Administrative Council Meeting
August 5, 2008

Members Present: Acting Vice President Courter, Mr. Foley, Interim Vice President Gabriel, Vice President Gary, Dr. Gueverra, Mr. Foley, Dr. Hill, Dr. Hinton, Vice President Sachs, Dr. Tardd, and President Templin.

Mr. Jerry Boyd represented Dr. Saperstone.

Guests:
Ms. Alethea Hamilton, College Registrar
Dr. Elizabeth Harper, Associate Vice President for Student Services and Enrollment Management
Dr. Sharon Robertson, Associate Vice President, Academic Services
Ms. Cathy Simpson, Coordinator, Technology Applications Center
Ms. Judy Zhou, Technology Applications Center

Student Access & Success:
• 2008 Summer Enrollment
  o Dr. Gabriel noted that, because some of the never-attending students were not deleted during the required period, final numbers may be lower.

• Fall Registration – Strategy for Recapturing Dropped Registrations
  o The Daily Enrollment Report for Fall 2008 as of August 8, 2008, reflects a decrease of 4.1% over the comparable date in Fall 2007.
  o Dr. Gabriel stated that the number of students dropped during enrollment cancellation was significantly higher than in the past. He advised that in the past approximately 35% of those dropped were recovered within a week. However, this recovery rate would not allow the college to reach its 2008-2009 enrollment target of 3% increase over 2007-2008.
  o The college automated calls have been completed. Dr. Gabriel proposed the following plan for re-registering these students:
    ■ Review the enrollment cancellation list and begin telephone calls to students. A script was provided and the importance of making these calls by the end of this week was noted;
    ■ Advise students to re-register for at least one course and provide information on the Deferred Payment Plan and Financial Aid. If each of the students contacted re-registers in one course, approximately 1100 FTES will be recovered;
    ■ Consider hiring students (work study or part-time) to make calls to students who were dropped;
    ■ Track calls and the success rates of these calls in recovering students. These calls also provide an opportunity to collect information as to possible barriers encountered by students during registration.
Graduates:

- **Graduation Data**
  - Dr. Templin stated that although the fall-to-fall retention rate for NOVA has increased over the past four years, the number of graduates has remained flat. He noted that an institutional focus on graduation as an outcome of student success and convincing students of the value of a NOVA credential are both critical to increasing the graduation rate.
  - Dr. Gabriel presented data on the number of NOVA graduates and awards for the period 2003-04 to 2007-08. The data indicate that, following a decrease in the number of graduates in 2005-2006, the number of graduates has increased only slightly in subsequent years.
  - Information was also provided as to how VCCS and SCHEV count the number of graduates (those receiving a degree, a certificate, or a career studies certificate) for each academic year.
    - **VCCS/NOVA Graduates:** If a student completes degree requirements during an academic year and is certified during any of the terms (Summer, Fall, Spring), VCCS will count them as having graduated during that academic year.
    - If a student completes degree requirements during one academic year, but applies for graduation in another academic year, the degree will be certified for the year the degree requirements were completed. This student is not counted in either the data for the year the degree was certified or for the year of the application submission.
    - **SCHEV:** If a student graduates in a particular academic year, he/she should be enrolled in at least one session during the academic year.

- **Graduation Definitions**
  - Dr. Gabriel stated that the Integrated Postsecondary Education Data System (IPEDS) defines a graduate as a first-time, full-time, program placed student who completes degree requirements within a 3-year period.
  - It was suggested that it might be beneficial if the college developed its own metrics to provide data more reflective of NOVA and to identify possible barriers to the completion of the graduation process.

- **On-line Graduation Application.** A proposed online substitution request and an online graduation application were presented by Dr. Harper and Dr. Robertson, assisted by Ms. Hamilton, Ms. Simpson, and Ms. Zhou.
  - The current procedures are often problematic for both tracking and completing the process, resulting in frustration for both students and faculty advisors.
  - The online substitution request will go from the advisor to the appropriate dean(s) to the Central Records Office (CRO). It is structured to streamline the process, give the student more control, and includes a tracking function allowing the faculty advisor and the dean(s) to monitor the status of the paperwork. Council members requested that a statement be added stipulating that the form is to be completed within 72 hours and that the
process also include an alert notification to the advisor if this is not done. Once the form is received by the CRO, posting should normally be completed within 24 hours.

