and fees for the term. Each course also incurs a $15 late registration fee at the time of processing (not subject to 5% penalty for non-payment). Payment is due in full at the time of registration.

Adjusting Section Registration

Students who would like to switch course sections midterm (due to scheduling conflicts, instructor difficulties, etc.) need to speak directly with both instructors regarding the course change. Once both instructors have agreed, the student will bring permission from the new instructor to Rogue Central for a schedule adjustment. Late registration fees will not apply, but students switching from an online section to an in-person section will not receive a refund for the $10/credit distance learning fee. Additionally, instructor of online section will need to confirm submitted classwork is downloaded from Blackboard to ensure student grade is accurate in new course.

Procedures
Registration must be completed in person at Rogue Central with the permission code or written permission from the instructor's email address of record. Rogue Central will require the student signature to document the registration request was made by the student. Rogue Central will apply 5% penalty for non-payment to account, then apply $15 late registration fee for each course. Additional late payment fees ($15 each, not to exceed $30) may apply.

After adjusting the registration, Rogue Central will apply a manual charge of $10/credit for students who switch from online course section to an in-person course section.

•Attendance
Board Policy VII.A.060

A student of Rogue Community College is expected to be in attendance at all times in classes and laboratories unless there is a good reason for absence.

Instructors track student attendance during the first week of term to report for the Administrative Drop. Instructors are not required to track attendance throughout the rest of the term unless the instructor chooses to grade based on in class participation.

Definition of Last Date of Attendance
In a seat class, the last date of attendance is the last day the student physically attended a class where there is opportunity for direct interaction with the instructor.

In an online class, the last date of attendance is the last day that a student engaged in academically related activity such as submitting an assignment or a test. It is *not* the last date the student logged on, but did not submit assigned work.

•Administrative Drop
Board Policy VII.A.110

To assure maximum use of available class seats, instructors of Rogue Community College will administratively drop students who do not attend class during the first week of the term. This procedure applies only to credit classes and is effective beginning Summer Term 1996.

For credit classes, students must attend at least 50 percent of the class/lab meetings during the first week of the quarter or they will be administratively dropped from the class by the instructor.

Students unable to attend class during the first week or first class must contact the instructor prior to the class meeting if they wish to avoid being administratively dropped from that class.

Students administratively dropped from a class or classes by these procedures will receive a refund of tuition and fees according to college policy. The refund will be based on a drop date during the first week of the term. Students dropped from classes will receive notice of their enrollment status.

When a student registers for a class or classes the student becomes financially responsible for the tuition and fees. Lack of approved financial aid or failure of an agency to provide funding does not relieve the student of this financial obligation. Students with an outstanding balance for the current term may be dropped from future registration at the end of the 11th week (typically between summer and fall).

NOTE: This procedure does not relieve students of the responsibility to drop. Students need to officially drop or withdraw from classes that begin at irregular intervals.

Procedures
Enrollment Services will receive attendance reports from all faculty members by the end of the 2nd Monday of term. Students will be administratively dropped from their courses and can obtain the permission code by the add/drop deadline in order to register again for the course.

•**Student Body Cards**
Students are eligible to receive a Student Body Card with their photo printed on the card from Student Services. Each term, students can receive updated term stickers documenting their status as a currently enrolled student as well, which will entitle them to access the RCC library as well as other student resources (including discounted bus passes in Jackson County). To be eligible for a current term sticker, the student must be registered in the current term. The cards allow students access to check materials out from the RCC Library, purchase Jackson/Josephine County bus passes at a discounted rate each term and access campus computer labs. The name on the card must match the student's record at RCC.

Tuition & Fees

•**Tuition & Fees**
Board policy VII.A.020

As part of the budgeting process, the Board of Education of Rogue Community College will set the tuition rate for each ensuing year. Fees may be established as required to cover the cost in programs that consume a disproportionate amount of supplies or in which high cost facilities or equipment must be used. The fee schedule will be as simple as possible.

Current tuition and fee rates are posted on the Rogue Community College website. Each course is assessed a technology fee (per credit) and total credit load per term is assessed a college services fee. Both are non-negotiable. Distance learning fees are assessed (per credit) for online courses. Additional fees may be assessed on delinquent accounts.

•**Payment Deadline**
Student accounts not paid in full prior to the 2nd Friday of the term (initial payment deadline) will be assessed a 5% or $5 penalty for non-payment, whichever is greater. Students have two additional payment deadlines throughout the term (6th Friday and 10th Friday of the term) by which to pay outstanding balances in full, with unpaid accounts incurring one additional $15 late fee per deadline. Payments can be made online through myRogue or in full via check/money order in payment drop boxes. Cash payments should be made in person at Rogue Central before 5 p.m.

   Payment Methods
   Students can submit payment by check, money order, cash, credit/debit card, agency vouchers, staff waivers, or buy-one, get-one free RCC tuition waivers. **Agency vouchers** will typically be processed through the Business Office, located on the Redwood campus. **Staff waivers** must be authorized by Human Resources prior to submission at Rogue Central. Staff members are responsible for all fees and any non-covered tuition. **Scholarships** are processed directly through the financial aid office.

•**Deferred Tuition**
Board policy VII.A.130 – Updated 12/16/14

The Rogue Community College credit line policy is open to students who are enrolled in a minimum of 4 credit hours per term. The credit line policy enables students to split their current tuition charges into three payments. The student will be charged a $25 non-refundable administrative service fee. The first payment is a minimum of $ 75, which consists of $50 of the current tuition charges and the $25 administrative fee. The next two payments consist of tuition and any late fees assessed. Any delinquent accounts will be charged a $15 late fee per month, with a maximum of $30.00 per term. Interest rates will not be charged on monthly balances.

Although accounts are not delinquent when priority registration begins, only those who have paid in full may register for a future term.

Procedures

Installment contracts must be signed either digitally through myRogue or in person by the student only. A copy of the signed contract will be scanned into the permanent student record for documentation purposes. Students will receive a copy of the payment deadlines, balances due and the terms of the contract. Rogue Central staff will confirm social security number on file is valid and if necessary, update the student's record with appropriate documentation.

Outstanding Balances

Student accounts with outstanding balances owed are subject to registration holds, transcript holds, drop from future terms of registration, and additional late charges.

•Collections

Students with outstanding balances owed 60 days after the end of the term will be sent a 30-day warning notice that the balance owed will be submitted to collections. Students are responsible for all collections costs. Collection agencies will pursue all means of collecting the amount due including, but not limited to, garnishing tax refunds, litigation and garnishment of wages. Payment plans can be arranged with the collection agency directly. Students in collections will be unable to return to classes, view transcripts, or meet with advisors until the balance is paid in full. Rogue Community College contracts with Southern Oregon Credit Service.

•Tuition Refunds

Rogue Community College is partnering with Bank Mobile, a financial services company that specializes in getting college students their refunds fast. Bank Mobile provides higher education institutions and their students with efficient, convenient and easy-to-use solutions to handle financial disbursements. Refunds of excess funds/financial aid will go to Bank Mobile directly if the student has a Bank Mobile account. If a student does not have a Bank Mobile account set up, refunds will go out via paper check (if student paid with cash, check or debit card). Payments made with credit card will refund directly to the card.

Through our partnership with Bank Mobile, RCC will deliver refunds to students directly to Bank Mobile. Bank Mobile offers student three refund options: instant access through the Bank Mobile Vibe account, receiving a mailed refund check, or transferring the refund to a private bank account via ACH. The latter two will result in a delay of 3-7 business days (while your refund is transferred) before funds are accessible.

If the college cancels a class, students are entitled to a full refund of tuition and fees. If students withdraw or drop from a class or classes, a 100% refund for tuition and fees is allowed in certain circumstances.

Regular college credit classes must be dropped by the second Wednesday of the term at midnight. Tuition is refunded in full when you drop a class. Community education classes must be dropped within 48 hours after the first class session to be eligible for a full refund. Business Development classes must be dropped at least two working days before the first class session to be eligible for a full refund. One-day workshops must be dropped before the workshop begins to be eligible for a full refund.

There are no refunds allowed beyond these deadlines.

Students who feel they have circumstances such as a medical emergency that warrants an exception to the policy may appeal in writing to the Director of Enrollment via the Student Record Appeal process. Tuition refunds are based on the date students Drop rather than the last day class was attended.

•Refund Schedule

Student refunds are processed exclusively through Bank Mobile (unless no account has ever been initiated by Rogue Community College on behalf of the student). Tuition, fees, and authorized non-institutional charges on each student account are deducted from the term's financial aid before excess proceeds are disbursed to the student on the 2nd Friday of the term (exceptions include: First-Time loan borrowers, who will not have access to loan funding until 30 days into the term and summer term when RCC will refund the second Thursday since the college is closed on Fridays). Disbursements of excess proceeds are processed from RCC's Office of Budget and Finance on Tuesdays and Thursdays starting the 14th day of the term. Disbursements of excess funds are not issued immediately following a term during which time academic progress is being evaluated.

A delay in access to funding may result if financial aid applications are not completed prior to the start of the term. It is the responsibility of the student to ensure all requested documentation is completed in a timely manner to ensure aid is in place.

Financial Aid

•Advising

Rogue Central Specialists are the point of contact for students who wish to access federal TitleIV funding while attending RCC. Students will be advised to first complete the Free Application for Federal Student Aid (FAFSA) online. Once the FAFSA is on file with RCC, students may have forms to submit to Rogue Central to continue processing their financial aid application for both grant and loan eligibility. Federal TitleIV eligibility must be exhausted before alternative loans will be processed (in most circumstances). Students will be encouraged to pursue all forms of aid available (grants, scholarships, waivers, etc.) before applying for federal student loans. All communication with students will be dated and noted in a student's file immediately preceding the conversation with the student and will become part of the students educational record.

In Person Loan Counseling

First time student loan borrowers (student with less than 36 program credits who have never borrowed a Federal student loan) are required to complete an In Person Loan Counseling session, taught by either the Financial Aid assistant or Rogue Central staff, in conjunction with Entrance Counseling through the Federal Student Loans website. This course reviews the rights and responsibilities of student loan borrowers, how to borrow/budget wisely, how to determine how much you need to borrow and if you'll be able to afford the loan payments when done with school, repayment plans and how/when to contact the loan servicer.

