OCTC Student Affairs
Admission/Registration Policies
5-23-14

The Student Affairs Unit

The Student Affairs Unit is comprised of the following offices:

Counseling Center – Provides academic advising to probationary and incoming transfer and readmit students. Provides counseling, career, disability, and transfer services. This office handles all incoming admission and testing telephone inquiries.
Financial Aid – Assists students in securing the funds needed to attend college.
START Center – Assists students in applying for admission, COMPASS testing, registration, and many other walk-in services. This office handles all front line student/applicant walk in inquiries. A staff member in this office also provides VA services.
Student Records – Maintains permanent records for all students and processes all applications, graduate information, grade changes, transcript requests, enrollment certifications, and many other services.
Vice President of Student Affairs – Provides leadership and direction to the Student Affairs Unit. Handles conduct issues, residency and tuition assessment appeals. Supervises VA services.

Application/Registration for New, Readmit, and Transfer Students
(Not Currently Registered)

Applicants begin in the START Center. Non-credential seeking applicants and new credential-seeking applicants may register in the START Center (once their application files are complete) with no appointment needed beginning on the dates listed below. Readmit and transfer applicants will be directed to make an appointment with the Counseling Center once their application files are complete. An applicant file will be considered complete when an application for admission for the current term has been received and processed, all official transcripts have been received, evaluated, and entered into the database (high school, GED, or college as required), and COMPASS testing, if required, has been scheduled and completed.

Early Applicants (credential-seeking)

Applicants with complete files completed by November 1 for spring and April 1 for summer/fall may register beginning November 15 for spring and April 15 for summer/fall.

All Other Applicants

Applicants with complete files may register beginning December 1 for spring and May 1 for summer/fall.

Contacting Applicants (The EARLI System)

When a student's file is deemed complete, the Ready, Not Registered (RNR) service indicator is entered with the student's admission status and the term they have applied for (TRN 41XX) to streamline and supplement the EARLI Process. The following would be listed in the reference line as appropriate:

TRN (Transfer)
RAD (Readmit)
FSH (Freshmen)
NON (Non Degree)
DC (Discover College)

The Counseling Center uses the EARLI System to confirm applicants are ready to register. If a transfer/readmit student is ready to register, they call them to set up an appointment. If a new credential seeking or new non-degree applicant is ready, they are contacted by phone or a postcard will be sent inviting them to come to the START Center. If an applicant is missing items, a letter is sent indicating what items are missing.

Please note: If an applicant who is RNR indicates that they are no longer interested in enrolling, insert the No Longer Interested (NLI) before the text on the reference line of the service indicator. (Example: NLI – RAD 41XX) This notation ensures that applicants who are no longer interested are no longer contacted. Retaining the RNR will allow staff members to see the student's status if they have a change of plans. The NLI process will also be used if a student drops classes after registering. In this case, the RNR will be re-entered into the system with the NLI addition.

START Center Intake – Has not yet completed an application for admission

New Student

1. Provide student with an admissions application to complete
2. Mark items on application checklist as student completes application
   - check for LSAR coursework (use LSAR panel)
   - check PeopleSoft (PS) Student Info screens
   - check for PS coursework (PS Grades tab)
   - check status of last admit (Term Stats tab)
   - check for Compass/ACT scores (Test Scores tab)
   - check for transfer credit (Test Trans. Credit tab)
   - check for service indicators (Neg. Serv. Ind. Tab) (see Service Indicators)
3. Review the application to ensure that it is complete (Note: Applicants selecting Engineering Technology, GOTS, IT, Criminal Justice, or Office Systems as their program must specify an option/specialization)
4. Use the "Notes" section to indicate any special instructions you may have given the student so we have a record of it. (For example: COMPASS appointment, requesting transcripts, etc.)
5. Record ID#, if it has been assigned in PS, otherwise record SSN (not both)
6. If test exempt (see Placement Testing)
   - circle "exempt" on application checklist
   If not test exempt
   - schedule Compass test (Excel sheet on the shared drive)
   - place TST service indicator if they are in PS
   - write test date/time on checklist
   - provide appointment card (blue card)
7. Provide student with START Center checklist and remind them of anything they need to provide (See Transcripts Required for Admission) Please note: If the student is currently a high school senior, see the special section below addressing students transitioning from high school to college freshman.
8. Refer to Financial Aid, if desired

The application checklist is attached to the upper left hand corner of the application, then both are submitted to Student Records for processing.

After the application is processed:

- If the high school transcript has been received and COMPASS exemption is granted based on ACT scores, and there is no other documentation needed for completion, the RNR service indicator would be entered by Student Records.

