

**Registration Management Team Meeting Minutes**  
**January 24, 2008 – 1:30 pm**  
**Executive Conference Room**

**Present:**

Ed Roach	Holly Lowery	Lynn Lewis, Vtel
Vickie Miles	Robert Allen	Marilyn Cook, Vtel
Carol Supri	Patti Cram	Charlie Hora, Vtel
Anita Walker	Ronnie Creel	Sherry AliFarhani, Vtel
Jim Bookout	Theresa Rodgers	Crystal Bishop, Vtel
Tamara Jones	Linda Norsworthy	Cedy Spivey, Vtel
Hal Fulmer	Lou Ann Johnson	Kathy Devlin, Vtel
Darlene Stewart	Ray White	

**Servicemembers Opportunity College – Vickie Miles**

- New coding and new primary contact person
- All military students, or SOC affiliated students, should be coded in Data in MINF beginning SP/08. Robert Allen has been appointed as the primary contact for SOC.

**Minutes from last meeting – Vickie Miles/Ed Roach**

- No Changes.
- Approved

**Discussion of Spring Registration Problems/Success – Vickie Miles**

- Datatel down during registration, Lowery stated that the problem was being addressed.
- Classes Closed, Fulmer working toward a resolution.
- After some discussion it is recommended by Dr. Roach that Miles identify the problems and be ready to discuss at the Deans Retreat in Montgomery on January 28, 2008.
- This topic will also be discussed at the next Academic Steering Committee Meeting.

**Call Center Update – Ronnie Creel**

- Working with Greenwood and Hall.
- Team will be traveling to Greenwood and Hall in Santa Anna California in February for training.
- The following numbers have been assigned: 1-800-217-5687 for Blackboard, 1-800-227-4051 for Trojan Web Express, and 1-800-414-5716 for Financial Aid.

**Datatel R 18 Conversion Update – Connie Tisdale**

- R18 – We have made some system adjustments as indicated by IBM and Datatel in an effort to eliminate the problems we were having with the system immediately following conversion. Adjustments were made the week of January 7, and we have noticed improvements following those changes.

**Billing Statement Update – Connie Tisdale**

- Billing Statement – I have requested a quote from Datatel to complete the final programming changes requested by Mr. Bookout on the AR billing statement. I will notify Mr. Bookout when the quote is available from Datatel.

**TLOC Discussion – Charlie Hora, Vtel with Holly Lowery present**

- Hora supplied example printout of TLOC variables and discussed their meaning.
- Dr. Roach recommended a subcommittee be formed and meet to discuss issues/problems and possible solutions. The subcommittee met January 29, 2008 and procedures were written.

- Subcommittee members are Charlie Hora, Vickie Miles, Connie Tisdale and Charles Weaver.
- Findings to be presented at the next RMT Meeting.

**Meeting Scheduled through May, 2008**

- Thursday, February 28, 2008
- Thursday, March 20, 2008 (rescheduled from March 27<sup>th</sup>)
- Thursday, April 24, 2008
- Thursday, May 22, 2008

All at 1:30 pm in the Executive Conference Room, unless notified.

**Other Comments**

- White stated he is in progress of completing final common calendar, awaiting replies. When complete, White to email to all users the link for calendar.
- Johnson stated that Troy will be going to EFT for refunds, no checks issued.
- Dr. Roach requested that Miles investigate the late date for Phenix City's Graduation.

**Meeting Adjourned 2:15 pm**