Members Present: Dr. Buchanan, Executive Vice President Dever, Mr. Foley, Vice President Gabriel, Vice President Gary, Dr. Hill, Dr. Hinton, Vice President Sachs, Dr. Saperstone, and Dr. Tardd.

Guests: Ms. Geri Dolan, College Events Manager
Dr. Elizabeth Harper, Associate Vice President, Student Services and Enrollment Management
Mr. Dana Kauffman, Director, College Government Affairs and Community Relations
Ms. Joan Zanders, Director, Student Financial Aid and Support Services

Student Access & Success:
- Summer Session
  - The Daily Enrollment Report for Summer 2009 as of August 4 shows an 8.9% increase in FTES over the comparable period in Summer 2008. An increase of approximately 8.5% is expected for the term.
- Fall Semester
  - The Daily Enrollment Report for Fall 2009 as of August 4 shows a 9.1% increase in FTES over the comparable period in Fall 2008.
  - One automated call is made to students who have been dropped for non-payment.
  - Dr. Gabriel provided information on the top ten courses by growth from Fall 2008 through Fall 2009, and the top ten courses by enrollment for Fall 2009.
  - The shortage of science class facilities was also discussed. Any planning for new or renovated science facilities should also include resources for lab support.

Enrollment Management:
- Plan and Communications
  - Dr. Dever discussed the Enrollment Management Plan for Fall 2009 that will be distributed prior to the beginning of classes. This document, along with Taking Role and Assigning Grades: Summary Guidelines for Faculty, Fall 2009, Sixteen-Week Session and Notice to Students Regarding Attendance and Grades, provides faculty, staff, and students with a comprehensive explanation of steps to be taken to maintain enrollment status in accord with NOVA and VCCS policy.
- Financial Aid
  - Clearly understood and effectively administered financial aid processes are a critical component of the overall enrollment management effort.
  - Dr. Harper and Ms. Zanders reported on the current financial aid program and processes.
    - While the Central Financial Aid Office (CFAO) has the college-wide function for processing and oversight, the campus financial aid offices provide direct service to students. The importance of this structure was reaffirmed by the College with the recent increase in staff for both the CFAO and the campus financial aid offices. Ms. Zanders noted that Mr.
Tom Kinback has recently assumed the position of Associate Director for Campus-based Operations.

- Ms. Zanders provided data showing the significant growth in applications and awards for Fall 2009 as compared to previous years. She noted that all areas of financial aid are experiencing exponential growth.
- Although the amount of processing that can be automated continues to increase, numerous tasks still require extensive manual attention. Of particular note is the large number of files reviewed in the CFAO that require corrections.
- Attempts are made to provide assistance for students not meeting the published deadlines. However, federal rules and regulations limit what can be done.
- The college has gone back to using Direct Lending.
- Students receiving federal aid are also considered for a supplemental assistance package of loans, work study, etc. Ms. Zanders noted the significant increase in the number of loans since this practice was implemented several years ago.
- Recent legislation will allow students who meet certain criteria to receive two Pell Grants per year. In addition, the amount of Pell Grant awards has increased.
- Approximately 15% of NOVA’s differential tuition is allocated for financial aid. A portion of these funds is allocated for students involved in programs such as Pathway to the Baccalaureate and Training Futures. The remaining funds are distributed through NOVA TAG.
- Correctly scanning and linking documents to students’ records has a major impact on the timely completion of the file review process. It is critical that more staff be trained in this function. The Administrative Council requested more information on the resources needed to meet this demand.
- Vice President Gary and Ms. Zanders are collaborating on efforts to integrate financial aid into some workforce development programs.
- Ms. Zanders advised that improvements have been made in the college Work Study program. All Work Study documents are currently being processed by the CFAO. The Work Study Handbook has been revised, and there is better coordination between the CFAO and the campus Work Study contacts. The Administrative Council requested more information on this program as well as recommendations for moving it forward. This topic will be revisited at a future meeting.
- The Central Financial Aid Office has recently moved from Forbes Place to 7630 Little River Turnpike (Pitney Bowes Bldg.).

The Administrative Council acknowledged the efforts of Ms. Zanders and the financial aid staff in managing this very important program.

Status of Wait List Implementation:

- Dr. Harper advised that the Wait List Implementation Workgroup is currently reviewing what needs to be done prior to the Spring 2010 implementation. It is critical that adequate
training is available and that preparations are coordinated for online course entry, priority registration, and regular registration.

- This functionality provides a more efficient way to control access to high demand courses as well as provides data on the need for additional sections.
- The deans will be responsible for identifying courses that will not have a wait list option, such as courses requiring division approval to enroll.
- With this new process, students who are dropped for non-payment from high demand classes will not be able to simply re-enroll since wait list students will automatically fill the open slots.
- Dr. Sachs stated that it is essential that everyone participates in this process and that no exceptions are made.
- A comprehensive communications strategy is critical to ensure that student users are well informed about the benefits of this process and how to use it. This plan will be multi-faceted with information available in the Schedule of Classes, on the website and in printed materials. This communications plan is expected to be in place by October 1.
- As students do not receive electronic notification if they are moved from the wait list into a class, they will need to continually monitor their self-service accounts. Tuition must be paid within the required time period, or the student will be dropped.
- This new procedure will require significant changes in the college’s current practices. Dr. Harper will provide the Administrative Council with talking points on the wait list process and implementation.
- The Administrative Council acknowledged the work of Dr. Harper and the Wait List Work Group.

Commencement Review Follow-up:

- Mr. Kauffman and Ms. Dolan reported on the findings of the faculty and staff survey for changing the date of the 2010 Commencement ceremony from Tuesday, May 11, at 7:00 p.m. to the following Sunday, May 16, at 2:00 p.m. The ceremony would continue to be held at the Patriot Center at GMU.
- The recommended change was based on the following:
  - It would allow more time for families to celebrate together.
  - There should be few or no traffic delays.
  - There should be few or no parking problems.
  - Eliminates the need for graduates and family to come from work or leave work early.
- The response from the survey was overwhelmingly positive (61.1%) for changing the date to Sunday.
- The Administrative Council unanimously approved recommending to the president that the 2010 Commencement ceremony be held on Sunday, May 16, at 2:00 p.m.

2009-2010 Trust Fund Allocation:

- Dr. Hinton will convene a discussion with the provosts and Dr. Sachs on the FY 10 $250,000 ETF allocation for big ticket items.
- Each provost is requested to provide a list of items to Dr. Hinton by August 18. A final decision is to be made by August 27.
Other:

- As the Chancellor’s Strategic Planning Retreat is scheduled during the first week of fall semester classes, Dr. Templin has stated that Administrative Council members will have to determine whether their campus responsibilities will allow them to attend or not.
- The questions for discussion at the Administrative Council Retreat on Tuesday, August 11, have been re-distributed.
- Dr. Sachs addressed the importance of communicating to all staff and faculty that one’s userID and password are never requested by the IT Help Desk or any other NOVA office. He noted that the response of several members of the college community to a recent Phishing email had major implications for the college’s email services. College personnel can lose their email access for providing this information.

The next Administrative Council meeting will be Tuesday, September 1, at 9:30 a.m. in the Large Board Room at Brault.

Tracking:
Chancellor’s Strategic Planning Retreat – August 25-26
2009-10 WDCE Financial & Enrollment Targets