- If the high school transcript has not been received and COMPASS determination cannot be completed at the time of the application entry, the appropriate service indicators would be entered by Student Records.
- If receipt of the High School Transcript completes the student's admission file, once the transcript is logged into PS, the transcript hold is removed and the RNR is entered by Student Records.
- If the COMPASS test completes the student's admission file, once the scores are entered into PS, the COMPASS hold is removed and the RNR is entered by the START Center or COMPASS testing personnel.

<u>Students transitioning from High School (May/June 2010 graduate examples) to First time Freshman</u>

These students may provide a high school transcript prior to high school graduation (an "in-progress" transcript—same idea as a college transcript sent before the end of a semester). As long as this is an official transcript (sent directly to us via mail or electronically), the student can register for summer or fall once the admissions file is complete. When the application is updated, the hold for the official transcript will be placed for the next semester so the student must provide it before registering for any future semester.

Indicators in PeopleSoft that a High School 2010 graduate to Freshman is not ready:

- Not found in PS

We may have the application and even a transcript but we cannot place holds until the application is processed

- ADM – HS 2010

The year indicates the anticipated High School graduation date. If this hold is on the student, their application to return as an adult has not been processed

- CAD - APP NOT PROCESSED 4102

The term shows that an application has been received for a particular term but has not been processed. If it is an online application, it will say "WEB APP"

- CAD – IN PROG HS 2010 RECD 4-28-10

This indicates we have the in-progress transcript but the app has not been processed yet. This hold may or may not be accompanied by the "CAD – OFF HS TRANS 4106" hold since this hold is placed when the application is processed.

Indicators in PS that a HS to 2010 grad Freshman is ready to register:

- RNR – FSH 4014

If this Service Indicator is placed, the student should be ready. This indicator may be accompanied by the following indicator:

- CAD – OFF HS TRANS 4106

As long as the indicator is for a term beyond the one the applicant is registering for, this hold will not prevent the student from registering.

<u>Students applying as First time Freshmen (Not 2010 HS grad)</u>

These students must provide an official transcript (or an unofficial transcript if it is after June 1 for summer, Aug 1 for Fall, or Jan 1 for spring per KCTCS conditional admission policy – *KCTCS Catalog 2011-12*, p. 46). The holds will be the same except for the in-progress transcript.

<u>Readmit Student</u>

NOTE: If a readmitted student's name is different in LSAR or PS than on the application, make a copy of the applicant's new Social Security Card and new Driver's License and attached the copies to the application to submit to the Student Records Office. This is a KCTCS policy.

Follow steps 1-6 as listed above.
7. Advise student that they will be meeting with Counseling Center downstairs; provide contact information and START Center checklist.
8. Refer to Financial Aid, if desired.

The application is submitted to Student Records for processing.

After the application is processed:

- If no other documentation is needed and the student's admission file is deemed complete, the RNR is entered by the Student Records Office.
- If the COMPASS test is needed, the appropriated service indicator would be entered.
- If the COMPASS test completes the student's admission file, once the scores are entered into PS, the COMPASS hold is removed and the RNR is entered by The START Center or COMPASS testing personnel.

<u>Transfer Student</u>

Follow steps 1-5 as listed above.
6. Discuss <u>mailing official college transcripts</u> and how the COMPASS testing decision will be made once transcripts are evaluated

NOTE: Transfer students must have their transcripts sent to us (OCTC Student Records, 4800 New Hartford Rd, Owensboro, KY 42303). Student can check via PeopleSoft/SUNRISE to see when the transcript has been evaluated

7. Provide the student with START Center checklist and remind them of any additional documentation they need to provide
8. Advise the student that they will be meeting with Counseling Center downstairs and provide contact information.
9. Refer to Financial Aid, if desired.

The application is submitted to Student Records for processing.

After the application is processed:

- If the student's College Transcript has been received and COMPASS exemption has been granted, and there is no other documentation needed for completion, the RNR service indicator would be entered by the Student Records office.
- If the transcript has not been received, and COMPASS determination cannot be made, the appropriate service indicators would be entered by the Student Records office.

- If receipt of the College transcript completes the student's admission file, once the transcript has been received, evaluated, and entered course by course into PS, the transcript hold is removed and the RNR is entered by the Student Records office.
- If the COMPASS test completes the student's admission file, once the scores are entered into PS, the COMPASS hold is removed and the RNR is entered by the START Center or COMPASS testing personnel.

Initial Advising Assignment

Student Records personnel will assign all credential seeking students to the Administrative Assistant of the appropriate division. Once a student is registered, they will be assigned a faculty advisor. (This process is discussed further in the registration section.

