

**KENAI PENINSULA COLLEGE
COLLEGE COUNCIL REPORT**April 16, 2020

Department: Student Services
Prepared by: Julie Cotterell

5.8

# ADMISSIONS/REGISTRATION

The Admissions & Records Coordinator and Enrollment Specialist are currently working remotely. All essential processes and procedures are uninterrupted.

These include:

* + Admission application processing
	+ Registration support
	+ Schedule modifications and course additions
	+ Grade changes
	+ Academic petition processing
	+ Degree audits
	+ Student, faculty, and staff assistance and support (via Zoom, phone, and email)
	+ Attendance of committee meetings (via Zoom or audio conference)
	+ Record retention
	+ Form processing

## *Registration*

Priority registration opened for fall 2020 April 3rd. Students with pending applications for admissions can register on April 13th, and open registration begins on April 20th.

## *Admissions*

14 admission applications have been submitted as of April 6th for summer 2020 (down from 24 summer 2019).

41 admission applications have been submitted as of April 6th for the fall 2020 semester (up from 37 fall 2019). Students can apply to KPC programs for the fall 2020 semester through the Add/Drop period.

## *Spring 2020 Graduation*

38 graduation applications have been received as of April 6th for the spring 2020 semester (down from 40 for spring 2019).

72 graduation applications received for AY 2019-20 as of April 6th (93 total applications for AY 2018-19).

# FINANCIAL AID

## *Student Traffic*

Student traffic significantly dropped in March. We assisted 44 individuals, 8 were face-to-face, and 36 via phone/email.

## *Student Aid*

The KPC High School scholarship packet deadline was originally scheduled for March 19, 2020. However, due to COVID-19 disruptions, the deadline was extended to Thursday, April 9th.

Federal regulations governing financial aid is rapidly changing to assist students in these challenging times, and we are keeping up on these changes as they occur.

## *Other*

KPC Financial Aid staff attended a training hosted by UAA. The training was for community campus and UAA staff to spend time together and talk about processes that impacts the whole university. The Financial Aid portion went over everything from Satisfactory Academic Progress (SAP) and Overrides to UAA website updates and policy changes, including the ever-changing Department of Education regulations. Kathi Overpeck, KPC’s Financial Aid Coordinator, inquired about how effective the Chatbot on the Financial Aid website was as well as how often Financial Aid TV was accessed and the answer was neither are overly impressive tools. Financial aid questions are specific and each situation unique and the Chatbot can only give out general answers. Students don’t use Financial Aid TV for the same reason; it isn’t specific to their situation.

Financial Aid staff also attended a KPC website training workshop so that FA staff will be able to update the KPC scholarship webpages.

As a response to COVID-19, the National Association of Student Federal Aid Administrators (NASFAA) hosted a series of webinars that included Q & A opportunities where they fielded over 900 questions from Financial Aid Coordinators and Administrators across the country, including KPC Financial Aid staff.

Financial Aid staff are currently working remotely and are able to access their office computers by remote desktop. They continue to maintain office hours from 8am-5pm Monday through Friday, and have daily open video-conferencing office hours on Zoom as a replacement for in-office appointments.

# RECRUITMENT

## *Working Remotely*

On March 18, Recruiter Emily Knight began working from home. Knight is working Monday through Friday with a modified work schedule of 10 am to 4 pm.

Prospective students can reach Knight via email, phone, or Zoom. Knight is providing all of this information in her outgoing emails and “Working from Home” auto-response emails. Advancement is working on updating the website directory to include links to personal Zoom meeting rooms. Once that is up and running, Knight’s office hours and virtual meeting space will be listed alongside her other contact information.

## *Campus Events*

During the month of March, KRC was supposed to host its second Kids2College campus visit with 5th and 6th graders from Sterling Elementary. Prior to the campus closure, the Alaska Commission on Postsecondary Education decided to suspend all face-to-face Kids2College events for the remainder of the school year and is encouraging college campuses to offer up virtual campus tours. The KPC recruiter and members of the Advancement office are working on solutions to offer a virtual campus tour of the Kenai River Campus.

All campus events have been canceled through the end of May. Knight hopes to resume face-to-face campus visits in the fall, if and when it is safe to do so.

In addition, all face-to-face off-campus events have been put on hold for the time being.

## *Virtual Events*

To combat the cancellation of many in-person events, Knight has been working to schedule several online events including a virtual KPC Application Day where prospective students can receive help in completing the admissions process and have their application fee waived. Knight is also working with local school counselors to create informational videos to share with high school students about JumpStart, college admissions, and placement testing.

## *Requests for Information*

Between March 1 and 31, KPC Recruitment received 5 requests for more information (RFI’s) from the website form. Additional requests for information came through direct email and phone calls. Given the current status of the country, it is not a surprise that requests are down.

## *Chamber Luncheons*

All Chamber Luncheons have been cancelled through May.

# RURAL AND ALASKA NATIVE STUDENT SERVICES

## *March Updates*

KPC’s Rural and Native Student Services (RNSS) has had to quickly adjust to the health mandates and work on the many canceled events for this month.

