

# STUDENT DEVELOPMENT SERVICES

Winter  
2009



## Director's Letter

Wanda White



On behalf of the North Carolina Community College System (NCCCS), we are excited to provide you with our 2009 **Winter Edition** of the Student Development Services Newsletter. I hope that each of you have gotten off to a wonderful start for the 2009 Spring Semester.

As we begin the semester, we realize that you are faced with many challenges surrounding the economic crisis. Many of these challenges impact travel, resources and staffing. Although, there has been a downturn in the economy, the enrollment of many of our community colleges has gone up. Forty-nine out of fifty-eight community colleges reported an enrollment increase during the 2008 fall semester. We suspect that the same will occur during the Spring Semester, thereby causing more strain on the areas of Student Services. We are extremely interested in knowing how this situation has impacted your operations and ability to serve students.

We want you to know that we will keep you updated with news and training opportunities as it relates to Student Development Services personnel. Due to the travel restrictions imposed by the Governor, we will be unable to provide training in the usual manner. We are exploring several training initiatives which will involve webinars and the use of the Information Highway. As soon as the planning process has been finalized, we will notify you.

There are several exciting projects which the Student Development Services staff have been involved in here at the System Office, such as the *CFNC Online Transfer Articulation System* and the *Federal College Access Challenge Grant*. Each of these projects will provide greater college access opportunities to North Carolina students, as well as some professional development opportunities for Student Development Services staff members. Details regarding these important projects can be found on pages two and three.

We will continue to provide you with news and updates

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regarding Student Services related events for which we provide oversight. We encourage you to share information regarding new and innovative ways which you are engaging and meeting the needs of your staff and students. Presentations from various teleconferences, training, and workshops will be posted on the NCCCS website in the Student Support Services area. Memos and letters sent out by the Student Development Services Department will also be maintained in this section.

In closing, I am excited about the many opportunities that we have to serve you. The staff and I are proud of the work that you do and commend you for the services you provide to more than 800,000 students annually. We continue to look forward to serving the needs of your institutions and students.

## Where to Find Memos

The System Office "Numbered Memo" process has been revised to only include subjects which serve as policy interpretation or clarification purposes. Other memos to college groups will no longer be kept on the System Office Numbered Memo internet site at [www.ncccommunitycolleges.edu/Numbered\\_Memos/index.html](http://www.ncccommunitycolleges.edu/Numbered_Memos/index.html).

Due to this change, memos issued by Student Development Services will be "housed" under Memos on our Student Development Personnel webpage. You can access this site at [www.ncccommunitycolleges.edu/Stu\\_Dev\\_Services/StudentDevPersonnel.htm](http://www.ncccommunitycolleges.edu/Stu_Dev_Services/StudentDevPersonnel.htm)

## News Briefs

### Ray Burrell Wins Dr. John R. Larkins Award

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Raymond Burrell who heads the Business and Computer Technologies Division at Wayne Community College, was presented the 2009 John R. Larkins Award, one of the state's highest honors, during the annual State Employees' Martin Luther King, Jr. Day observance program. The award is given to a state employee for contributions to human and race relations in the workplace and community.

In 2001, Ray developed the Minority Male Mentoring Group (3MG) at WCC as an intervention system to help improve self-esteem, leadership potential, college graduation and retention rates, enhance preparedness for the workforce, and strengthen family and community involvement. According to Governor Beverly Perdue, "Raymond Burrell is challenging us to step up and address issues that impact African-American males in North Carolina. He has developed a model program that is worthy of recognition. Ray provides a clear example of the kind of vision and action we need in North Carolina."



Burrell, a native North Carolinian, is a retired Air Force officer and has served as vice chairman of the N.C. Community Federal Credit Union, and on the board of the Wayne County Boys and Girls Club. He is a member of Who's Who Among American Teachers and is involved with the Meals on Wheels program.

The John R. Larkins Award was created in 1998 in recognition of Dr. Larkins, who joined state government in 1942, helped create and expand the state's programs for minorities, the poor and the disadvantaged, including the establishment of the Good Neighbor Council now known as the Human Relations Commission.

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### Online Transfer Articulation System (OTAS)

UNC General Administration is working collaboratively with UNC institutions (UNC), the North Carolina Community College System (NCCCS), the North Carolina Independent Colleges and Universities (NCICU), and College Foundation of North Carolina (CFNC) to implement the CFNC Online Transfer Articulation System (OTAS).