Non Degree Student (Not eligible for financial aid or provided advising)

Follow steps 1-5 as listed above.
6. If test exempt (not enrolling in a math or English course)
   - write "exempt" on application checklist
   If not test exempt
   - schedule Compass test (Excel sheet-shared drive)
   - place TST service indicator if they are in PS
   - write test date/time on checklist
   - provide appointment card (blue card)

The application is submitted to Student Records for processing.

After the application is processed:

- The RNR would be entered by the Student Records office at this time unless COMPASS testing or other documentation is needed.

Please note: If an applicant who is missing items indicates that they are no longer interested in enrolling, add "NLI" and the application term (example: NLI 41XX) at the beginning of all the ADM/ADV/STD service indicators for the student. This notation ensures that applicants who are no longer interested in attending OCTC will not be contacted.

High School (Discover College) Student

High school students seeking to take colleges classes prior to high school graduation, should be referred to the Discover College Technical Programs Coordinator or General Education Coordinator (NOTE: High School seniors planning to attend OCTC upon high school graduation should visit the START Center to apply for admission.

 If the Discover College staff are unavailable:
- Give student a Discover College business card so they may call for an appointment.
- Give student an OCTC application to complete and return to Discover College
- Inquire if the student would like to schedule an appointment to COMPASS test
- Discover College personnel assists student in completing the required paperwork and then submits the Dual Credit Approval Form, application, and transcripts to student records for processing
- For additional information/discrepancies with applications, Student Records will contact Discover College.
- For programs that are not applicable for SEEK funding (campus-based technical programs), bills are given to Discover College and mailed to the student/district

NOTE: The Discover College RNR will be placed and removed by Student Records as appropriate when they register these students in their classes.

Removal of the RNR Service Indicator

The Ready Not Registered (RNR) service indicator is removed by the staff person who registers the student.

NOTE: This indicator is a negative service indicator and therefore must be removed before the student is registered into classes, thus eliminating the need to remove holds later.

START Center Intake – Has submitted an application for admission.

NOTE: For applicants who are "waiting" while their application is processed, Student Records will instant message or e-mail the START staff member who accepted the application once the application is ready. Please reply with an "OK" or "Thanks" in return.

<u>New Student</u>

1. Check PS Student Info screen
   - provide the student with the START Center checklist
   - check for the RNR service indicator (Neg. Serv. Ind. tab) to see if cleared to register.
   - If no RNR indicator, check for other service indicators to determine why file is incomplete
   - If no service indicators are present, check if application has been entered (Term Stats Tab-check for current semester)
   - check Compass/ACT (Test Scores tab)
   - check placement test scores. (Note: If a new student tests low enough that they will be considered a "developmental" advisee, we still take care of them in the START Center.)
2. If clear to register, remove the RNR service indicator, and then
   - introduce advising central
   - complete schedule card
   - recommend GEN 100 for the student and explain how it has helped thousands of students over the years to be successful in their first semester
   - register for classes
   - print schedule and bill
   - open current academic plan on OCTC website
   - develop the initial academic plan and save on the shared drive (see below)
   - academic assistants will assign an advisor and notify student via their student email
   - provide the OCTC News U Can Use
   - discuss student e-mail/online courses, if necessary
3. Sign student up for New Student Orientation (Excel sheet on the shared drive)

<u>Readmit Student</u>

1. Step one above (same as new student)
2. If student is ready to register, refer to Counseling Center (Note: Send the student to the Counseling Center with their name, PS ID #, and their RNR type (RAD) on a START Center post-it note.)

<u>Transfer Student (has applied for admission)</u>

1. Step one above (same as New and Readmit students)
   - also check for receipt and data entry of transfer work (Test/Transfer Credit Tab)

2. If ready to register, refer to Counseling Center and inform them of transfer resources available to them via Advising Central (Note: Send the student to the Counseling Center with their name, PS ID #, and their RNR type (TRN) on a START Center post-it note.)

Shared Drive for Academic Plans:

The shared drive was created to house a student's initial academic plan in a central location easing accessibility. Once a student is assigned an advisor by the appropriate division administrative assistant, the advisor will be able to retrieve the initial academic plan and continue to update it as needed. The academic plans will be saved to the shared drive in the following format: lastname, firstname emplid – initialadvisorlastname date, e.g., "Smith, John 001112233 – Beardmore 7-13-12"

Non Degree Student (not eligible for financial aid or official advising)

1. Step one above (Checklist and Compass may be omitted)
2. If student is ready to register, remove the RNR service indicator, complete the schedule card, and register for classes.