RNSS had invited a guest speaker from Maine to present on the film *Dawnland*. She was scheduled to travel to Alaska and participate in the event directly following spring break, but the event was cancelled. Instead, she agreed to join the online Ahtna language class via Zoom video-conferencing.

The Alaska Native Studies Club was scheduled to perform at the Festival of Native Arts at the University of Alaska, however the event was cancelled in early March due to concerns surrounding Elders travelling from villages. The festival planners suggested that each group send a video to post on the Festival of Native Arts website. KPC’s group filmed a video to submit, and the RNSS Coordinator has provided a video to the KPC Advancement office so that it can be shared with the KPC community.

## *Working Remotely*

Sondra Shaginoff-Stuart, KPC’s Rural and Native Student Services Coordinator, began working from home on March 20th. She has access to email and had her office phone is forwarded to her cell phone. She also has remote desktop set up, and is working with IT on implementing Jabber so that she can place and receive calls through her computer.

*Student Support*

Shaginoff-Stuart has kept in contact with the Alaska Native students that still reside in the Residential Hall by text and phone. She has also set up a zoom video-conferencing room for students to meet with me with her. Her goal is to help students adjust to the current reality and the changes to our system and to make any transitions as smooth as possible.

The RNSS Coordinator has also joined the Native language classes to check if any enrolled students need assistance. She emphasizes that connection is key for students to complete the semester successfully. She will continue to document student progress, and will coordinate with Counseling & Advising on any students that may need extra support.

# STUDENT HEALTH CLINIC

* The spring 2020 Health Fair was cancelled due to COVID-19. The State of Alaska Health Fair fee was refunded.
* Return of 14 unused vaccinations still in progress. Delayed by COVID-19.
* Clinic doors officially closed as of March 30, 2020 per COVID-19 mandate. RN working from home to keep abreast of new COVID-19 mandates and health guidance. In contact with KPC residence and Central Peninsula Hospital for best practice in conjunction with COVID-19. Available by telephone and email.

Number of patients seen from March 1 – 20, 2020: 6

# CAMPUS SAFETY OFFICER

* The Campus Safety Officer (CSO) has been working with Advancement to project safety information onto KPCNN, the KPC Word, and KPC’s Facebook page.
* The CSO served on the COVID-19 continuity committee for Kenai Peninsula College. KPC has followed the governor’s health mandate and has “sheltered in place.” All KPC courses have been moved to distance learning for the safety of our students. All employees have been mandated to work from home and only essential employees are to be on campus. KPC has closed its doors to the public for the remainder of the spring 2020 semester.
* KPC’s Kachemak Bay Campus (KBC) and Kenai River Campus (KRC) have been donating excess supplies to local hospitals. KBC donated excess supplies to South Peninsula Hospital and KRC donated supplies to Central Peninsula Hospital.
* The CSO is working remotely due to COVID-19. She continues to monitor campus using KPC’s security system and communicating with the Soldotna Police Department (SPD).
* The CSO is working to update policy manuals while conducting business from home.

# VETERAN SERVICES COORDINATOR

* The Veteran Services Coordinator (VSC) has processed certifications for 137 veteran students across the University of Alaska System. Kenai Peninsula College (KPC) has processed tuition and fees and submitted to the VA. Kenai Peninsula College has received $154,877.71 in tuition and fees from the VA for Post 9/11 GI Bill students and $33,311.24 for Vocational Rehabilitation Students. Payments are still being processed.
* The VSC is serving veteran students remotely due to COVID-19.
* The VSC was registered to host a booth and speak on a panel at the 2nd Annual Veterans and Military Families Summit in Anchorage on April 3 and 4, 2020. The summit has been post-posted to June due to COVID-19.
* The VSC has called all veteran students to see how the new modality changes are going. All students are adjusting well given the circumstance.
* A remote compliance survey is being conducted by the VA at KPC. The remote compliance survey is due April 17, 2020.

Table 1: Spring 2020 Certifications

| Spring 2020 | As of April 6 |
| --- | --- |
| Total KPC Degree-Seeking Students | **31** |
| Process Technology | 9 |
| Industrial Process Instrumentation | 1 |
| Process Technology & IPIN | 1 |
| AA General Program | 10 |
| Other Programs | 10 |
| Non-Matric (Pending Degree Seeking) | 0 |
| Benefit Types (KPC Students) |  |
| Chapter 33 – Post 911 GI Bill | 28 |
| Chapter 35 – Dependent Spouse/Child | 0 |
| Chapter 31 – Vocational Rehab | 3 |
| Chapter 1606 – Guard and Reserve | 0 |
| Guest Students | **106** |
| UAA | 78 |
| UAF | 7 |
| UAS | 5 |
| MAT-SU | 12 |
| KODIAK | 3 |
| PWSCC | 1 |
| Total Students Certified for VA Benefits | **137** |
| Total Students Dropped/Withdrawn | **11** |
| Total Credits Certified  | **808** |