



PROJECT DISCOVERY

Multi-Term Registration

Request

Beginning 2023 GCCCD (Grossmont Cuyamaca Community College District) is moving to an earlier Multi-Term Registration for the summer and fall term. Discovery is needed to analyze the impact this change would have on district processes.

Reason for Request

In preparation for the 2023 Summer/Fall early multi-term registration, identify concerns, processes, and changes to work towards the successfully roll out of registration beginning May 1st, 2023.

Requestors

GCCCD District ESS (Educational Support Services) Department: Danya Sanchez – Business Analyst

Discovery Process

A workgroup was created to identify the potential issues and conduct the necessary testing in the areas impacted by registration. The group is an operational work group and not a governance committee.

Desired Discovery Outcome

Document current processes, identify changes and concerns, test changes in registration, and work on solutions for change.



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Participants in Discovery

Chair	Barbara Gallego
Co-facilitators	Danya Sanchez
	Ruth Ramirez

Area (If needed)	Grossmont Rep	Cuyamaca Rep
A&R	Aaron Starck & Wayne Branker	Greg Vega
Counseling Chair	Gary Johnson	My-Linh Nguyen
Counseling Sup	Silva Jajo	Brieanna Cuellar
Instructional Ops	Jose Contreras	Julie Kahler
College Cashiers	Caroline Althaus	Billie Lavan
Financial Aid	Mike Copenhaver	Ray Reyes
Academic Affairs	Nancy Saks	George Dowden

District
IT Representatives
Laura Murphey
Eric Lane
Joan Bowen
Karen Kline
Accounting Representatives
Jennifer Fujimoto

Additional Personnel invited as needed for additional knowledge in specific subjects

Discovery Meeting Dates

- Workgroup Meeting dates
- Thursday at 1:00pm-3:00pm starting January 26, 2023, and ending April 6, 2023.



DISCOVERY SUMMARY

Identify Needed Set-up and Testing:

- Running Priority Appointments for two terms
- Identify the various variables for students to register (Academic Program, Active Application, etc.)
- Will one appointment time work for both semesters?
- Verify registration is limited to appointments
- Ensure Open Registration is available for both terms
- Ensuring a fall clearance does not work for Summer- Dual Enrollment
- High School graduating Seniors are graduating after registrations begin.
- Opening more than 1 semester in Self-Service and how that works for students
- Student fees are term based
- Student may be a non-resident in Summer and a resident in Fall
- Residency needs to be correct for fees to be charged correctly
- Prerequisite System Limitations Summer Prerequisite for a Fall Class

Identify Communication Needs:

- Students
 - Notice to students - Registration is moving up and Summer and Fall happening at the same time
 - Priority Registration email – Update email to display both summer and fall terms
 - Self Service – Display student appointment times
 - Notification in campus newsletters – Weekly Griffin (first week of April) and Coyote Connection
 - Work with District Communications and Campus PIOs (Public Information Officer) to provide information needed for registration marketing
 - Create an informational guide for students
- Staff and Faculty
 - Letter of notification sent out by ESS including deadline for entering priority group information
- High Schools
 - Communication to HS Administrators notifying the need of HS status clearance to regular college student for graduating seniors, due to students now applying and registering before their graduation date



Communications sent out by ESS:

- An email to staff and faculty – Sent 3/20/2023
- Email to currently enrolled students – Sent 3/20/2023
- Email to students with an active application 2023SP, 2023SU, and 2023FA and no enrollment – sent 3/22/2023
- Email to GUHSD Administrators about students needing to clear their HS status – sent 3/22/2023
- Email to current dual enrolled students – sent 3/30/2023
- Griffin Weekly – sent 4/3/2023
- Grossmont Student Newsletter-April
- Cuyamaca Connection – sent 4/5/2023
- Coyote Student Newsletter- April Newsletter
- Student email- Early Registration reminder 4/19/2023
- Staff and Faculty email- Early Registration update 4/19/2023

PIO at **Cuyamaca** - these are the areas where they are promoting it:

1. Bimonthly Connection (that's alternating weeks, roughly twice a month)
2. Student Newsletter dropping April 10
3. CE Student Newsletter dropped April 4
4. Website (as soon as Rocky posts it we have a card on the landing page)
5. Social media posts and stories weekly until May 1
6. Campus banners (photos attached)

PIO at **Grossmont** - these are the areas where they are promoting it:

1. April student newsletter
2. The Griffin Weekly until the end of the semester
3. Posting on social media.

PIO at District - **PIO at Grossmont** - these are the areas of promotion:

1. Graphic created and shared with both campuses to use for promotion purposes
2. Promotional Graphic added to the District Website

Updated "How to Register" Video: created to remove Webadvisor, and add self-service and multi-term registration:

[Student Registration.mp4](#)

Create a Registration Testing Plan:



- Identify Student groups/types needed for testing all scenarios
 - Representation of student groups 1-11
 - Residency Types
 - HS - CCAP/Dual
- Identify and build class sections to use for testing
 - Summer and Fall
 - Summer Prerequisites for Fall
 - Specialty Courses
- Outline testing scenarios