•Satisfactory Academic Progress

Students are required to maintain Satisfactory Academic Progress (as defined by the Financial Aid Office) each term in order to remain eligible for future TitleIV financial aid (this includes state and federal funding). Academic Progress is monitored each term after grades have posted. Students must complete 2/3 of their attempted credits each term and maintain a cumulative GPA of 2.0 or higher to remain eligible for financial aid. Term credit completion is also tracked over the duration of the student's enrollment as a percentage known as PACE. Students must complete 66.67% of their attempted courses once their net attempted credits are equivalent to half of their program length or access to financial aid will be suspended.

Students who do not maintain Satisfactory Academic Progress will be advised of their responsibility to either pay out of pocket for program credits to reinstate their eligibility or of their opportunity to appeal the suspension of TitleIV financial aid. Rogue Central Specialists will advise students of their options, referring students to the appropriate departments on campus to acquire support to stay in school or to gather documentation for an appeal. Rogue Central Specialists will assist students in determining whether a financial aid appeal or a Student Record Appeal is their best option. Rogue Central will not assist students in completing appeal documentation. There is no guarantee a financial aid appeal will be approved and if denied, the student will be responsible for future enrollment costs accrued.

•Required Documentation

Students will be required to physically sign any and all documentation submitted. Forms and documentation may include, but are not limited to, tax return transcripts (TRT), tax filing verification, W2s, court

documentation regarding dependency status, official transcripts, social security card, photo identification, proof of high school completion status, untaxed income verification, military status, etc.

Procedures

Documentation is scanned and saved to the student's permanent record and either returned to the student or shredded. Before returning to the student or shredding, make sure the document is completely legible and all pages scanned. Documentation can be submitted in person, via mail, email, or fax. Notes are made in the students file on what was scanned and discussed with the student. Documents received are date tracked in the financial aid program and in-boxed (via EIB) to the Financial Aid Specialist to review. Students are responsible for confirming documentation not submitted in person is received and accurate, as incomplete or inaccurate documentation may result in a delay to the student's award letter. Documentation will be reviewed for completeness and accuracy at the time of submission, with Rogue Central Specialists asking for written statements to clarify, as needed. When selected for Verification, students (and parents, as applicable) tax filing status will be compared against FAFSA information on the ISIR, W2's will be reviewed and verified that they are for the correct tax filing year. Verification Worksheets (VW) will be reviewed to ensure it is filled out completely and correctly. If Household Size (HHS) contains someone other than a spouse or legal dependent, the student will be provided the applicable non-traditional HHS questions (usually on a form). Students are encouraged to contact Rogue Central directly with questions or concerns regarding their application.

Processing

TitleIV financial aid is only awarded to students who have completed a FAFSA application for the current academic year and who submit the required documentation before the established term deadlines (see published academic calendar). When documents are submitted or a student inquires on the status of their financial aid, Rogue Central Specialist will review: ISIR comments, admission status, high school completion (or equivalent), the students major, registration history and invoice and inform the student whether they meet Satisfactory Academic Progress eligibility requirements to receive aid and/or let the student know of any additional documents to submit, such as appeal forms, Title IV eligibility letters, Official Degree Audits, etc. The specialist will also review the applicable time lines and make accurate, complete notes of the conversations with the students. Rogue Central Specialists are responsible for ensuring financial aid forms are complete and accurate to the best of their ability and the knowledge of the student.

FAFSA applications are processed by Financial Aid Specialists employed through RCC. Rogue Central does not process financial aid applications, but will contact a Financial Aid Specialist if there are questions regarding a student's FAFSA application, award letter, student loan status or repayment concerns.

Students requiring assistance in completion of the FAFSA can contact TRiO EOC Services on any campus.

•Bank Mobile Refunds (Bank Mobile Vibe cards)

RCC contracts with Bank Mobile to process and return all outstanding refund balances to students within a timely manner. Each term, refunds are submitted to Bank Mobile on the 2nd Friday (Thursday in summer term) of the term. Subsequent refunds from the business office are processed twice a week during the term, with no refunds during the week after term ends.

Rogue Central can assist students with expedited Bank Mobile identity verification if user process fails, verify Bank Mobile received a refund transfer on behalf of the student, confirm a student's refund preference, and order a new Bank Mobile "Instant Personal Code" if the account has never been activated by the student. If a student has activated their account via the personal code, this is now a private bank account that Rogue Central staff will be unable to manage. RCC staff cannot view the account balance of a student's Bank Mobile refund account. RCC does not maintain any personal banking information or access personal banking information for students.

Former RCC or transfer students may already have a Bank Mobile account and should contact Bank Mobile directly to request an account status or to take steps necessary to reactivate the account. If issues arise with students re-accessing their previous accounts (due to change in demographics, etc…), Rogue Central Specialists have access to Bank Mobile Admin Support by phone and should help the student by calling Admin Support for assistance, if such issues arise.

Student Records

•**FERPA (Family Educational Rights and Privacy Act of 1974)**

FERPA deals specifically with the education records of students, affording them certain rights with respect to those records. For purposes of definition, education records are those records which are:

- Directly related to a student **and** maintained by an institution or a party acting for the institution.

FERPA gives students who reach the age of 18 or who attend a post-secondary institution the right to inspect and review their own education records. Furthermore, students have other rights, including the right to request amendment of records and to have some control over the disclosure of personally identifiable information from these records.

FERPA applies to the education records of persons who are or have been in attendance in post-secondary institutions, including students in cooperative and correspondence study programs. FERPA does not apply to records of applicants for admission who are denied acceptance or, if accepted, do not attend an institution. Furthermore, rights are not given by FERPA to students enrolled in one component of an institution who seek to be admitted in another component of an institution.

Procedures

Maintaining confidentiality of student records is the responsibility of everyone at Rogue Community College with access to student records, including faculty, staff, and student workers. RCC will make every effort to ensure student record information is protected at all times. Staff have the right to request photo identification of individuals, signature confirmation and to deny information to anyone without a legitimate educational interest or "need to know" regarding a student.

Student Rights Under FERPA

Students and former students have rights to inspect and review their education records.

Students must be able to inspect and review their education records within a maximum of 45 days after they request to do so. The right of inspection and review includes:

- The right to an explanation and interpretation of the record.

- The right to a copy of the education records when failure to provide a copy of the record would effectively prevent the student from inspecting and reviewing the record.

Some limitations exist on students' right to inspect and review their education records, including:

- Financial information submitted by parents.

- Confidential letters and recommendations placed in their files prior to January 1, 1975.

- Confidential letters and recommendations placed in their files after January 1, 1975, to which the student has waived his or her right to inspect and review and that are related to the students' admission, application for employment or job placement, or receipt of honors.

- Education records containing information about more than one student.

Definition of Education Records

Those records directly related to a student and maintained by the institution or by a party acting for the institution are considered education records. The term "education records" does not include the following:

- Records of instructional, supervisory, administrative, and certain educational personnel which are in the sole possession of the maker thereof, and are not accessible or revealed to any other individual except a substitute who performs on a temporary basis (as defined in the institutional personnel policy) the duties of the individual who made the records.

- Records maintained by a law enforcement unit of the educational agency or institution that were created by that law enforcement unit for the purpose of law enforcement.

- Records relating to individuals who are employed by the institution, which are made and maintained in the normal course of business, relate exclusively to individuals in their capacity as employees, and are not available for use for any other purpose.

- Records created or received after an individual is no longer a student: ex-alumni records or activities.

- Records relating to a student which are:

- Created or maintained by a physician, psychiatrist, psychologist, or other recognized professional or paraprofessional, acting in his/her professional capacity or assisting in a paraprofessional capacity.

- Used solely in connection with the provision of treatment to the student.

- Not disclosed to anyone other than individuals providing such treatment.

Definition of Legitimate Educational Interest

It means the demonstrated need to know by those officials of an institution who act in the student's educational interest, including faculty, administration, student employees, clerical and professional employees, and other persons who manage student records information. Any school official who needs information about a student in the course of performing instructional, supervisory, advisory, or administrative duties for Rogue Community College has a legitimate educational interest.

FERPA Exemptions to Privacy: Directory Information

Provisions of FERPA allow the institution to define directory information, that is, information which is public. Rogue Community College determined that the following student information is directory information: names; mailing addresses; telephone numbers; e-mail address, academic credit information, photograph, student user ID; dates of attendance; registration status; major field of study; awards, honors,

degree(s) conferred and dates received; past and present participation in officially recognized sports and activities; previous educational institutions attended.

Although directory information is considered public, Rogue Community College does not release directory information for the purpose of soliciting students. See the Exceptions to Student Consent below.

Students May Request Nondisclosure of Directory Information

Enrolled students may withhold disclosure of directory information under FERPA. This is called directory exemption. Upon designating this status on their academic records, no information can be released to the general public, including phone requests from financial lenders, employers or insurance companies for verification of terms of enrollment, verification of their presence on campus, nor any address or telephone information. Directory exemption will prevent the release of directory information.

NOTE: Under the Solomon Amendment of 1997, military recruiters are guaranteed access to directory information for all students except those with privacy designated on their records.

For anyone calling for a student who has a privacy notation noted on the record, the following statement should be spoken:

"I have no information on this individual."

A directory exemption does not prevent a school from identifying a student by name or from disclosing an electronic identifier or institutional e-mail address in the classroom. Directory exemption does not prevent Rogue Community College from requiring students to wear or present a student body card.

Exceptions to Student Consent for Release of Educational Records

FERPA allows the institution the right to disclose student records or identifiable information without the student's consent under the following circumstances:

- To authorized representatives for audit of Federal or State supported programs.

- To college employees who are in the process of carrying out their specifically assigned educational or administrative responsibilities acting in the student's educational interest.

- Veteran's Administration officials

- Officials of other institutions in which a student seeks or intends to enroll on the condition that the issuing institution makes a reasonable attempt to inform the student of the disclosure unless the student initiates the transfer.

- Persons or organizations providing financial aid to students.

