

Student Withdrawal Workshop _ Feb. 25, 2025 _Transcript

WEBVTT

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00:00:02.400 --> 00:00:16.309

CITL Innovation Lab: All right. Thank you. Guys. So much for joining today for those of you that don't know I'm Samantha Plord. I'm the Dean of enrollment, retention, and completion, and over the last 2 years have also been overseeing the Student Financial Services Office.

2

00:00:16.500 --> 00:00:39.940

CITL Innovation Lab: which is financial aid and student accounts. We thought this was a great opportunity, especially over the past year. How there's a new Fafsa, the new Fafsa simplification, how there's been internal on, like our colleague system, some process improvements to talk about, and of course, with mass educate and mass reconnect, we have more students than we've had in a long time to talk about withdrawals.

3

00:00:39.940 --> 00:01:06.911

CITL Innovation Lab: Return of funds are also known as return to Title 4 and our staff, which is satisfactory. Academic progress. I'm not going to go into a super detail about it, but I thought it would be good to provide some examples. So I have a couple of people in front of me here that I'll kind of use as examples to kind of explain how, when a student withdraws or drops from the class, how that might impact their financial aid. So

4

00:01:07.670 --> 00:01:28.490

CITL Innovation Lab: I want to start just quickly with looking kind of at the agenda. I want to talk about withdraws, withdrawals, and how it affects a student's financial aid, return of funds. What that means. And when does a student actually owe a balance for dropping out of a class or withdrawing from a class and satisfactory academic progress. We get a lot of students that

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00:01:28.770 --> 00:01:43.530

CITL Innovation Lab: go through the sap process. And I want to explain what that is, how faculty can assist in that process because there might be times, we need additional documentation or paperwork and and what to be looking for when connecting with a student about saf.

6

00:01:43.880 --> 00:01:44.680

CITL Innovation Lab: Alright.

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00:01:44.730 --> 00:02:09.699

CITL Innovation Lab: So it's important that I express this, and I push this as much as I can with my own staff, that when you're talking about a student coming out of a class, for whatever reason that the correct term is being used because they have all different meanings. So 1st and foremost, an official withdraw is when a student goes into the system through Aries and withdraws from the course, and it's a w. So it happens after the add drop period.

8

00:02:09.699 --> 00:02:19.529

CITL Innovation Lab: They are charged for that course, and it's an official withdraw from the system, so they get a W as a grade. An unofficial withdrawal is when a student

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00:02:19.960 --> 00:02:36.460

CITL Innovation Lab: goes through the semester or goes through part of the semester, stops attending at some point throughout the semester, and has an F at the end of the semester. So that is not technically an earned F that is considered an unofficial withdrawal because they stopped attending that course at some point throughout the semester

10

00:02:36.850 --> 00:02:59.690

CITL Innovation Lab: there's a drop which is when a student's course is dropped entirely from their schedule. There are no charges associated with it unless it's during the 50% at drop period. But there's no, the class is not on their record at all. When they pull up a transcript it will never be there in the system. So that's considered a drop. And then, of course, non attendance is when a student, during that initial period of

11

00:02:59.690 --> 00:03:23.230

CITL Innovation Lab: that add drop period, that initial non attendance period that they are marked as non attending by the faculty member and Tony and his team from the registrar, which I'll introduce him in a second. I forgot that he was sitting here with me, that his team drops from drops, the student from their course, and it's marked as an X. They are not in the course. So I do want to quickly take a moment and introduce Tony.

12

00:03:23.230 --> 00:03:40.830

CITL Innovation Lab: Who's the registrar? He's going to be assisting me with some procedural questions. Today, we kind of work in tandem. In a lot of these processes, we have a lot of email communication back and forth. So it's important that you know, I talk about the financial aid piece. But if there's questions about procedures, he's going to be able to help with those questions

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13

00:03:41.820 --> 00:03:46.329

CITL Innovation Lab: alright. So withdraws. I'm gonna stay on this screen for a second

14

00:03:48.820 --> 00:03:55.010

CITL Innovation Lab: a student. If a student goes through the this semester and is struggling in a course, let's say they're taking.

15

00:03:55.150 --> 00:04:01.429

CITL Innovation Lab: They're taking 6 credits at the beginning. They're registered for 6 credits. We pay out financial aid on 6 credits.

16

00:04:01.820 --> 00:04:15.600

CITL Innovation Lab: They are frozen at those 6 credits. Let's say I'm going to use Tony as my

example. Tony is super struggling in his calculus class. He really can't handle it, really struggling. But he's gonna stay in his English class.

17

00:04:15.720 --> 00:04:27.880

CITL Innovation Lab: He's doing fine in English. He's really struggling in calculus. The instructor is talking with him faculty members talking with him, and says, you know what at this point I don't think you're going to pass my course. I really suggest that you withdraw. You try again in the future.

18

00:04:28.130 --> 00:04:33.560

CITL Innovation Lab: He does the official withdraw on his record, and he stays in his English course.

19

00:04:33.730 --> 00:04:42.829

CITL Innovation Lab: Financial aid stays the same. There's no charges. Additional charges to his account. He loses no financial aid at that point, and he will owe no balance

20

00:04:43.170 --> 00:04:56.410

CITL Innovation Lab: that is pretty standard from. If a student withdraws officially at some point during the middle of the semester, but they stay in at least one course. There's no change to their financial aid, and their account pays out.

21

00:04:56.680 --> 00:04:58.380

CITL Innovation Lab: Does date matter.

22

00:04:59.240 --> 00:05:03.569

CITL Innovation Lab: Yes, a little bit. But that's gonna be in my next section of return of funds.

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00:05:03.760 --> 00:05:14.840

CITL Innovation Lab: I'm going to do another example, because I think examples kind of help when you're talking with a student. So Erin is registered for 12 credits.

24

00:05:15.060 --> 00:05:23.110

CITL Innovation Lab: You are. You have a family emergency. Something came in. A death happened in the family, and you have to fly to Jamaica to go see your family.

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00:05:23.460 --> 00:05:27.210

CITL Innovation Lab: You withdraw from the entire semester of courses.

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00:05:27.620 --> 00:05:34.560

CITL Innovation Lab: You are no longer a student here, and it's a fall semester, and you withdraw October first.st

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00:05:34.750 --> 00:05:37.039

CITL Innovation Lab: Well, you've only attended for about a month.

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00:05:37.160 --> 00:05:47.230

CITL Innovation Lab: so that at that point we would then move forward with reviewing. That date is when it comes. That's when a return of funds would come into play. And that's just a basic example. I'm going to talk about that more on another screen.

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00:05:47.360 --> 00:06:00.029

CITL Innovation Lab: But if a student is registered for classes and they are staying in at least one course, even if they're registered for 25 credits. I saw somebody today registered for 25 credits. They're registered for 25 credits for the spring. They stay in

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00:06:00.180 --> 00:06:06.520

CITL Innovation Lab: one credit. They're they're say, the developmental math course, they withdraw from the other 24, they still are eligible for their aid.

31

00:06:06.610 --> 00:06:22.710

CITL Innovation Lab: So as long as a student is in one course, they maintain their eligibility for their aid. That's important to explain, because we have a lot of students that come in from mass reconnect mass educate. Maybe they jumped the gun. They didn't quite do the preparation that they wanted or didn't plan or family emergency came up.

32

00:06:22.750 --> 00:06:40.139

CITL Innovation Lab: We often have those conversations where, if you can stay in one course, let's stay in your dev math. Let's stay in your in your English course that you're really enjoying and succeeding in. Let's stick in that course. Really. Attend that course for the rest of the semester, and you won't. We won't do a return of funds. Calculation, that's important.

33

00:06:40.540 --> 00:06:41.700

CITL Innovation Lab: Kelly, go ahead.

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00:06:42.080 --> 00:06:51.310

Kelli Goodkowsky- STCC: So then, this is different. In terms of a student needing to be registered for 6 credits for any type of aid. Is that correct?

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00:06:51.310 --> 00:06:53.280

CITL Innovation Lab: Yes. Would you like me to touch on that.

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00:06:54.110 --> 00:06:56.100

Kelli Goodkowsky- STCC: I think the distinction will be helpful.

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00:06:56.100 --> 00:07:03.499

CITL Innovation Lab: Yeah, so a student needs to be a lot of our new programs. So mass, educate mass, reconnect. Not pell.

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00:07:03.750 --> 00:07:12.129

CITL Innovation Lab: you can take just as simple as one credit for Pell. But for a lot of our Massachusetts state programs you have to be registered for at least 6 credits in order to get 8,

CITL Innovation Lab: you can take just as simple as one credit for Pell. But for a lot of our Massachusetts state programs you have to be registered for at least 6 credits in order to get 8,

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00:07:12.240 --> 00:07:14.989

CITL Innovation Lab: you have to be in 6 credits through freeze

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00:07:15.909 --> 00:07:23.020

CITL Innovation Lab: and actually for loans as well. You can't get loans unless you're in a minimum of 6 credits through freeze. Our freeze happens

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00:07:23.090 --> 00:07:46.180

CITL Innovation Lab: the 3rd Friday and the 4th Friday. We have 2 freeze dates. One is census and one is financial aid freeze. You have to stay registered for 6 credits through that financial aid freeze date. And then, if you withdraw from a course at that point after that. After that freeze date. Then you keep your 8. If you withdraw. Prior to that, your your financial aid would be adjusted, and you wouldn't be eligible.