High School (Discover College) Student

Refer to Discover College

Intake Resources

- ACT COMPASS placement chart: Advising Central
- ACT COMPASS info: Advising Central
- SUNRISE registration instructions: Owensboro Community and Technical College - instructions
- Application checklist (1/4 sheet)
- Checklist Postcard
- Compass Appointment Spreadsheet

Placement Testing (Effective Fall 2010)

NOTE: There are no exceptions granted by Student Affairs in regard to prerequisites. Overrides of prerequisites must be approved by the appropriate academic administrator.

- Students with pre-100 level coursework over five years old who have not completed a college-level course in reading, math, or English will COMPASS test or begin in the first developmental course. We will use this information for advising purposes so the student knows where they stand (if students insist on rejoining the sequence they were in, they will be allowed to do so)
- SkillsTutor remediation (before re-testing) may be completed off site before the first re-test. Students will still go to the TLC to set up remediation.
- Students who test below 26 on the English section, below 49 on the reading section, or below 24 on the pre-algebra section of the COMPASS test will be referred to the TLC for SkillsTutor remediation or to SkillTrain on the Downtown Campus for remediation classes. Once students have completed the required remediation, they will be allowed to retest.
- There will be no limit on retesting—but TLC remediation requirements increase with each retest. For math and English, the total number of hours required increases by multiples of three (3 hours before first retest, 6 before second retest, 9 before third retest, etc.). For reading it will increase by multiples of two
- ACT Scores that are less than five years old, on unofficial high school transcripts may be used for placement and entered into PeopleSoft if reported on unofficial high school transcripts.

- When a prospective student has an EMPLID in the system, then the TST Service Indicator will be put on the student's account if needed before the application is sent to the Student Records Office (The START Center personnel will place "Pending transcript" on those transfer students that are awaiting college transcript evaluation).
- When a prospective student does not have an EMPID in the system, then the Student Records Office personnel will put on the service indicator after the application has been entered.
- TST service indicators may only be placed or removed by Student Records, the START Center, or COMPASS testing personnel.

Transitional Students

The following scores will be used to place students in the four categories that make up the Transitional Advising Group. The placement is listed along with the scores.

READING	COMPASS SCORE 49-69	RDG 020
READING	COMPASS SCORE 0-48	REFER THE STUDENT TO SKILLTRAIN
ENGLISH	COMPASS SCORE 0-25	REFER THE STUDENT TO SKILLTRAIN
PRE-ALGEBRA	COMPASS SCORE 0-23	REFER THE STUDENT TO SKILLTRAIN

Service Indicator holds will be placed under the <u>ADV Service Indicator</u> with the following structure in the Reference field:

For English ST – DEV ENG ST
For Reading ST – DEV RDG ST
For Math ST – DEV MATH ST
For Reading 020 – DEV RDG 020

No periods, no commas, no dashes. If a student has two areas, follow the example below:
For English ST and Reading ST – DEV ENG & RDG ST
For English ST and Reading 020 – DEV ENG ST & RDG 020

If they have tested into the areas listed above, the student is allowed to only take the courses listed on the Student Placement Guidelines.

When a student with ENG ST or RDG ST comes to you, the first question to ask them is "Are you going to retest in (the area of ST)?" If the answer is yes, send them to the Teaching & Learning Center. If the answer is no, they are to be referred to the SKILLTRAIN Center. Also, if the student tested into ENG ST the only classes those students can take are listed on the ENG ST Guideline. The same goes for the RDG ST students.

Enrollment in transitional courses shall continue consecutively until all required developmental education is complete. Students requiring transitional education will be placed in the appropriate courses during the first two terms of enrollment--per KCTCS Administrative Policies & Procedures.

Students with the ADV/DEV Hold will be required to have an advisor's signature to register for classes. Students are not allowed to register on-line until the hold is removed.

Transitional advisors will fill out a schedule card, sign it and send the student to the START Center for registration to take place. START Center personnel will call the appropriate person to move up the hold to allow registration.

A semi-automated process is being put in place so that when the list of advisors are looked at each semester the program will also look for those students who have completed the last class to complete the mandatory sequence. For Example: RDG 030 must be completed before the hold is removed. A list

will be generated by this process and the Developmental hold will be removed and the student's name will be submitted to receive a new advisor.

Course Recommendation Grid Sheets for Developmental Students

Web Address: http://www.owensboro.kctcs.edu > Student Life > SUNRISE > Advising Central > Placement testing guidelines

Service Indicators, a.k.a., "holds"

- For BKS, LIB, FIN, WRO, or DOR holds, the START Center will 1) Inform the applicant about the hold(s) and direct them to the appropriate offices and/or individuals, 2) Tell the applicant that he/she should return to the START Center once the holds are resolved, and 3) Note this on the ¼ application checksheet under the "Notes" section and forward the application to Student Records. Student Records will hold the application and await notification from the START Center that the applicant has resolved the holds. Note that the application will not be processed until 1) the applicant notifies the START Center that the issues that resulted in the holds have been resolved, and 2) the START Center notifies Student Records of the resolution.
- Financial holds - If a student has a FIN hold with another college, please submit the application to the Student Records Office and have the student call you when the hold is cleared. Records will not process the application until the issue has been resolved. (If the home campus of this student is changed to OCTC, then the debt they owe to KCTCS becomes assigned to our campus.)