The goal of this system is to increase post secondary enrollment by increasing the amount of information available to students on how courses transfer across UNC, NCCCS, and NCICU. The purpose of this system is to develop a statewide transfer articulation system that will allow students, parents, and educators to manage transferred courses among North Carolina's higher education institutions.

OTAS Pilot Testing will begin in February 2009 at Central Piedmont CC, Guilford Tech CC, Wake Tech CC and Wayne CC. This functionality will be available electronically through CFNC.org. by mid to late March 2009. The project is funded by the U.S. Department of Education College Access Challenge Grant. The grant was awarded to the University of North Carolina - General Administration in the amount of \$3.8M for two years.

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### Placement Test Scores Validation Study

Per policy established by the State Board in October 1999 (CC00-033) and November 2002, the Placement Testing Committee will conduct a validation study of placement test scores in the North Carolina Community College System. This is the second study conducted within the last several years. Test score publishers, ACT and College Board, will complete a validation study utilizing Community College Placement Testing scores for a two year academic period. The period will cover the 2008/2009 and 2009/2010 academic years.

On August 18, 2006, the State Board of Community Colleges adopted a revised Placement Testing Policy, which

included placement test cut scores to establish proficiency levels for students entering college level course. The policy became effective during the fall semester of 2007. All colleges are required to use the validated test scores included in the Placement Testing Policy table attached to Numbered Memo CC06-190. This memo is located on the System Office website.

In preparation for the next study, College Admissions Officers and Testing Coordinators are asked to insure that all testing data has been entered into Colleague. Specific fields such as *test status*, *test source*, and *test waiver* codes should be keyed to insure that all appropriate data has been collected from the colleges. The System Office began receiving placement testing data from the colleges in January 2009.

The committee is led by Brad Bostian from Central Piedmont and composed of members from Alamance, Craven, Caldwell, Mitchell, Pitt and Surry Community Colleges and the System Office.

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### College Access Challenge Grant

The North Carolina College Access Challenge Grant Program (NC CACGP) will expand the scope of existing services, and enhance college access efforts currently in existence through the strong collaborative effort of the University of North Carolina-General Administration, lead organization; and the NCCCS, NC Independent Colleges and Universities, NC Department of Public Instruction, the NC State Education Assistance Authority, and the pre-college programs housed on North Carolina college and university campuses.

The grant program covers a two year period. The NCCCS will receive a total of \$90,000 from the grant, of which \$80,000 will be used to implement a Minority Male Mentoring Conference. A total of \$10,000 (\$5,000 annually) will be used for professional development training and materials for Financial Aid Administrators.

The purpose of the project is two-pronged: encourage and increase postsecondary enrollment by expanding access to information about course transferability between community colleges and senior institutions, both public and private, through the CFNC Online Transfer Articulation System; and, enhance current pre-college outreach initiatives through strengthened collaboration, strategic planning, evaluation, and leadership oversight.

Participation at the System Office in the NC CACGP will be administered through the department of Student Development Services. As a result of the travel restrictions for campus employees, we are planning a 2009 Minority Male Mentoring (MMMP) Virtual Conference. We anticipate that this conference will take place in April 2009. Details will be provided as soon as plans have been finalized. Information regarding a 2010 MMMP Conference will be contingent upon the availability of state funds.

Plans are currently underway to offer financial aid training through the Information Highway or by webinar. Details of the training will be sent out as soon as plans have been finalized.

### N4CSGA Celebrating 40 Years: The Gift of the Collective Voice

The N4CSGA Spring Conference was held March 6-8, 2009 at the Sheraton Imperial Hotel and Convention Center in Durham, NC. The theme was "Celebrating 40 Years: The Gift of the Collective Voice." The executive board planned memorable events to commemorate 40 years of student leadership and advocacy. Over 300 participants registered.



*"The task of the modern educator is not to cut down the jungles, but to irrigate the deserts."*

C. S. Lewis

## Financial Aid Updates



### CFI Webinar On Default Management

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Beginning with FY2009, the Cohort Default Rate (CDR) formula will include students who default by the end of the second fiscal year after entering repayment. As a result, most schools will see an increase in their CDR. Borrowers who enter repayment this fiscal year (10/1/2008 to 9/30/2009) who default on or after 12/30/2011 will be included in the new, longer cohort default rate. Now is the time for colleges to make sure their default prevention and management plan is solid.

