NC CC

North Carolina Community College System

Enterprise Resource Planning Project Outcomes

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Revision Date: July 2018

ACKNOWLEDGEMENTS

This document could not have been completed without valuable assistance from the 58 North Carolina Community College students, staff, and faculty, the North Carolina Community College System Office, and our partners CampusWorks Incorporated and Gartner Incorporated.

Thank you for your contributions to develop and document future state enterprise resource planning business requirements and process workflows. Your ongoing support will bring continuous improvement for this modern baseline.

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Executive Summary

On July 25, 2016, the North Carolina Community College System Office initiated the Enterprise Resource Planning (ERP) Planning project pursuant to North Carolina General Assembly Session Law 2016-94, Section 7.10A.(a).

The project began a system-level collaborative effort between students, faculty, and staff from the 58 North Carolina Community Colleges and the System Office, governed by an Executive Steering Committee comprised of North Carolina Community College executive leadership and association representatives, creating a new strategy for future state ERP quality, service, and operation.

This project artifact identifies strengths, priorities, business processes, reporting requirements, and interfaces necessary to create the future state North Carolina Community College System ERP.

Guiding Principles

What is Enterprise Resource Planning (ERP)?

- Efficient planning, management and application of resources
- People – Process - Technology

ERP Guiding Principles:

Students First

- Develop a reliable, accessible, sustainable and affordable community college system designed around serving our students first

Business Transformation

- Unify people, processes, and technology to support student needs and lead us to a more competitive posture in the higher education and continuous learning space

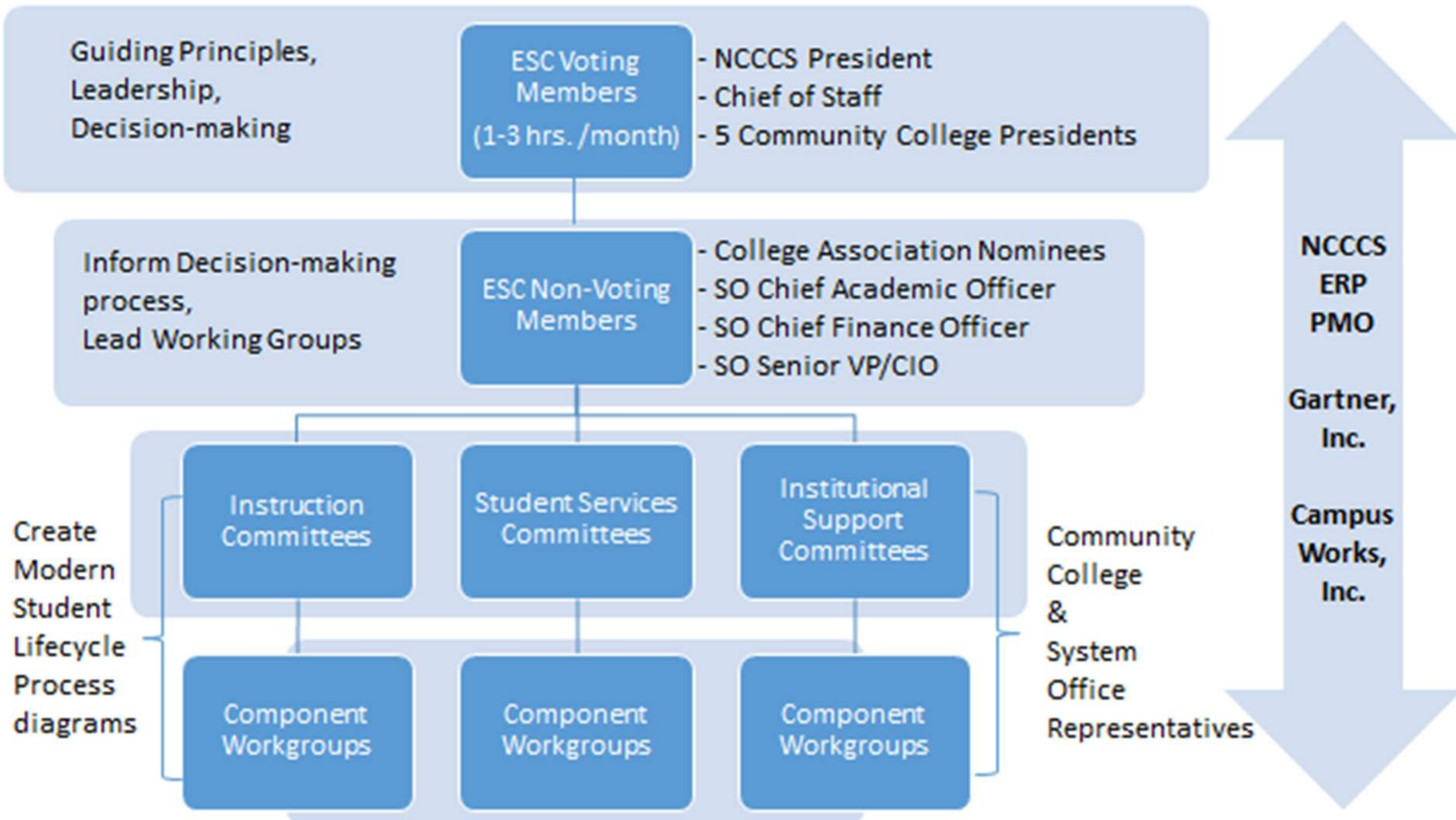
Shared Vision

- Be transparent in our coordination, communication, and decision-making throughout the process to improve outcomes for our students

Legislative Mandate

During the 2016 legislative session, the North Carolina Community College System Office (NCCCSO), in consultation with the Department of Information Technology, was tasked to "begin planning and designing a modernized ERP for the State's 58 community colleges. The ERP system shall address, **at a minimum, student information system, core financial management, grants, human resource management, and payroll. The planning and design of the ERP system may include either a modernization of the current system or a replacement system**."

Governance: Executive Steering Committee Process



Executive Steering Committee Members

Name	Community College/Agency	Title
Peter Hans	System Office	NCCCS President
Jennifer Haygood	System Office	Chief of Staff/Executive Vice President
Dr. Chad Bledsoe	Montgomery Community College	President
Dr. Tim Brewer	Mitchell Community College	President
Dr. Rusty Hunt	Lenoir Community College	President
Dr. Algie Gatewood	Alamance Community College	President
Dr. Pamela Senegal	Piedmont Community College	President
Dr. David Shockley	Surry Community College	President
Dr. Lisa Chapman	System Office	President/CAO
Jim Parker	System Office	Senior Vice President/CIO
Elizabeth Grovenstein	System Office	Vice President/CFO
Maureen Little	System Office	Vice President/Economic Development
Jim Dolan	Office of State Controller	Chief Deputy State Controller
Eric Boyette	Department of Information Technology	Secretary of State/CIO

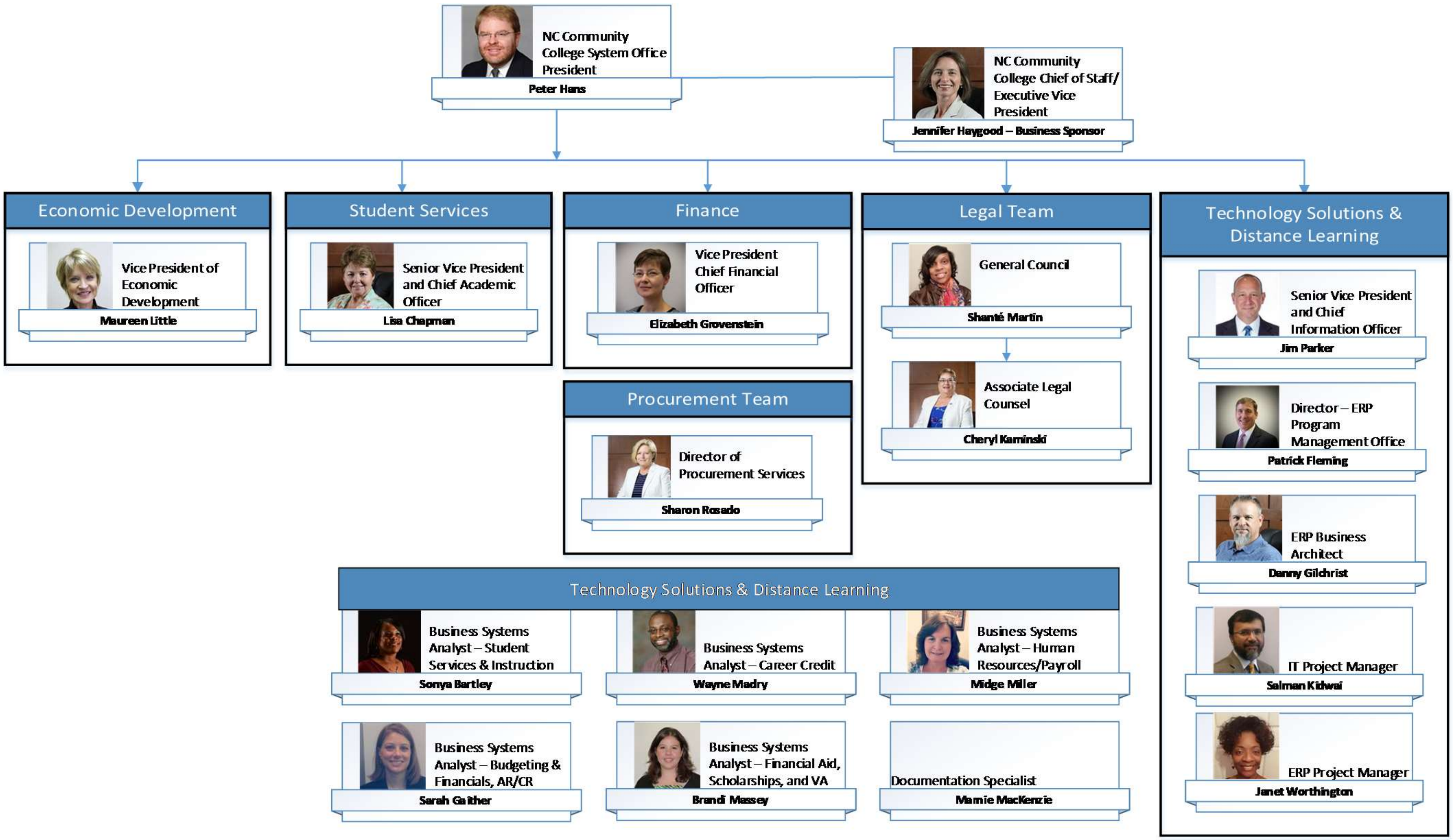
Executive Steering Committee Association Representatives

Name	Community College/Agency	Association
Kara Bosch	Central Piedmont Community College	ACCBO HR Nominee
Roderick Brower	Sandhills Community College	IIPS Committee Nominee
Michael Campbell	Central Carolina Community College	SGA Student Nominee
Wendy Emerson	Forsyth Technical Community College	ACCBO Administration Nominee
Mark Hagensbuch	Guilford Technical Community College	Small Business Center Network
Dr. Candace Holder	Surry Community College	ERP Planning & Design RFP
Dr. Silvia Husain	Gaston College	Vice President of Student Affairs & Enrollment Management
David Kim	Central Piedmont Community College	ERP Planning & Design RFP
Lisa Koretoff	Guilford Technical Community College	Director of Financial Aid
Ryan McCarty	System Office	Economic Development: Apprenticeship NC
Bernita Nichols	Wake Technical Community College	Economic Development: Customized Training
Dr. Ryan Schwiebert	Wake Technical Community College	CIO-A Chair
Anne Shaw	System Office	Small Business Center Network
Jay Sullivan	Beaufort County Community College	Institutional Research Nominee
Dr. Kambiz Tahmaseb	Vance-Granville Community College	NC CC Faculty Association
Libba Thomas	Sandhills Community College	ERP Planning & Design RFP
Dr. Shelley White	Asheville-Buncombe Technical Community College	Continuing Education Vice President
Lynda Wilkins	System Office	Economic Development: Customized Training

Executive Steering Committee ERP Subcommittees

Subcommittee Name	Community College/Agency	Chair Person(s)
Advising & Student Life, Academic Records & Registration, Recruitment & Admissions	Gaston College, Stanly Community College	Dr. Silvia Patricia Rios Husain, Patrick Holyfield
Budgeting & Financials, AR/CR	Forsyth Technical Community College, Sandhills Community College	Wendy Emerson, Libba Thomas
Career Credit	Asheville-Buncombe Technical Community College, System Office	Dr. Shelley White, Margaret Roberton
College & Career Readiness	Cape Fear Community College	Emily Brandenburg
Communications	Beaufort County Community College	Michele Mayo
Curriculum/Instruction	Fayetteville Technical Community College	Dr. Desandra Washington
Customized Training	System Office, System Office	Maureen Little, Lynda Wilkins
Data Standards	Beaufort County Community College	Jay Sullivan
Financial Aid, Scholarships, & Veterans Affairs	Guilford Technical Community College	Lisa Koretoff
Human Resources	Central Piedmont Community College	Kara Bosch
Payroll	Stanly Community College	Lydia Vanhoy
Process Alignment	System Office	Danny Gilchrist
Small Business Center, BioNetworks, ApprenticeshipNC	System Office, System Office	Maureen Little, Anne Shaw
Technology	Rowan-Cabarrus Community College	Ken Ingle

ERP Project Team



A New Modern Process Baseline Created for the NC Community College System

60

Events

- Online Surveys
- Experiences Workshops
- Listening & Knowledge Sessions
- Process Reimagine & Redesign

15,087

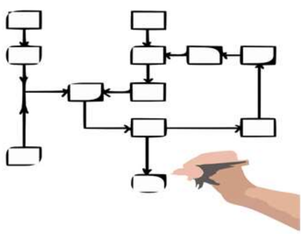
Participants

- Students
- Faculty
- Staff

From all 58 Community Colleges and System Office

217

Future State Process Diagrams



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Business Requirements

- Student Services
- Instruction
- Institutional Support

Stakeholder Commitment Demonstrated by the NC Community College System

991	$1,777,261	$847,625
Hours	**Employee Cost**	**Contract Cost**
Student Participation	Community College Faculty/Staff/ System Office	CampusWorks, Inc. and Gartner, Inc.