Academic Suspension (SUS holds)

- Applicants under academic suspension, whether at OCTC or another college, must complete an "Application for Admission/Reinstatement" form in addition to the regular Admissions Application. If the student is interested in applying for financial aid, direct the student with the Application for Admission/Reinstatement form to the Financial Aid Office. Financial Aid Office personnel will discuss the student's financial aid status and make notations on the Reinstatement form. The student will complete both Applications, and be directed to submit them to the Student Records Office. The applications will be reviewed at the next meeting of the Student Services Committee. Students will be contacted by the Counseling Center and apprised of the committee decision.

Application Processing Procedures

Students submitting applications to two or more KCTCS colleges
Student Records will not call students who have submitted applications to more than one KCTCS college to verify enrollment intent; the most recently dated application will be the one honored.   Example 1 – A student submits an application to HCC dated May 2, 20XX for fall 20XX and an application for fall 20XX to OCTC dated July 20, 20XX. Student Records will process the application, changing the student's home campus to OCTC. Example 2 -- A student submits an application to HCC dated May 2, 20XX for fall 20XX and an application for fall 20XX to OCTC dated April 1, 20XX. Student Records will not process the application or change the student's home campus from HCC. Student Records Personnel will make a notation on the application stating why no data was entered and file the application. This application will not be considered a problem application and not be filed separately because the student has chosen another college since submitting the first application to OCTC.

Students enrolled at another KCTCS College applying at OCTC.
Student Records will not call the student to verify enrollment intent and will process the application.

Students requesting to change their home campus to OCTC by phone

The student will be instructed to come to the START Center and complete a paper application or to go on-line   (www.owensboro.kctcs.edu/apply) and submit an OCTC application prior to any changes being made.

Other departments calling and requesting to change a student's home campus to OCTC
The student should be directed to the START Center to complete a paper application or to go on-line (www.owensboro.kctcs.edu/apply) and submit an OCTC application prior to any changes being made.

Students from other KCTCS colleges submitting applications to OCTC for our nursing programs
Student Records will notify these students to verify enrollment intent and explain the ramifications of changing their home campus while applying to several KCTCS colleges' selective admissions programs.

Students informing the OCTC Student Records Department that they are no longer interested in coming to OCTC.
If during a phone conversation with a student, the Student Records personnel are told that they are no longer interested in coming to OCTC for the semester in question, the application will be attached to a notification sheet and filed. This application will not be considered a problem application and will not be filed separately.

Application Processing in Student Records Near the Beginning of the Coming Semester
(Purple Slip Process - after August 1 for fall, January 1 for spring, and June 1 for summer)

- Determination of Testing Status:
  New Students – Determined by the START Center personnel via ACT scores.
  Transfer Students – Determined by the Registrar or designee once transfer work is evaluated.
  Readmit Students – Determined by the START Center personnel via previous coursework or ACT scores.
- Verify that all transfer work has been received. If the student's transfer work is not evaluated or needs to be "unblocked," submit all transfer work to the Registrar to be evaluated.
- The turn-around time must not be before two working days. Student Records will send the student (not the START Center personnel) with the purple slip to the Counseling Center for an appointment.
- The procedure above is only for readmit or transfer students that are NOT on probation.
- The Probation students (from OCTC or transfer) will need to be processed in a shorter time frame due to a lack of personnel to assist these students before classes start.

The purple slip should have the earliest completion date noted. No student should be given a purple slip until ALL transfer work and testing has been submitted to Student Records.

Transcripts Required for Admission

When the application is entered, the holds for GED, High School, or College transcripts will be the same.
- The unofficial transcript hold means the Student Records Office has no supporting information on this applicant (student cannot register with unofficial transcripts except after the first day of the month in which classes begin – August 1 for fall, January 1 for spring, June 1 for summer). NOTE: Unofficial copies of transfer work should be included—if possible—with the application. Any college transcript brought in by the student in any format will be considered as an unofficial transcript. The transcript will not be used in any capacity until the dates stated above. The unofficial will not be officially evaluated and therefore it will not be logged in course by course.   The copy of the unofficial evaluation (usually just hand written on the unofficial transcript itself) will be used for advising. This unofficial evaluation will be done in the order received in Student Records.
- The official transcript hold is placed to make sure the Student Records Office receives the official transcript before registration, or if an unofficial is used to register. NOTE: Credential-seeking applicants who are currently enrolled at other colleges and want to register before they complete the

semester at their current college must provide an official transcript now and another after grades are posted.