- Organizations conducting studies for, or on behalf of, educational agencies or institutions to develop, validate, and administer predictive tests, to administer student aid programs or to improve instruction, provided that individual identity of students is not made.

- Accrediting organizations carrying out their accrediting functions.

- Parents of a student who have established that student's status as a dependent according to Internal Revenue Code of 1954, Section 152.

- Persons in compliance with a judicial order or a lawfully issued subpoena, provided that the institution makes a reasonable attempt to notify the student in advance of compliance. NOTE: The institution is not required to notify the student if a federal grand jury subpoena, or any other subpoena issued for a law enforcement purpose, orders the institution not to disclose the existence or contents of the subpoena.

- Persons in an emergency, if the knowledge of information, in fact, is necessary to protect the health or safety of students or other persons.

- An alleged victim of any crime of violence of the results of any institutional disciplinary proceeding against the alleged perpetrator. The information may only be given in respect to the crime committed.

- Schools may disclose personally identifiable information from education records to an outside contractor or volunteer without prior written student consent if the outside contractor or volunteer is a "party acting for" the institution and is performing a service which the institution would otherwise have to perform for itself (as in the case of the National Student Loan Clearinghouse for loan verification or Credentials, Inc.).

- As a service to students, Rogue Central Services will forward written messages to a student's current home address. This service does not include notices or information to groups of students.

Release of Disciplinary Information

Provisions of the Family Educational Rights and Privacy Act of 1974, as amended by the Higher Education Amendments of 1998, govern access to a student's disciplinary file. The student and/or those college officials who demonstrate a legitimate educational need for disciplinary information may have access to the student's disciplinary file. Parent(s), who provide proof that a student is a dependent as defined in Section 152 of the Internal Revenue Code of 1954, i.e. a copy of the last federal income tax return listing the student as a dependent, can have access to the student's disciplinary file without written consent of the student. In this case, parents may also have access to a disciplinary file, even if the student has requested otherwise.

In addition, parent(s) may be notified if a student under 21 years of age is found responsible for a violation involving use or possession of alcohol and drugs.

The Campus Security Act permits higher education institutions to disclose to alleged victims of any crime of violence (murder, robbery, aggravated assault, rape, burglary, motor vehicle theft) the results of the conduct proceedings conducted by the institution against an alleged perpetrator with respect to such crime. The Campus Security Act also requires that both accused and the accuser be informed of campus conduct proceedings involving a sexual assault.

Additionally, the Higher Education Amendments of 1998 permit disclosure of the final results of disciplinary cases in which a student has been found responsible for a violation involving violence or for a sex offense.

Challenge of the Contents of Education Records

Institutions must provide students with an opportunity to challenge and amend the contents of their education records which the students consider to be inaccurate, misleading, or otherwise in violation of their privacy or other rights. Officials who receive challenge requests must decide within a reasonable period of time whether corrective action consistent with the student's request will be taken. The student must be notified of the decision. If the decision is in agreement with the student's request, the appropriate record(s) must be amended. A student who is not provided full relief sought by his/her challenge must be informed by the appropriate official, in writing, of the decision and his/her right to a formal hearing on the matter.

Parental Access to Children's Education Records

At the post-secondary level, parents have no inherent rights to inspect a student's education records. The right to inspect is limited solely to the student. Records may be released to the parents only under the following circumstances:

- Through the written consent of the student,

- In compliance with a subpoena,

- By submission of evidence that the parents declared the student as a dependent on their most recent Federal Income Tax form (IRS Code of 1954, Section 152). In the case of a dependent student, information may be exchanged without the written consent of the student for the sole purpose of completing a student's financial aid application or the payment of tuition and fees.

Posting of Grades by Faculty

The public posting of grades either by name or social security number is a violation of FERPA, whether done via paper source or online. Instructors who post grades should use a system that ensures FERPA requirements are met. This can be done using code words, randomly assigned numbers, or RCC's ID roster. The ID roster for each class section uses only the last four digits of a student's RCC ID (not SSN) and lists the students randomly, not in the order of alphabetized last names.

Students' Rights after Ceasing Attendance or Graduating

Students who have ceased attendance or have graduated from an institution of higher education have basically the same FERPA rights as students currently attending the Rogue Community College, including the right to:

- Inspect their education records

- Have a hearing to amend an education record, and

- Have their education privacy protected by the institution.

Once students leave the college **they do not have the right to request a privacy code** (non-disclosure) be placed on their records.

References for Students by Faculty

FERPA's prohibition on disclosure of personally identifiable information from an education record of a student applies to any kind of non-directory information (e.g., performance in class, grades, attitude, motivation, abilities, background) conveyed in writing, in person, or over the telephone to third parties.

Recommendation information is usually conveyed by faculty members at the informal request of the student and is usually positive. To meet FERPA requirements, the better practice is for the faculty member to receive a completed Letter of Recommendation Request from the student before providing the information. Rogue Central will archive the completed request for the faculty member.

Written Consent

The College may release a student's academic records to their parents, a prospective employer, insurance companies, etc., only after receiving a completed *Academic & Behavior FERPA Release form*. In compliance with FERPA, this form includes the following information:

- It must specify the records to be released (transcripts, etc.), and

- state the purpose of the disclosure, and

- identify the party or class of parties to whom disclosure may be made, and

- be signed and dated by the student.

Disposal of Student Educational Records

Information about individuals should be retained only so long as it is valid and useful. Those responsible for academic information have an obligation to destroy information when conditions under which it was collected no longer prevail. Any document containing personally identifiable information must be disposed of properly through some means of confidential disposal.

These are interpretive guidelines only. For further detail or specific questions, please call Enrollment Services 956-7176.

•Grading System
Board policy VII.A.100

Rogue Community College grades given in each credit course are to be recorded on the student's permanent record. Definition of grades shall be developed by the faculty and approved by the dean of Student Services.

The quality of student work in most core program courses is measured by a system of grades consisting of five letter grades which are used in calculating grade point average. Instructors may assign a plus or minus to grades A, B, C, or D. Plus and minus do not calculate into grade point average.

A (Superior) 4 points
B (Above average) 3 points
C (Average) 2 points

D (Below average) 1 point
F (No credit) 0 points

Note:
A "D" grade will not satisfy prerequisite or program requirements.

Pass ("P") or No Pass ("NP") is used for most academic skills development classes. A "P" grade indicates the student earned a "C" or better.

Other Grades

- Audit ("AU") is an enrollment status which allows you to take classes but not receive credit or a grade. Contact Rogue Central Services to request an Audit. (Financial aid will not pay for audits.)

- Pending ("Y") is used to indicate a grade has not been received from an instructor.

- Incomplete ("I") is assigned when you have completed at least 75 percent of the coursework but a prolonged excusable absence causes inability to finish the course by the end of the term.

- Withdrawal ("W") is assigned when you withdraw from a class after the second Wednesday of the term. Grades of "W" are not included in GPA calculations.

- "Z" indicates no basis for grade (e.g., you do not attend beyond the first third of the scheduled class meetings). If you attend beyond the first third of the scheduled class meetings a grade for the class other than "Z" must be assigned.

Report Cards
End of term grades are available online by Wednesday of the week following the end of the term.

Auditing a Course
Students who wish to attend a course but not receive credit or a grade (or have attendance tracked) are able to do so. The cost of the tuition and fees is the same as credit courses. Students must request the auditing status either in person at Rogue Central or in writing at RCS@roguecc.edu. Audited courses cannot satisfy a degree requirement. Once an audit is requested, it cannot be reversed.

Procedures
Rogue Central staff will confirm financial aid is not paying for the course and adjust student registration accordingly through Student Management. Documentation of the auditing request will be scanned to the student record for documentation purposes.

Repeat Courses
A student may request that a previous lower grade (defined by grade points) or grades for a course repeated at RCC be excluded from their grade point average calculation (GPA_. Only B, C, D, and F grades can be excluded. Requests to exclude Z, W, I, NP, or AU grades will not be processed. Grades earned at another college/university cannot replace a grade for a class taken at RCC. Previous lower grade(s) will be have an "R" displayed next to the original grade and the course will remain on your RCC transcript. "R"

courses do not count towards your cumulative completed credits at RCC and are not calculated into your GPA. If a student retakes a course and earns a lower grade the second time, the second grade earned cannot be notated with an "R" unless the course is repeated a third time. Repeating a previously passed course is aid-eligible only once. Students must submit a Repeat Course form (either online or via Rogue Central) to notify Enrollment Services of the request once grades have posted.

•Challenging a Grade

To appeal an academic evaluation (grade) within the past year (within four academic terms), a student may start the process by discussing the grade method in question with the instructor. If further conversation is needed, an appeal to the department head is possible with that decision being final. For academic evaluation (grade) appeals applied to grades older than one year (at least five terms prior), the student may file a Petition to Change Academic Record form for this purpose (also known as a Student Account Petition).

•Student Record Appeals

Student Record Appeals are available for students who would like to have be granted a late withdrawal (changing a grade to a W, protecting the cumulative GPA), a refund (dropped from courses and refunded the payment they made) or a payment exception (dropped from the courses and released from obligation to pay for the course).

Student Record Appeals must be submitted through Rogue Central with documentation of the circumstances which caused the student to be unsuccessful for the term. Petitions without documentation may be rejected or denied.

Students who received financial aid or Veteran's benefits who are requesting a refund or payment exception may be denied to protect the student from a greater financial consequence (repayment of benefits received is often greater than the cost of tuition/fees in question). Once submitted, the petition committee will render a decision and notify the student of the results via email. The committee typically meets every 2-3 weeks during the term. Student Record Appeal results are final.

Procedures

Rogue Central will intake the Student Record Appeal, date stamp the front page, scan to the student's file and forward a hard copy via interoffice mail to Sheri Muzzioli on the Redwood Campus.

•Official Transcripts

Each student's RCC transcript is a permanent record of all his/her academic accomplishments. It reflects all grades (including repeated courses) and degrees or certificates earned through RCC. Students may obtain an unofficial copy of their transcripts through myRogue online. Students may also order official (sealed) transcripts.