Functional Work Groups for the NC Community College System

Instruction	Education and training resources for delivery to students
Student Services	Resources enabling the student lifecycle
Institutional Support	Resources enabling college operations
Common Processes	Components that cross more than one of the major functional groups

Functional Work Group Components

Instruction	Student Services	Institutional Support
Curriculum Programs	Admissions	Budgeting & Financials • Contract/Grant Management • Purchasing/e-Procurement • Accounts Payable • Fixed Assets • Physical Plant
Combined Course Library	Advising	Human Resources/Payroll
Competency Based Ed.	Academic Records	College Budget & Accounting System
Workforce Cont. Education	Registration	
College & Career Readiness	Retention & Counseling	
Customized Training	Graduation	
High School Equivalency	Small Business Center	

Common Processes

- Accounts Receivable, Cash Receipting, Sponsorships
- Financial Aid, Scholarships, Veteran Affairs, Student Life
- Auxiliary Services – Bookstore, Day Care, Dental, Concessions, Landscaping, Culinary, Cosmetology, etc.
- Library Services, Institutional Research, Planning, Reporting
- Scanning, Imaging, Electronic Filing, Printing

Developing the Business Case

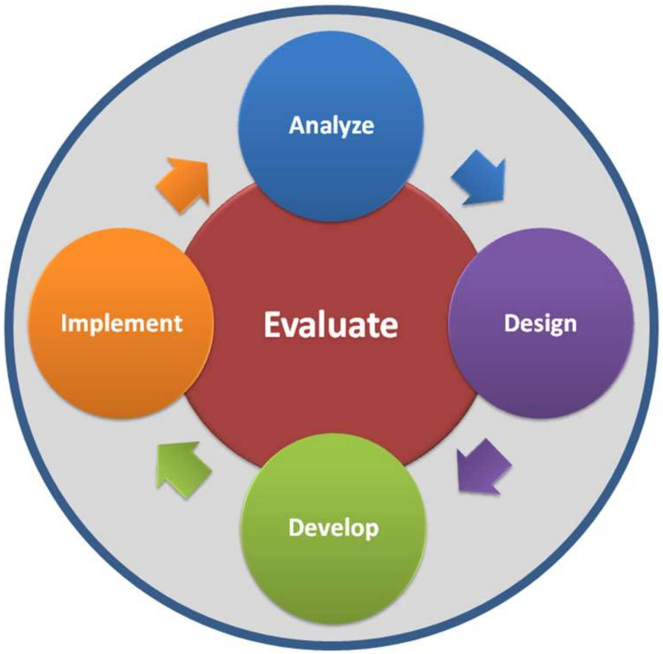
- Need for consistent systems, functionality, and processes
- Need uniformity and standardization of data
- Gaps in the core functionality have led to numerous external solutions, creating inefficiencies, data integrity issues, and lots of manual processes
- Data standards, data integrity and data validation are concerns
- Need an intuitive system, intuitive reporting system and real-time effective dating
- Need a clean and modern interface, with a system that includes all functions and shared components with all colleges

ERP Modernization Recommendations

- Consider a commercial, cloud solution
- Create a solicitation for a “complete” solution
- Eliminate custom development to create long term sustainability
- Standardize applications in order to take advantage of buying consortium

Workflows & Processes

Repeatable Business Activities that Provide Services and/or Process Information



Strengths/Priorities: Instruction (CU)

Strengths

- Maintain the functionality of the Combined Course Library, so that courses across all 58 colleges are automatically the same and are seamlessly transferred between all NCCCS colleges

Priorities

- Create processes that allow for easier changes to class schedules
- Dynamic Program Course Portal, which will allow colleges to manage and track program and course developments and change and easily communicate through workflow and dashboards across all 58 colleges and the System Office. All colleges should be able to see what proposals are in progress, and what is being approved and implemented, even if program is not offered at a particular college site
- Ability to upload documentation through the Program-Course Portal/Document Imaging System
- Ability to create and authorize electronic workflow, with electronic signatures, to promote an efficient (paper-less) approval process, which may also be monitored on a dashboard; and to allow proposal ideas to be electronically routed to others
- More user-based system: less screens, more auto-population of information, ability to access data without having a program degree
- Dashboard of current point-in-time program enrollment against historical enrollment, in order to assess program viability
- Automatic notifications of curriculum changes delivered to all Curriculum Coordinators within NCCCS institutions
- Ability to perform reverse impact search, e.g., enter a course title/number to discern all programs were used to determine input changes

Instruction Business Processes

Curriculum (CU) - System Office Maintenance

- Communications/Notifications
- Curriculum Standards
  - Curriculum Standard Revision Tracking
- CIP Codes for Curriculum Majors
- Curriculum Program Application/State Approval
  - Existing, Special Titles, New, College Transfer, GOT/AGE
- Program Approval:
  - Curriculum Programs (Traditional & College Transfer)
  - Work-Based Learning
  - Captive/Co-opted Groups
  - Career and College Promise Programs (CCP)
  - Basic Skills Plus
- Combined Course Library/State Approved Courses (CCL)
  - State Requisites (inquiry)
  - State Registration Restrictions (inquiry)

Instruction Business Processes

Curriculum (CU) - System Office Maintenance

- Level II Service Area Agreements
  - Participating Level III Instructional Service Agreements
- Curriculum Contracts
- Curriculum Program Termination
- Three Year Accountability Reports
- Tier Funding Classification Maintenance

Instruction Business Processes

Curriculum (CU) – College Maintenance

- Download Programs Approved by System Office
  - Parent Programs
  - “Child” Curriculum Programs
  - Additional Programs, i.e., T90990
- Campus Locations
- Campus Buildings
- Campus Rooms
- Academic Calendar
- Academic Terms
- Academic Catalog
- Registration Dates
- Local Requisite(s)
- Local Registration Restrictions
- Copied Courses
- Split Courses
- Funding Method
- Course Reports
- Section Information
  - Instructional Methods
  - Assign Full-time Faculty
  - Adjunct Faculty Contracts
  - Copy Sections
  - Section Reports
  - Book Information
  - Room Scheduling

Instruction Business Workflow

Career Credit/College & Career Readiness/Small Business Center

Marketing and Recruiting

- Internet (Online)
- Telephone
- Face-to-Face
- Postal Mail

Course Setup

- Combined Course Library
- Section Setup

Instructional Contract

- Faculty Assignment

Strengths: Career Credit
(includes College and Career Readiness and Economic Development)

- ERP solution(s) to dramatically improve administrative functions to support student/client's workflows and processes for successful student/client experience
- Robust marketing and recruitment ERP to promote course offerings, attract new students, and retain current students.
- ERP/Customer Relations Management (CRM) solution(s) with functionality to support business and industry in all 100 North Carolina counties in providing marketing, education, training and support services for new, expanding, and existing business.
- Fully functional ERP/CRM solution(s) with functionality to aid in the development of new businesses and the growth of existing businesses by being a community-based provider of training, counseling, and resource information
- ERP solution(s) to improve student data access to assists in critical decision-making, i.e., Days since last attended, Hours since last test, Multiple Skill Gains (MSGs) earned, etc.

Priorities – Career Credit

- Dynamic Program-Course Portal, which will allow colleges to manage and track all program and course development and changes across all NCCCS programs and courses.
- Dashboard of system-wide Career Credit offerings, with calendar function, to manage similar offerings at colleges within a region.
- Ability to create/maintain calendar for annual program planning/renewals, with workflow functionality to provide reminder notifications for renewal process.
- Ability to upload documentation through a course/program, employee or student portal/Document Imaging System.
- Ability to create and authorize electronic workflow, with electronic signatures, to promote an efficient (paper-less) approval process, which may also be monitored on a dashboard; and to allow proposal ideas to be electronically routed to others.
- More user-based system: less screens, more auto-population of information, ability to access data without having knowledge of programming languages.
- Deliver easy, intuitive mobile-compatible electronic input forms and workflows for student registration and other administrative processes. Paper forms may still be used to provide ease of accessibility for students.
- Dashboard of current point-in-time program enrollment against historical enrollment, in order to assess program viability.

Priorities - Career Credit

- Dashboard of current point-in-time course enrollment to inform course viability, revenue/cost and ROI, and calculated cost per student.
- Dashboard appearing on the Student Portal to provide a timeline with icons to inform student of their current progress toward enrollment, program completion, and future related options for continued education, such as Adult Basic Skills to Workforce Licensure to Curriculum program to Occupational Extension.
- Ability to provide portal/self-service/workflow access to staff of external agencies (high schools, employers, student sponsors, prisons) to manage enrollment, upload required documentation, provide approvals in workflow processes.
- Optical Character Recognition capability to easily enter data (transcripts, credentials, etc.) into ERP through document imaging.
- Ability to easily create, store and access 'frozen data' files for point-in-time reporting.
- Enhance marketing and recruitment capabilities within the system to promote course offerings, attract new students and retain current students.
- Provide artificial intelligence (AI) capabilities to support and enhance student experience
- Ability to easily extract data to integrate with agency partners, in addition to extract data internally.
- Provide client and offerings management for the Small Business Center which is not FTE funded.

Priorities – Career Credit

- Registration, grading and transcription through intuitive, integrated, mobile-ready system
- Course section creation w/association of instructional contracts linked to payroll processes
- Support state requirements for a Combined Course Library
- Provide unique registration rules for various audiences
- Provide unique grading schemes
- System that supports varied platforms for Communication/Engagement/Marketing
- Ability to track/maintain Student Progression/Retention/Completion
- Provide for general reporting.
- Provide and manage student credentialing and certification

Priorities - College and Career Readiness

- Configuration to support Title II funding requirements; required by National Reporting System (NRS)
- Intuitive attendance tracking (web/in-class) functionality; used to support total attendance hours accumulated between pre/post test
- Unique registration rules for multiple pathways and grading schemes
- Support accessibility to archived files
- Provide and manage student credentialing, certificate, and Diploma
- System that supports varied platforms for Communication/Engagement/Marketing
- Ability to track/maintain Student Progression/Retention/Completion
- Provide for general reporting
- Provide and manage student credentialing and certification

Priorities - Small Business Center

- Provides functionality for both client and customer confidential counseling registration, seminar registration, receipt of payments, follow-up activities, and collection of economic impact
- Provide functionality to create seminars and trainings for potential clients/customers for selection via an automated system
- Provide functionality to track economic impact across the state (jobs, businesses, loans, capital investment, etc.) and other associated metrics
- Provide general reporting features with dashboards and other interoperability reporting solutions
- Provide functionality to allow users to build/upload documents such as business plans
- Provides functionality for customer address verification, and listing of congressional district information and representation based on demographics and contact information.
- Provides a SBCN statewide website that is connected to the solution and supports marketing functions for the SBCN and informational needs for clients
- Provide functionality to create interoperability with the System Office solution and other ERPs
- Robust duplicate record identification and mitigation tools built into the system

Priorities – Customized Training

- Customized Training project management, budget management and reporting functionality utilizing manual and automated processing approaches. Must support the ability to manually create a project, request budget allotments (Funds Action Request) and enter year-end report data, in order to meet State Board and legislative reporting requirements.
- Customized Training Program(s) to support the economic development efforts of the State to provide education and training opportunities for eligible businesses/industries through job growth, productivity enhancement, and technology investment projects.
- Operational efficiencies such as electronic approval notification upon "final" approval of projects or budget requests; extraction of customized reports using real-time data; integrated finance processes; and streamlined data entry processes.