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00:07:46.390 --> 00:07:46.880

Kelli Goodkowsky- STCC: Thank you.

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00:07:47.200 --> 00:07:47.920

CITL Innovation Lab: Yeah.

44

00:07:48.780 --> 00:08:15.395

CITL Innovation Lab: okay, so I'm going to jump on to the next section because I kind of touched in. I kind of throw you through. You guys some examples, but I want to throw. I want to talk a little bit more about return of funds, and return or return to title 4. This is a Federal policy. This is something that we follow the Federal Student Aid Handbook, the Fsa. Handbook. We follow it to A. T. You have to be compliant with Federal regulations in order to keep your financial aid. So this is something that

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00:08:16.380 --> 00:08:24.329

CITL Innovation Lab: we only have to process. If a student withdraws either officially or unofficially, from their entire semester.

46

00:08:24.720 --> 00:08:34.379

CITL Innovation Lab: So if a student again, Aaron, usually as an example, registered for classes, withdrew from all their courses. On October 1st

CITL Innovation Lab: So if a student again, Aaron, usually as an example, registered for classes, withdrew from all their courses. On October 1st

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00:08:34.559 --> 00:08:52.270

CITL Innovation Lab: we would do a return of funds, calculation, because the Feds are going to say, we will happily pay for your courses from September 3, rd the start of the semester until October first.st But you're not going to school any longer. We are not going to pay from your courses from October second, through the end of the semester.

48

00:08:54.040 --> 00:09:03.619

CITL Innovation Lab: as stated. If a student stays in one course, they will continue to pay for the entire semester, but they have to stay in that one course in order to be eligible for the rest of the

year.

49

00:09:04.580 --> 00:09:19.720

CITL Innovation Lab: Now there is an important distinction of date. Go ahead. You want to ask a question first, is there any difference between online and on campus? No difference at all. Nope, as long as the class is credit bearing and they are eligible for financial aid, it can be in any format.

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00:09:20.030 --> 00:09:21.129

CITL Innovation Lab: Great question.

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00:09:21.530 --> 00:09:24.330

CITL Innovation Lab: It is date is important.

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00:09:25.100 --> 00:09:30.780

CITL Innovation Lab: A student. If a student attends courses through 60% of the semester.

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00:09:31.040 --> 00:09:56.579

CITL Innovation Lab: so they attend. I don't have the date in my head, but for fall I'm pretty sure it was like November 6th somewhere around there. So September 3rd Through November 6, the Thanksgiving happens. They go to a football game and they get hurt, and they can't attend. For the rest of the semester. They withdraw from all of their courses due to that, we still perform what's called a return of funds calculation. But at that point they've earned 100% of their financial aid, and they keep it all.

54

00:09:58.210 --> 00:10:23.839

CITL Innovation Lab: So we don't we do not publicize that date. We don't make that date public because it's when it becomes public. It's easy to tell a student to stay in a course for another 3 days, when maybe they don't do work for those 3 days, and technically they should have withdrawn, you know, a couple days prior. But we do. We do have the conversations with the student to say, you know, financially can own. This is on the website financially pays out

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00:10:24.050 --> 00:10:44.560

CITL Innovation Lab: at the 60% mark. I feel like we might be getting close. Can you stick in your course, and be active participant in your course for a little bit longer. You might be eligible for more of your aid the longer you stay in your course. Now, when you say they reach the 60%, they've earned 100 of their financial aid. But you still do the return of funds. Calculation.

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00:10:44.770 --> 00:10:49.620

CITL Innovation Lab: What does that have any impact on things like their refund checks?
Or

57

00:10:49.780 --> 00:11:18.290

CITL Innovation Lab: if they're getting loans or anything like that, that's a great question. The question is, if you didn't hear? We still perform the return of funds. Calculation. Does that have any long term impact on the student? Does it affect their loan, their loans, or their refunds, or anything like that. No, it's simply because if we get audited as we do every year, they want to make sure that if a student has withdrawn entirely from the semester that we have performed a calculation, especially because we have 2. We have technically 3 terms. Right? So we have full

58

00:11:18.290 --> 00:11:37.139

CITL Innovation Lab: fall, we have fall one and fall 2, and they all have different dates, that the student would then be eligible for all their aid. So we have to perform the calculation, so that the system can do the calculation. The State of Massachusetts actually has their own page, that we do the same calculation. We also do a calculation, for, like mass, educate mass, reconnect

59

00:11:37.140 --> 00:11:55.260

CITL Innovation Lab: because the system colleague system would only do the Federal calculation. We would use a similar format, a similar formula in the Massachusetts. We would look at how much they earned, and the system would let us know essentially, if they earned it all or they didn't. There's a little bit more leeway in the Massachusetts Aid.

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60

00:11:55.490 --> 00:12:12.929

CITL Innovation Lab: where they look at your entire unmet need, and all that which is a calculation based on your eligibility. How much school costs, how much your financial aid is, and then kind of what that difference is. They look at your whole eligibility. Where Federal falls. A very strict calculation.

61

00:12:14.020 --> 00:12:18.400

CITL Innovation Lab: Yes, so with staying just in one class.

62

00:12:18.930 --> 00:12:29.590

CITL Innovation Lab: it has to be a class in that term. So if they had, let's say 2 classes. One was a fall, one, and one was all fall. Great question. No, you can mix.

63

00:12:30.010 --> 00:12:36.709

CITL Innovation Lab: So the only time that the 3 different timelines would matter is if you were only in fall, one

64

00:12:36.760 --> 00:12:56.870

CITL Innovation Lab: only in fall, 2, or only in the fall fall. So if you're in fall, one and all fall, fall, one has ended. And now you want to withdraw from your you stayed in that course because it was part of correct.

65

00:12:56.870 --> 00:13:13.759

CITL Innovation Lab: Yes, so let's say a student is registered for 6 credits. They withdraw before the 60% mark. So, like October first, st but they stay in their other class, they plan to stick with it whatever. Then, later on, after November, something.

66

00:13:13.900 --> 00:13:16.030

CITL Innovation Lab: they withdraw that second course.

67

00:13:16.850 --> 00:13:23.559

CITL Innovation Lab: Yes, great question. So can I. Can everybody hear the questions as they're coming through? Or is it helpful for me to repeat? No, you're good. Okay.

68

00:13:24.900 --> 00:13:35.590

CITL Innovation Lab: Student earns all their aid. We take the last date that they attended that last, that Lda, which is why I work very closely with Tony on the Lda. The last date of attendance

69

00:13:36.890 --> 00:13:41.149

CITL Innovation Lab: at that. That's what the calculation is based on. So they withdraw. October first.st

70

00:13:41.300 --> 00:13:58.350

CITL Innovation Lab: They continue on. They're active in that course. They participate. They're submitting assignments. Life happens. They withdraw from the other course at Thanksgiving after the 60% mark. We use that that date as the last date of attendance. Which will, it will still be the calculation, but they've earned 100% of their funds.

71

00:13:58.640 --> 00:14:03.459

CITL Innovation Lab: Yeah, what I like to say is the latest last date of attendance. Yes, latest last date.

72

00:14:04.600 --> 00:14:08.100

CITL Innovation Lab: Anybody have questions so far. Am I confusing anybody.

73

00:14:09.520 --> 00:14:11.249

Susan Woods: I have a question. I have a question.

74

00:14:11.250 --> 00:14:11.840

CITL Innovation Lab: Yes.

75

00:14:12.330 --> 00:14:27.634

Susan Woods: So I had a student actually today who is enrolled. I think she was enrolled in 15 credits. She want to withdraw from Chem, overwhelmed, changed her. Major realizes she doesn't need it, so she want to drop 4 credits, which is fine.

76

00:14:28.940 --> 00:14:36.200

Susan Woods: but it's after add drop. But she's still enrolled in more than one credit, so does she keep it, but it's after. Add drop.

77

00:14:36.710 --> 00:14:48.109

CITL Innovation Lab: Yup, so that she'll get a W. On her record. She'll get the W. Since that's the earned after add Drop, but she'll be eligible for aid up to 15 credits because she paid that course. And it's a it's a it's a great.

78

00:14:48.970 --> 00:14:55.080

Susan Woods: Now she's gonna be. She's also going to be adding for spring to another 3 credits.

79

00:14:56.350 --> 00:14:58.200

CITL Innovation Lab: Still be eligible for all their aid.