Official transcript requests must be submitted online through the National Student Clearinghouse (NSC) or in writing with payment information to Rogue Central. Requests are processed and mailed/available for pickup within 3-5 business days of receipt. Through the NSC, transcripts are $5 for the first copy and $1 for each

additional copy to the same recipients. With the Official Transcript Request Form, transcripts are $5 for the first copy and $1 for each additional copy in a single request. Rush processing is available for $25/per rushed transcript (2 day mailing). Rush request are not necessary within the state of Oregon. Transcripts will not be released in person to anyone other than the student unless the student provides written permission requesting otherwise.

Official transcripts cannot be released for students with an outstanding balance owed for past terms. Students will be notified in writing if this is the case. Exceptions will be made for students who wish to view their unofficial transcript but are unable to visit Rogue Central in person. An unofficial transcript can be sent to a local area college near the student at the student's request for review/registration planning purposes. The college will not be able to release a copy of the transcript to the student.

•Enrollment Reporting

Rogue Community College contracts with the National Student Clearinghouse to report student enrollment. Enrollment is updated four times per term. Individuals or entities can request enrollment verification through the National Student Clearinghouse website (students also have access through myRogue) or in person at Rogue Central. Student enrollment dates can be released without explicit student permission to individuals or entities with legitimate educational interest as defined by FERPA.

Students who participate in subsidized city housing or other programs may have an Agency Resource request submitted to Rogue Central on their behalf.

Procedures

Rogue Central staff will scan the request to the student's record and forward the student's financial aid record to the processing office. The processing office will complete the Needs Analysis and send it directly back to the submitting agency.

•Social Security Numbers

Oregon Administrative Rule 581-41-460 authorizes Rogue Community College to ask you to provide your Social Security number. The number will be used by the college for reporting, research, recordkeeping, extending credit, and collecting debts. Your number will also be provided by the college to the Oregon Community College Unified Reporting System (OCCURS), which is a group made up of all community colleges in Oregon, the Office of Community College Services, and the Oregon Community College Association. OCCURS gathers information about students and programs to meet state and federal reporting requirements. It also helps colleges plan, research, and develop programs. This information helps the colleges to support the progress of students and their success in the workplace and other education programs.

OCCURS or the college may provide your Social Security number to the following agencies or match it with records from the following systems:

- State and private universities, colleges, and vocational schools to find out how many community college students go on with their education and to find out whether community college courses are a good basis for further education;

- The Shared Information System to gather information to help state and local agencies plan education and training services to help Oregon citizens get the best jobs available;

- The Office of Professional Technical Education Management Information Systems to provide reports to state and federal governments. The information is used to learn about education, training, and job market trends for planning, research, and program improvement. Funding for community colleges is based on this information.

- The Oregon Department of Revenue and collection agencies, only for purposes of processing debts and only if credit is extended to you by the college.

- The American College Testing Service if you take the Asset Placement test for educational research purposes.

- The IRS for the purpose of Hope Scholarship and Life Long Learning tax credit.

Your number will be used only for the purposes listed above. State and federal law protects the privacy of your records.

•Child Support Disclosure
In compliance with Oregon State law, Rogue Community College will release limited student record information to a parent only if the student has submitted Child Support Disclosure documentation prior to the request. Forms should be submitted in person by the student within the first 30 days of the term and are valid for 365 days from the date of submission.

Procedures
Rogue Central staff process original Child Support Disclosure paperwork to the student's record. The child can also submit a Child Attending School Confirmation Form, which Rogue Central will complete with enrollment verification and academic progress information for the student to submit to the Division of Child Support.

Rogue Central will also respond to written requests from the parent named on the disclosure form. Written responses can include any of the following: Confirmation of enrollment, confirmation of Satisfactory Academic Progress (as defined by the Counseling department), grades/unofficial transcript and current course schedule.

Requests submitted prior to the drop deadline (second Wednesday of the term) will include a preterm enrollment verification letter.

Rogue Central will not respond to emailed or verbal requests for verification.

•Duplicated Student Accounts
Students with inadvertent duplicated records should notify Enrollment Services of the accounts. Records will be combined to preserve the account with either the most accurate information (if a social security number is not in use) or the account with a valid social security number on file. Duplicated records found on behalf of the student may result in a combination of accounts without the student's knowledge, although every effort will be made to ensure the student encounters little to no interruption to the educational process.

Students with duplicate accounts may also be unable to complete a placement test until the duplicate accounts are clarified. Registration changes and official transcripts are also unavailable while a merge is pending. A current, signed social security card can assist in combining the accounts.

Procedures
Duplicate student records with current enrollment will not be combined until an account update is received from Media Services. Otherwise, records will be merged within 24-48 hours.

•Deceased Students

In the event of a former or current student's passing, RCC administrators will coordinate services to ensure the student's record is handled with compassion. The student's record will be evaluated for eligibility of a posthumous degree, if not already earned. Business Services will write off any balances owed or generate a refund if owed to be included with a letter of condolence from the office of the Vice President of Student Services. Financial aid will notify the Department of Education regarding any outstanding student loan debt and notify the family of the process to address to handle discharging loans.

Campus Life

Lost and Found

Rogue Central maintains a structured "lost and found" property system. Students who believe they may have lost property should contact Rogue Central by email at rcs@roguecc.edu or in person to find out if the property has been found. All found property is recorded and secured on campus. Found property will be held for one month. If the found property remains unclaimed after this time, items will be donated to Good Will at the beginning of the next term. To find out where your campus Lost and Found is located visit Rogue Central online.

Appendix H: Student Records Specialist Training Expectations

Student Records Specialist Training Expectations	
Week One	- Attend HR training first two days - Informal campus tour; find water fountains, bathroom, cafeteria, lunch fridge, etc - Log into and set passwords for all applicable systems (RogueNet, AX, TES, FREE, Degree Audit) - Work with supervisor to get access to proxy emails (MyRogue + Student Records) - Login and set voicemail message - Complete all HR mandatory training, starting with FERPA - Speak accurately as to what FERPA is and how it works in real-work scenarios - Able to identify resources such as catalog / RCC website - Gather or identify necessary work supplies (RCC catalog, binder, pens, stickies, etc) - Lunch, coffee, or walk break with fellow staff member at least 1x, not the primary trainer. Other Student Records Specialist or Rogue Central Specialist, someone who works in an adjoining area
Week Two	- Identify/introduce oneself to the programs they represent - Accurately identify different strands of courses; i.e. Humanities vs Social Science, Lab Science vs Science, when there may be overlap, etc - Describe what regional accreditation is - How to determine if a college is regionally accredited - Determine which courses from a transcript will be transferrable - Read the TCE spreadsheets and identify which students are assigned to them - Has read or is able to appropriately use the RCC catalog - Lunch, coffee, or walk break with fellow staff member at least 1x, not the primary trainer. Other Student Records Specialist or Rogue Central Specialist, someone who works in an adjoining area
Week Three	- Accurately transfer data from transcripts into Free, including appropriate notations on the transcript - Explain the difference between AGS, AAOT, CPC & OTM - Complete simple reviews in DA notification of OTM completion - Complete reviews of certificate or CPC programs - Describe why we'd use !, *, ^ on data entry into Free and how that relates to evaluations
Week Four	- Describe the differences in how we receive information for TCE's: SW TCE vs Transfer Eval, VA vs FA and all other

		TCE's vs Grad, and how that affects the work we do for each
	-	Determine which students on the spreadsheet have priority, based on the time of the term
	-	Attend the Curriculum committee meeting and capably review new CASC documents for edits
Week Five	-	Complete AGS + AAOT with
	-	JST Training + VA "how to"

Rogue Community College   **Position Group: 6**
Position Description

Job Title: Rogue Central Specialist   **Location**: Any Campus Location
Supervisor: Director of Enrollment Services   **Type:** Classified
Department: Enrollment Services   **FLSA:** Non-Exempt

General Statement of Responsibilities
Provides welcome, information, intake, status, and referral services to current and prospective students. Acts as central point of contact for in-person, phone, email, and web-based student service, especially regarding registration, financial aid, and cashiering. Advocates for needs of students, teaches students to access self-service College resources. Leads loan counseling workshops. Communicates and acts in accordance with applicable federal and state regulations and institutional policies and procedures.

Supervision Received
Works under the general supervision of the Director of Enrollment Services.

Supervision Exercised
Supervision is not a responsibility of this position. May oversee student workers.

Examples of Duties - Essential Functions
1. Accurately processes incoming student forms and documents.

2. Updates reference guides and self-service tools, scans and copies documents, etc.

3. Instructs students in use of on-line resources; assists students with registration processes and procedures using on-line and in-person systems.

4. Processes batch registrations for off-site activities; processes transcript and enrollment verification requests. Inputs transfer course information into the College's articulation table.

5. Explains and provides information on how institutional policies and academic progress may affect student financial aid.

6. Questions discrepancies in financial aid application data and documentation.

7. Provides students with information on funding resources, application procedures and deadlines, and financial aid eligibility. Assists in application process as appropriate.

8. Maintains scholarship information and application access via Scholarship Central.

9. Provides educational benefits information to veterans.

10. Assesses and communicates financial aid file status information to students.

11. Processes payments, payment vouchers, and waivers. Records, balances, and deposits monies.

12. Assists students in understanding account balances, payment obligations, options and deadlines, and consequences. Interpret collection policies and procedures to students.

13. Provides tax credit information and statements to students upon request.

14. Maintains confidentiality and security of protected student information in accordance with FERPA regulations.

15. Serves as student advocate, as appropriate, regarding account resolution.

16. Performs other duties as assigned.

Screening Criteria

Education and Experience: An Associate's Degree is required. A Bachelor's Degree is preferred. Three years of direct customer service experience and a broad range of experience with current computer applications are required. A high degree of technical aptitude is required.

Only degrees received from an accredited institution will be accepted: accreditation must be recognized by the office of degree authorization, US Department of Education, as required by ORS 348.609. Final candidate will be required to provide official transcripts for required degree.

Any satisfactory equivalent combination of education and experience which ensures the ability to perform the essential functions of the position may substitute for the requirement(s).