Priorities - ApprenticeshipNC

- Provide for extensive data collection practices for participants and a full historical archival system for easy participation, verification, and reporting
- Provide Digital office practices for compliance and historical needs to streamline flow of processing
- Provide remote worksite that allow Consultants and stakeholder access to integrated online solutions
- Provide Automated and systematic approach to communicate with stakeholders
- Provide marketing opportunity that provides expansion through user managed programs
- Provide interoperability with NC Community College's System(s)
- Provide ability to secure Personally Identifiable Information for state reporting and US Depart of Labor reporting

Priorities - BioNetworks

- Provide automation (attendee tracking, invoice process, course cancellation notifications, reminders, directions, etc.)
- Provide support to system related and manual process activities, i.e., counseling, tracking, etc.
- Provide functionality to configure and customize at the lowest level
- Provide functionality for clients to register and change attendees for classes
- Provide functionality to generate training metrics and report out, i.e., number of students in class, total training hours, etc.
- Provide for registration, grading and transcription through intuitive, integrated, mobile-ready system
- Provide for general reporting.
- Provide and manage student credentialing and certification

Strengths: Student Services (CU)

Academic Records & Registration

- College staff is familiar with current system
- The current system has provided the ability to manage and implement manual and automated processes for course registration, transcript evaluation, and for sub-processes to be implemented

Advising & Student Life

- Programs Evaluation and Prospective Program evaluation allow students to see what classes they should take according to their major and catalog year
- Ability to do overrides for students with unofficial transcripts (XPOV)
- Student Account Summary provides information about what/who made transactions in the student accounts

Admissions & Recruitment

- Work with marketing and campus community to create communication plans designed to cultivate student interest
- Work with local school systems and prospective student requests via Live Chat, email, online forms, etc.
- Upload of assessment results

Priorities: Student Services (CU)

Academic Records & Registration

- Reduce the number of duplicate records created i.e. persons, institutions, and vendors
- Great opportunity to bring mobile functionality
- An opportunity to streamline processes
- Combine processes into one system to eliminate the need for outside vendors to do the required work. This would give small colleges an opportunity to be on equal footing regarding resources. Currently the small colleges cannot afford the add-ons
- An opportunity for electronic transcripts for all colleges
- An opportunity to have a system which non-technical people are comfortable using
- Ensuring billing functions work properly in order to minimize refund issues when completing drop, add, and withdrawal transactions on the student side
- Having a single source of data. The current system has multiple screens for doing routine tasks and it is necessary to enter data in multiple screens. It is currently possible to change data in one screen/process which does not feed through to other screens/processes
- Need the ability to accurately pull data for state and federal reports
- Development of business rules should be more intuitive
- Student Attendance
- Student Cohorts and Groupings
- Failed/Missing Requisites
- Registration Substitutions/Overrides/Exceptions
- Communication

Priorities: Student Services (CU) cont.

Advising & Student Life

- Make early alert features standard; for example, as automatic notifications when advising/retention interventions are needed (such as excessive absences)
- Assistance in further implementation of self-service modules
- Automate the process to provide services for students with documented disabilities
- Need advising and retention analytics and a system should allow advisors to record barriers, interventions, educational plans. This information should allow advisors to link students to wrap-around services, and display progress towards goal attainment
- Ability to communicate across a variety of platforms allowing students to choose their preferred communication methods (email, text, etc.)
- Ability to track student life activities
- Student Registration Advisement & Clearance

Admissions & Recruitment

- Residency Determination Service (RDS)
- Improve data upload to reduce duplicate records
- Reduce the number of screens needed to access information
- Ability to load, track and update prospects remotely
- Track students across all academic levels and areas of interest
- Event Management
- Ability to validate address and format for mailings
- Track recruitment activities through graduation and alumni stage
- Student Network Account
- Communication

Student Services Business Processes

Curriculum (CU)

Academic Records

- FERPA

Academic Standing

Admissions

- Recruiting/Prospective Students
- Application
  - Demographic Data
- Institutions Attended
  - Record Credentials from External Institutions
  - Standard Equivalencies
  - Award Academic Credit

Address Changes

Assessment Tests

- Record Assessment Results
- Create Standard Equivalencies
- Award Credit, if applicable
- Non-courses
  - Record Non-course Results
  - Standard Equivalencies

Student Services Business Processes

Curriculum (CU)

Attendance Tracking
Communications/Notifications
Career Planning
Disability Information
Distance Learning/Learning Management Systems (Third Party Software)
Grading

- Historical
- Mid-term Grading
- Final Grading
- Online & Paper Submission
- Online & Paper Reporting

Graduation

- Degree Audit/Graduation “Readiness”/Plan
- Application for Graduation
- Waiver/Substitution
- Credentials

Organizations/Clubs/Cohorts
Perkins

Student Services Business Processes

Curriculum (CU)

Program of Study
- Catalog
- Date
- Historical Changes Tracked

Registration
- Exceptions & Tuition Waivers
- Online & In-person Workflows
- Ability to Verify Payment Received

Retention/Counseling
- Advising
- Early Alert

Student Life

Transcript
- Unofficial
- Official
- Electronic Request
- Online & Paper Submission

Verification of Enrollment
- Online & Paper Submission

Student Services Business Workflow

Career Credit/ College & Career Readiness/Small Business Center

Registration

- Student Type
  - Captive
  - Non-Captive
  - Non-Traditional/Traditional Face-2-Face
- Methods:
  - Internet (Online)
  - Telephone
  - Instructor (In Class)
  - Postal Mail
- Tuition Payments
  - Tuition Waivers
  - Cash (Receipted/Non-Receipted)
  - Credit Card
  - Third Party Billing (Sponsorship)
  - Other

Academic Records

- FERPA Regulations
- Grading
- Transcript
  - Official
  - Unofficial
- Historical

Graduation

- Non-Degree Programs
- Certificate Programs
- Credentialing Programs
- AHS Diploma

Communication/Notification

- Face-2-Face
- Postal Mail
- Internet
- Telephone

Strengths: Budgeting and Financials

The current solution provides:

- The ability to create financial statements and allows for adjustments as needed
- Set-up of internal controls based on user roles/positions
- Self-Service functionality that allows college staff to view their budgets, including purchases made, pending purchases, remaining balances, etc. Also requires security set-up to aid in internal controls (only staff who need to see a specific budget or account can- it is not wide open access for everyone)
- The ability to track fixed assets
- The ability to import journal entries from excel spreadsheets (once they are changed to space delimited files)
- The ability to reconcile checks based on file from bank (auto-check reconciliation)
- The ability to connect to eProcurement
- The ability to generate reports based on different parts of the general ledger account structure (purpose, unit, fund, object) and utilizes 'wild cards' to capture all data, such as “1” for all state accounts
- The processing of payments by line item and marking which items have been received, damaged, etc., so partial payments can be made or replacements can be processed
- The ability to process recurring journal entries

Priorities: Budgeting and Financials

- Streamlined state reporting capabilities, including workflows and file transfers, state cash certification requests, and budgets and budget amendments
- Real-time/historical reporting, analytics with dashboards, and ad hoc reporting capability
- Easily accessible training, including training for new employees, refreshers, and new screens, system updates, or changes
- Improved journal entry processing. The existing system only allows for two lines entered per page, allows for unbalanced journal entries to be posted, and allows for skipping/overriding of the cross-fund cash clearing account
- Simplified bank reconciliations that distinguish active or inactive postings based on dates
- Ability to create multiple financial statements if needed (blended - college and foundation)
- The ability to view multiple year activity to compare one year and/or one month to another and various reporting years (fiscal, calendar, federal, etc.)
- Easy data flow between the system and excel for all screens and reports (import/export with Excel)

Priorities: Budgeting and Financials (cont.)

- Accurately depreciate fixed assets and accurate fixed asset rollover reporting that includes beginning balances, additions, deletions, and ending balances
- Enhanced functionality with the e-Procurement interface that allows for updating vendor information, prevents vendor duplications, allows for codes to be split between fund purchases (state and institutional split), includes the ability to attach a PDF quote and the ability to change or modify fields (such as commodity codes)
- Enhanced vendor maintenance with the ability to manage and track foreign nationals, accurate HUB (historically underutilized businesses) reporting, and prevents vendor duplication
- Easily close and void purchase orders and requisitions
- Easily manage P-Cards (Bank of America Works)
- Effective error checking to prevent balancing issues, such as a check crossing funds (state check should not have institutional GL codes) and backdating or forward dating of checks and vouchers
- Ability to process all payments electronically, including state funds
- The ability to process recurring vouchers
- Integration with the Positive Pay Program, CORE banking, Interscope, and the DAVE system

Priorities: Budgeting and Financials (cont.)

- Grant management that includes detailed transaction history for life of grant, including income, expenditures, direct/indirect costs, salaries, etc., maintains required documentation, prepares required reports, maintains schedules and deadlines, including start/end dates and expiration dates, and ensures all guidelines and requirements of each specific grant are met
- Contract management that includes the invitations to bid, bid evaluation, negotiation, awarding of the contract, contract implementation, measurement of work completed, computation of payments, and any necessary changes or modifications to the contract
- Electronic workflows for processes, such as check processing and travel, including electronic forms and the ability to upload attachments or other supporting documentation
- Robust parking system that includes parking decals, vehicle information, parking space assignments, etc.
- The ability to track and manage work orders, facility management, fleet management, and energy control

Institutional Support Business Workflow

Budgeting and Financials

Accounts Payable

- Pay Bills and Invoices
- Maintain Vendor Contact Information
- Resolve Discrepancies
- Process Payments and Refunds
  - Paper Checks, e-Checks (Direct Deposits/Wire Transfers), Credit Cards
  - Set-up Recurring Vouchers
- Utilize Positive Pay
- Prepare 1099 Tax Statements
- Manage Travel Advances and Reimbursements
- Track Uncashed Checks for Escheat Process
- Pay Sales Tax
- Manage and Pay Foreign Vendors

Institutional Support Business Workflow

Budgeting and Financials

General Ledger/Financials

- Transmit Cash Certification Requests
- Prepare and Transmit Month-End State Reporting Packet
- Maintain College General Ledger
- Prepare Yearly Financial Statements
- Bank Reconciliations
- Manage Construction/Bond Projects
  - Interscope - NC's Construction Projects Management System (Capital Projects)
- Close Fiscal Year, and Open and Authorize New Fiscal Year
- Create and Maintain Budget
- Track Electric, Natural Gas, and Water Units
  - When entering a bill with the dollar amount, need to also be able to enter the KWH, therms, or gallons

Institutional Support Business Workflow

Budgeting and Financials

Grants Management

- Establish Grant Budget
- Maintain Detailed Transaction History for Life of Grant, including Income, Expenditures, Direct/Indirect Costs, Salaries, etc.
- Collect and Maintain Required Documentation
- Prepare Required Reports
- Maintain Schedules and Deadlines, including Start/End Dates and Expiration Dates
- Ensure all Guidelines and Requirements of each specific Grant are met

Institutional Support Business Workflow

Budgeting and Financials

Purchasing

- Utilize e-Procurement when Buying Goods, Equipment, Products, and Services
- Negotiate the Best Deal for the College
- Ensure Safe and Timely Transportation and Delivery of Orders
- Accept Bids
- Negotiate and Supervise Contracts
- Enter New Vendors
- Process Requisitions
- Prepare Purchase Orders and Blanket Purchase Orders
- Manage P-Cards (Corporate Liability Purchasing Card)

Institutional Support Business Workflow

Budgeting and Financials

Contract Management

- Negotiate, Support, and Manage Contracts made with Customers, Vendors, Partners, or Employees
- Invitations to Bid
- Bid Evaluation
- Award of Contract
- Contract Implementation
- Measurement of Work Completed
- Computation of Payments
- Monitor Contract Relationships, and Address Related Problems
- Incorporate Necessary Changes or Modifications in the Contract

Institutional Support Business Workflow

Budgeting and Financials

Fixed Assets

- Record the Cost of Newly-acquired Fixed Assets (both Tangible and Intangible)
  - Attach a picture of the item to the inventory record
  - Include a comment/notes field in the inventory record
- Track Existing Fixed Assets
- Tag Certain Fixed Assets
- Record Depreciation
- Identify and Prepare Disposition or Obsolescence of Fixed Assets
- Capitalize Fixed Assets
- Review the Extended Life of Assets for Auditing Purposes
- Conduct Inventory Counts
- Reconcile Fixed Asset Subsidiary Ledger to the General Ledger
- Track Fixed Asset Expenditures in Comparison to the Capital Budget and Management Authorizations

Institutional Support Business Workflow

Budgeting and Financials

Physical Plant

- Operate, Maintain, and Provide Housekeeping for All the Buildings of a Given Facility
  - Facility Work Orders, Facility Management, Energy Control
- Campus Safety and Security
  - Maintain Key Inventory, and Electronic Entry/Card Swipes
- Parking – Decals, Tickets, Assignments, etc.