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00:14:58.440 --> 00:15:00.159

Susan Woods: Will she have to pay anything back.

81

00:15:00.720 --> 00:15:16.690

CITL Innovation Lab: Nope, not in that scenario. Nope. They're eligible for all of their as long as it was after. Add drop, but before or I'm sorry after add drop, and after freeze that she withdrew from the class. That credit will be in the calculation for how much a they're eligible for.

82

00:15:17.660 --> 00:15:19.809

Susan Woods: Okay? And what's the freeze?

83

00:15:20.570 --> 00:15:32.530

CITL Innovation Lab: The we have 2 freeze dates. We have one that census and one that's financial aid. Freeze. The freeze, I believe, was the 7th of February, and then the following, the 14th. So we have the 7th and the 14th for the 2 freeze dates.

84

00:15:32.710 --> 00:15:35.710

Susan Woods: How do we know when the freeze dates are gonna be coming around?

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00:15:35.710 --> 00:15:38.809

Susan Woods: They are actually on the I believe they're on the academic calendar.

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00:15:38.810 --> 00:15:39.460

Susan Woods: Yeah, okay.

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00:15:39.460 --> 00:15:57.639

CITL Innovation Lab: Okay, so they are typically the 3rd and 4th Friday after the start of the semester. Not something that's like imperative for folks to know it's more internally, for when we know we're able to disperse funds, and it's for census like how much we have for head count, and how much we have for total credits registered.

88

00:15:58.250 --> 00:15:58.960

Susan Woods: Okay.

89

00:15:59.630 --> 00:16:00.520

Susan Woods: Thank you.

90

00:16:01.800 --> 00:16:18.449

CITL Innovation Lab: In here, but I think I want in the chat, and also I did not see it. On the February 2025. Academic. Are you saying those refunded funds go back from where they were from? Or did they go out as cash to the student?

91

00:16:18.500 --> 00:16:45.679

CITL Innovation Lab: If a student earned a refund. Do you mean return of funds? I'm sorry. That's a great question. I should have clarified. Return to Title 4 is the Federal name that's used for it here at Stcc. They've always used return of funds. Return of funds means the funds. Go back to the Feds or back to the State, not to the student. So that's saying that these are

unearned funds that the student initially received. But they didn't actually fully earn them because they withdrew

92

00:16:45.700 --> 00:16:54.380

CITL Innovation Lab: from all of their courses. So the funds go back to the Feds. If it's pell or seog, or back to the State, if it's mass, reconnect mass, educate.

93

00:16:56.550 --> 00:17:20.059

CITL Innovation Lab: Does that create a balance due by the student to whom? Yes, so I'm going to provide a couple of scenarios. Tony led me right into that perfectly, and I appreciate that I'm going to provide a couple of scenarios that a student withdrew from all of their courses on October first, st after after financial aid paid out so financially paid out for 12 credits.

CITL Innovation Lab: Does that create a balance due by the student to whom? Yes, so I'm going to provide a couple of scenarios. Tony led me right into that perfectly, and I appreciate that I'm going to provide a couple of scenarios that a student withdrew from all of their courses on October first, st after after financial aid paid out so financially paid out for 12 credits.

94

00:17:20.339 --> 00:17:22.060

CITL Innovation Lab: Student withdrew

95

00:17:22.400 --> 00:17:52.400

CITL Innovation Lab: on October first, st so only earned September 3rd to October 1st is not eligible for the remaining funds. The student is going to have a balance on their account from the money that we had to send back to the Feds. So let's say they were full Pell eligible. They earned 36, 98 for their Pell eligibility for the semester, which is a full time pell allocation right now. They get 3,698. They only earned \$1,000 because they only stayed for a 3rd of the semester. The 2698 is is owed back by the student.

96

00:17:52.570 --> 00:17:59.240

CITL Innovation Lab: That's complete withdrawal. That's a complete withdrawal. If they withdraw from the entire semester, but only one.

97

00:17:59.530 --> 00:18:01.550

CITL Innovation Lab: If one class was dropped.

98

00:18:01.700 --> 00:18:21.099

CITL Innovation Lab: correct no return of funds, calculation would be completed at that time. We only do a return of funds. Calculation if the student officially or unofficially withdraws from the entire semester. So that's why the Lda is important for any faculty member on a student that's earned an F or that has an F on their record, I'd say, earned. It's an unearned F.

99

00:18:21.280 --> 00:18:28.380

CITL Innovation Lab: If, when they last attended, because that Lda will be the determination of when we complete a return of funds. Calculation.

100

00:18:30.280 --> 00:18:33.590

CITL Innovation Lab: So when a student.

101

00:18:33.740 --> 00:18:39.149

CITL Innovation Lab: under what conditions is it only a Pell grant that students get the a refund check.

102

00:18:39.880 --> 00:18:52.900

CITL Innovation Lab: Can you explain how a student gets money back. Yes, great question. So I'm going to go a little bit back to financial aid. And, Kat, I do see your question come through. I'll answer that in a second

103

00:18:53.080 --> 00:19:04.879

CITL Innovation Lab: financial aid is based on a priority order based on eligibility based on a student's student Aid index. When a student completes a Fafsa feel like we've deviated just a little bit here. But I think it is important. No, it's okay. It's important.

104

00:19:05.390 --> 00:19:17.779

CITL Innovation Lab: Based on. When a student completes a Fafsa, the Federal aid comes back and tells me what Sai student Aid Aid index. That's formally Efc with the new Fafsa simplification, it's called Sai.

105

00:19:18.000 --> 00:19:20.740

CITL Innovation Lab: based on that Sai calculation.

106

00:19:20.920 --> 00:19:28.770

CITL Innovation Lab: I award aid based on the rules in my system. So students have. We have a certain PAL eligibility, for Sai

107

00:19:29.040 --> 00:19:48.010

CITL Innovation Lab: Pell goes on their record, then seog, which is another Federal, and then, because a lot of our awards are last dollar, so mass reconnect mass, educate if they don't have any leftover balance after Pell and seog has paid out. There's no need for a Mass educator mass reconnect, so it doesn't ever apply to their account.

108

00:19:48.400 --> 00:20:14.439

CITL Innovation Lab: Pell and Seog, one of the Massachusett. A couple of the Massachusetts grants are refundable, but the 2 big ones, the 2 new ones, mass educate and mass reconnect, are not refundable awards. So if a student came here, had a super high sai, they were not pell eligible. They were here just to take the courses. Their only eligibility is for mass, educate and mass reconnect, it would only play out the exact amount of their balance due. And that's it.

109

00:20:14.860 --> 00:20:17.829

CITL Innovation Lab: So I just have a question, why does

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00:20:17.960 --> 00:20:23.869

CITL Innovation Lab: the money go to the student instead of back to the bar like the Pell Grant system?

111

00:20:24.440 --> 00:20:37.619

CITL Innovation Lab: You know what I mean? Why does the student get it and not yeah, the refund, because the Pell calculate we're because we're an institution. Pell is A is a set calculation based on number of credits. You're registered for so

112

00:20:37.900 --> 00:20:44.360

CITL Innovation Lab: student, that's registered for 3 credits is eligible for the Max amount of 3 credit, which is \$925.

113

00:20:44.710 --> 00:20:56.209

CITL Innovation Lab: Our \$925, that \$925 goes farther here than it does at another institution. But they are still eligible for that money. So it'd be just because we have lower tuition that they get the refund.

114

00:20:56.600 --> 00:21:03.919

CITL Innovation Lab: Okay, so and they can use it. They can use it for living expenses. They can use it for books, they can use it for anything like that. Yeah.

115

00:21:04.280 --> 00:21:05.970

CITL Innovation Lab: So I'm wondering if there's a

116

00:21:06.750 --> 00:21:09.604

CITL Innovation Lab: if we're conflating 2 refunds here.

117

00:21:10.270 --> 00:21:12.420

CITL Innovation Lab: So some students.

118

00:21:12.810 --> 00:21:24.500

CITL Innovation Lab: forgetting withdrawal or or not even talking about the withdrawal. It's just the initial funds that are issued to a student, for example, for that 3 credit example. Help me. Here is

119

00:21:24.780 --> 00:21:30.320

CITL Innovation Lab: if their course only costs \$800, and they're getting Pell for \$900.

120

00:21:31.150 --> 00:21:32.949

CITL Innovation Lab: They get a refund check

121

00:21:33.250 --> 00:21:41.130

CITL Innovation Lab: of \$100 at the beginning of the semester. So that's a refund. A student would get correct if in that simple example.

122

00:21:41.540 --> 00:21:44.609

CITL Innovation Lab: if, then that student withdrew from the class

123

00:21:45.550 --> 00:21:48.609

CITL Innovation Lab: that 3 credit class before the 60% period

124

00:21:48.970 --> 00:21:51.500

CITL Innovation Lab: you would have to do a calculation. Yeah.