- The GED transcript showing scores must be official (not a copy). An applicant can request this from https://ged.ky.gov/transcriptrequest/
- The following will be entered as a CAD Service Indicator if the official transcript has been received and placed in the process of evaluation and course-by-course data entry "(College Name) transcript received – in process". After this service indicator has been placed it still may be several weeks before the evaluation and course-by-course data entry is completed: "(college name) transcript received – in process".

Definitions:
- <u>Official High School Transcript</u>: 1) Delivered through the US Postal Service directly to OCTC's Student Records Office in a sealed letterhead envelope. These will be considered "official complete" with high school graduation date or "official in progress" if it does not have a graduation date. 2) Electronic transcript (direct). Please note: If delivered in a sealed letterhead envelope, these may be accepted with approval by the VP of Student Affairs.
- <u>Unofficial High School Transcript:</u> 1) Hand carried not in a sealed envelope, 2) Faxes of any kind (even from the school), 3) Sealed non-letterhead envelope. NOTE: ACT Scores on unofficial high school transcripts may be used for placement and entered into PeopleSoft if reported on unofficial high school transcripts.

Registration of Currently Enrolled Students

NOTE: Students who are changing KCTCS campuses must fill out a new application with us.

<u>Continuing Students Registration</u>

Check the "Self Service enroll permission" area of PeopleSoft (Main Menu > KCTCS Student Administration > KCTCS Student Records > Advisors) whenever a continuing credential seeking student wants to register for the next semester's classes. If the student does not show a checkmark in the "Authorized" box for the semester they want to register for, this means that they do not have an academic plan on file and s/he must meet with their official advisor and complete an academic plan (or program coordinator, or division chair--in the case of extenuating circumstances) before registering. This is our policy for these reasons:
- These students may never meet with the advisor who knows their major (program) best and miss out on information they need to have to ensure that they graduate on time.
- A completed academic plan is a contract between the advisor (representing the college) and the student that is to the advantage of the student. If the advisor makes a mistake on a signed, official plan, we try and make it right. If a student mistakenly takes a class due to advice received from "someone," the student is responsible.
- These same students may ask us to advise them, bypassing their advisor. We do not have adequate staffing to meet these requests.
- These students were eligible to register earlier in the semester when their advisors were on campus. You will hear many stories about how their advisor was never there for office hours, didn't return calls, and didn't answer e-mails. When you hear this, let them know that 1) the faculty member will be back in once the semester begins, and 2) they can copy you on the e-mail to the advisor (with the idea that the advisor might pay more attention to the message), and, if necessary, 3) that you can refer them to the program coordinator or division chair.

If you have a "Non-credential" student (not "Non credential - Workforce" and not "Non credential - High School"), you can turn on their online registration access if they are 1) a continuing student, or 2) updated and ready to go for the term (see the "rqrmnt term" of the "Term Statistics" advising panel). Once their online access has been entered, these students can register themselves.

NOTE: Graduates continuing to attend after graduation must complete a change of program/major form to declare a new program. This will serve as notification to Student Records that a new career must be added in PeopleSoft (If no major change form is present and the student is already enrolled for the next semester a career denoting Undecided as the major will be added for the student).

Online and Advance Registration – Eligibility Questions

1.   Are you currently registered as an OCTC student?
       If yes (this means that the student has a home campus of OWC showing in PeopleSoft), then
       proceed to question #2.
       If no, then they need to check with their home campus.
2.   Are you a high school, corrections, probation/suspension, developmental, or no classes for GPA
       student?
       If yes, then the student is not eligible for online registration since permission to register must be
       granted by the high school, corrections facility, probation/suspension advisor, or developmental
       advisor respectively. These students may be registered by advisors on the date they would have
       been eligible for online registration.
       If no, then proceed to question #3.
3.   Are you a credential-seeking student?
       If yes, then the student must have an academic plan signed by his/her official advisor to be
       eligible to register online.
       If no, then the student is eligible to register online.

Even if the student is eligible to register online, the same holds, prerequisites, and related class requirements apply when they attempt to register via the web as when they register in person. In those cases, the student must visit the START Center because students do not have the ability to override any errors or holds they encounter.

In-person Advance Registration for currently enrolled students begins on November 1 for spring and April 1 for summer/fall.

Records/Registration Support Services

Assistance requests for Student Records

If personnel working with students require assistance from the Student Records Office, they will utilize the OCTC Student Records email. If it is noted in the subject line of the message that the student is on campus and waiting for the issue to be resolved, the request will receive priority attention.