License: For assignments requiring operation of a motor vehicle, possession of a valid Oregon Driver's License and proof of an acceptable driving record are required. New employees establishing resident status in the State of Oregon must obtain an Oregon driver's license within 30 days (*ORS 807.020 (1)*)*.*

Knowledge of: Federal student financial aid regulations and the Family Education Rights and Privacy Act (FERPA); office procedures; archival requirements; networked databases; computer programs including Microsoft Office Suite® products; basic mathematics; human relations; customer service principles.

Skills: Effective customer service skills; strong verbal and written communication skills; current and relevant computer skills; accounting, multi-tasking and organization skills.

Ability to: Ability to work at other campuses as needed. Operate standard office equipment; use networked databases; read, understand, and apply very complex financial aid and student records regulations; learn complex, cross-functional, and detail-oriented policies, practices, and regulations, and apply in performing essential functions; multi-task in a high traffic environment; think proactively; perform work involving high need for verbal, written, and numerical data accuracy; work occasional evenings and weekends; clearly articulate need-to-know information to students in an appropriate manner. Proficiency in conversational Spanish preferred. Pass a criminal background check.

Physical Demands of Position: *The physical demands listed below represent those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable*

accommodations may be made to enable individuals with qualified disabilities to perform the essential functions.

Manual dexterity and coordination are required for over half of the daily work period (about 70%) which is spent sitting while operating office equipment such as computers, keyboards, 10-key, telephones, scanners and other standard office equipment. While performing the duties of this position, the employee is frequently required to stand, walk, reach, bend, kneel, stoop, twist, crouch, climb, balance, see, talk, hear, and manipulate objects. The position requires some mobility including the ability to move materials less than 5 pounds daily, and 5-25 pounds occasionally. This position requires both verbal and written communication abilities.

<u>Working Conditions</u>: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this position, the employee is primarily working indoors in an office environment. The employee is not exposed to hazardous conditions. The noise level in the work environment is usually moderate and lighting is adequate.

Revised 5/2018

Rogue Community College   **Position Group: 6**
Position Description

Job Title: Student Records Specialist   **Location**: Josephine/Jackson County
Supervisor: Director of Enrollment Services   **Type:** Classified
Department: Enrollment Services   **FLSA:** Non-Exempt

General Statement of Responsibilities

Maintains automated Degree Audit system to ensure accuracy of academic program requirements, system efficacy, and student ability to maximize academic progress. Maintains auditable records of academic program completion. Performs varied communicative and records processing work in support of Assistant Director. Uses and provides detailed subject matter, often of a technical and/or specialized nature. Coordinates commencement proceedings.

Supervision Received

Works under the general supervision of the Director of Enrollment Services.

Supervision Exercised

Supervision is not a responsibility of this position. May oversee student workers.

Examples of Duties - Essential Functions

17. Evaluates college transcripts and military records for appropriate transfer credit toward degree requirements, researches course content and applicability, and grants college credit to incoming students.

18. Updates student transcript records with program completions, PTK membership, credit awarded by challenge, CLEP, Advanced Placement, military and credit for prior learning.

19. Encodes college degree requirements and transfer articulation rules in to the degree audit system. Provides documentation for the degree audit system.

20. Maintains database of graduates for institutional research, commencement planning and the graduate and staff portion of the printed commencement program.

21. Creates and maintains commencement, degree audit and other web pages that relate to Enrollment Services functions.

22. Maintains confidentiality of student academic records in accordance with the Family Education Rights and Privacy Act (FERPA).

23. Works with faculty department heads and college curriculum director to ensure accuracy of academic program requirements prior to degree audit encoding. Explains college and state requirements to students, advisors, faculty, and department chairs.

24. Monitors and tests degree audit system; troubleshoots problems with students, staff, and programmers.

25. Provides degree audit workshops and individual trainings for faculty advisors and students; creates

learning materials.

26. Develops and maintains course equivalency database.

27. Oversees Student Loan Clearing House uploads for degree and enrollment verifications.

28. Researches and releases student and staff information in response to subpoenas and other legitimate inquiries using college policy and FERPA guidelines.

29. Inventories, orders, and maintains supplies and regalia for commencement and GED graduation ceremonies. Prints diplomas and certificates.

30. Creates official degree audits for financial aid credit extension appeals, transfer student advanced standing, limited entry program applications and graduation applications. Performs final review of transcripts/grades and distributes awards.

31. Researches, develops and updates the policy for granting non-traditional credit.

32. Evaluates limited entry nursing program requirements in compliance with Oregon Consortium of Nursing Education standards, including GPA calculation and applicant ranking system, online applications, and materials for prospective students.

33. Prepares course substitutions for the director's authorization.

34. Oversees transcript processing and archiving.

35. Acts as member of Curriculum and Academic Standards and Credit for Prior Learning Academic Reinstatement committees.

36. Performs other duties as assigned.

Screening Criteria
Education and Experience: A Bachelor's degree and two (2) years' customer service experience including academic records evaluation, use of degree audit systems, statistical work, academic advising, and/or highly technical computer work.

Any satisfactory equivalent combination of education and experience which ensures the ability to perform the essential functions of the position may substitute for the requirement(s).

Only degrees received from an accredited institution will be accepted: accreditation must be recognized by the office of degree authorization, US Department of Education, as required by ORS 348.609. Final candidate will be required to provide official transcripts for required degree.

License: For assignments requiring operation of a motor vehicle, possession of a valid Oregon Driver's License and proof of an acceptable driving record are required. New employees establishing resident status in the State of Oregon must obtain an Oregon driver's license within 30 days (*ORS 807.020 (1)*).

<u>Knowledge of:</u> High level of knowledge of computer systems with an emphasis on program encoding, data systems, word processing, spreadsheet applications, and Internet; mathematic principles; Family Education Rights and Privacy Act (FERPA) regulations; and transfer credit practices.

<u>Skills:</u> Strong verbal and written communication skills; public speaking skills; current and relevant computer skills including Microsoft Office Suite ® products, skill in interpreting and explaining specialized and technical information.

<u>Ability to:</u> Support the Director in making decisions in accordance with established institutional policies, accreditation regulations, and procedures; multitask and prioritize in a busy office environment; participate as a member of a student service-oriented team; work a flexible schedule at any RCC campus; maintain accuracy and attention to detail; meet and serve the public and college staff effectively and diplomatically; learn computer applications specific to the requirements of the position (including degree audit database systems, RogueNet applications, Application Extender, and Microsoft Office Suite programs); maintain current knowledge of, use, and apply RCC academic program requirements; use and explain detailed subject matter, often of a technical and/or specialized nature; maintain confidentiality of student academic records in accordance with the Family Education Rights and Privacy Act (FERPA).

Physical Demands of Position: *The physical demands listed below represent those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions.*
Manual dexterity and coordination are required for over half of the daily work period (about 80%) which is spent sitting while operating office equipment such as computers, keyboards, 10-key, telephones, and other standard office equipment. While performing the duties of this position, the employee is frequently required to stand, walk, reach, bend, kneel, stoop, twist, crouch, climb, balance, see, talk, hear, and manipulate objects. The position requires some mobility including the ability to move materials less than 5 pounds daily, and 5-25 pounds occasionally. This position requires both verbal and written communication abilities.

Working Conditions: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this position, the employee is primarily working indoors in an office environment. The employee is not exposed to hazardous conditions. The noise level in the work environment is usually moderate and lighting is adequate.

Revised 5/2018

Appendix J: Board Policy 010 Conflict of Interest/Code of Ethics

Article V: Human Resources/General **Section B:** Conduct and Ethics **Policy 010:** Conflict of Interest/Code of Ethics

Policy 010: All RCC employees are subject to the laws of Oregon relating to ethics, to actual and potential conflicts of interest, and to the regulation of the conduct of public employees and public officials. These laws establish specific standards of conduct and an employee cannot rely upon personal or community standards of behavior, but must refer to these laws (and authorized interpretations of these laws), in answering questions regarding what is and is not prohibited conduct. The Oregon Revised Statutes (ORS) dealing with conflicts of interest include but are not limited to:

(1) ORS 244.040 – **The Code of Ethics**: This provides "No public official (which includes RCC employees by definition in ORS 244.020[15]) shall use or attempt to use official position or office to obtain financial gain or to avoid financial detriment." The statute goes into detail regarding what this means, and matters pertaining to gifts, use of confidential information and the like (emphasis added).

(2) ORS 244.020(1) – **Actual Conflict of Interest**: This "means any action or any decision or recommendation by a person acting in a capacity as a public official, the effect of which **would be** to the private pecuniary benefit or detriment of the person or the person's relative or any business with which the person or a relative of the person is associated (subject to exceptions set out in the law)..." (Emphasis added).

(3) ORS 244.020(12) – **Potential Conflict of Interest**: This "means any action or any decision or recommendation by a person acting in a capacity as a public official, the effect of which **could be** to the private pecuniary benefit or detriment of the person or the person's relative or any business with which the person or a relative of the person is associated (subject to exceptions set out in the law)…" (Emphasis added).

(4) ORS 244.120(c) and ORS 244.120(2) – **Methods of Handling Conflicts:**…"when met with an actual or potential conflict of interest, a public official shall:
. . . notify in writing the person who appointed the public official to office of the nature of the conflict, and request that the appointing authority disposes of the matter giving rise to the conflict. Upon receipt of the request, the appointing authority shall designate within a reasonable time an alternate to dispose of the matter or shall direct the official to dispose of the matter in a manner specified by the appointing authority." (This requires a written referral of the conflict to the employee's immediate or other supervisor.) (Emphasis added.)

These laws are in Chapter 244 of the ORS and are generally known as "Government Standards and Practices." The laws are enforced and interpreted by the Oregon Government Standards and Practices Commission. The Commission is in Salem, Oregon, telephone: 503-378-5105, and has staff available to answer questions and also has issued a manual, which public officials can refer to for guidance in this legal area.

AACRAO

HOME | WHO WE ARE | MISSION, VISION, & VALUES | ETHICS & PRACTICE

Ethics and Practice

Note that the Governance Committee of the AACRAO Board of Directors conducted a review of the Statement of Ethics and Practices in the winter of 2016 as a matter of due diligence. The committee saw no reason to amend or revise the statement.

The mission of the American Association of Collegiate Registrars and Admissions Officers (AACRAO) is to serve and advance higher education by providing leadership in academic and enrollment services. In the practice of their professions, AACRAO members carry responsibilities for conduct that balance societal, institutional, individual, and professional interests.