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### FY 2007 Draft Cohort Default Rates

On February 9, 2009, the Department of Education released the Fiscal Year (FY) 2007 Draft Cohort Default Rates to all eligible schools. Colleges who participate in the federal loan programs are encouraged to review their default rate drafts for errors. An Electronic Announcement has been posted on the Information for Financial Aid Professionals (IFAP) Website. You may log on at [www.ifap.ed.gov](http://www.ifap.ed.gov).

Colleges who have questions regarding their FY 2007 Draft Cohort Default Rates, should send correspondence by email to [fsa.schools.default.managment@ed.gov](mailto:fsa.schools.default.managment@ed.gov) or by calling the Portfolio Performance Division (formerly Default Prevention and Management Hotline) at 202/377-4259.

### New FAFSA Filing Option--FAFSA on the Phone

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The Federal Student Aid Program has launched a new initiative that offers students and parents the option of completing the *Free Application for Federal Student Aid (FAFSA)* over the phone. In lieu of filing the FAFSA online or mailing in a paper FAFSA application, students and parents can call the Federal Student Aid Information Center (FSAIC) and file by phone by calling 1-800-4-FED-AID (1-800-433-3243).

*FAFSA on the Phone (FOTP)* provides applicants with real-time assistance from a customer service representative in completing the FAFSA. FOTP was developed as an alternative for FAFSA applicants and is not intended to replace our *FAFSA on the Web* application. This new service is designed for applicants who do not have access to *FAFSA on the Web* and who are facing fast-approaching state application deadlines.

In view of the fact that this is a new option for students and because the FSAP does not want current online filers to switch to FOTP, they are encouraging only students who need this service to utilize the process. We are asking that you only refer students to the FAFSA by phone who do not have access to computers. You will also need to inform your students that they need to have specific information when they call FAFSA. The application process will take approximately 30 minutes.

If you are working with a family that would benefit by applying for financial aid using FOTP, please refer to the FOTP fact sheet attached to this newsletter. The fact sheet lists the documents the applicant will need and provides contact information for the Federal Student Aid Information Center (FSAIC).

Federal Student Aid is pleased about this milestone that increases accessibility to the FAFSA. FOTP is free, fast, reliable, and accurate and provides real-time counseling on the financial aid process and end-to-end support for submission of the FAFSA. If you have questions regarding FOTP, please contact the FSAIC at 1-800-4-FED-AID.

*Please see "FAFSA on the Phone" PDF attachments to this newsletter for additional information.*

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## New Financial Aid Officers Training

North Carolina State Education Assistance Authority (NCSEAA) will offer the spring “New” FAA Training Workshop on March 17 thru 19 at CFI’s Corporate Conference Room in Raleigh. There is no charge for the training and the program is designed for financial aid personnel with three (3) years or less of experience in financial aid administration. Participants will receive “homework” activities prior to the training to provide opportunities for those really “new” to the profession to review basic concepts. Each day will begin at 8:30 a.m. and end at approximately 4:30 p.m. Lunch will be provided. An agenda will be forwarded to all those interested in the training.

Topics covered are as follows: Overview of NCSEAA, CFNC, CFI and Pathways; “Nuts & Bolts” of Financial Aid; Philosophy of Financing College; History of Financing College; Overview of Federal Student Financial Aid Programs; State Student Aid Programs and Methodologies; The Application Process; Federal Student Eligibility and Documentation Requirements; Cost of Attendance and Budget Creation; Methodologies; Federal Pell Grant Awards; ACG, SMART and TEACH Grants; Campus-Based Aid; FFEL and Direct Loans; Verification; Professional Judgment; Packaging and Award Notification; Late Breaking Information.

Please respond promptly to Jane Kanipe at [jane@ncseaa.edu](mailto:jane@ncseaa.edu) if you are interested in attending or have a staff person you’d like to send. If you have questions about the training, please contact Jane G. Kanipe, Training Manager, Grants, Training and Outreach for NC State Education Assistance Authority at 919-248-4692.