Shipping/Receiving

- Receive, Ship, Document, and Distribute Official College Goods, Materials, Equipment, and Supplies in Support of College-related Functions
  - Shipping Location for UPS, FedEx, and Other Outgoing Shipments
  - Maintain the College's Central Stores
  - May also oversee Fleet Management

Institutional Support Business Workflow

Budgeting and Financials

Print Shop/Printing and Copying Services

- Print and Reproduce College-related Print Materials for Employees
  - Includes Color, and Black and White Copies, Booklet Binding, Vinyl Banner Printing, Temporary Sign Production, Business Cards, Envelopes, Letterhead Paper, etc.
  - Work Order Requests are Submitted for Printing/Copying Needs

Institutional Foundation

- Secure and Manage the Endowment, Gifts, and Grants Consistent with Donor Intent:
  - Cash Contributions, Planned or Estate Gifts, Securities, Donated Services, Equipment, and Supplies for Educational Purposes

Institutional Support Business Workflow

Budgeting and Financials

Information Technologies

- Establish, Monitor, Secure, and Maintain Information Technology Systems and Services:
  - Computers, Computer Networks, Physical Hardware, Operating Systems, Applications, Databases, Storage, Servers, Telecommunication Technologies, including Internet and Business Phones, and more

Strengths: Human Resources

The current solution provides:

- Basic functionality for hiring and terminating employees
- Basic capability to setup and maintain positions and tie to appropriate funding sources
- Standard ability to create and manage benefits and leave plans

Priorities: Human Resources

- Create compensation and modeling scenarios for planning purposes
- A seamless employee lifecycle experience (hiring, onboarding, new employee transition, separation) including employee self-service and communication features
- Management of individuals with multiple positions/roles, titles, and funding sources and appropriate allocation of compensation and benefits
- Easily add benefits and leave plans to an employee, including self-service features
- A streamlined approach to contract initiation, including signing with electronic signatures all the way through to payment
- Automated integration and updates to federal reports (IPEDS, ACA)
- A performance management solution that includes, self-evaluations, manager evaluations, probationary, special evaluations, 360-degree evaluations, scheduling, and notifications
- An interactive electronic tool to manage grievances and corrective action plans
- Automatic creation of organizational charts
- A Learning Management System to track (professional development, ERP training, Health, Safety, Wellness activities, Title IX and HIPAA)
- Initiate FMLA, worker’s compensation or short-term disability leave requests through Self-service which flows information to payroll
- Effective dating and data entry validation, error handling and reporting
- Real-time reporting and analytics with dashboards and ad hoc reporting capability

Institutional Support Business Workflow

Human Resources

Position Budgeting

Position Management

Compensation Management

- Salary, Bonuses, Merit
- Longevity
  - Longevity Date Calculator

Benefits Administration

- Enrollment Online
- Reporting

Health & Wellness Programs

Hiring

- Recruitment & Selection
- Applicant Tracking
- Onboarding & Orientation

Employee Records

Safety Programs

Learning Management

- Employee Professional Development
- ERP Training

Performance Management

- Succession Planning

Employee Actions

- Discipline
- Grievance/Appeal Process
- Retention
- Transition/Termination

Leave Management

- Vacation, Sick, Bonus, Personal
- Short-term Disability
- Family Medical Leave (FMLA)
- Worker’s Compensation (WC)

Assignment Contracts

Strengths: Payroll

The current solution provides:

- Standard payroll processing capabilities
- Self-service functionality that enables employees to enter time worked, review and/or update key personal information, such as pay advices, W-2s, direct deposit, leave and total compensation (where implemented)
- The ability to make one-time adjustments during the payroll process
- Check modeling functionality
- The ability to track, monitor and report on federal and institutional work study funds

Priorities: Payroll

- Streamlined payroll operations that are fully integrated into the human resources and benefits modules including the integration of any self-service time and leave entry features and approval for supervisors that flows directly into payroll
- Enhanced employee lifecycle management through Self-service
- Simplified tracking of part-time hours/roles to ensure ACA compliance
- Better management of deferred and non-deferred pay (9 months paid over 9 months or 9 or 10 months paid over 12 months etc.)
- A streamlined manual check process with a check modeling functionality
- Easily adjust an employee’s quarterly wage, tax or benefit totals and automatically update all reporting and W-2s
- Seamlessly capture and easily manage data and reporting for the NC Retirement System
- Automatic updates for Federal, State and Foreign National tax tables
- Enhanced payroll tax reporting for employees living in all 50 states
- Seamlessly monitor and adjust employees that claim exempt on federal and state taxes
- Automatic, real time encumbering and relieving of encumbrances to manage the budget
- Accurately calculate and appropriately report imputed income for life insurance
- Aggregation and management of multiple garnishments per employee
- The capability to produce a W-2 and/or a 1042-S for a foreign national
- Effective dating and data entry validation, error handling and reporting
- Real-time reporting and analytics with dashboards and ad hoc reporting capability

Institutional Support Business Workflow

Payroll

Pre-payroll Processing

- Full-time, Part-time, and Non-state Payroll Certification Request
- Audit Reporting
- Leave Accrual
- Longevity (Annual/Monthly Report)
- Benefits/Deductions/Garnishments (Additions, Changes)
- Benefit File Import/Export (Benefitfocus)
- Monthly changes to wages, positions, salaries, taxes, direct deposit, etc.

Institutional Support Business Workflow

Payroll

Monthly Payroll Processing

- Define Payroll Period to be Processed
- Time Entry/Import (Hours Worked, Leave Taken, Overtime, Adjustments)
- Stipend Entry (PT Pay, Additional Pay, Longevity, Contract Pay Import from Faculty Assignments)
- Update Payroll Encumbrances
- Financial Aid/Payroll Interface (Track Work Study Earnings)
- Create Point-in-time Payroll Records
- Make One-time Adjustments
- Payroll Calculation
- Print Check/Advices
- Create Posting Records in Finance and Accounts Receivable
- Employee History Update/Post CWS Earnings to Financial Aid, Update Time History Records

Institutional Support Business Workflow

Payroll

Post Payroll Processing

- Create Remittance Vouchers in Accounts Payable
- Post Payroll to the GL
- Relieve Payroll Encumbrances
- Personal Service Voucher Report
- Refund of Payroll (for Non-state Expenses)
- Direct Deposit File Creation
- Core Banking (Positive Pay) – Upload Check File
- Create/FTP Payroll Check File
- Retirement Report/File
- 401K/457B Reporting
- Leave Reporting
- Payroll Status Report
- Benefit/Deduction Reconciliation
- US Bureau of Labor Statistics Reporting

Institutional Support Business Workflow

Payroll

Quarterly Processing

- Quarterly Adjustments
- Copy Employee's File to Backup
- Clear Quarterly Totals
- Quarterly Tax Reports (for 941, NC-5Q, DES)
- Multiple Worksite Reporting

Fiscal Year Processing

- Leave Carryover
- Clear Payroll Fiscal Year
- Compensated Absences Report
- Pension Plan Report
- Yearly Payroll Encumbrance
- Update Employee Contract Dates for Retirement

Institutional Support Business Workflow

Payroll

Calendar Year End Processing

- W-2 Processing
  - Generate Employee W-2 Forms
  - Create Report/Files for NCDOR & SSA
- 1095-C Processing
  - Generate Employee 1095-C Forms
  - Create Report/Files for the IRS
- 1042-S (Foreign Nationals)
- Tax Table Updates
- Pay Period Dates Maintenance
- Clear Payroll Deduction Limits
- Update Calendar Year Salary History
- Update Load Period Dates

Strengths: Accounts Receivable, Cash Receipting, Sponsorships

The current solution provides:

- Self-Service functionality that allows online access for students to view, print, or email their account statements, view detailed account information by term, pay bills, and set-up payment plans
- Functionality that allows college staff to view student account information in the same format the student views it
- The ability to process refunds electronically as a direct deposit into the student's bank account for regular and financial aid refunds
- The ability to process credit card payments online and point-of-sale (POS) and also process refunds back to same credit card(s) used for payment
- A link to the bookstore to allow charging of books and supplies using financial aid or sponsorship funds

Priorities: Accounts Receivable, Cash Receipting, Sponsorships

- Improved cash-based reporting for effortless reporting of daily state deposits
- Real-time/historical reporting, analytics with dashboards, and ad hoc reporting capability
- Easily accessible training, including training for new employees, refreshers, and new screens, system updates, or changes
- Reduced customization, both state and locally, to increase delivery of updates (patches) and improve system functionality
- Streamlined collections processing for outstanding balances/debts, including communications (emails, letters, texts), submissions to collection agencies and/or the Setoff Debt program, restrictions on accounts preventing registration, transcripts, check writing, etc., document imaging capabilities, and management of accounts in bankruptcy
- The ability to auto-draft payments for accounts set-up on payment plans
- Accurate invoicing of charges and credits, particularly with regard to late start classes within a term
- Improved allocation of payments to invoices, including priority of sponsorship payments over financial aid or other payment sources

Priorities: Accounts Receivable, Cash Receipting, Sponsorships (cont.)

- An intuitive system that knows when to do certain things. If a student has a balance, a hold should automatically be added based on rules and include descriptions and comments associated with the hold/restriction
- Enhanced sponsorship management, including customizing statements, prevention of future sponsorships if a sponsor has an outstanding balance, streamlined processing of sponsorships, communications, and the ability to apply more than one sponsorship to a term/class
- Improved financial aid and sponsorship charging in the bookstore, including limits and restrictions, accurate balances, and itemized invoices
- Ability to utilize financial aid processing for Career Credit students
- Accurately assign correct bank funds to receipts (referred to as distribution codes in existing system)
- Ability to produce accurate reports detailing balances by AR codes
- Accurate and streamlined processing for Tuition Remission reporting and the Annual Fees Survey

Accounts Receivable, Cash Receipting, Sponsorships Business Workflow

- Tuition and Fee Tables
- Billing Statements and Invoices
  - Ability to Process in Batches
- Receipting
  - Cash, Check, Credit Card, Money Order
- Daily Bank Deposit
- Payment Plans
- Communications
  - Emails, Letters, Texts
- Collection of Unpaid Balances
  - Debt Setoff
  - Adding/Removing Holds
  - Manage Accounts in Bankruptcy
  - Penalty Fees/Interest
- Student and Sponsor Refunds
- Bookstore Charging
- 3rd Party Sponsorships
- Financial Aid Postings to Student Accounts
- AR Balancing to GL
- Research and Resolve Account Discrepancies
- 1098T Tuition Tax Statements
- Tuition Remission and Annual Fees Reporting
- Parking
  - Decals and Ticketing

Strengths: Financial Aid (FA)

- Provides basic functionality for administering Title IV aid to ensure compliance
- Self-Service provides a seamless process for a student to monitor their financial aid status while providing them access to their satisfactory academic progress (SAP) status and award/disbursement information for current and past years
- Allows automatic processing to repackage awards based on changes in eligibility and/or other aid received
- Personalized communications that are automatically sent to the student by letter and/or email
- Reconcile federal, state, and institutional awards
- Monitor SAP based on the required federal criteria
- Automatic assignment of missing items needed based on user-specific criteria/rules
- Generation of an automated communication to the student when an SAP appeal has been reviewed and determined.
- Calculate/recalculate/prorate the EFC for varying term lengths in compliance with federal regulations
- Manually override and recalculate the EFC for dependency overrides and professional judgements
- Institutional Student Information Record (ISIR) data can be electronically resubmitted to correct data
- Allow/prevent disbursements based on ISIR information

Priorities: Financial Aid (FA)

- Effectively determine “true” withdrawal students based on specific student coursework in regard to Return of Title IV calculation (R2T4)
- Seamless process of managing census dates by term/course and allowing the recalculation of awards based on student attendance through the specified census date(s)
- Student submission of online timesheets for Federal Work Study
- Automated comparison between data submitted on the FAFSA and documents submitted by the student/parent for verification
- Customized SAP plans for students that are approved additional coursework beyond federal criteria
- Calculating SAP statuses based on specific criteria for federal, state, and institutional
- Automatic calculations of clock/clock to credit disbursements for specific programs
- Assign/updating student cost of attendance budgets both individually and for groups based on specified date by student
- Automated integration and updates to federal and state reports (FISAP, IPEDS, Gainful Employment, NCHEDS)

Priorities: Financial Aid (FA)

- Efficiently creating new academic years for required document collection and awarding parameters without requiring reproduction of work
- Award/disburse aid by multiple term lengths for the same applicant (for example, student enrolls simultaneously in full 16-week semester and in module courses throughout semester, or any combination)
- Bookstore interface allowing staff to view tuition charges and awards in real-time, students to charge items at the bookstore, and not requiring a 3rd party software
- Automatically import Institutional Student Information Record (ISIR) and NC state grant eligibility seamlessly
- Identify registered courses that are eligible and/or ineligible for Title IV aid based on the student's program, and depending on aid type
- Innovative personalized communications that are automatically sent to the student by letters, emails, text, social media, etc.
- Students and/or parents to complete and submit forms, and upload associated documents electronically through the student portal as well as provide an electronic signatures
- Automated process to comply with federal requirements such as Program Participation Agreement (PPA), Eligibility and Certification Approval Report (ECAR), and others.
- Real-time/historical reporting, analytics with dashboards, and ad hoc reporting capability