125

00:21:51.710 --> 00:22:08.380

CITL Innovation Lab: And we might have the college might have to refund the Federal Government correct on the unearned aid, the Department of Education on the unearned aid, and because of that, now the student. And let's say that's just thrown it out there. \$400

126

00:22:09.150 --> 00:22:23.150

CITL Innovation Lab: the cost of the course was, and the \$100 that that student got was 900. The difference is 500. That student might owe the college back \$500. We had to give that \$500 back to the Department of Education.

127

00:22:24.190 --> 00:22:25.730

CITL Innovation Lab: But we're not going to eat it.

128

00:22:25.840 --> 00:22:27.479

CITL Innovation Lab: The student has to pay.

129

00:22:27.680 --> 00:22:29.560

CITL Innovation Lab: And so the return of

130

00:22:29.850 --> 00:22:56.119

CITL Innovation Lab: funds to Title 4 is different than a student getting a refund check because they got more money for Pell than the cost of their actual tuition fees. Is that correct? Yep, so I do apologize. I just was wondering why we don't, why the student gets the refund in a Pell Grant. Why not return it to the State or to the Federal government. It's their entitlement. Yeah, they're entitled to those funds. Okay.

131

00:22:56.708 --> 00:23:00.370

CITL Innovation Lab: just a logistics question, can you click on the chat button so we can see it.

132

00:23:01.578 --> 00:23:10.819

CITL Innovation Lab: I think this was done this way, so that in case a question came specifically to me, or specific to somebody that it wasn't shown to the whole room.

133

00:23:11.740 --> 00:23:26.520

CITL Innovation Lab: Cat going back to cat? Is there a difference of impact, either academic or financial, between a W on a transcript versus an F. Yes, and actually cat that's going to be on the next page. Once I'm done answering questions on return of funds, I'm going to look at Sap, because that would play a role in sap.

134

00:23:27.040 --> 00:23:45.380

CITL Innovation Lab: Military affiliate students using Dod National Guard and Va. Benefits have a different set of rules. Students using Va. Benefits would prefer a failing grade. Yes, okay. So Kimberly is responding to cat. Yes, it would. So there are a couple of options where a failing grade is better than A. W. Those receiving certain benefits, such as military

135

00:23:47.630 --> 00:23:50.820

CITL Innovation Lab: adoption. Foster kind of those certain situations.

136

00:23:55.060 --> 00:23:59.270

CITL Innovation Lab: Can you review how option 2 on the 1st slide was different than just a failing grade.

CITL Innovation Lab: Can you review how option 2 on the 1st slide was different than just a failing grade.

137

00:23:59.540 --> 00:24:25.100

CITL Innovation Lab: So yes, that's another good question, Christina. Thank you. So option 2 is essentially it becomes a difference between an earned F and an unearned F. So if a student earns their F, they attend through the semester. It goes all the way through December. They just struggle in the course itself. Maybe they fail their final. They were right on the cost. That's an earned F. An unofficial withdrawal is a student who stops attending

138

00:24:28.140 --> 00:24:32.449

CITL Innovation Lab: wondering. Could you talk about that just again following up on that?

139

00:24:32.520 --> 00:24:57.900

CITL Innovation Lab: Why, why, the college requires that faculty provide that last date of attendance when an F is given. Yeah. And for every student. Yeah, I think I explained that a little bit already. But but that's why it's important to have a last date of attendance for unofficial withdrawals, because that's the date that we would use to do the return of funds calculation. So if a student stopped attending October 15.th But they remained in the course.

140

00:24:57.900 --> 00:25:14.220

CITL Innovation Lab: At the end of the semester the faculty would put in that last date of attendance as October 15.th That's the last day they submitted assignment or showed up, or whatever it may be. That's the last day that they attended. That would be the date that we then would use for return of funds. Calculation, if that was the date for all the courses or the latest date.

141

00:25:16.120 --> 00:25:18.450

Christina Atwater: So this is a dumb question. But I I feel like

142

00:25:19.450 --> 00:25:27.850

Christina Atwater: I need to clarify this. So you're saying that last semester was like around November 8, th or something. So if the student

143

00:25:28.310 --> 00:25:51.549

Christina Atwater: on like the last assignment I have for them is November 7, th and that's the last time they logged into blackboard, and I think that that's their last like meaningful participation, and I give them an F. At the end of the semester they earned an F at the end of the semester. And then I input the date of November 7.th You're saying that becomes a withdrawal.

Christina Atwater: on like the last assignment I have for them is November 7, th and that's the last time they logged into blackboard, and I think that that's their last like meaningful participation, and I give them an F. At the end of the semester they earned an F at the end of the semester. And then I input the date of November 7.th You're saying that becomes a withdrawal.

144

00:25:52.160 --> 00:26:08.600

CITL Innovation Lab: No, we don't actually change anything to withdraw. No, we don't change it. It's just the word unofficial withdraw. So essentially, even if a student attends until December 5, th and still has the F. We still complete a return of funds, calculation, because their entire

semester is an F

145

00:26:09.178 --> 00:26:13.360

CITL Innovation Lab: but the return of funds. Calculation is showing a hundred percent earned

146

00:26:13.460 --> 00:26:32.099

CITL Innovation Lab: financial aid. If it was, if their last meaningful attendance was November 1st before the 60% mark, then that wouldn't be an earned F. That would be a withdrawal. That would be a walk away, so they would be a return of funds. Calculation, if that was the only class they were in, or whatever it may be. If all of them stopped November first.st

147

00:26:33.780 --> 00:26:39.720

Christina Atwater: So that unofficial withdrawal is like an internal identification faculty. Members wouldn't know that.

148

00:26:39.720 --> 00:26:41.430

CITL Innovation Lab: Correct students don't know that. No.

149

00:26:41.430 --> 00:26:42.970

Christina Atwater: Okay. Thank you.

150

00:26:42.970 --> 00:26:43.620

CITL Innovation Lab: Yeah.

151

00:26:44.930 --> 00:27:04.619

CITL Innovation Lab: alright. Are we good for me to move on to satisfactory academic progress? And just really quick note on the chat for anybody on. Zoom. If you're good with everybody seeing your chat, you can put it in the chat to everyone. If you have a private chat, chat it to Samantha, not to the Citl innovation. Yes, because I can. I can. I have my own chat in front of me?

CITL Innovation Lab: alright. Are we good for me to move on to satisfactory academic progress? And just really quick note on the chat for anybody on. Zoom. If you're good with everybody seeing your chat, you can put it in the chat to everyone. If you have a private chat, chat it to Samantha, not to the Citl innovation. Yes, because I can. I can. I have my own chat in front of me?

152

00:27:05.570 --> 00:27:21.918

CITL Innovation Lab: Alright. So the next part that I'm going to talk about. And I and I understand that these are all really complicated kind of complex things. And I do apologize if I throw something out, and it doesn't make sense. Sometimes I live so deep inside it that I I may be, might use words that

153

00:27:22.680 --> 00:27:26.620

CITL Innovation Lab: that I need to explain further. So please keep asking the questions that you're asking.

154

00:27:28.120 --> 00:27:29.010

CITL Innovation Lab: All right.

155

00:27:29.190 --> 00:27:32.129

CITL Innovation Lab: So satisfactory. Academic progress saps.

156

00:27:32.600 --> 00:27:41.450

CITL Innovation Lab: Sap is run is a process that's built into our system that is run at the end of every semester. So fall, spring, and summer.

157

00:27:41.640 --> 00:27:46.640

CITL Innovation Lab: It is a calculation that runs every single enrolled student

158

00:27:46.830 --> 00:27:55.329

CITL Innovation Lab: through the system, and it recalculates. It looks at all their grades that they've earned from the entirety of their

159

00:27:55.550 --> 00:28:07.520

CITL Innovation Lab: the entirety of their academic history at Stcc. And it calculates their overall Gpa, their last term Gpa and their progress. So

160

00:28:07.690 --> 00:28:22.559

CITL Innovation Lab: what does that mean? Their progress is the student actually progressing through their semesters? So let's take. I like using this example because I think it's very clean. I have a student who takes their very 1st semester comes in and takes 12 credits.

CITL Innovation Lab: what does that mean? Their progress is the student actually progressing through their semesters? So let's take. I like using this example because I think it's very clean. I have a student who takes their very 1st semester comes in and takes 12 credits.

161

00:28:22.930 --> 00:28:25.899

CITL Innovation Lab: You're taking 12 credits. So 3 3 credit classes.

162

00:28:26.150 --> 00:28:32.490

CITL Innovation Lab: they withdraw from 2 classes and get A's on the other 2

163

00:28:32.670 --> 00:28:39.390

CITL Innovation Lab: from a financial aid perspective. They're progressing at a 50% rate because they've withdrawn from 2

164

00:28:39.500 --> 00:28:41.670

CITL Innovation Lab: and pass to.