- The online graduation application will go directly from the student to the CRO. Students will no longer have to come to campus to get the form approved nor will the documents have to be scanned in the Student Services Centers.

- Dr. Harper discussed the expected outcomes on graduation processing of implementing these two online documents:
  - Provides applicants with timely feedback as to their status and any remaining requirements.
  - Provides the college with accurate information about all applicants at the time they initiate the action.
  - Reinforces academic advising and appropriately involves the advisor but continues when an advisor is not readily identified or available.
  - Provides for timely review and action regarding course substitutions.
  - Leads to the timely issuance of diplomas.

- These process changes have been endorsed by the Academic Deans Council, the Deans Working Group, and the Instructional and Student Services Committee.

- Ms. Cathy Simpson demonstrated how the students would access these documents as well as their degree progress reports. Dr. Harper acknowledged the efforts of TAC, especially Ms. Judy Zhou, in the development of these online documents.

- Improving communication with students continues to be a major area of focus. Two examples are the development of Frequently Asked Questions for both the graduation application process and the substitution requests, and increasing our capability to provide students with automated messages at various stages of their academic careers.

- The Administrative Council approved the proposed online forms. The forms will be posted to the college website as soon as the requested additions are made.

Governor’s Order on Reducing Discretionary Spending:

- Dr. Templin stated that the entire college community is to take decisive and immediate action to ensure compliance with instructions included in the Governor’s memo. He noted specifically that all travel using state funds, regardless of what budget is covering it, must be directly related to the direct delivery of mission.

- Dr. Templin will provide guidelines to the Administrative Council to clarify what is and what is not permitted. Including information on these restrictions in the Intercom is also being considered.
Among the areas considered to be mission-critical are re-licensure, accreditations and some presentations. Each will be considered on a case-by-case basis in determining the appropriate number of attendees.

NOTE: Since August 5 it has been learned that the Governor’s order does not apply to institutions of higher education. However, in light of the state’s economy, it is requested that Administrative Council members continue to seek methods by which institutional funds may be conserved.

Position Requests for Classified and Administrative & Professional Faculty:
- All requests for classified positions and administrative and professional faculty positions must be submitted to Dr. Templin by Friday, August 8. These requests should be in order of priority and with a need/justification statement.
- Dr. Templin stated that in reviewing these requests, he will be considering strategic areas where investment could have the greatest impact.

Unsuccessful Attempted Registration Report:
- Dr. Sachs demonstrated how to access the Unsuccessful Attempted Registration Report. This PeopleSoft function provides data on unsuccessful registration attempts when a class is full and tracks whether or not the student is subsequently successful in getting into the course. Data can be collected on students’ attempts to register for another section, the sections that fill most quickly, the courses showing the highest unsuccessful enrollment attempts, and the students who are lost to the college.
- This is an excellent tool for determining market demand and for planning facilities and class schedules.

Financial Analysis/Budget Study:
- The fiscal year 2009 Budget Advisory Committee recommended and the Administrative Council approved contracting an outside firm or expert to analyze NOVA’s college budget allocation process and the use of its financial resources.
  - Based on this decision, Acting Vice President Courter presented a proposed outline for such an analysis. This outline included recommendations for the scope, objective, and output for such an analysis. Also included was a list of consulting firms engaged in this type of work.
  - In an attempt to more clearly define a strategy for this analysis as well as its expected outcomes, council members were asked to define a specific area of information they consider critical for good management.
  - Dr. Gabriel noted that Chapter 3 of the Fact Book is helpful in understanding the larger budget picture.

2008-09 College, Unit & Administrative Goals. Discussion deferred.

The next meeting of the Administrative Council will be Tuesday, August 26, at 9:30 a.m. in the Large Board Room.
Tracking & Upcoming Items:
Coordinator for Military Services/Military Registrar – August 26
Student Deletions Due to Non-Attendance – August 26
Enhanced Instructional Support – August 26
Testing Expenses – September 2
Center for Excellence in Teaching & Learning (CETL) - September 23
ELI Success Data – September 23
Telecommuting Policy Recommendation
LRS Position Finalization
Analysis of faculty hiring for 2007
Professional Development Program Coordination
Green Idea
Issues Related to Faculty Load, Overload, Summer Session, & Reassigned Time
Evaluation of Student Services Reorganization