Financial Aid Business Workflow

Application and Verification

- Application Process
  - FAFSA - Filling Out the Free Application for Federal Student Aid
  - EFC - Expected Family Contribution
- Verification, Updates, and Corrections
- Special Cases based on Student Circumstances

Student Eligibility

- School-Determined
- Citizenship
- NSLDS - National Student Loan Data System Financial Aid History
- Social Security Number
- Selective Service
- FSA - Criteria for Specific Federal Student Aid/State Awards

Financial Aid Business Workflow

Calculating Awards and Packaging

- Academic Calendar, Payment Periods, and Disbursements
- Cost of Attendance
- Calculating Federal/State Awards
- Direct Loan Periods/Amounts
- Awarding Campus-Based Aid
- Packaging Aid

Processing Aid and Managing FSA/State Funds

- Requesting and Managing FSA/State Funds
- Disbursing FSA/State Funds
- Over-awards/Overpayments
- Returning FSA/State Funds
- Reconciliation for FSA/State Funds
- Reconciliation for Direct Loans
- Reconciliation of All Other Institutional/Outside Funding

Financial Aid Business Workflow

Return of Funding Based on Student Withdrawal

- DOE - Return of Title IV
- CFI - Return of State Funding

Campus Based Funding

- Federal Perkins Loan
- FSEOG - Federal Supplemental Educational Opportunity Grant Program
- FWS - Federal Work Study Program
  - Managing Student Employee Time Sheets/Pay Rate
  - Payroll Processing for Wages
  - Institutional Student Employees
  - Managing Student Employee Time Sheets/Pay Rate
  - Payroll Processing for Wages

Financial Aid Business Workflow

Default Prevention/Management for Student Loans

- Entrance and Exit Counseling
- Financial Literacy for Borrowers
- Early Identification and Counseling for Students at Risk
- Communication Across Campus
- Timely and Accurate Enrollment Reporting
- DER - NSLDS Date Entered Repayment Report
- ESDA - Early Stage Delinquency Assistance
- LSDA - Late Stage Delinquency Assistance
- LRDR - Loan Record Detail Report Data Review
- Analyze Defaulted Loan Data to Identify Defaulter Characteristics

Financial Aid Business Workflow

Satisfactory Academic Progress (SAP)

- SAP Progress
- Student Appeals
- Academic Plans
- SAP Notifications
- Early Alert

Managing Alternative Student Loans

Communication/Notifications

- Letters, Emails, Text Messages, Social Media, Announcements, etc.

Strengths: Scholarships

- Capability of awarding scholarships while taking into account other financial aid assistance
- Self-service functionality enables students to self report scholarships received from outside agencies to the Financial Aid Office
- Track, monitor and report on institutional scholarships awards
- Personalized communications that are automatically sent to the student by letter and/or email

Priorities: Scholarships

- Allowing students to apply online for a specific state or institutional foundation scholarships
- Identification of eligible students based on a specific scholarship criteria and automatically notifying them to apply
- Allowing a scholarship review committee to review, rate, add notes and approve student's application for a specific scholarship within ERP
- Restrict scholarship funds to only pay specific charges, such as a scholarship just for books or scholarships that will not return excess aid to students once all tuition, fees and books are paid
- Students and/or parents to complete and submit applications, missing forms, and upload associated documents electronically through the student portal as well as provide an electronic signature
- Innovative personalized communications that are automatically sent to the student by letters, emails, text, social media, etc.
- Allowing a student to send a thank you letter electronically, track the receipt, and send the desired thank you letters to the donor
- Real-time/historical reporting, analytics with dashboards, and ad hoc reporting capability

Scholarship Business Workflow

Scholarship Management

- Federal, State, Institutional, NCCCS, and External Scholarships Received from Outside Agencies
  - Materials (Electronic Process for Submission, etc.)
  - Application Processing (Receiving, Processing, Eligibility Check based on Specific Scholarship Criteria)
  - Renewal Process
  - Awarding, Disbursing, and Reconciling Funding
  - Tracking/Management of Scholarship Recipients
  - Report Submission for Various Agencies including NCCCS Scholarship Programs

Strengths: Veterans Affairs

- Capability to confirm students are registered in the correct courses for program of study
- Manages and disburses funding received by the Department of Veterans Affairs (DVA) for VA students
- Personalized communications that are automatically sent to the student by letter and/or email

Priorities: Veterans Affairs

- Submission of Certificate of Eligibility (COE) and other required documentation electronically through student portal
- Automated enrollment certification request to VA Certifying Official from student
- Alerts when a student's enrollment has changed since enrollment certification request
- Effectively identifying registered courses not in a student's program, to determine whether to pay or not pay for classes, and electronically sending notification to student
- Effective workflow to identify student VA status during admissions process to kick off workflow through requirements needed to send enrollment certifications to Department of Veterans Affairs (DVA)
- Integration with WEAMS (Web Enabled Approval Management System) and VA Once to certify enrollment, update changes, and identify official transcripts required for student
- Deregistration functionality by term based on veteran's status to prevent deregistration due to a pending VA payment

Priorities: Veterans Affairs

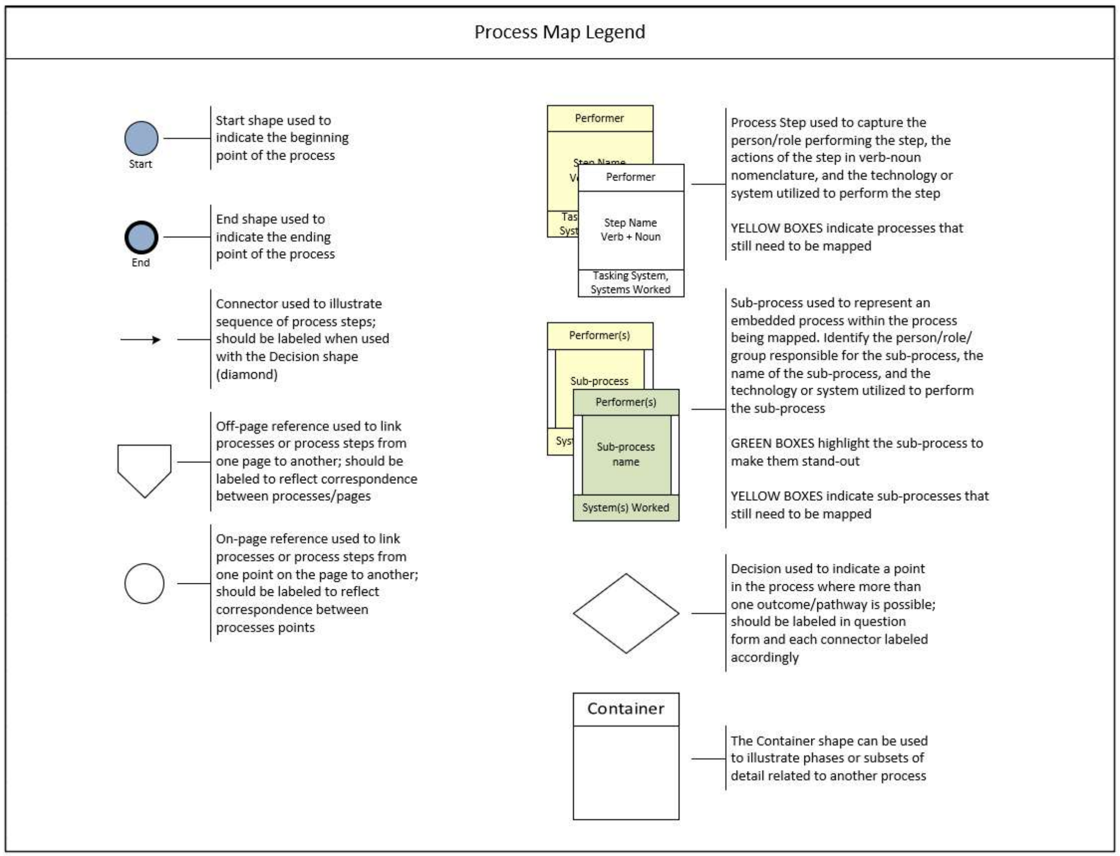
- Academic progress standards specific to VA programs while taking into account other local standards (Financial Aid, Institutional, etc.)
- Recording programs of study that are not approved by DVA
- Automated process of reconciling funds received from DVA with Business Office
- Automated enrollment monitoring process to ensure compliance
- Automated workflow for recording Veteran Affairs (VA) benefits certified by term/year and amount
- Innovative personalized communications that are automatically sent to the student by letters, emails, text, social media, etc.
- Online uploads/submission as well as electronic signature on requested documents through student portal
- Tracking, monitoring and reporting on Veterans Affairs benefits
- Real-time/historical reporting, analytics with dashboards, and ad hoc reporting capability

Veterans Affairs Business Workflow

- Enrollment
  - Certification of Student Enrollment for Benefit
  - Monitoring Student Course Load for Changes that Affect Eligibility
- Funding Received from VA
  - Monitoring/Processing of Payments Received to Student and/or School from Various VA Sources
- VA Work-study Employees
  - Manage/Reporting Payments for Work-study Students
- Financial Aid Shopping Sheet
- Record Retention

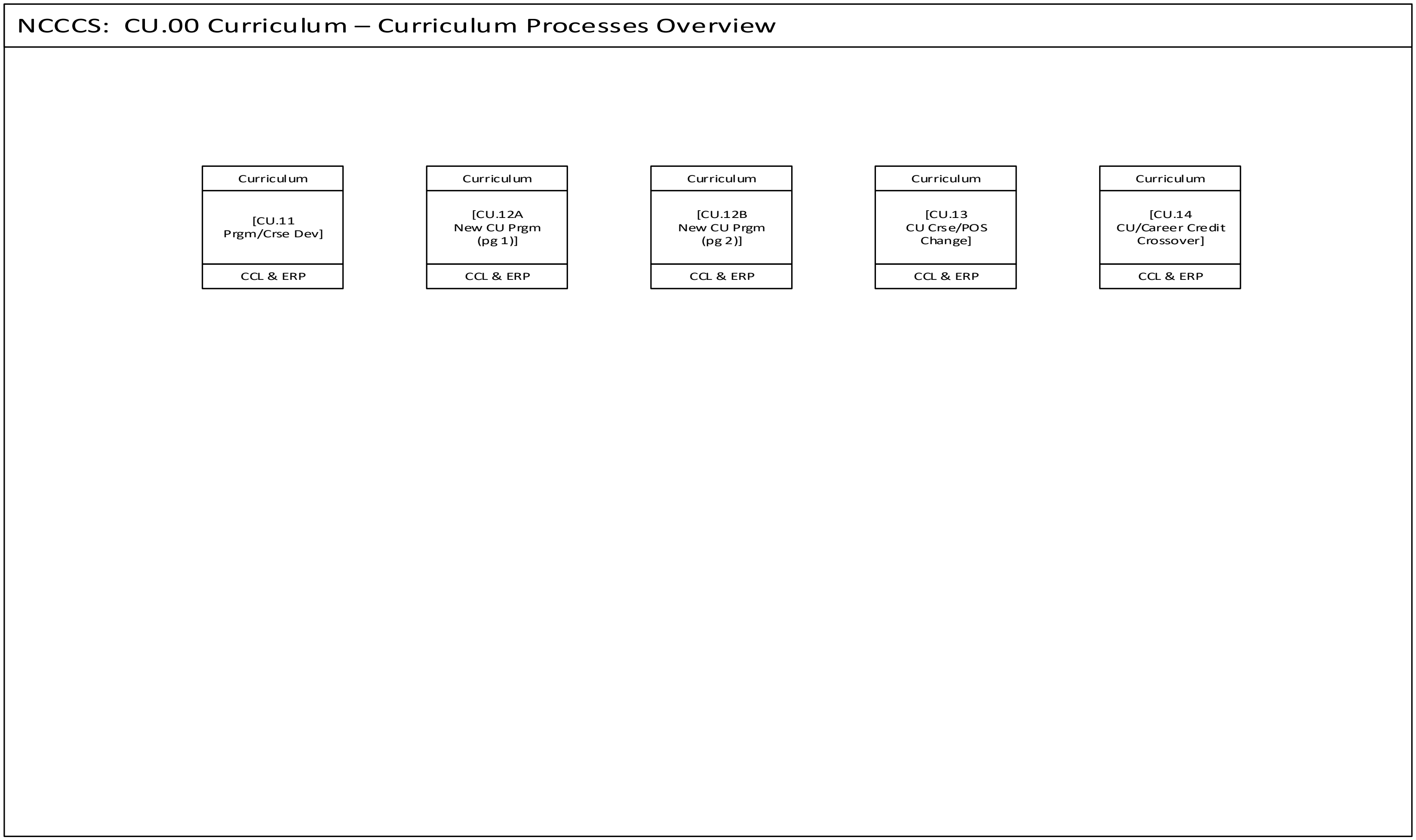
Process Maps

Process diagrams, desired functional requirements and best practice recommendations by functional area

