

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

Present:

Ed Roach	Holly Lowery	Bryan Helms
Vickie Miles	Lisa Boutwell	Lou Ann Johnson
Anita Walker	Dianne Barron	Brenda Campbell
Hal Fulmer	Patti Cram	Wes Johnson
Darlene Stewart	Ronnie Creel	Lynn Lewis, Vtel
Carol Supri	Ray White	Mary Ragland, Vtel
Richard Federinko	Tamara Jones	Sherry AliFarhani, Vtel
Theresa Rodgers	Connie Tisdale	Kathy Devlin, Vtel
Jim Bookout		

Minutes from last meeting – Vickie Miles/Ed Roach

- Approved.

Registration Restriction – Vickie Miles

- Registration restriction notices will continue to be sent by email prior to early registration.
- More specific verbiage to be used to direct the student to appropriate contact in email.

Early Fall Registration Periods – Lou Ann Johnson

- Early Fall registration periods causing problems with billing. Dianne Barron, Hal Fulmer, Carol Supri to meet to discuss moving Summer Early Registration up by 30 days and Early Fall Registration one month earlier – to make recommendation at next meeting.
- Business Office Hold to be changed to Student Financial Services Hold – Lou Ann Johnson to work with Holly Lowery.

Call Center Update – Ronnie Creel

- There have been over 30,000 calls received through March 31.
- Quality of service is good.
- Customer Relations Management has been released, training will be available.
- ask@troj.edu is now in place and published.
- Call Center will receive and process these email requests.

Meeting Scheduled through September, 2008

- June 26, 2008
- July 24, 2008
- August 28, 2008
- September 25, 2008

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

Other Comments

- Hal Fulmer stated Dr. Joseph Silver, Chair of our SACS Review Committee, will be conducting a preliminary visit to the Alabama Campuses next week.
- Dianne Barron reminds everyone that Graduate Students must file Admission to Candidacy within 18 hours. Form is available on line.
- Jim Bookout briefly discussed the possibility of an increase in tuition due to the cut in state funding. New rates to be shared when approved by the Chancellor's Cabinet and the Board of Trustees.

Meeting Adjourned 1:55 pm