Running Testing Cases:

[MultiTerm Reg APPT Test casees.xlsx](#)

Positive Outcomes from Workgroup and Testing:

Topic	Outcome
Appointment Times	Appointment times line up for most students but there are a few that will have more different appointment times for Summer and Fall due to their status's being different within the two terms. There may be other cases of mismatched
Prerequisite Waiver	In testing, we found a configuration that allowed students to register in a prerequisite class and could register in the subsequent class if the start of the subsequent class was after the end of the prerequisite class. This works for both summer to fall prerequisites and short session to short session prerequisites.
Communication	It was identified that communication had not been sent to students, staff, or faculty about early, multi-term registration. Communications were developed and sent. Student Communication Staff and Faculty Communication
Marketing Correction	In identifying the need for communications and types of communications needed it was discovered that the district and campus marketing did not include the fact that the summer and fall registrations were both happening during the same time. The original marketing was only advertising that fall registration was happening earlier.
Testing Appointments	Verified students were held to their appointment times for both summer and fall registration. Also, students without an appointment were unable to register until open enrollment.



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Testing Course Types	Verified CCAP (College and Career Access Pathways) and Puente courses blocked a student from registering unless they were coded with the correct student coding needed to enter that course.
Residency Fees	Verified students who changed residency from summer to fall were charged the correct fees based on their residency status for each semester.
Instructor Consent	Verified only students with instructor consent could register into courses requiring instructor consent.
High change of status	Identified the shift in registration timing increase the number of students needing to clear their HS status with a letter from their school counselor indicating they are on track to graduate. This is not a new process for clearance, but a letter was only needed in the past to clear students registering for summer. With fall registration moving before High School students graduate, the letter will be needed to clear the student’s status rather than using their diploma, like in the past. Working with the High Schools to identify how to communicate this change to the students. High School Administrator Communication
High School Emails need updating	Email students requesting them to update their emails from their GUHSD email to a personal email since the High School email will not be available to them after they graduate?
Student Payments	Student accounts have been tested by Nelnet and they will be opening both the summer and the fall payment plans May 1 st . Also, in consideration of the students, the district team has set the payment plan dates for different months for summer and fall so that students will not have to make payments for summer and fall payment plans within the same months.

Concerns Identified in Testing and Analysis

Issue	Details
Continuing Concurrently enrolled Students Summer/fall enrollment.	Testing found that current coding for continuing concurrently enrolled students will not stop students from registering in summer if they are only approved to register for fall. Discussing updating the dual enrollment agreement so the approvals are changed to Spring and Summer/Fall as the available approval terms, grouping summer and fall together.
Courses coded with “Take 0 credits”	In testing prerequisite drops (summer to fall). A student registered in Cuyamaca’s Bio 140 class in fall blocked the Bio 130 course from being dropped in summer. It was then identified that the BIO 120



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	<p>prerequisite could be dropped for summer if the student was registered in the same course at Grossmont though. Further discovery found older custom pre-req coding that is not consistent with current best practices for requisites in Colleague. "Take 0 credits" when combined with the XSP1 custom screen allows summer drops when it should not. When dropping the summer course, the registration rule is checking the prerequisite syntax for the "take 0" rule which is allowing for the drop. This "take 0" custom configuration is on sections for courses with placement, HS BIO clearance, auditions, tryouts, and other unique prerequisite restrictions, such as not having a felony. Running the RQMM prerequisite check in fall should catch the students who dropped the summer prerequisite, but we need to investigate moving away from using this customization soon.</p>
<p>If in BIO 120 at Grossmont, able to register in BIO 131 at Cuyamaca.</p>	<p>In our system BIO 120 is equated to BIO 130, however BIO 120 at Grossmont includes a lab portion and BIO 130 does not. At Cuyamaca, BIO131 must also be taken for students to meet the lab requirement. Therefore, a student taking BIO 120 is still able to register in BIO 131. Further investigation is needed to review how the course equivalencies are set up on these courses.</p>
<p>Updating Majors</p>	<p>In testing, it was discovered that students with only a fall application can register for classes in summer if their major start date occurs before summer ends. Ex, if a date is applied as a midsummer date, student could register in late session summer courses. When adding a new major the start date automatically loads today's date, this field needs to be overridden to the term (Ex: 2023FA) and the system will automatically populate the correct date. This will properly align the major to the term.</p>
<p>Student Appointments</p>	<p>It was discussed that the current priority assignment job would give students a separate registration time for summer and fall. After assessment of appointments and testing, it was anticipated that the summer registration date assigned to students would occur first as the number of students getting these times was a smaller group. This assumption was incorrect.</p> <p>The differences between registration dates and times are based on the priority group the student landed on for that term and the number of students within that group. These numbers varied more than anticipated, therefore some students received an earlier fall date and time than their summer assignment, some received an</p>



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	<p>earlier summer date and time than their fall, and some received the same date and time for both terms. We need to explore options for an improved solution for next year.</p>
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