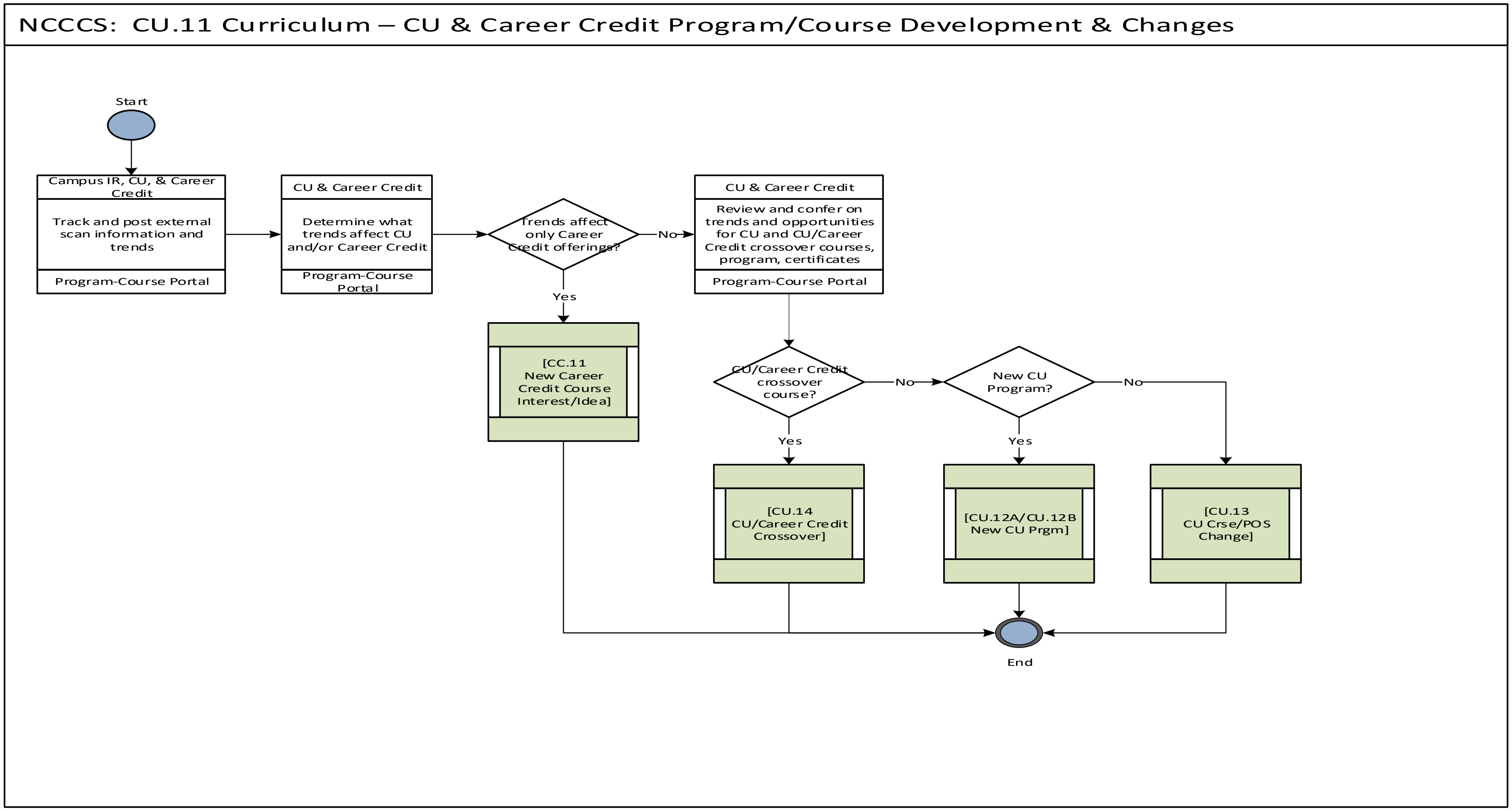


Instruction Process Maps

Curriculum (CU): Curriculum Management



Instruction Process Maps
Curriculum (CU): Curriculum Management



Instruction Process Maps

Curriculum (CU): Curriculum Management

CU.11 Curriculum – CU & Career Credit Program/Course Development & Changes

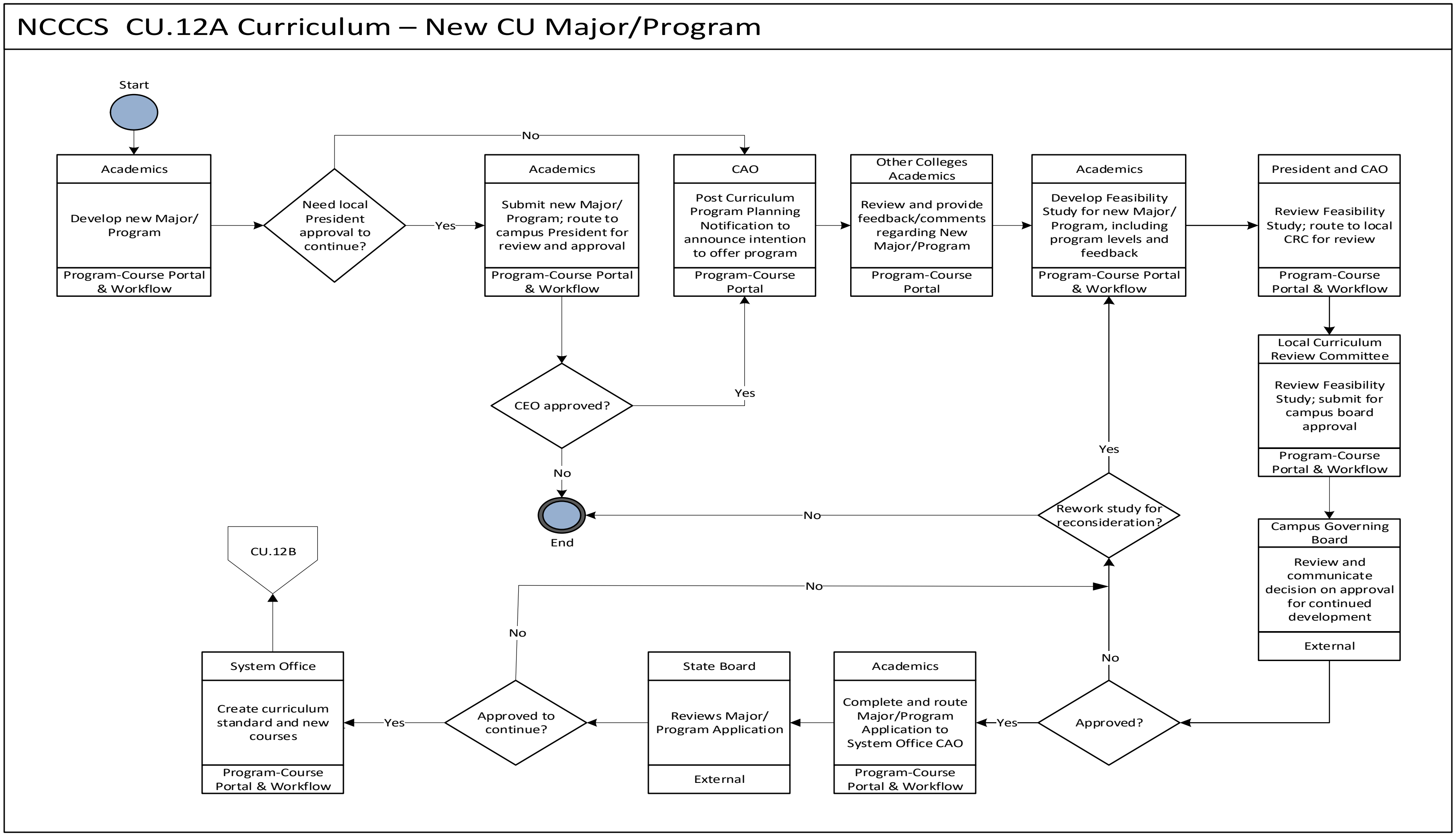
Description: The process used to determine how a new program or course is developed.

Process Notes:

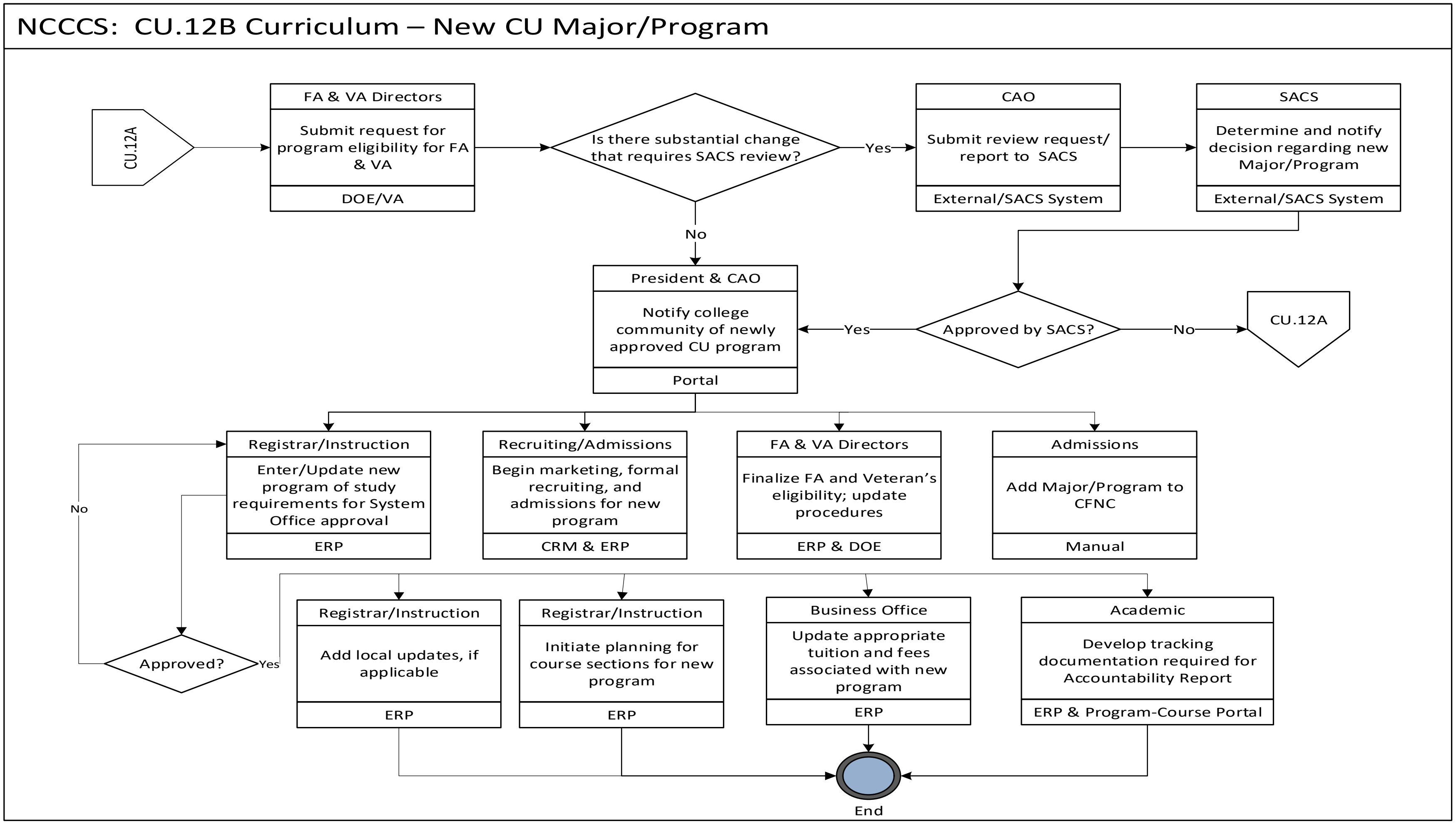
1. Campus IR, CU and/or Career Credit tracks and scans external information and trends to guide the development of new programs and courses, and for changes to existing courses.
2. Decision on trends affecting CU and/or Career Credit
3. Affect Career Credit only?
   - 3.1. Yes: Continue to 4
   - 3.2. No: Continue to 5
4. Go to CC.11 New Career Credit Course Interest/Idea; End
5. CU and Career Credit confer on course specifics
6. Should course be available in both CU and Career Credit?
   - 6.1. Yes: Continue to 7
   - 6.2 No: Continue to 8
7. Go to CU.14 CU/Career Credit Crossover; End
8. Is the idea for a new CU program?
   - 8.1. Yes: Continue to 9
   - 8.2. No: Continue to 10
9. Go to CU.12A/CU.13B
10. Go to CU.13 CU Crse/POS Change

Instruction Process Maps

Curriculum (CU): Curriculum Management



Instruction Process Maps
Curriculum (CU): Curriculum Management



Instruction Process Maps

Curriculum (CU): Curriculum Management

CU.12AB Curriculum – New CU Program

Description: This process captures the steps of creating and gaining approval for a new CU program.