To guide its members, AACRAO has adopted the following principles of professional ethics and practice in academic and enrollment services. AACRAO members shall:

Conduct themselves with integrity, fairness, honesty, and respect for others;
Avoid conflicts between personal interests and professional responsibilities, and resolve perceived conflicts through full disclosure and independent review;
Dispense complete, accurate, understandable, and truthful information and advice at all times.

In light of these ethical principles, AACRAO has adopted the following standards of professional practice. AACRAO members shall:

Serve and advance higher education by safeguarding the academic integrity of their institutions;
Protect the legitimate privacy interests of all individuals and maintain appropriate confidentiality of institutional and student education records;
Advance institutional interests through the competent practice of the

profession;

Act as stewards and objective enforcers of institutional policies and practices;

Promote institutional policies and practices that conform with this statement, especially when existing policies or practices are in conflict with it;

Promote broad and equal access to higher education for qualified students;

Adhere to principles of nondiscrimination and equality within the framework of institutional mission and prevailing law ;

Assist students to develop their talents and interests and become responsible citizens;

Provide to prospective students and their families accurate interpretations of institutional admissions criteria, transfer credit policies, costs, financial aid availability, and educational offerings;

Recruit distinct student populations (international students, students with learning disabilities, etc.) only when appropriate institutional resources and commitment to serve those populations are in place;

Avoid practices in the recruitment and enrollment of international students that would not be ethical in the recruitment or enrollment of domestic students;

Ensure that information management systems protect and maintain the integrity, confidentiality, and security of institutional records;

Provide accurate interpretations of institutional records;

Exercise sound management principles, using institutional resources effectively and efficiently;

Remain knowledgeable of current principles and practices of the profession;

Contribute to the continuing advancement of the professions;

Encourage the professional development of individuals at all levels of academic and enrollment services;

Ensure that contractors and other third-parties involved in the delivery of academic and enrollment services adhere to the principles articulated in this statement;

Adhere to the principles articulated in this statement.

Adopted by the AACRAO Board of Directors—December 3, 2009
Amended by the AACRAO Board of Directors—March 31, 2010
Ratified by AACRAO Members—April 23, 2010

Ethics & Practice →

Policies →

Demographics →

American Association of Collegiate Registrars and Admissions Officers
1108 16th Street NW Suite 400 Washington, DC 20036
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Please direct all credential evaluation inquiries to ies@aacrao.org

Website designed and developed by **Matrix Group International**

Appendix L: FERPA 20 U.S.C. § 1232g; 34 CFR Part 99

https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students."

- Parents or eligible students have the right to inspect and review the student's education records maintained by the school. Schools are not required to provide copies of records unless, for reasons such as great distance, it is impossible for parents or eligible students to review the records. Schools may charge a fee for copies.
- Parents or eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information.
- Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):
  - School officials with legitimate educational interest;
  - Other schools to which a student is transferring;
  - Specified officials for audit or evaluation purposes;
  - Appropriate parties in connection with financial aid to a student;
  - Organizations conducting certain studies for or on behalf of the school;
  - Accrediting organizations;
  - To comply with a judicial order or lawfully issued subpoena;
  - Appropriate officials in cases of health and safety emergencies; and
  - State and local authorities, within a juvenile justice system, pursuant to specific State law.

Schools may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, schools must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify parents and eligible students annually of their rights under FERPA. The actual means of notification (special letter, inclusion in a PTA bulletin, student handbook, or newspaper article) is left to the discretion of each school.

Appendix M: Records Retention OAR 166-450-000

https://secure.sos.state.or.us/oard/viewSingleRule.action?ruleVrsnRsn=26396

Oregon
Secretary of State

| Home | Business | Voting | Elections | State Archives | Audits |

- OARD Home
- Search Current Rules
- Search Filings
- Access the Oregon Bulletin
- Access the Annual Compilation
- FAQ
- Rules Coordinator / Rules Writer Login

Secretary of State

Archives Division - Chapter 166

Division 450
COMMUNITY COLLEGES

166-450-0000
Community Colleges

This General Schedule prescribes minimum retention periods for public records created and maintained by the community colleges. Retention periods apply to the official copy of all public records, regardless of medium or physical format, created or stored by the above specified agencies. Please note the exceptions to this General Schedule listed in OAR 166-030-0027 before disposing of records.

Statutory/Other Authority: ORS 192 & 357
Statutes/Other Implemented: ORS 192.005–192.170 & 357.805–357.895
History:
OSA 3-1998, f. 8-4-98, cert. ef. 8-5-98

Please use this link to bookmark or link to this rule.

Notice of Nondiscrimination

Declaración de no-discriminación

Rogue Community College is an Open Institution

Rogue Community College does not discriminate in any programs, activities or employment practices on the basis of race, color, religion, ethnicity, use of native language, national origin, sex, sexual orientation, gender identity, marital status, veteran status, disability, age, pregnancy or any other status protected under applicable federal, state or local laws.

The following person has been designated to handle inquiries regarding the non-discrimination policies:

Copy of a Classified Employee's Diversity Goal from performance evaluation

Section 2: Accomplishments / Goal Setting / Professional Development Plan		
The initials below indicate review of prior year accomplishments and goals.		
Manager's Initials: _DC_	Employee's Initials:	_RP_

This section is intended to help identify professional goals and use of Professional Development Funds the employee believes will enhance their career, current positions, and/or value to the College. State goal(s) for the upcoming year, list actions/steps required to achieve goal(s) and identify estimated completion date(s):

- Goal: Attend a Financial Aid conference/workshop within a year that will enhance financial knowledge to better serve students.
- Goal: Attend an on campus diversity event within a year.
- Goal: enroll in a 200 level Spanish course.
- Accomplishment: Enhanced conversational Spanish skills through Community Education courses.
- Accomplishment: Assisted with Athletics Financial Aid/Registration workshop.
- Accomplishment: Assisted with HOLA.

Commencement 2018: Debrief

Date/Time: June 18, 2018 3:00 PM
Location: RVC-G15, RWC-CH9B, TRC-123C
<u>In attendance</u>: Danielle Crouch, Kevin Fay, Chauncey Kieley, Kayla Jackson, Analisa Gifford, Natalie Coppedge, Grants Walker, Richard Pellerin, Jess McLoud, Jess Webb, Kori Ebenhack, Carmen Sumner, Julie Rossi, Forrest Denison, Eric Gomez, Joshua Ogle
<u>Absent</u>: David Graves

The meeting began at 3:02 PM
266 graduates attended. There were four to five rows in the back of Section C left empty.
A handful of photos will be added to the Commencement website.

Positive feedback:
- Overall, the ceremonies went very smoothly.
- The RCC banner was a natural photo backdrop and could be seen from the interstate.
- There were great photo opportunities with the scenery behind the stage. Students walking around the back of the stage did not take away from this.
- Blocking off a photo area worked well.
- Grant spoke to at least three people who were happy we moved the ceremony to a central location.
- Other previous bowl attendees were happy about the change.

Possible improvements for next year:
- <u>Marketing</u>: Dignitary and speaker names should also be communicated to Marketing as soon as they are known so they have the opportunity to write about them ahead of time. Grant would also like Marketing to be a part of the meetings as soon as possible. He noted that SOU has their Commencement shown on Channel 12 and a Commencement weather report is also done for them. Keep an eye out for any similar opportunities we may have in the future.
- <u>Script</u>: Everyone should have a copy of the script as soon as possible. The script also needs to be update with formal recognition of the faculty.
- <u>Setup time</u>: The morning felt very rushed. Everyone would like more time to set up. Dani will speak to Lisa about the budget to talk about renting the venue the previous day (comparing to overtime costs.) Other options are to park a trailer of materials at the venue the night before and begin at 6 AM the morning of. We will also consider storing materials at TRC.
- <u>Parking</u>: Handicap parking signs need to be higher for better visibility. We also need more ADA parking spaces as they filled up quickly and parking enforcement over these spaces is needed. Entrance and exit paths will need to be marked in the

overflow lot and parking attendants should be considered. There were also cars already present in the morning. We will check with Expo about putting signs up the night before to discourage people from leaving unaffiliated cars onsite.

- Point person(s): There should be an outside point person assigned (out by the parking lot) in addition to the point person inside the venue so people can ask logistical questions without having to look for someone.
- Pets: Check with the Expo to see if pets (besides service animals) are allowed in the venue. If they are not (or if we do not wish for them to be) provide signage and advanced warning to attendees.
- Information table: It was suggested to have an information table for guests who do not want to speak to anyone. This table could include a graduate checklist of what to do after arriving, view books, and more.
- Faculty: It was suggested to have faculty onstage next year. There were safety concerns with having so many people onstage (we would need to be at least 10 feet away from the edge of a drop-off with no barricade.) An alternative suggest was to move faculty closer to the students in the audience.
- GED: It was suggested the GED ceremony begin an hour later to allow for more setup time and less time in-between ceremonies for staff/dignitaries working the entire day. Concessions did not sell well at the GED ceremony and moving the start time might solve this problem as well.
- Golf carts/disability seating: Some elderly people had trouble getting into golf carts. Is it possible to have some sort of carpet on the floor of the cart for extra grip? Or maybe a ramp to walk onto it? An attendant could also help guests in addition to the driver. More staff was requested to assist with seating as well as pass out programs to those in that section since they do not come in contact with the program distributors.
- Tech: It is a goal to have a camera added next year to get a shot of graduates as they get their diploma/handshake. Testing the connection also needs to be coordinated with Hunter Communications. Without the ability to check the connection at the Expo, livestreaming is not guaranteed. Tools need to be brought in to open the hook up box.
- AAWCC: Check again on the rules regarding credit card machines on the wireless network.
- Ushers: Next year, have separate ushers handing out programs and directing people to their seats. It was suggested that ushers tell guests the restroom location as they hand out programs. Make sure ASG knows this is not a volunteer event. More faculty ushers are also needed to assist with seating.
- Sales: It was suggested to have people walking around with RCC T-shirts, waters, etc. for sale like the vendors at baseball games. AAWCC did this a little bit with flower sales.
- Processional: There was a pole in the center of the aisle that graduates kept running into. This should be marked somehow.
- Awarding of degrees: Graduates should be dismissed from their seats when the line is short enough to avoid a line all the way back to the seats. The podium should also

be moved closer to the stage right support beam so there is less time between students' names being called.