165

00:28:41.950 --> 00:28:54.379

CITL Innovation Lab: So that's a 50% progression to the next semester. If that's their 1st semester, they're getting put on a warning because they didn't progress. You have to meet a 66%, 67% progression rate overall.

166

00:28:54.900 --> 00:29:15.960

CITL Innovation Lab: Next semester comes around. They're in 12 credits again. They life didn't happen, and they pass all 12 of their credits. They're out of that warning because they are now 4 and 8. They are now 6 out of 8 classes have progressed. That is above the 67% progression.

167

00:29:16.300 --> 00:29:23.739

CITL Innovation Lab: We see this a lot. We see a lot of students that have come back, especially after mass educate and mass reconnect where

168

00:29:24.010 --> 00:29:33.659

CITL Innovation Lab: they were unsatisfactory academic progress because they weren't. They were failing their courses and not progressing, or they had below a 2.0 or 2.5 Gpa. Below a 2.0 Gpa.

169

00:29:34.855 --> 00:29:43.770

CITL Innovation Lab: When the calculation is complete, a student gets immediately a communication that same, almost that same minute that the calculation is complete.

CITL Innovation Lab: When the calculation is complete, a student gets immediately a communication that same, almost that same minute that the calculation is complete.

170

00:29:43.900 --> 00:30:03.450

CITL Innovation Lab: Their communication states your satisfactory academic progress has been calculated. Please log into your Aries, and it's it's a banner right across the top of their their Aries. It tells them what their their progress is. If it's a negative one, the banner is red, so that it's very prominent that they need to be clicking on it. They can click on it

171

00:30:04.770 --> 00:30:34.370

CITL Innovation Lab: when it's important to note that the calculation is based on the entirety of the semester. Sometimes, where we see some confusion is, the faculty will write in and say they have a 2.5 Gpa. I'm not sure why they're getting satisfactory. They're getting hit with this when they have a 2.5 Gpa. But maybe they changed their major from the last time they were there. Now, in business they have a 2.5 Gpa. Or health, or whatever it may be, but overall they may have been 2 other majors prior to that and their overall Gpa. Is at 1.9.

172

00:30:34.760 --> 00:30:46.310

CITL Innovation Lab: So a lot of times, faculty or staff members working directly with students. See the term Gpa. Rather than the overall Gpa. But it's a calculation of the entire entire academic term.

173

00:30:46.470 --> 00:31:07.149

CITL Innovation Lab: The other super important thing is that while fresh start is wonderful. It can give a student a jump, start and and kind of get their education back. If they've been gone for more than 2 years it clears out those F's that does not, that is, not taken into account on their satisfactory academic progress. We have to look at all of their academics

174

00:31:07.350 --> 00:31:11.950

CITL Innovation Lab: from the time they were here. So if they had an F that F stays for satisfactory academic progress.

175

00:31:13.300 --> 00:31:17.520

CITL Innovation Lab: Now the good part is, students can appeal.

176

00:31:17.770 --> 00:31:23.349

CITL Innovation Lab: We totally understand that life happens. Deaths occur, accidents.

177

00:31:23.490 --> 00:31:51.040

CITL Innovation Lab: tough semester, mental health, whatever it may be, where a student may have struggled in the semester, and they just? They struggled, they failed. They withdrew from all their courses. Something happened. They throw an appeal out. It is actually reviewed by 2 offices. We have suspension students that are in suspension, and then students that are academic suspension and students that are unsat for satisfactory academic progress.

178

00:31:51.260 --> 00:32:11.030

CITL Innovation Lab: We review every single student that appeals on a case by case basis, a lot of the times they provide. We ask them to provide proof of whatever it may be. So a death obituary something like that. That kind of validates. What it is. We don't ask for medical documentation or anything like that. But proof. If we can.

179

00:32:12.670 --> 00:32:14.509

CITL Innovation Lab: we we are.

180

00:32:15.120 --> 00:32:36.020

CITL Innovation Lab: We're a little more lenient because we understand that life happens, and we want students to come back, especially if they've been gone for 10 years. You're a very different person than you are from 10 years ago. Right? So if I'm looking back to. And when I was in my twenties I was a different person than I am today, and I would hope that an institution would give me a different chance or a different opportunity to come back and take my education.

181

00:32:36.860 --> 00:33:00.199

CITL Innovation Lab: So we have these common codes. Satisfactory warning denied. Those are pretty self explanatory. Then we have other distinctions. So let's say, we looked at a student. They were taking 12 classes, getting d minuses and F's and withdraws. That was maybe 8 years ago, 5 years ago. But the student really wants to come back. Maybe in that scenario we limit them to only taking 6 credits at a time.

182

00:33:00.655 --> 00:33:07.570

CITL Innovation Lab: That might help a student to focus just on those 6 to 8 credits and work themselves out of unsat.

183

00:33:07.730 --> 00:33:30.350

CITL Innovation Lab: So that appeal stands part of the appeal. If they're in only 6 to 8 credits, part of the approval is that they have to maintain a 2.5 Gpa. For the term. They cannot withdraw or fail any of the courses. If we see a withdraw or fail, or they drop a lower 2.5. They unfortunately are denied for the following semester, and have to work themselves out of unsat on their own.

184

00:33:31.504 --> 00:33:42.979

CITL Innovation Lab: There are times where we might request from a faculty or an advisor a plan of study or program evaluation. So a plan of study is essentially we want. We have a lot of students that can come back.

185

00:33:43.770 --> 00:33:45.530

CITL Innovation Lab: That would come back

186

00:33:45.700 --> 00:33:50.829

CITL Innovation Lab: from Christine. I see your question. I'll come back in a second. We have a a

187

00:33:50.950 --> 00:33:57.495

CITL Innovation Lab: students that are coming back and have a lot of credits. So there's an excess amount of credits. Maybe

188

00:33:58.740 --> 00:34:27.440

CITL Innovation Lab: financially, can. Actually, I'm going to take the maybe back financially can pay for up to 150% of a student's aid program. So if a program is 60 credits to complete a student financially can cover up to 90 credits, you can appeal that if you have a couple of classes left. You need a little bit of wiggle room. Maybe you change your major. You had some developmental classes. You know we have a little bit of Wiggle Room to approve over the 90 credits that's called Max Timeframe.

189

00:34:27.699 --> 00:34:31.790

CITL Innovation Lab: And so in that case, we'd want to see a plan of study to make sure that

190

00:34:31.940 --> 00:34:56.540

CITL Innovation Lab: your classes that you're taking are within your program and are on your plan of studies. You're not taking classes outside of your program. All of your courses moving forward are going to be focused and specifically on your program so that you can graduate and we can get you to move on to whatever bachelor's degree or to your career. And the same thing for a plan or a program evaluation, just making sure that they're taking classes within their credit within their program.

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191

00:34:56.880 --> 00:35:06.490

CITL Innovation Lab: We used to have a board for those reviews that included faculty members right now, it's actually done internally on our financial aid team. So we have

192

00:35:07.360 --> 00:35:28.439

CITL Innovation Lab: 1, 2, 3, 4, 5, 6 people that at any given time are reviewing sap appeals at this point. We don't have faculty members involved in the sap appeal Review. Unfortunately, a lot of our sap appeals do come over the summer. We have about 800 that come at any given time, and we have to get a lot of them reviewed in a short timeframe one over the summer.

193

00:35:28.440 --> 00:35:45.640

CITL Innovation Lab: Yes, that we have a little bit more of a leeway there, but the biggest is actually we run it January second, or 3, rd the 1st day back from the break, and then we have to have them all completed by January 21, st the start of the semester. So all of my team kind of knows that that's exactly what they're focusing on.

194

00:35:47.917 --> 00:35:51.190

CITL Innovation Lab: I actually really enjoyed this present, this.

195

00:35:51.810 --> 00:36:12.020

CITL Innovation Lab: Thank you, Elizabeth, for the flow chart. It's actually Anthony Hernandez, my Guru and financial aid found that and thought was perfect. If anybody's looking for hard copies. I can actually get some printed if it would be helpful, especially those that might work with students directly hand in hand, to kind of explain about the sap process.

196

00:36:13.480 --> 00:36:21.919

CITL Innovation Lab: And where does the winter semester come in? Winter is part of spring. Okay, yeah. So financially. In the financial aid world, winter is spring.

197

00:36:22.390 --> 00:36:31.860

CITL Innovation Lab: and that's actually why we see in the spring a lot of students registered for like 27 credits, because they take 6 or 9 credits over the winter, and it looks like their spring aid is very big.