Process Notes:

CU.12A

1. Academic/Curriculum Committee/Admin Directors develop new program based on research, policy, and/or ideas
2. Need college President approval to continue?
    2.1. Yes: Continue to 3
    2.2. No: Go to 4
3. Approved by the college President to continue?
    3.1. Yes: Continue to 4
    3.2. No: End
4. Academic/Curriculum Committee/Admin Directors post CU Program Planning Notification on portal to announce intention to offer new major/program and route notification to college Academics for review and feedback
5. Other college academic teams review and provide feedback/comments regarding the new program via the portal
6. Academic/Curriculum Committee/Admin Directors develop a full Feasibility Study for the new Major/Program, including program levels and incorporating feedback received from other colleges
7. President and CAO review; route to local CRC for review
8. Campus CRC reviews the study, routing to the campus governing board for review and approval
9. Campus Governing Board reviews feasibility study and communicate decision on continued development

Instruction Process Maps
Curriculum (CU): Curriculum Management

CU.12AB Curriculum – New CU Program

Description: This process captures the steps of creating and gaining approval for a new CU program.

Process Notes cont.:

10. Approved?
    - 10.1. Yes: Continue to 12
    - 10.2. No: Continue to 9
11. Rework for reconsideration?
    - 11.1. Yes: Return to 7
    - 11.2. No: End
12. Academics submits/posts a Major/Program Application and routes to the System Office CAO
13. If there are concerns regarding the feasibility study, the other college CAOs complete an Impact Assessment Form with feedback on the portal
14. If there are concerns, the System Office CAO reviews and determines approval for the Major/Program Application
15. If there are no concerns, State CAO routes the Major/Program Application for review by the State Board
16. Does the State Board give approval to continue?
    - 16.1. Yes: System Office creates curriculum standard and any new courses
    - 16.2. No: Return to 9
17. Go to CU.12B

Instruction Process Maps
Curriculum (CU): Curriculum Management

CU.12AB Curriculum – New CU Program

Description: This process captures the steps of creating and gaining approval for a new CU program.

Process Notes cont.:

CU.12B

1. FA and VA directors submit requests to appropriate agencies for FA and VA eligibility for new students
2. Is there substantial change that requires SACS review/approval?
    - 2.1. Yes: Continue to 10
    - 2.2. No: Continue to 13
3. CAO submits review request/report to SACS
4. SACS determine and notify college of decision
5. Approved by SACS?
    - 5.1. Yes: Continue to 13
    - 5.2. No: Return to CU.12A
6. College President and CAO announce new CU program to college community
7. FA and VA directors finalize FA and VA eligibility
8. Registrar/Instruction updates program requirements and submit for approval to System Office for approval

Instruction Process Maps
Curriculum (CU): Curriculum Management

CU.12AB Curriculum – New CU Program

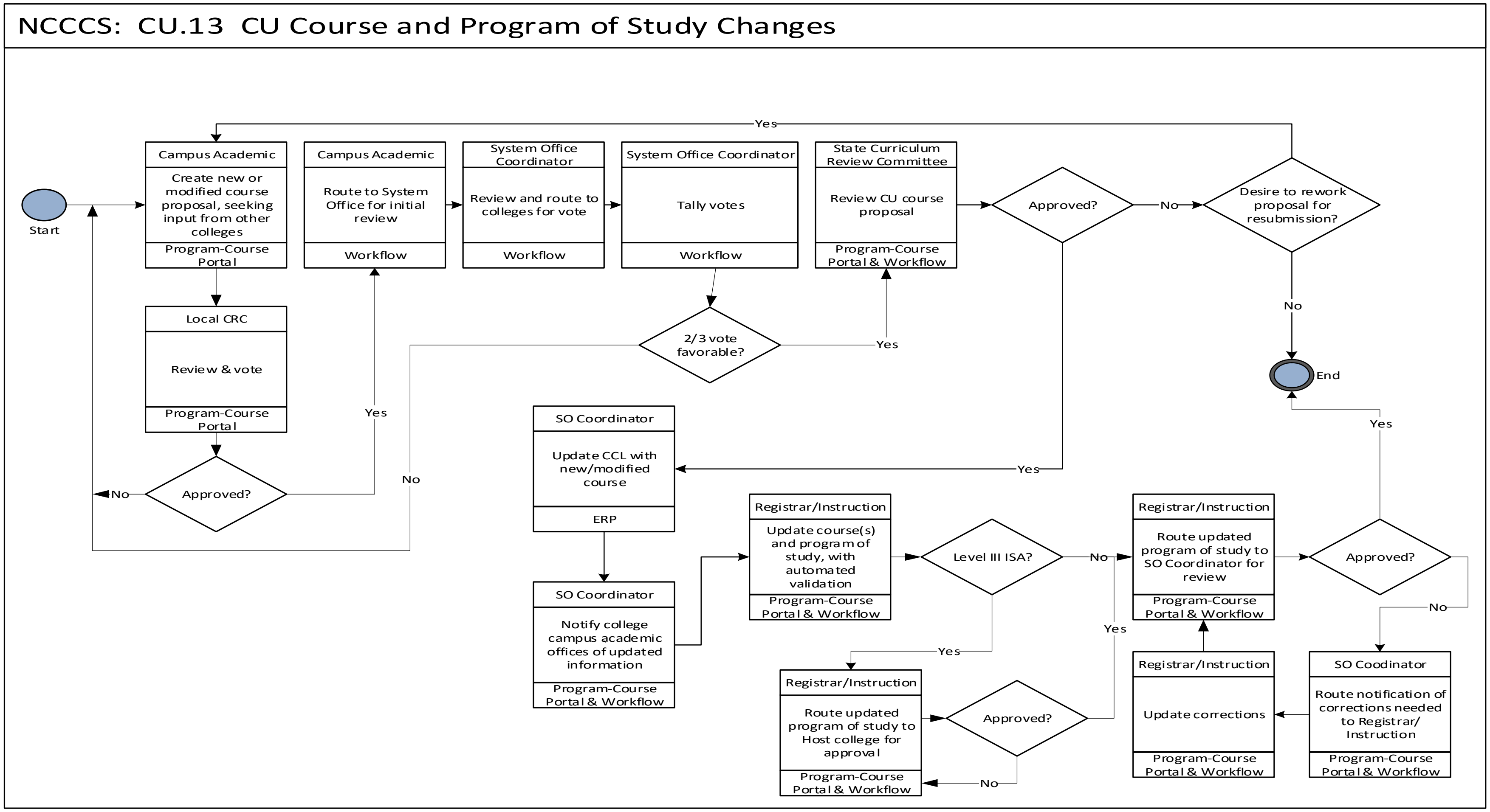
Description: This process captures the steps of creating and gaining approval for a new CU program.

Process Notes cont.:

CU.12B

9. Recruitment and Admissions begins to market for students; recruit and admit students to new program
10. Admissions adds Major/Program to CFNC
11. Program approved by System Office?
    - 11.1. Yes. Registrar/instruction add local updates, if applicable
    - 11.2 No. Return to Registrar/Instruction enter/update new program requirements for approval by System Office
12. Academic and Registrar initiate planning for schedule of courses; End
13. Business Office updates tuition and fees for new program: End
14. Academic develop tracking documentation for Accountability; End

Instruction Process Maps
Curriculum (CU): Curriculum Management



Instruction Process Maps
Curriculum (CU): Curriculum Management

CU.13 Curriculum – Course and Program of Study Changes

Description: This process captures the steps for updating courses in the CCL and affiliated programs of study.

Process Notes:

1. Academic develops course proposal (new or existing), seeking input from other colleges via portal/workflow
2. Academic submits proposal to Local CRC for approval
3. Local CRC approved?
   - 3.1. Yes. Go to 3
   - 3.2. No. Return to 1
4. Academic submits proposal to System Office
5. System Office Coordinator reviews and routes/distributes to colleges for votes via workflow
6. System Office Coordinator tallies votes
   - 6.1. 2/3 favorable vote received? Return to 5
   - 6.2. 2/3 favorable vote not received? Return to Step 1.
7. State Curriculum Review Committee State Curriculum Review Committee reviews proposal
8. Approved?
   - 8.1. Yes: Continue to 8
   - 8.2. No: Continue to 7

Instruction Process Maps
Curriculum (CU): Curriculum Management

CU.13 Curriculum – Course and Program of Study Changes

Description: This process captures the steps for updating courses in the CCL and affiliated programs of study.

Process Notes cont.:

9. Rework proposal?
    - 9.1. Yes: Return to 1
    - 9.2. No: End
10. System Office Coordinator updates CCL
11. System Office Coordinator notifies colleges of updated information on system, including course effective date/term
12. Registrar/Instruction updates course(s) and Program of Study, with automated validation
13. Level III ISA
    - 13.1 Yes. Go to 10. Route updated program of study to Host college for approval
    - 13.2 No. Go to 11. Route updated Program of Study to SO Coordinator
14. Approved?
    - 14.1 Yes. Go to 11. Route updated Program of Study to SO Coordinator
    - 14.2 No. Return to 10. Route updated program of study to Host college for approval

Instruction Process Maps
Curriculum (CU): Curriculum Management

CU.13 Curriculum – Course and Program of Study Changes

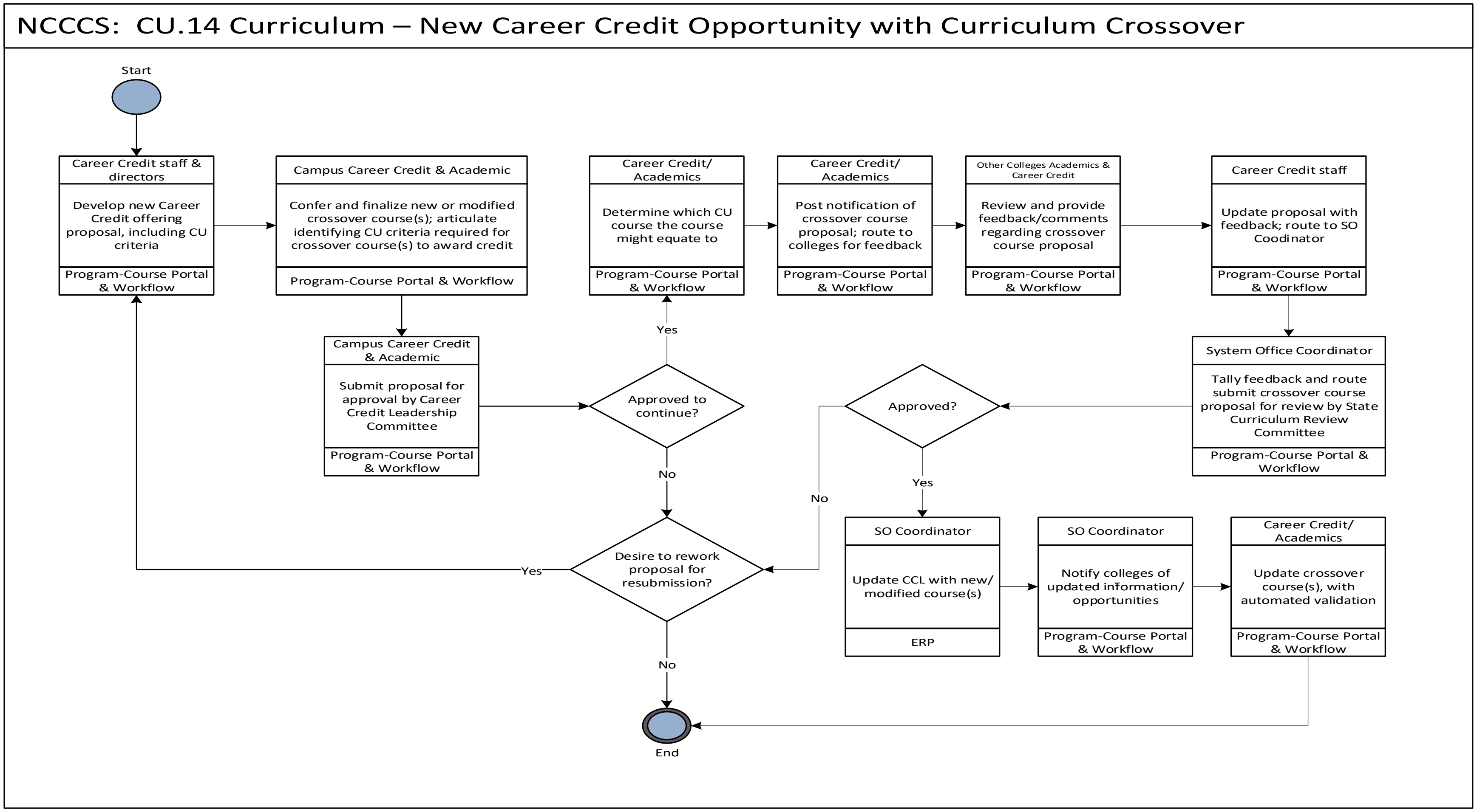
Description: This process captures the steps for updating courses in the CCL and affiliated programs of study.