- <u>Recessional</u>: more ushers are needed to help direct graduates the right way. Two should be added at the back of the section to point students towards the stage.
- <u>Changes to walking paths</u>: The order of graduates and faculty entering and exiting will be revisited next year. Below are proposed changes to the walking paths.
  - ENTERING: Graduates could enter from the back and come down between A-B and D-E and once by the stage up B-C and C-D.
  - ENTERING: It was suggested that faculty enter before graduates.
  - EXITING: It was suggested the faculty exit on both sides.
- <u>Safety</u>:
  - Signs should be posted at entrances stating there are no firearms, alcohol, etc. allowed.
  - There should be a handful of people with access to keys in case of emergency and gates need to be opened up for evacuation.
  - Next year, Eric will host a planning meeting with first responders to make sure emergency plans are clear.
  - When the facility got opened by the grounds staff, they opened EVERY gate whereas they should be told to treat it like a concert and only open the main entrance and golf cart entrance.
- <u>Clean-up</u>: Too many people left before cleanup was completed. There was a lot of stuff leftover.
- We need more of the following supplies:
  - Garbage cans along the student line to avoid trash in recycling bags.
  - More garbage bags and recycling bags on hand for cleaning
  - Bathroom signs (more sandwich boards will probably need to be purchased)
  - Signage for smoking areas
  - Buckets for water (distributed evenly so the last in line have access)
  - Stanchions
  - Tents (at least 8 more for graduate lineup)
  - A sign for the GED robing area (skybox)
  - Signs that read "Graduate Seating" should be on the back chairs of Section C.

The meeting ended at 4:04 PM.

Minutes submitted by Kayla Jackson, Administrative Assistant in Enrollment Services.

Appendix P: Enrollment Services Budget

Account Summary
(2018/19 YTD)

Account	Proj	Description	Original Budget	Current Budget	Encumbered Amount	Expended Amount	Available Balance
010-305300-01-6040	00000	RWC-GF-SS-ENROLLMENT SERVICES-RWC-FULL-TIME CLASSIFIED SALARIES	$135,547.00	$135,547.00	$49,488.60	$49,377.06	$36,681.34
010-305300-01-6041	00000	RWC-GF-SS-ENROLLMENT SERVICES-RWC-OVERTIME	$500.00	$500.00	$0.00	$1,554.05	$-1,054.05
010-305300-01-6091	00000	RWC-GF-SS-ENROLLMENT SERVICES-RWC-SS/MC	$10,408.00	$10,408.00	$0.00	$3,869.68	$6,538.32
010-305300-01-6092	00000	RWC-GF-SS-ENROLLMENT SERVICES-RWC-WORKER'S COMP INSURANCE	$639.00	$639.00	$0.00	$237.79	$401.21
010-305300-01-6093	00000	RWC-GF-SS-ENROLLMENT SERVICES-RWC-PERS	$15,237.00	$15,237.00	$0.00	$6,164.41	$9,072.59
010-305300-01-6094	00000	RWC-GF-SS-ENROLLMENT SERVICES-RWC-HEALTH INSURANCE	$54,063.00	$54,063.00	$0.00	$17,159.01	$36,903.99
010-305300-01-6095	00000	RWC-GF-SS-ENROLLMENT SERVICES-RWC-LIFE INSURANCE	$99.00	$99.00	$0.00	$30.83	$68.17
010-305300-01-6096	00000	RWC-GF-SS-ENROLLMENT SERVICES-RWC-UNEMPLOYMENT COMPENSATION	$394.00	$394.00	$0.00	$149.05	$244.95
010-305300-01-6099	00000	RWC-GF-SS-ENROLLMENT SERVICES-RWC-PERS BOND	$10,218.00	$10,218.00	$0.00	$3,824.96	$6,393.04
110-305300-16-6040	00000	RVC-GF-SS-ENROLLMENT SERVICES-RVC-FULL-TIME CLASSIFIED SALARIES	$153,912.00	$153,912.00	$77,037.54	$83,110.40	$-6,235.94
110-305300-16-6041	00000	RVC-GF-SS-ENROLLMENT SERVICES-RVC-OVERTIME	$500.00	$500.00	$0.00	$0.00	$500.00
110-305300-16-6091	00000	RVC-GF-SS-ENROLLMENT SERVICES-RVC-SS/MC	$11,813.00	$11,813.00	$0.00	$6,211.73	$5,601.27
110-305300-16-6092	00000	RVC-GF-SS-ENROLLMENT SERVICES-RVC-WORKER'S COMP INSURANCE	$726.00	$726.00	$0.00	$388.12	$337.88
110-305300-16-6093	00000	RVC-GF-SS-ENROLLMENT SERVICES-RVC-PERS	$17,294.00	$17,294.00	$0.00	$6,820.35	$10,473.65
110-305300-16-6094	00000	RVC-GF-SS-ENROLLMENT SERVICES-RVC-HEALTH INSURANCE	$72,084.00	$72,084.00	$0.00	$36,780.18	$35,303.82
110-305300-16-6095	00000	RVC-GF-SS-ENROLLMENT SERVICES-RVC-LIFE INSURANCE	$132.00	$132.00	$0.00	$67.17	$64.83
110-305300-16-6096	00000	RVC-GF-SS-ENROLLMENT SERVICES-RVC-UNEMPLOYMENT COMPENSATION	$447.00	$447.00	$0.00	$243.20	$203.80
110-305300-16-6099	00000	RVC-GF-SS-ENROLLMENT SERVICES-RVC-PERS BOND	$11,597.00	$11,597.00	$0.00	$6,241.64	$5,355.36
210-305300-22-6040	00000	TRC-GF-SS-ENROLLMENT SERVICES-TRC-FULL-TIME CLASSIFIED SALARIES	$42,550.00	$42,550.00	$0.00	$0.00	$42,550.00
210-305300-22-6091	00000	TRC-GF-SS-ENROLLMENT SERVICES-TRC-SS/MC	$3,255.00	$3,255.00	$0.00	$0.00	$3,255.00
210-305300-22-6092	00000	TRC-GF-SS-ENROLLMENT SERVICES-TRC-WORKER'S COMP INSURANCE	$200.00	$200.00	$0.00	$0.00	$200.00
210-305300-22-6093	00000	TRC-GF-SS-ENROLLMENT SERVICES-TRC-PERS	$4,766.00	$4,766.00	$0.00	$0.00	$4,766.00
210-305300-22-6094	00000	TRC-GF-SS-ENROLLMENT SERVICES-TRC-HEALTH	$18,021.00	$18,021.00	$0.00	$0.00	$18,021.00

Account	Proj	Description	Original Budget	Current Budget	Encumbered Amount	Expended Amount	Available Balance
210-305300-22-6094	00000	INSURANCE					
210-305300-22-6095	00000	TRC-GF-SS-ENROLLMENT SERVICES-TRC-LIFE INSURANCE	$33.00	$33.00	$0.00	$0.00	$33.00
210-305300-22-6096	00000	TRC-GF-SS-ENROLLMENT SERVICES-TRC-UNEMPLOYMENT COMPENSATION	$123.00	$123.00	$0.00	$0.00	$123.00
210-305300-22-6099	00000	TRC-GF-SS-ENROLLMENT SERVICES-TRC-PERS BOND	$3,196.00	$3,196.00	$0.00	$0.00	$3,196.00
810-305300-01-6012	00000	ALL-GF-SS-ENROLLMENT SERVICES-RWC-MANAGERIAL/SUPRVSRY	$129,583.00	$129,583.00	$65,985.66	$65,985.66	$-2,388.32
810-305300-01-6040	00000	ALL-GF-SS-ENROLLMENT SERVICES-RWC-FULL-TIME CLASSIFIED SALARIES	$78,581.00	$78,581.00	$39,394.86	$27,318.30	$11,867.84
810-305300-01-6051	00000	ALL-GF-SS-ENROLLMENT SERVICES-RWC-TEMPORARY	$5,500.00	$5,500.00	$0.00	$0.00	$5,500.00
810-305300-01-6091	00000	ALL-GF-SS-ENROLLMENT SERVICES-RWC-SS/MC	$16,346.00	$16,346.00	$0.00	$7,028.12	$9,317.88
810-305300-01-6092	00000	ALL-GF-SS-ENROLLMENT SERVICES-RWC-WORKER'S COMP INSURANCE	$1,005.00	$1,005.00	$0.00	$435.65	$569.35
810-305300-01-6093	00000	ALL-GF-SS-ENROLLMENT SERVICES-RWC-PERS	$23,314.00	$23,314.00	$0.00	$10,572.01	$12,741.99
810-305300-01-6094	00000	ALL-GF-SS-ENROLLMENT SERVICES-RWC-HEALTH INSURANCE	$72,084.00	$72,084.00	$0.00	$28,623.41	$43,460.59
810-305300-01-6095	00000	ALL-GF-SS-ENROLLMENT SERVICES-RWC-LIFE INSURANCE	$198.00	$198.00	$0.00	$81.56	$116.44
810-305300-01-6096	00000	ALL-GF-SS-ENROLLMENT SERVICES-RWC-UNEMPLOYMENT COMPENSATION	$620.00	$620.00	$0.00	$273.03	$346.97
810-305300-01-6099	00000	ALL-GF-SS-ENROLLMENT SERVICES-RWC-PERS BOND	$15,634.00	$15,634.00	$0.00	$7,007.09	$8,626.91
810-305300-08-6040	00000	ALL-GF-SS-ENROLLMENT SERVICES-ALL-FULL-TIME CLASSIFIED SALARIES	$34,016.00	$34,016.00	$16,551.90	$16,551.90	$912.20
810-305300-08-6091	00000	ALL-GF-SS-ENROLLMENT SERVICES-ALL-SS/MC	$2,602.00	$2,602.00	$0.00	$1,263.96	$1,338.04
810-305300-08-6092	00000	ALL-GF-SS-ENROLLMENT SERVICES-ALL-WORKER'S COMP INSURANCE	$160.00	$160.00	$0.00	$77.28	$82.72
810-305300-08-6093	00000	ALL-GF-SS-ENROLLMENT SERVICES-ALL-PERS	$3,810.00	$3,810.00	$0.00	$716.70	$3,093.30
810-305300-08-6094	00000	ALL-GF-SS-ENROLLMENT SERVICES-ALL-HEALTH INSURANCE	$18,021.00	$18,021.00	$0.00	$8,552.85	$9,468.15
810-305300-08-6095	00000	ALL-GF-SS-ENROLLMENT SERVICES-ALL-LIFE INSURANCE	$33.00	$33.00	$0.00	$15.36	$17.64
810-305300-08-6096	00000	ALL-GF-SS-ENROLLMENT SERVICES-ALL-UNEMPLOYMENT COMPENSATION	$99.00	$99.00	$0.00	$48.42	$50.58
810-305300-08-6099	00000	ALL-GF-SS-ENROLLMENT SERVICES-ALL-PERS BOND	$2,555.00	$2,555.00	$0.00	$1,243.02	$1,311.98
810-305300-08-7001	00000	ALL-GF-SS-ENROLLMENT SERVICES-ALL-EQUIP<$5,000	$4,930.00	$4,930.00	$406.70	$4,060.84	$462.46
810-305300-08-7011	00000	ALL-GF-SS-ENROLLMENT SERVICES-ALL-OFFICE SUPPLIES	$2,707.00	$2,707.00	$0.00	$2,693.05	$13.95
810-305300-08-7018	00000	ALL-GF-SS-ENROLLMENT SERVICES-ALL-MEETING SUPPLIES	$629.00	$629.00	$0.00	$20.25	$608.75
810-305300-08-7043	00000	ALL-GF-SS-ENROLLMENT SERVICES-ALL-EQUIPREPR	$448.00	$448.00	$0.00	$0.00	$448.00

