

**Administrative Council**  
**February 13, 2018**

**Members Present:** Dr. Marsha Atkins, Vice President Dimkova, Vice President Gabriel, Dr. Haggray, Dr. Hill, Dr. Hilbert, Dr. Leidig, Dr. Lynch, Vice President Partridge, President Ralls, Vice President Sachs, Executive Vice President Schiavelli and Vice President Weatherly.

**Guests:** VCCS Shared Services Team: Ms. Michele Skaggs, Ms. Michele Canull, Mr. Tom Sweat, Ms. Irma Bailey and Mr. Rick Friesen; Ms. Charlotte Calobrisi, Associate Vice President for HR; Dr. Margaret Emblom-Callahan, Senate Chair; Dr. Elizabeth Harper, Associate Vice President for Students Services and Enrollment Management; Ms. Robyn Seabrook, Legal Counsel; Mr. Cory Thompson, Associate Vice President for Administration; and, Ms. Rachele Thompson, Coordinator, Working Students Success Network (WSFN).

**Shared Services Center Presentation**

VCCS Director of Strategic Sourcing, Michele Skaggs, introduced team members Ms. Michele Canull, Mr. Tom Sweat, Ms. Irma Bailey and Mr. Rick Friesen and gave an update on work to date at the Shared Services Center (SSC).

Ms. Skaggs explained the Procure-to-Pay process, roles and responsibilities, business rules, timing and transition, and information needed from NOVA for a March 21 launch.

It is hoped that the Procure-to-Pay program will result in better compliance with state and federal policies, improved business processes for both procurements and payables, wider selection of VCCS specific catalogs, improved processing time and accuracy of orders, and better terms and conditions.

A presentation was given that highlighted the changes to come; the college responsibilities and the SSC responsibilities needed before the new system goes “live;” a discussion of transition issues; and, a timeline for moving forward. An explanation was also provided on the Procure-to-Pay process from initial request by the college to the final payment by the SSC.

A help desk has been set up to provide assistance by a purchasing agent on all procurement issues. There will also be a self-service portal implemented to provide assistance on the status of a given invoice.

Hands-on training will be provided to staff involved in the procurement process in March. EVA blackout dates will take place from March 15-20 and the new SSC system will go live March 21.

### **Statement on Registration of Seniors**

Dr. Elizabeth Harper, Associate Vice President for Student Services and Enrollment Management and Legal Counsel Robyn Seabrook reported that the College's procedures on the Senior Tuition Waiver were reviewed to ensure compliance with Virginia law and the current On-Time Registration process.

### **Financial Stability Services**

Dr. Gabriel gave a brief description of NOVA's Financial Stability Program, a three-year funded grant to support student intervention for emergency aid. He explained that roughly 2,000 students are lost at NOVA yearly for lack of sufficient financial aid, a gap between what students need and what they receive, which can be as minimal as \$500 per semester. Dr. Gabriel introduced Ms. Rachele Thompson, Program Coordinator for NOVA's Working Students Success Network, (WSSN) who presented a comprehensive overview of efforts on behalf of the college to meet student emergency financial needs.

Ms. Thompson explained that most students today don't have the luxury of just attending classes and going home to study. Many have jobs, families, money worries, and car problems. Financial disruption, even the smallest, puts students at higher risk and is the number one reason students drop out of school.

Achieving the Dream (AtD) expanded nationally with The Working Students Success Network (WSSN) in, in 2014 designed to support low-income students and their families in achieving their academic and financial goals. NOVA instituted WSSN in Fall 2015 to provide support to students at risk of dropping out of school due to financial challenges. Financial support may take the form of food, emergency aid for unexpected bills, financial coaching with a certified professional, free tax preparation and filing services, resources for housing, transportation, child care and more.

In a recent national study, data showed that 41% of students reported struggles to keep up with bills; 49% ran out of money at least one time in the past 12 months; 51% had too much debt; and, 74% live paycheck to paycheck, many with dependents to care for. In a Fall 2016 NOVA student survey, students reported a lack of sufficient funding for food (39%); 47% could not afford balanced meals and 30% had gone hungry.

NOVA has instituted several new programs designed to provide more wide-ranging and immediate emergency services to students at risk. Some are the following:

- **Student Emergency Grant** pilot program to provide one-time funding support during enrollment-threatening financial aid emergencies. One hundred and eleven students applied for funding and sixty grants were approved. The top five areas of need were: rental assistance, utility assistance, transportation, car repair and child care. Of this group, 81% passed their classes and 87% enrolled in the next semester. The application is on line - the same as for financial aid.

- **Case Management** support to students at risk (by helping them navigate income support services as well as) financial coaching to help students reach financial literacy with credit building, reducing debt, budgeting and saving.
- **Student Food Programs** with 6 food pantries across NOVA campuses; the Green Bag Program in which volunteers contribute six bags of food per year; collaborations with Community Food Banks; and, a college-wide Steering Committee dedicated to responding to food insecurity at NOVA.
- **George Mason MSW and MHED Master level interns** helping students navigate the process to locate emergency resources available in the local community.
- **Increased Partnerships** with Food for Others; Loudoun Hunger Relief; the ECDC Enterprise Development Group; Capital Area Food Bank; Women Giving Back; and, Single Stop, a one-stop location for information on all local support services.
- **Numerous Workshops** and special events now in place to inform students, faculty and staff about all services available at both the college and in the community.

Ms. Thompson summarized her presentation by highlighting the fact that NOVA staff are learning what students want and packing services and delivering communication in a student-centered manner to better respond to students in financial crisis. The specific goal is to provide sufficient support to enable students at risk to finish their courses during a precarious semester and be in a better financial position to register for classes the next semester.

### **Pathways Update**

Dr. Schiavelli reported they are continuing to move forward on Pathways, are still at least two weeks away to learn about the status of SIS, and are also awaiting implementation of Navigate.

### ***UPCOMING AGENDA ITEMS:***

- VCCS Admissions Application Update
- Multiple Measures
- College Records Office

**College Recorder:** Norie Flowers