## Higher Education Opportunity Act (HEOA) Online–Training

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The Department of Education will offer instructor led online training that will focus on selected provisions of the Higher Education Opportunity Act (HEOA), Pub L. 110-315. The HEOA was enacted on August 14, 2008, and re-authorizes the Higher Education Act of 1965, as amended (HEA). Advance registration is required for this training and will be available on a first-come, first-served basis. To register, log in through the following link: [http://event.on24.com/event/13/33/74/rt/1/documents/player\\_docanchr\\_1/fsa\\_feb2009.html](http://event.on24.com/event/13/33/74/rt/1/documents/player_docanchr_1/fsa_feb2009.html) Participants may also go to the [www.ifap.ed.gov](http://www.ifap.ed.gov) website.

The training will be presented in two parts. **Part I** will cover changes to the following areas: Title IV Grant Programs, Federal Work-Study (FWS) Program, Need Analysis, and General Provisions. **Part II** will cover changes to the following areas: Title I of the HEA, and Federal Family Education Loan (FFEL) Program. Each part of the training will be presented in a 90-minute session. The sessions will be offered in March. The March schedule is below:

**Part II - Title I of the HEA and Title IV Loan Programs**

- Wednesday, March 4, 2009, 3:30 P.M. (ET)

**Part I - Grants, FWS, Need Analysis, and General Provisions**

- Thursday, March 5, 2009, 3:30 P.M. (ET)

*“Change does not necessarily assure progress, but progress implacably requires change. Education is essential to change, for education creates both new wants and the ability to satisfy them.”*

Henry Steele Commage

## Federal Regulations of Interest

Several federal laws and regulations were amended, changed or enacted that affect colleges and universities. You can access information on the topics below by either clicking on the hyperlink or by copying and pasting the link into your browser address box.

### FERPA

The Family Educational Rights and Privacy Act (FERPA) was changed to help “educational agencies and institutions better understand and administer FERPA, and to make important changes to improve school safety, access to education data for research and accountability, and the safeguarding of education records, among other areas.” (Dear Colleague Letter, 12/17/08) See links below. *(You may have to copy and paste into your browser.)*

Dear Colleague Letter about Family Educational Rights and Privacy Act (FERPA) Final Regulations  
[www.ed.gov/policy/gen/guid/fpco/hottopics/ht12-17-08.html](http://www.ed.gov/policy/gen/guid/fpco/hottopics/ht12-17-08.html)

Section-By-Section Analysis of Regulations  
[www.ed.gov/policy/gen/guid/fpco/pdf/ht12-17-08-att.pdf](http://www.ed.gov/policy/gen/guid/fpco/pdf/ht12-17-08-att.pdf)

Family Education Rights and Privacy Act  
[www.ed.gov/policy/gen/guid/fpco/ferpa/index.html](http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html)

### GI BILL

For information on the various GI Bill programs available, including the Post-9/11 GI Bill, and eligible educational programs, click on the link below.  
[www.gibill.va.gov/](http://www.gibill.va.gov/)

## ADA Amendments Act

Senate Bill S. 3406 broadened the coverage of the ADA and Rehabilitation Act in four key areas.

- Definition of “disability” - gives broader coverage and includes episodic and remission impairments
- Major life activities—includes learning, thinking, concentrating, bodily functions, etc.
- Mitigating circumstances—can’t consider auxiliary aids, learned behavior, assistive devices, etc.
- Individuals regarded as disabled—does not have to limit or be perceived to limit a major life activity.

For additional information on the ACA Amendments Act click on the following site.

[www.ed.gov/policy/rights/guid/ocr/disability.html](http://www.ed.gov/policy/rights/guid/ocr/disability.html)

## Upcoming Events

**Financial Aid Review Team**—March 18-19, System Office, Raleigh

**Student Leadership Institute Spring Mini-Session** – March 20-21, Marriott-Crabtree, Raleigh

**Urban Education Institute**—March 20-21, NC A&T, <http://www.ncat.edu/~schofed/newsite/>

**NCASFAA** – April 20-22, Hilton Wilmington Riverside, Wilmington

**USA Funds Workshop**—May 6, Embassy Suites, Charlotte-Concord, May 7, Marriott-Crabtree, Raleigh. [www.usafunds.org](http://www.usafunds.org)

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