198

00:36:33.900 --> 00:36:42.459

CITL Innovation Lab: Alright, I'm gonna just show a couple more. This is what a plan of study looks like we have made some process improvement on internally. On the

199

00:36:42.670 --> 00:37:09.510

CITL Innovation Lab: way we ask for these things historically, if you're working with a student and you're looking for a plan of study. We're kind of sending this document out and saying, Please fill this out and then send it. Email it back to us. We're going to be working on making that a little bit more streamlined, putting it into maybe a dynamic forms, and so it can be sent and signed by the student and the faculty member just to make it a little cleaner. And so it doesn't get lost in translation, because during the winter break, or right before the start of a semester

200

00:37:09.510 --> 00:37:22.779

CITL Innovation Lab: at any given point in time. The student financial services email is they get 2 to 300 emails a day. So it's possible that it, you know, might get lost in translation. And we wanna avoid that if possible. Human error occurs.

201

00:37:25.575 --> 00:37:30.164

CITL Innovation Lab: And then same thing. This is just a program evaluation at the bottom. You'll see.

202

00:37:31.681 --> 00:37:42.659

CITL Innovation Lab: at the bottom we see the student and the advisor would have to have a signature to show that the courses that you're taking fit within your program, and kind of what the the planning and the trajectory is on, that

203

00:37:46.500 --> 00:37:56.920

CITL Innovation Lab: it would be great to have the why and the goal on this you mean on the form. So why, to make sure, you stay only within your program, why, you're taking a class and the goal. Could you explain that a little more, Christina?

204

00:37:56.920 --> 00:38:14.920

Christina Atwater: Yes, because when I've done academic plan of study before with students, I didn't understand that the reason was to streamline the process and keep them focused on

track. I was creating academic plans of study like, here's the courses that you can

205

00:38:15.110 --> 00:38:41.259

Christina Atwater: kind of navigate together that one might have more rigor than the other, which will get you on a better pathway for academic progress, and then also about the opportunity to take other courses that you know, like, here's the English course, and maybe you could take that again to get a better grade, not knowing that the overarching reason was to really streamline the process, because they might be

206

00:38:43.270 --> 00:38:47.670

Christina Atwater: too close to their a max timeframe.

207

00:38:48.120 --> 00:39:01.889

CITL Innovation Lab: That's a great point, Christina. And actually, I see that I have a couple of financially folks on here, Anthony, I'm hoping you're making a note of that, and maybe we can add that to the documentation. And we'll we'll take that definitely into consideration. I appreciate that.

208

00:39:02.020 --> 00:39:03.060

Anthony Hernandez: Yes, I am.

209

00:39:03.330 --> 00:39:04.660

CITL Innovation Lab: Thank you very much.

210

00:39:04.660 --> 00:39:15.910

Christina Atwater: I think it would also just help it be transparent to students as well like this is why we're doing this. And this is the goal of it, so that they recognize like this is why we're making these choices.

211

00:39:16.980 --> 00:39:18.007

CITL Innovation Lab: Yeah, I think.

212

00:39:19.540 --> 00:39:34.649

CITL Innovation Lab: yeah, I I'm really looking forward to this change of putting it onto this this kind of editable document that we're going to have. And I think we can take those pieces that you're talking about, Christine and put them at least on the top, and explain to the student, kind of what's going on.

213

00:39:36.440 --> 00:39:37.400

Christina Atwater: Thank you.

214

00:39:38.510 --> 00:39:51.480

CITL Innovation Lab: So for a student who is in kind of this fiscal trouble, financial aid trouble. But their main goal is to apply to a different program, and there's they may have too many credits to.

215

00:39:52.180 --> 00:40:02.060

CITL Innovation Lab: but are wanting to. Their main goal is to now apply. They finally decided what they wanted to do and apply to a different program. And it's not part of a

current program.

216

00:40:02.980 --> 00:40:24.739

CITL Innovation Lab: Do they take it? Or would they have to pay for it? So you're suggesting that, let's say, spring semester. I just want to reiterate in a term that I understand in spring semester. They want to change their program for fall, but they're in another program for the spring, and meeting with an advisor is going to put them in a class that would be more beneficial for the fall for their new program. Correct? So technically

217

00:40:24.740 --> 00:40:38.980

CITL Innovation Lab: for the spring, we can't change a program mid semester. So the class that they're currently taking would apply to the class for the spring if it didn't apply to the class of the fall. It's possible that the financially wouldn't pay for it. Yeah.

218

00:40:40.060 --> 00:40:42.220

CITL Innovation Lab: kind of going off of that.

219

00:40:42.490 --> 00:40:49.740

CITL Innovation Lab: Let's say, a student during the springtime is taking classes. They plan to apply to a health program like nursing or something

220

00:40:50.575 --> 00:40:56.439

CITL Innovation Lab: but they are at their maximum timeframe. So they're on probation. They've been approved, all of that.

221

00:40:56.800 --> 00:41:25.480

CITL Innovation Lab: How does that impact them? Continuing in the fall? Let's say they get into nursing. How does that impact their aid? There? Yeah, that's a really good question, and something that we see quite often, we see a lot of students that come back at Max Timeframe. They have 110 credits, and they still need another 40 more to complete a new program. We do look at the selective health programs with a little bit different of an eye, taking that into account, that there was a lot of

222

00:41:25.550 --> 00:41:33.950

CITL Innovation Lab: prerequisites that perhaps they had to take in order to get into the program. We do look at it slightly differently, where, depending on where they fall, within that that

223

00:41:34.230 --> 00:41:58.880

CITL Innovation Lab: that credit, that they might be eligible. But it is made as a kind of as a group. A lot of times we have this whole chat open where we kind of send these questions out. Can somebody take another look at this? I'm questioning this. How do we feel about this? And because while we have guidelines that we have to follow for fed the Federal guidelines of satisfactory academic progress. There's a little bit of wiggle room that we have that we can do as our own institution.

224

00:41:59.287 --> 00:42:08.480

CITL Innovation Lab: So we do look at the health programs a little bit differently. But if they have a lot of credits they wouldn't be eligible. We would encourage them to

225

00:42:09.390 --> 00:42:12.259

CITL Innovation Lab: go elsewhere, because sap doesn't follow you

226

00:42:13.060 --> 00:42:22.001

CITL Innovation Lab: so they could go to Hcc and start fresh. They might be getting close to their Max Pell eligibility, because, as I indicated,

227

00:42:22.660 --> 00:42:25.090

CITL Innovation Lab: financial aid will cover up to Earth.

228

00:42:25.220 --> 00:42:39.219

CITL Innovation Lab: Pell would cover up to 150% of your aid, you can get Pell up to 600. So every semester you go full time, you want 100% of your pell, you have 600% of pell eligibility. If you have that many credits, you're likely getting close to your pell, Max.

229

00:42:39.360 --> 00:42:52.050

CITL Innovation Lab: But yes, you can mass, educate mass, reconnect. If none of those 110 credits earn them a degree, are they still eligible? So if they mass educate you can have.

230

00:42:52.180 --> 00:42:55.100

CITL Innovation Lab: you can get covered up to 2 associate degrees

231

00:42:55.300 --> 00:43:07.770

CITL Innovation Lab: mass. Reconnect you cannot. It's it's you're not eligible if you've already earned a degree. But if in all those credits that they took here. They never got a degree out of it, then transfer to Hcc. And they would still be eligible

232

00:43:08.820 --> 00:43:10.209

CITL Innovation Lab: or transfer elsewhere.

233

00:43:11.290 --> 00:43:21.640

CITL Innovation Lab: We see a lot of what they're called swirl students. They swirl back and forth, especially with our institutions so close together and so many colleges in our area. It's inevitable that that's gonna happen.

234

00:43:22.060 --> 00:43:43.420

CITL Innovation Lab: This is more of a side question than related to that. So let's say, they take some classes here under mass educate. Then they move to another college. Does that follow them the same way that pell grants right now? So these are good questions that I don't have full clarity on yet, because of how new the programs are. There's nobody that's reached the maximum yet, and we're still waiting on some guidance from the State to walk us through that.

235

00:43:46.310 --> 00:43:49.220

CITL Innovation Lab: Who? I'm not sure who was 1st Christina or Susan.

236

00:43:52.410 --> 00:43:54.999

Christina Atwater: I think it's Susan, because she popped up on my screen first.st

237

00:43:55.000 --> 00:44:07.360

Susan Woods: Oh, okay, no. I have a question. I have a sticky note right by my computer, right now about scholarships. So really, essentially, I mean scholarships, even if they receive them, for while they're a student here.

238

00:44:07.510 --> 00:44:12.189

Susan Woods: it's really going to help them, because then they won't be taking money from the PAL. Is that correct?

239

00:44:15.590 --> 00:44:21.359

CITL Innovation Lab: That is a little bit of a messy question. It depends on where the scholarship comes from.

240

00:44:21.550 --> 00:44:34.389

CITL Innovation Lab: It depends on if it's applied to the students aid. So we have. If it's applied to a student's aid, it's trackable. It's going to affect what they're eligible for. Yes, however, hell always applies first.st So no.

241

00:44:34.390 --> 00:44:35.130

Susan Woods: Revealing.

242

00:44:35.490 --> 00:44:35.930

CITL Innovation Lab: That was.