Academic Bankruptcy

Refer any student inquiring about Academic Bankruptcy to the Student Records Office. If available, the Registrar or designee will meet with the student to discuss the rules and policies set by the faculty and have the student complete the appropriate form.

Advisors – Instructions for Students

A student may find their advisor's name by logging into PeopleSoft via SUNRISE. The advisor's name will be on the right-hand side of the page. There will be an option for details about their advisor if they click on "Details" under the advisor's name. The "Details" screen will have the advisor's name underlined. If students click on the name, it will pull up an e-mail page so they can e-mail their advisor to request an advising appointment.

Certification of Enrollment Requests

Students who need verification of their enrollment for insurance purposes, scholarship applications, or any other reason may request a certification letter. Students need to complete a certification letter request form in the START Center. The forms are forwarded to the Student Records Office for processing. Students can specify on the request form if they would like their completed form(s) mailed, faxed, or held for them to pick up. Requests are usually processed within two working days.

Students may also print an enrollment verification letter from the National Student Clearinghouse Website. There is a link to this website on their Student Center Page in PeopleSoft.

Grade Requests

Students should access their SUNRISE account to view their grades. Students have access to print a copy of their semester grades on their class schedule or an unofficial transcript. It is the college's policy to release grades to students only via an official transcript. (Please see the Transcript Request procedures below.) Any exceptions must be approved by the Associate Dean or Vice President of Student Affairs.

Intent to Withdraw

NOTE: The intent to withdraw mentioned below is for financial aid purposes only and does not constitute an "Official Withdraw" from any class.   The student must 1) present the withdraw slip to the START Center, and 2) if after midterm; obtain the signature of the instructor to be "Officially Withdrawn" from any of their OCTC classes.

In order for a student to earn 100% of their student aid, they must complete at least 60% of the semester. However, federal financial aid regulations state:

> (Chapter 2, Volume 5) A student may provide official notification of his/her "Intent to Withdraw" by notifying the Financial Aid office in person, in writing, or by phone. Intent to withdraw means that the student indicates he/she has either ceased attending or does not plan to resume attendance and intends to withdraw. If a student who has not been attending regularly, provides notice of intent to withdraw after the 60% point in the semester, this date can be used as the official withdrawal date [for financial aid purposes] and recalculation of their aid is not necessary.

Each semester once the 60% date has passed, an attendance roster is sent to all instructors. The roster information provides the Financial Aid Office with the names of students who have ceased attending before the 60% point and allows them a small window of time to contact the student and give them a chance to provide their intent to withdraw. This can save the college and our students thousands of dollars.

Students can receive a failing grade and not be required to return funds. This is simply for financial aid purposes. (Contact the Financial Aid Office) Students must meet three criteria for financial aid. They must maintain a 2.0 GPA, complete 67% of all classes attempted, and not exceed 90 hours to obtain their degree. So, even if they provide official notification of intent to withdraw and are allowed to keep funds for the semester, the system may still catch them on one of the other 3 criteria. In other words, they may not be allowed to receive aid the next semester. Some students truly have circumstances beyond their control. This process allows them a second chance.

Name and Address Changes (For Currently Enrolled Students)

Students who need to have their name or address changed in the database may come to the START Center and complete an OCTC Name/Address Change form. If changing their name, the student must take their driver's license and social security card with their new name listed to Student Records for scanning. Please note: Once a student's name is changed in PeopleSoft, there is a delay before the

student's User ID is updated. The student should continue to sign in with their old User ID until they get an error message that it is no longer correct. At that point they will need to reset their password via self-service. They will be prompted to enter their student ID number and new last name. They will be assigned a new user ID on the page where they will enter their new password.

Major Changes (For Currently Enrolled Students - effective February 1, 2013)

Students wishing to change their major will complete a major change form in the Student Records Office, START Center, Counseling Center, or TRAC Central. The student will submit the completed form to the Student Records Office. If the student is changing from non-credential to credential seeking, the staff in Student Records will check to ensure the student has completed all requirements to be credential seeking. If the student still needs testing or documents, the staff will inform the student immediately (see below). If the student is changing from one credential program to another, the student will be advised to check their PeopleSoft self-service in 7 to 10 business days for their the new major/advisor assignment.

Once the request is processed by the staff in Student Records; the Division Assistant will be sent an e-mail notifying them of the major change. The Division Assistant will assign an advisor and update the information in PeopleSoft. The Division Assistant is not required to return an e-mail to the Student Records Office of the advisor assignment. **

The major change form will include a white copy to be retained in Student Records and a yellow copy given to the student after Student Records Office personnel review the form. The advisor will not receive a copy of the major change form, but can monitor their advising list in PeopleSoft for updates.
**The procedure for assigning division assistants as advisors to students who are applying for admission/ readmission will not change.