Account Summary
(2018/19 YTD)

Account	Proj	Description	Original Budget	Current Budget	Encumbered Amount	Expended Amount	Available Balance
810-305300-08-7044	00000	ALL-GF-SS-ENROLLMENT SERVICES-ALL-FEES/DUES	$4,747.00	$4,747.00	$0.00	$4,512.00	$235.00
810-305300-08-7051	00000	ALL-GF-SS-ENROLLMENT SERVICES-ALL-STAFF TRAVEL	$2,135.00	$2,135.00	$911.01	$1,136.82	$87.17
810-305300-08-8031	00000	ALL-GF-SS-ENROLLMENT SERVICES-ALL-POST	$9,889.00	$9,889.00	$99.40	$4,068.14	$5,721.46
			$997,400.00	$997,400.00	$249,875.67	$414,515.05	$333,009.28

Appendix Q: Images of Office Spaces

Rogue Central at Redwood Campus

Rogue Central at Riverside Campus

Appendix R: 2018-19 Enrollment Services Assessment Plan

Rogue Community College
2018-19 Enrollment Services Assessment Plan

Contact -- Name: Danielle Crouch   *Phone: 541-245-7737*

Email Address: dcrouch@roguecc.edu   Date: 8/27/18

Mission Statement: The mission of the Enrollment Services Department is to provide centralized, efficient customer service and maintain accurate educational records with integrity, complying with federal, state and institutional regulations, so that students may successfully meet their educational goals.

Specifically, the department contributes to the goals of the college by providing information and services to students, parents, faculty, staff, and outside parties relating to: Admissions, class scheduling, registration, enrollment, grading, academic records, program completion, tuition and fees, and financial aid eligibility.
In a manner that is:

- **accessible:** working to produce information in the most user-friendly and easily available form, such as posting information on the web site and to myRogue.
- **accurate**: taking care to insure the integrity of all data entered into the college's data system, and to correct any errors discovered;
- **confidential:** insuring that sensitive student and faculty records are always protected from release or display to unauthorized persons or agencies.
- **courteous:** treating all persons in a friendly, respectful and professional manner; listening actively to questions and help them find an answer;
- **cost-effective:** seeking ways to make the best use of resources and reduce costs such as utilizing email and web site notifications and online printable forms;
- **efficient:** processing requests in a timely manner consistent with college policy and accuracy; reviewing systems to improve processes, office collaboration and workflow;

Reporting to the Vice President of Student Services and the Student Services Leadership team, the major cyclical activities of the department includes:

- assisting students with registration for summer, fall, winter and spring term classes;
- auditing program requirements and verifying graduation;
- processing and posting class grades;
- producing academic transcripts and diplomas.

The Enrollment Services department faces the additional short-term goal of providing the above services without interruption and simultaneously providing data and personnel support for current SIS processing <u>and</u> for 2018-19 ERP Campus Management Campus Nexus implementation. During that time, the Registrar will also develop workflow initiatives to automate services where possible and review admin drop, enrollment reporting grading and degree/certificate awarding processes for efficacy in the replacement SIS.

Enrollment Services Activities	Desired Outcomes/Objectives	Assessment Methods and Targets/Measures
1. Maintain and administer a comprehensive student records system that insures both the confidentiality of and appropriate access to academic records.	A. Accurately maintain official academic history in RogueNet and Campus Nexus, including registrations, majors, and degree/certificate awards B. Provide expertise to the campus concerning access to student records under FERPA policies C. Produce academic transcripts and enrollment verifications in the most efficient and student-friendly manner	A1/B1/C1. Solicit student/staff feedback on satisfaction with office services. C2. Utilize reports from National Student Clearinghouse and transcript logs.
2. Setup the graduation system to ensure students apply to graduate early enough to allow for appropriate advisement to complete degree requirements on time, and to provide necessary data for the commencement ceremony.	Implement Campus Nexus Degree Audit program. A. Provide timely advising and degree requirement information to students and advisors B. Consult with the Commencement Committee for results in terms of accurate commencement numbers and provide any additional data for commencement ceremony	A1. Compare number of graduation applications for current academic year against the prior academic year. A2. Solicit feedback from Advisors/Students on new graduation process. B1. Track fulfillment of data requested for commencement ceremony.
3. Administer an efficient registration system, which links registration with program requirements.	A. Implement Campus Nexus SIS in registration information in the most accurate and timely manner	A1. Work with IT and Campus Management developers to configure Campus Nexus. A2. Validate data and test Campus Nexus. A3. Implement and launch the program. A4. Run reports to very that degree seeking students are registering for required program classes.
4. Create an operating culture of inclusiveness so that we may better meet and serve the unique needs of a diverse community	Insure that the Enrollment Services staff treats all students with sensitivity and awareness of the campus issues that have occurred A. Work with supervisor/administrators to insure they communicate to our office sensitive issues and how we should deal with them. B. Enrollment Services staff will participate in campus workshops/seminars/training sessions on diversity issues	A1/B1. Include discussion of diversity issues during Student Services Leadership Team Meetings and pass information along to Enrollment Services Staff. B2. Sign in sheet for sessions/track participation

Appendix S: Enrollment Services Webpage

https://web.roguecc.edu/enrollment-services (As mentioned on page 16)

RCC Rogue Community College

Schedule of Classes | Current Students | New Students | Quick Links

Search RCC

Directory | Site Map

Redwood Campus Fountain

Home » Enrollment Services

Enrollment Services
Admissions
Forms for Students
Registration
 Registration Schedule
 Advising/Registration Clinics
Rogue Central Services
Tuition Rates
Installment Tuition
RCC Transcripts
FAQ's

Enrollment Services

MISSION STATEMENT

The mission of the Enrollment Services Department is to provide centralized, efficient customer service and maintain accurate educational records with integrity, complying with federal, state and institutional regulations so that students may successfully meet their educational goals.

Rogue Central Services

LOCATIONS:

- Student Services Building, Redwood Campus, 3345 Redwood Highway, Grants Pass OR 97527
- G Building, Riverside Campus, 117 S. Central, Medford OR 97501
- Table Rock Campus Room 187, 7800 Pacific Avenue, White City, OR 97503

Hours:

8 am-5 pm Monday - Friday* and 6 pm on Tuesdays during fall, winter and spring terms.
Summer term hours are 8 am-5 pm* Monday - Thursday.
*We may be unable to serve you after 4:45pm.

CONTACT US

Admission recruitment@roguecc.edu
- General admission applications
- International admission applications
- Placement test waivers for transfer students

Rogue Central RCS@roguecc.edu
- Registration
- Payment
- Financial aid advising
- Transcripts
- Family Education Rights and Privacy Act compliance

Student Records (541-956-7427)

- Degree Audit
- Graduation Applications
- Transfer and Military Credit Evaluations

NON DISCRIMINATION STATEMENT

In compliance with state and federal laws, Rogue Community College does not discriminate in any programs, activities or employment practices on the basis of race, color, religion, ethnicity, use of native language, national origin, sex, sexual orientation, gender identity, marital status, veteran status, disability, age, pregnancy or any other status protected under applicable federal, state or local laws.

El Colegio de la Comunidad Rogue no discrimina ningún programa, actividad o prácticas de contratación de empleos de acuerdo a raza, color, religión, origen étnico, uso de la lengua nativa, país de origen, sexo, orientación sexual, identidad de género, estatus civil, estado veterano, discapacidad, edad, embarazo o algún otro estado o condición considerada dentro de la ley de protección federal, estatal o local.

START NOW	PROGRAMS/COURSES	STUDENT SERVICES	ABOUT RCC
Admissions	Academic Departments	Career Services	At a Glance
Adult Basic Skills	Career Base Camp	Complaint Process	Administration
Business Development	Career Pathways	Counseling/Advising	Campus/Students
ESL	Course Descriptions	Disability Services	Faculty Resources
First Time College	Community Education	Español	Intranet Index (Staff)
GED®	Continuing Education	Financial Aid	Organization
High School	Cooperative Work Exp. (CWE)	New Student Information	RCC Connections Magazine
Life Long Learner	Degrees & Certificates	Strategies for Student Success	
Transfer Student	Holland Code Quiz	TRiO	Give to RCC
Returning Student	Workforce Training	Veterans Services	

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