243

00:44:35.930 --> 00:44:39.559

Susan Woods: What happens to that scholarship money, if Pell applies first.st

244

00:44:39.560 --> 00:44:44.510

CITL Innovation Lab: If PAL applies first, st depending on who the scholar the scholarship is from, they could get it back in a refund.

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00:44:45.640 --> 00:44:49.599

CITL Innovation Lab: There are some scholarships that say no must go to tuition and fees.

246

00:44:49.740 --> 00:44:54.019

CITL Innovation Lab: but there are lots of other ones that allow the student to get it back to help with other expenses.

247

00:44:54.340 --> 00:44:57.050

Susan Woods: So like the community foundation. That's a common one, right?

248

00:44:57.050 --> 00:45:01.050

CITL Innovation Lab: It again. It depends on some of the who the scholarship sponsor is.

249

00:45:01.210 --> 00:45:10.470

Susan Woods: So should we? Should I? Should I bother encouraging students to be working hard for scholarships, or really wait for that for transfer.

250

00:45:10.470 --> 00:45:25.239

CITL Innovation Lab: Yeah, definitely, I mean applying for scholarships can't hurt, for sure, because if depending on what the expenses are that it might be eligible for the. They might be eligible for the scholarship anyway. So we have some own internal scholarships that we have, but they have to. It's for direct expenses, so like.

251

00:45:27.190 --> 00:45:33.659

Susan Woods: Can is there? I mean, if they, if I have a student that's applying for all these private scholarships and they get them. Is there a chance that they

252

00:45:33.810 --> 00:45:39.359

Susan Woods: may be awarded the scholarship, but they may actually not see the fruit from it.

253

00:45:39.360 --> 00:45:43.589

CITL Innovation Lab: If it's a private scholarship in all honesty, we don't really ever see it.

254

00:45:43.780 --> 00:45:48.240

CITL Innovation Lab: So my, the official answer that, like

255

00:45:48.560 --> 00:46:00.270

CITL Innovation Lab: I'm an official person providing you a response is to it could impact their financial aid. But if it, if it's a private scholarship, and it gets sent directly to them. I may never see that.

256

00:46:00.620 --> 00:46:02.680

CITL Innovation Lab: and I would. It wouldn't impact their age.

257

00:46:03.690 --> 00:46:06.899

Susan Woods: But if it gets sent to the college.

258

00:46:06.900 --> 00:46:12.149

CITL Innovation Lab: As it would be applied as a scholarship potentially to their account, and could affect their aid. Yes.

259

00:46:14.960 --> 00:46:18.610

Susan Woods: So, but then PAL still goes, gets awarded first.st

260

00:46:18.610 --> 00:46:19.290

CITL Innovation Lab: Correct.

261

00:46:19.820 --> 00:46:25.610

Susan Woods: So if you have a student with high need, I mean, they could essentially have Pell cover the whole tuition here.

262

00:46:26.660 --> 00:46:28.020

CITL Innovation Lab: So then what happens to that, Scott?

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00:46:28.020 --> 00:46:28.360

CITL Innovation Lab: All of

264

00:46:28.930 --> 00:46:45.539

CITL Innovation Lab: it depends on the scholarship. Some of the some of the scholarship sponsors want the money back. They want to only apply to tuition and fees. Some scholarship sponsors have no problem with refunding the student. It's it's completely dependent on the scholarship sponsor. We don't have any control of that.

265

00:46:47.810 --> 00:46:54.969

Susan Woods: Feel like I wouldn't want to encourage a student to go for private scholarships if they're going to be. If Pell gets for a student with high need. If Pell is going to be

266

00:46:55.210 --> 00:46:58.730

Susan Woods: used first, st and then it'll get reimbursed back to the private company.

267

00:46:59.020 --> 00:47:17.050

CITL Innovation Lab: Yeah, I definitely would not. And I would. I would continue to encourage students to apply for it because it's definitely specific to each individual scholarship you could. The student can do that research to see if it has to apply directly to the fees, tuition, and fees, or if it's a refundable scholarship.

268

00:47:18.350 --> 00:47:19.100

Susan Woods: Okay.

269

00:47:19.260 --> 00:47:20.130

Susan Woods: Thank you.

270

00:47:20.130 --> 00:47:22.010

CITL Innovation Lab: Yep Christina.

271

00:47:22.780 --> 00:47:23.830

Christina Atwater: So

272

00:47:24.500 --> 00:47:43.279

Christina Atwater: as a faculty member, making a determination about the last date of attendance. I'd like to be a rule follower and give just the facts, ma'am. However, is there any time where a faculty member might make a determination to get to that 60% date? I'm thinking. For example, I know a student who

273

00:47:43.320 --> 00:48:03.419

Christina Atwater: like lost their mother and is attempting to get back on track, and hasn't been able to do it. And that's since October 15.th And now here we are, and the students gonna earn an F. And I'm thinking her last date of attendance was this time. But if I bumped it to here. She wouldn't get

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274

00:48:03.840 --> 00:48:12.970

Christina Atwater: dinged. And I know that in the appeal process that also makes sense. Is there any time a faculty member would kind of make that determination or no.

275

00:48:12.970 --> 00:48:36.749

CITL Innovation Lab: My official answer is, no, you should follow. You should follow when the student last attended, because there's also lots of opportunity in that circumstance where they can appeal. They could do a debt, appeal and get their debt wiped. I would rather go through that route to make sure that we are federally compliant with the last date of attendance, and then go through the debt appeal process. That's an internal process and get their debt potentially appealed or wiped away.

276

00:48:37.210 --> 00:48:39.100

Christina Atwater: Thank you. The rule followers. Thank you.

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00:48:39.100 --> 00:48:41.059

CITL Innovation Lab: Yes, Hi.

278

00:48:41.200 --> 00:48:51.354

CITL Innovation Lab: could you talk a little bit more about the debt appeal? That is not my area. That is not my area. And I don't really have a ton of say, or

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00:48:52.160 --> 00:49:18.959

CITL Innovation Lab: or comfort, really, in speaking truly about that. But there is a website that talks about the debt appeal. Yeah. And it's on the student affairs website. I happen to be on the committee, and there's many of us on it. And that would be for somebody who has an outstanding debt perhaps created by, you know, the the return of funds that they weren't aware of. A lot of students aren't aware, unfortunately, you know that if they withdraw when they withdraw, that there might potentially have an outstanding balance. You know a lot of times. It's

280

00:49:19.070 --> 00:49:43.739

CITL Innovation Lab: my experience is students are saying, you know, think that because financial aid upfront says they're paying for college. They don't realize which. It's all over the website. We do our best you're leading me in. You're leading me into a perfect communication. I want to talk about a little bit about communication. If you don't mind me taking. Yeah. And I just wanted to finish with the with the debt appeal. So they have an outstanding balance. They find out about it 2 years later, or you know they moved, and they didn't get the

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281

00:49:43.990 --> 00:50:01.539

CITL Innovation Lab: the memo that they owed a balance after the fact that they had to leave, you know, for for whatever reasons like gotten away. And then there's another opportunity for them to appeal their debt for extenuating circumstances. And the student Affairs website has the outstanding debt appeal form that they can complete.

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00:50:01.660 --> 00:50:09.500

CITL Innovation Lab: And then we do a review even on that day. Yeah, so just really quick talking about communication. Obviously, we don't. We don't.

283

00:50:09.500 --> 00:50:35.990

CITL Innovation Lab: This isn't all completed in a vacuum, you know we were. We try very hard to be as communicative as possible with our students for sap. There they receive communication right away. When a sap appeal is complete, they get communication overnight, you know. Everything is run on as a process over the past 2 years we've done a lot of internal process improvement on our systems. There's overnight processes that are done where the student, if a change is made to their staff appeal. They're getting a communication about it within

284

00:50:36.240 --> 00:50:49.260

CITL Innovation Lab: 6 h of it happening. and that that letter will give them direction on how to do what? Whether they're limited to 6 credits or 8 credits, or talk to a faculty, you need a you need a plan of study, whatever it may be.

285

00:50:49.390 --> 00:50:57.469

CITL Innovation Lab: We also in our office are huge advocates for communicating internally to our students, so you can't always replicate.

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00:50:57.780 --> 00:51:11.080

CITL Innovation Lab: You don't necessarily always see the same situation over and over again. Right? So every person has a unique situation, and you want to get on the same page as them. You want to talk with them. I think that student financial services team does an excellent job at

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287

00:51:11.080 --> 00:51:31.510

CITL Innovation Lab: saying you know what? I don't think I'm getting the full story out of this appeal. Let me just call the student have a conversation, and we make notes. So the communication I have to say is very strong, especially when it comes to saps, but also with return of funds, because we have Federal requirements that we have to meet when a student. When a return of funds calculation is processed. The student gets communicated right away,

both by email.

