

**MINUTES**  
**Palm Beach Community College**  
**REGISTRAR'S CLUSTER MEETING**

**October 20, 2009**  
**CRA 202**  
**2 – 4:30 PM**

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Attendance:

Edward Mueller  
Ronnie Malave

Roz Mcfarlane  
Irene Johnson

Paula Souza  
Gerri Romero

Cheryl Hare from Human Resources

Handouts were provided on Items 3, 5 & 7

**ITEM 1. Development Day – Cluster Updates and Break Out Session - Ed Mueller**

**Discussion:** Ed Mueller said employees must attend Development Day or turn in a Leave Form, no one is to stay behind to work. Ed said he was considering a “Customer Service Game” to be included in the Cluster meeting. Some possibilities were phone etiquette and FERPA rules.

**Action:** Irene Johnson and Paula Souza will conduct the Phone Answering Etiquette, stressing that employees use their names. Gerri Romero and Roz Mcfarlane will conduct the Phone Dialog segment. There will be two Registrar’s at each Breakout Session; Ronnie Malave and Irene Johnson at Session 1 and Gerri Romero and Paula Souza at Session 2.

**ITEM 2. Human Resources - Update on Health Care, etc. - Ed Mueller & Cheryl Hare**

**Discussion:** Cheryl Hare of Human Resources gave us an update on the changes in our Health Care including Dental and Life Insurance.

**Action:** All employees must complete a new life insurance form naming beneficiaries since we are changing carriers. It is now open enrollment the change from HMO to PPO, if employees want to make a change. New dental is also going into effect the first of the year with a lower cost to the employee.

**ITEM 3. Student Self-service Enrollment Verification – Ed Mueller**

**Discussion:** As explained in the handout PBCC has authorized National Student Clearinghouse to provide enrollment verification certificates for its students through its online Student Self-Service Program. This program will not be available to PSAV students.

**ITEM 4. FCRAO Meeting – Ed Mueller**

**Discussion:** Ed explained some of the activities that take place at the FCRAO meetings. He encouraged the other Registrars to attend because of the importance of the topics covered and for the opportunity to build valuable friendships that can aid in networking to benefit our college.

**ITEM 4. (Continued)**

**Action:** Ed Mueller and Roz Mcfarlane will attend the FCRAO meeting at The Shores Resort & Spa in Daytona Beach October 21 thru October 23. Ed asked the Registrars if they had any issues they wanted discussed at the meeting.

**ITEM 5. High School Transcripts – Transcript vs Test Score Results – Ed Mueller**

**Discussion:** The handout for Item 5 was studied and discussed.

**Action:** Ed Mueller created a Code Table System which was included in the handout. The codes show which type of high school diploma is accepted for general registration and which types are accepted for limited access.

**ITEM 6. New Orientation Registration – Ed Mueller**

**Discussion:** Orientation is going to be loaded as classes. This is a special module, not a regular class. Students will be able to register for classes when we have test scores and the student has attended orientation. The ZO hold will no longer show for orientation. If orientation is required for a student a red button will appear and the student can register for an orientation session at that time.

**Action:** This procedure will start this week. The Conditions of Admissions has been changed telling students these are now the steps they have to follow.

**ITEM 7. Dual Enrollment CPT – Ed Mueller**

**Discussion:** Robin Johnson prepared a draft of the “Dual Enrollment Free CPT Voucher Procedure”. The Florida Department of Education has requested PBCC give dual enrollment students one free CPT.

**Action:** New dual enrollment students submit an application and dual enrollment registration form, current students may only have a dual enrollment registration form . Other steps, listed on the draft will be followed. The student then will take the voucher to the testing center where the information collected by Admissions will be verified. The student will sign in on PantherTrail and will be eligible to take the test.

**ITEM 8. Creation of Training & Information Videos for Admissions/Registration – E. Mueller**

**Discussion:** Ed Mueller would like each Registrar to do a video to be used for video streaming. Some of the topics to be included could be How to Register for Classes, including Live Help also Add/Drop.

**Action:** Ed would like the first scripts to be completed by the end of January, with total completion over a three year period.

**ITEM 9. Roundtable**

**Discussion:** The Registrar's provided the following information during the Roundtable discussion.

**Gerri Romero – Belle Glade Campus**

There are one hundred students for dual enrollment orientation.

The second floor is being added to one of the technical buildings.

Gerri is enjoying working with the new Provost who has a lot of good ideas.

The Belle Glade campus has been made aware of \$40,000 in PSAV scholarship money for Florida residents. The City Commissioner of Belle Glade has helped to arrange for \$20,000 in funds for students to earn water management certification.

**Irene Johnson – Lake Worth Campus**

Irene has filled her Administrative Assistant II position with Barbara Ceusters who formerly worked in Registration & Admissions at the Boca Campus. Cindy Randolph will become full time OPS.

Amanda Sherrill has become permanent part time at thirty hours per week, and Irene expects to now have better phone coverage.

**Ronnie Malave – Palm Beach Gardens Campus**

Ronnie has filled the position of Student Service Rep 1 for the evening hours.

Palm Beach Gardens had the grand re-opening of their library two weeks ago.

**Roz McFarlane – Associate Registrar –Lake Worth District**

Roz has filled the last part time position in the Processing Center.

We need volunteers for both graduation ceremonies, certificate and degree.

**Paula Souza – Boca Campus**

Paula is down two part time evening people and has an OPS person covering.

**Ed Mueller – Lake Worth District**

Ed has filled his Administrative Assistant II position with Marjorie Dawes.

The meeting was adjourned at 4:30 PM. Carol Boehlert - Scribe