Currently Enrolled Non-credential seeking students declaring a major

When these students declare a major they do not need to complete a new application if they are continuously enrolled; but they do need to complete a Program/Major Change form. Additionally, we must evaluate them for COMPASS and remind them to have transcripts of previous college coursework mailed to us before the change can be processed.

Data Security (Action Steps for 2012-13)

1. Never ask for a SSN verbally and never take it verbally (students should input directly into a computer or write it on a form)
2. Require individuals inquiring about information to provide a photo ID – "You think it's me? Check my ID."
3. Double check student information before proceeding
4. Recommend students access information from their self-service account (PeopleSoft)
5. Implement forthcoming enhanced FERPA process in PeopleSoft
6. Implement enrollment/graduation verification through the National Student Clearinghouse
7. Secure our computers when not in use

Parental Requests
Due to FERPA regulations, if a parent calls requesting information about a student, tell them to "talk with your student." It is important that the communications lines are kept open between parents and students and we want to help facilitate this process.

Family Educational Rights and Privacy Act (FERPA)

Student ID Number

If a student requests their student ID number, it may be provided by staff on campus in the following ways: 1) he/she must present a picture ID as confirmation, 2) the student ID number may be mailed in a sealed envelope or mailer to the address listed in PeopleSoft or 3) the student ID number may be emailed to the email addresses provided in PeopleSoft. Students calling the GO KCTCS! Student Services Center can request their student ID number once they go through a verification process. All callers requesting their student information have their identity verified by 1) confirming a match between the caller ID and the phone number in PeopleSoft, and 2) confirming first and last name. For callers from phone numbers other than what shows in PeopleSoft, the caller must provide the correct birthdate and two of the following six items of information:

1. Program on application or current program
2. Home college
3. Last course taken and instructor's name
4. Name of high school
5. Year of graduation
6. Year of GED

Transcript Requests

Students who need to have an official copy of their transcript may submit their request by completing a transcript request form in the START Center, by mailing or faxing a request to the Student Records Office, or by accessing an online site (www.getmytranscript.com).

Transcript request fees are as follows:

OCTC Transcript Menu

$5   **Sent Directly via US Mail**
Usually sent within two business days

$7   **On Demand** (Photo ID required)
Usually ready within fifteen minutes

$17   **Faxed and Sent Directly via US Mail**
Requests received prior to 3:30 p.m. will be completed the same business day

Note: If the student wishes their transcript to reflect grades or credentials earned for a particular semester, they must indicate this on the request form. Their request will be fulfilled once the grades/credentials are posted to their record.

Students do not need to have transcripts sent to other KCTCS colleges, because other KCTCS colleges have access to the transcript information.

Currently enrolled students may print out unofficial transcripts from their Student Center for no charge.

NOTE: All financial obligations to the college must be satisfied before an official transcript can be processed and issued. Effective June 6, 2012, before accepting payment for an official transcript request, START Center and Student Records personnel will check PeopleSoft for financial holds. If the student has a financial hold, the transcript request will be marked "VOID – FIN hold" and the form will be sent to the Student Records Office. The student will be directed to the appropriate office to pay the obligation. Requests received by mail will be returned to the student with a letter stating the reason the request was denied. Once the obligation has been cleared, the student will need to complete the steps listed at the beginning of this section to resubmit their request. On a related note: Negative holds will also prohibit a currently enrolled student from printing an unofficial transcript from their Student Center.

VA students/applicants

If a student is interested in speaking with the VA rep, please check the VA calendar. If the VA rep is in, call 64631 and see if they are available (they may be meeting with another walk-in student). If they are not available, schedule an appointment during the times designated on the calendar, give the student a VA business card, and encourage them to call and leave a voice mail with questions. Will Logsdon is available for general VA questions as a staff member if the VA rep is not in—but student specific issues must be answered by the VA rep.

Forms for the Student Affairs Unit

Available in the START Center
Applications
Schedule cards
Drop/add forms
Transcript requests
Certification requests
Major change forms
Name/Address change forms
Selective admissions file verification form
Reinstatement forms
Repeat option forms (for legacy course repeats only)
Challenge exam forms
Fee penalty appeal forms (these appeals are submitted to the Vice President of Student Affairs)
Residency appeal forms (these appeals are submitted to the Vice President of Student Affairs)

Available in Student Records
All of the above, plus:
Grade changes
Bankruptcy forms
Suspension appeal forms
Experiential learning forms

NOTE: Forms that go through faculty before going to Student Records are only available in Student Records.