288

00:51:31.530 --> 00:51:55.819

CITL Innovation Lab: which makes sense. But if the student withdrew from their entire semester, who's to say they're still checking their email right? They're likely not checking it. They immediately get a snail mail as well. I don't like using that term, but they get a hard, hard mail, and to their address as well, there is always an a chance that they moved. That's a very real. We work in an urban area. People move all the time. It's very real that they might have moved. But we hope that by doing both

289

00:51:56.130 --> 00:52:25.899

CITL Innovation Lab: both pieces that we're at least hitting majority of the students if we can. The students are getting communicated to. We do talk about the withdrawal process and their award letter as well as we send 3 emails at the beginning of the semester that are more personalized. That explain, you know, if you withdraw, you're you're going to be responsible for these funds. You know we kind of highlight that you are a mass. Educate recipient. You are a mass reconnect recipient. What does that mean? It means that you get free tuition and fees. However, if we withdraw from the entire semester, you may owe a balance.

290

00:52:26.315 --> 00:52:33.350

CITL Innovation Lab: It is a part of financial aid, so we we do. We're pretty pretty good about explaining that to the students.

291

00:52:34.620 --> 00:52:46.339

CITL Innovation Lab: I'll just add on, I get so many students who are like, I thought college was free. Why do I have a bill on my account? I'm like it's not that college is free. Is that the Government is paying for your college

292

00:52:48.310 --> 00:52:54.900

CITL Innovation Lab: anything else? I didn't think I would take the full hour, but here I am, 55 min later, and still chit chatting. So

293

00:52:55.350 --> 00:53:01.760

CITL Innovation Lab: if you do have more time, if you could talk a little bit about the incomplete versus withdraw.

294

00:53:01.990 --> 00:53:05.414

CITL Innovation Lab: Okay? Incompletes. Okay? So incompletes.

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00:53:06.390 --> 00:53:13.789

CITL Innovation Lab: if a student, I'm gonna talk from a financial aid perspective on incompletes, because it's a different procedural question, for that's for Tony.

296

00:53:14.030 --> 00:53:20.800

CITL Innovation Lab: But a financially incomplete is actually important to note. Let's say a student is taking only 2 classes

297

00:53:20.920 --> 00:53:31.059

CITL Innovation Lab: incompletes on both. I have to complete a return of funds, calculation on them, because incompletes are considered a non completed grade. So it's the same as a withdraw or an F.

298

00:53:31.170 --> 00:53:37.390

CITL Innovation Lab: So it is important to know, while yes, it's a great option for some students to do an incomplete something happened. Life came up.

299

00:53:37.660 --> 00:53:55.019

CITL Innovation Lab: they can still complete the grades. I have to do a return of funds, calculation that remains on their account. Even if the grade changes later. It's at the time that grades are due at the end of the semester, so they may still owe money, even though even if they finish the class later

300

00:53:57.290 --> 00:54:08.839

CITL Innovation Lab: now is that if all of their classes were incomplete, or is that different? If only one class, no. So same same rule applies, has to be all their classes. It's the last state of attendance.

301

00:54:09.270 --> 00:54:24.530

CITL Innovation Lab: right? So. And from a procedural point of view, I'll give that to them. Well, yeah, just withdraw, like. For example, a student had 1212 credits, 4 classes. They withdrew from one, failed to, and got an incomplete in the last one. That's an unofficial withdrawal.

302

00:54:24.980 --> 00:54:48.329

CITL Innovation Lab: It's an example. So they just don't successfully complete any of their classes at the end of the semester. So it's actually important for us, which is why we require last dates of attendance. We don't have to actually, according to the regulations, correct, but it's so much better to do that, because if we can determine that their last last date of attendance is beyond that 60% point. They don't owe any money back to the college.

303

00:54:48.470 --> 00:55:02.870

CITL Innovation Lab: important to give the right correct last date of attendance, but knowing that you know it's oftentimes to the benefit of the student to be requiring those last dates of attendance which we do as an institution, decided to do that a long time before I started here.

304

00:55:02.870 --> 00:55:29.450

CITL Innovation Lab: and you know, and it's most of the time it's advantageous to that student to have that last date of attendance. So that's an unofficial withdrawal that the alternative, actually, the Federal alternative to not having last date of attendance is actually every student who does not complete or has an unofficial withdraw, withdraws, gets marked at the 50% mark, so that would help some students to withdraw like September 30, th but it would really be negative, affecting the students that attend through

305

00:55:29.600 --> 00:55:39.070

CITL Innovation Lab: Thanksgiving would have earned more than 60%, but I have to calculate them at 50. So we don't do that. I want to clarify. We do not do that. That's why we have last date of attendance as a requirement.

306

00:55:39.220 --> 00:56:08.890

CITL Innovation Lab: my former institution, our director of Financial Aid. We did not. We were not requiring it. It was a long time ago, and she would ask, you know administration, we should be requiring this last date of attendance. I know there's a button in the system that the registrar's office can check to require that last date of attendance, and it's going to benefit so many more students to require that last date of attendance than it is right now, because we're, you know, we have to go back and assume the 50% point. And every student.

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307

00:56:10.120 --> 00:56:14.655

CITL Innovation Lab: So we've had. I've been in several conversations where

308

00:56:15.350 --> 00:56:22.280

CITL Innovation Lab: faculty are encouraged to ask students to just submit something

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00:56:22.700 --> 00:56:40.670

CITL Innovation Lab: to push that last date of attendance to a later date, like even if it's not a very rigorous assignment. So like. Let's say the student is still actively and officially attending, that's all I need to know. But like let's say, they kind of stopped attending middle of October, and then, like

310

00:56:41.290 --> 00:56:59.869

CITL Innovation Lab: end of October beginning of November, they're thinking of withdrawing. And then the faculty. Would that be? Technically we want to go when the student last actively participated in the course. So if the student last actively participated in the course in October, then that would be the. But then they did one more assignment in November.

311

00:57:00.300 --> 00:57:04.370

CITL Innovation Lab: That account. That's up to the instructor. Yeah. So technically, that would be that last. Lda.

312

00:57:04.650 --> 00:57:21.859

CITL Innovation Lab: this is maybe a question for you, Tony, what are the who sets the standards for what is counted as active participation? So, though actually we send out? Thank you for that question, Aaron, we send out guidance to the students and the faculty on what is considered

313

00:57:22.000 --> 00:57:38.929

CITL Innovation Lab: to be active participants. Yeah, I know there's like a list somewhere. Yes, and and we do that 3 times to the student. Samantha came here and said, You know, probably a good idea, Tony, that I was down in Connecticut that we inform students that they need to actively participate

CITL Innovation Lab: to be active participants. Yeah, I know there's like a list somewhere. Yes,

and and we do that 3 times to the student. Samantha came here and said, You know, probably a good idea, Tony, that I was down in Connecticut that we inform students that they need to actively participate

314

00:57:39.000 --> 00:57:53.140

CITL Innovation Lab: in order to be counted as attending at the beginning during class attendance verification, those same, that same guidance is provided to the faculty, or should be used by the faculty to determine that last date of attendance at

315

00:57:53.270 --> 00:57:59.144

CITL Innovation Lab: the last. You know, if they did a F at at finals that comes directly from the

316

00:57:59.890 --> 00:58:13.710

CITL Innovation Lab: financial aid regulations through the Department of Education. So we've copied those right from there. They provide that guidance. So the so I will say, I'll add that the guidance around what

317

00:58:14.180 --> 00:58:38.830

CITL Innovation Lab: you can use to determine active participation is actually guidance. So, for example, attending the class. If it's an on campus class that's guidance. However, I would. My opinion would be if they attend that class, and they sit down in the seat that 1st day. You know, they're in attendance. That's that's active participation. But it's important to note that what's not considered active participation in an online class

318

00:58:39.040 --> 00:58:40.490

CITL Innovation Lab: is just logging in.

319

00:58:41.330 --> 00:59:06.500

CITL Innovation Lab: There's a point distinction there, and Kyle is also bringing up that. There's a note in blackboard that students see that is placed placed there by Scott Lambert. Of what active participation is. Yes, and that that we work with Scott does a great job. You know, getting the information out that we typically will send to both faculty and students. And that's 1 of them.

320

00:59:07.150 --> 00:59:09.339

CITL Innovation Lab: And we also posted on the portal, too.

321

00:59:09.820 --> 00:59:26.719

CITL Innovation Lab: Yeah, right, folks, we are at the end of college hour. But please know that we have some pretty awesome financial aid. Folks doing financial services, folks that can help you answer any questions. You're always more than welcome to email me as well. I'm happy to participate or ask any questions or answer any questions that you might have pertaining to any of this or anything else.

322

00:59:29.790 --> 00:59:30.990

CITL Innovation Lab: Thank you, guys.

323

00:59:44.060 --> 00:59:45.459

CITL Innovation Lab: that'll be a quiz.

324

00:59:45.810 --> 00:59:49.780

Kyle Stephanie Kraus: Whoever is signed in for the citl is the one who has to cancel the recording.