Process Notes cont.:

15. Registrar/Instruction routes updated Program of Study to System Office Coordinator for review
16. Is the updated Program of Study approved?
    - 16.1 Yes: End
    - 16.2 No: Continue to 13
17. System Office Coordinator routes notification of correction needed via portal/workflow
18. Registrar/Instruction updates corrections; Return to 11

Instruction Process Maps

Curriculum (CU): Curriculum Management



Instruction Process Maps
Curriculum (CU): Curriculum Management

CU.14 Curriculum – New Career Credit Opportunity with Curriculum Crossover

Description: This process captures the steps undertaken to create a course offering available through both CU and Career Credit.

Process Notes:

1. Career Credit staff develops initial proposal, including CU criteria
2. Career Credit staff confers and develops details regarding new crossover course
3. Career Credit staff submits proposal for Leadership Approval
4. Approved to continue?
   - 4.1. Yes: Go to 6
   - 4.2. No: Continue to 5
5. Desire to rework proposal?
   - 5.1. Yes: Return to 1
   - 5.2. No: End
6. Career Credit staff determines which CU course the course might equate to
7. Career Credit staff posts notification of the crossover course proposal via the portal, and routes notification to other colleges for feedback
8. Other college Academics and Career Credit staff review and provide feedback/comments regarding the crossover course proposal

Instruction Process Maps

Curriculum (CU): Curriculum Management

CU.14 Curriculum – New Career Credit Opportunity with Curriculum Crossover

Description: This process captures the steps undertaken to create a course offering available through both CU and Career Credit.

Process Notes cont.:

9. Career Credit staff adds the feedback from the other colleges to the proposal and routes the proposal to the System Office Coordinator

10. System Office Coordinator tallies/summaries the feedback and routes the crossover course proposal for review by the State Curriculum Review Committee

11. Is the proposal approved to continue by the State CRC?

    11.1. Yes: Continue to 12

    11.2 No: Return to 5

12. System Office Coordinator updates CCL with new/modified crossover course

13. System Office Coordinator notifies colleges of updated information

14. Career Credit/Academic staff updates crossover course, with automated validation; End

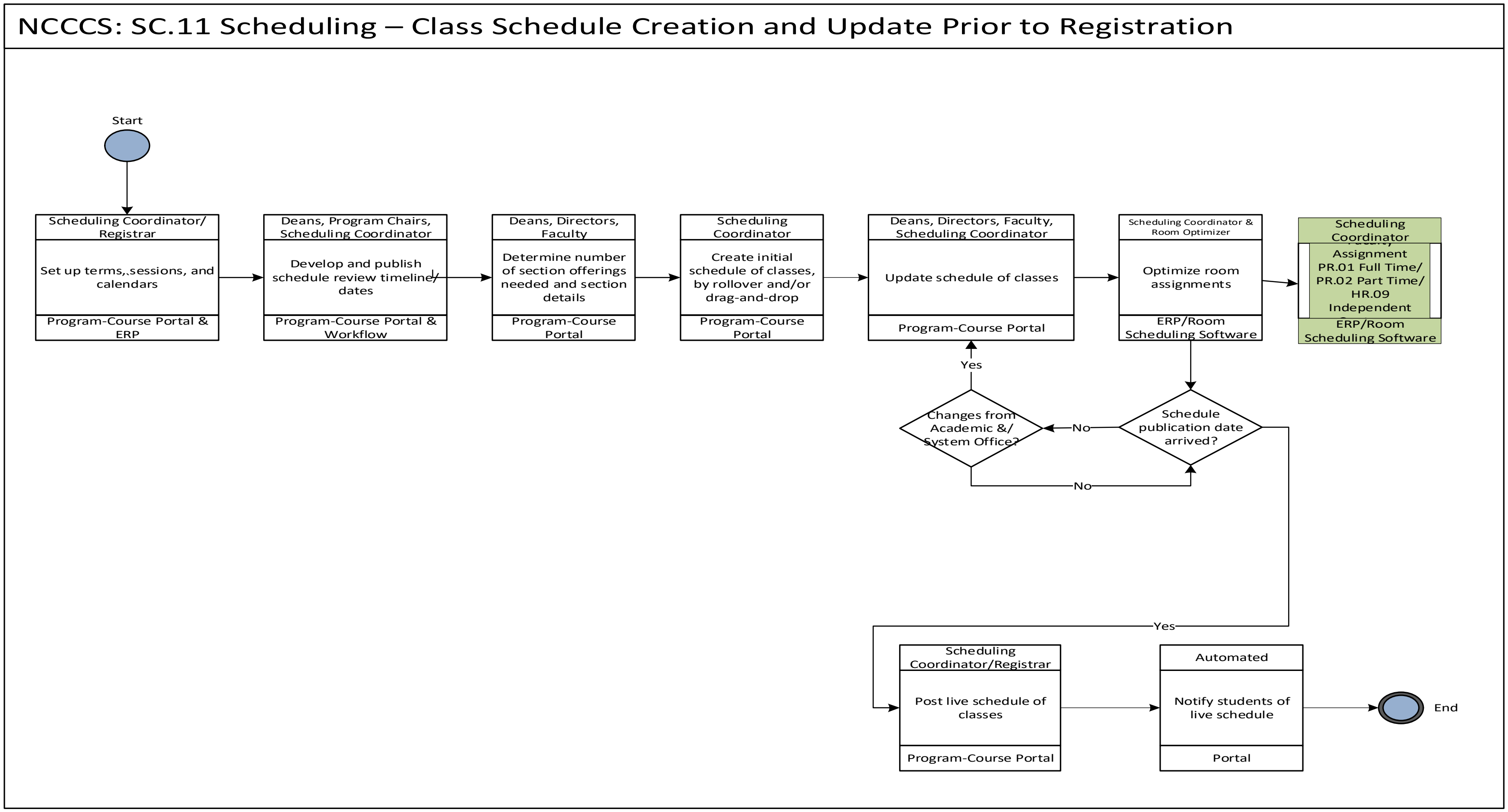
Instruction Process Maps
Curriculum (CU): Scheduling

NCCCS: SC.00 Scheduling – Scheduling Processes Overview

Scheduling	Scheduling	Scheduling	Scheduling
[SC.11 Schedule Creation Prior to Reg]	[SC.12 Schedule Add/ Cancel after Reg]	[SC.13 Schedule Change Exceptions]	[SC.14 Campus Events]
ERP, CCL	ERP, CCL	ERP, CCL	Portal

Instruction Process Maps

Curriculum (CU): Scheduling



Instruction Process Maps

Curriculum (CU): Scheduling

SC.11 Scheduling – Class Schedule Creation and Update Prior to Registration

Description: The process is used to describe the process of creating and updating the schedule of classes prior to registration.

Process Notes:

1. Scheduling Coordinator/Registrar sets up terms, sessions, calendars within the system; multiple calendars may be used based on offerings, delivery venues (prison, HS, etc.), audiences
2. Academic develops and publishes a timeline for schedule review for decision-making regarding cancelling sections, adding sections, or adding seats to existing sections, based on enrollment results
3. Academic determines number of section offering needed, assigns days/times, delivery method(s), required rooms based on offering (such as nursing lab or music recital hall), and instructors; enters these details into the Program-Course portal
4. Scheduling Coordinator creates initial schedule of classes by uploading/creating in the ERP, using rollover, uploading, and/or drag-and-drop
5. Academic makes updates to schedule of classes, based on requested changes to days/times, delivery method(s), required rooms, and instructors; these are changes made prior to the start of registration
6. Scheduling Coordinator optimizes room assignments according to timeline or when needed

Instruction Process Maps
Curriculum (CU): Scheduling

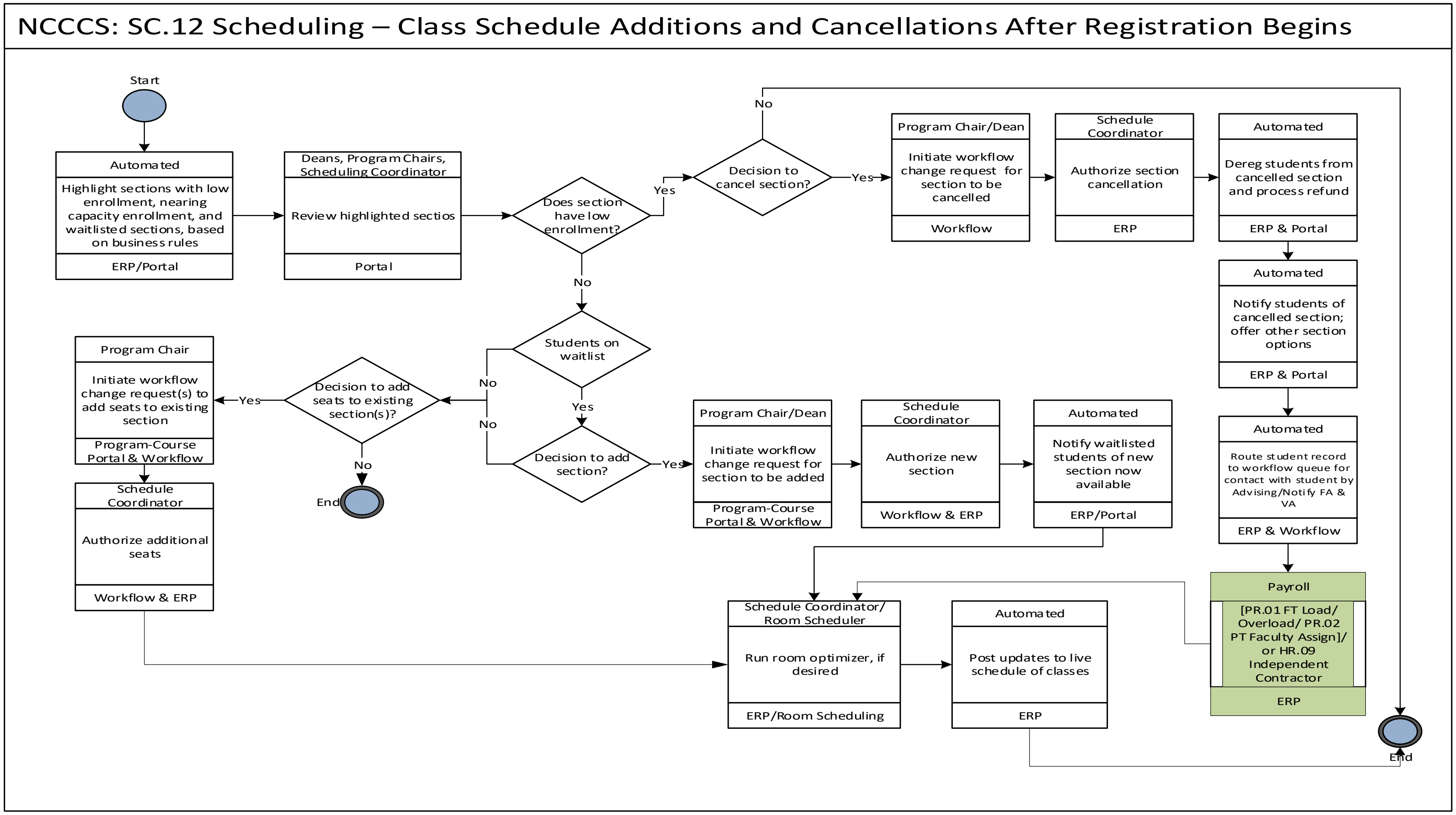
SC.11 Scheduling – Class Schedule Creation and Update Prior to Registration

Description: The process is used to describe the process of creating and updating the schedule of classes prior to registration.

Process Notes cont.

7. Go to PR.01 FT Load/Overload, PR.02 PT Faculty Assign or HR. 09 Independent Contractor for assignment of faculty
8. Has schedule publication date arrived?
   - 8.1 Yes: Continue to 8
   - 8.2. No: Continue to 10
9. Scheduling Coordinator posts live schedule of classes to portal
10. System notifies students of live schedule

Instruction Process Maps
Curriculum (CU): Scheduling



Instruction Process Maps
Curriculum (CU): Scheduling

SC.12 Scheduling – Class Schedule Additions and Cancellations After Registration Begins

Description: This process captures the steps undertaken to cancel a section, add seats to a section, or add new sections to the schedule of classes after registration begins.

Process Notes:

1. System updates portal, highlighting sections needing review according to business rules: low enrollment, nearing high enrollment, and full/waitlisted sections
2. Academic reviews highlighted section enrollments
3. Does the section have low enrollment according to business rules?
    - 3.1. Yes: Continue to 4
    - 3.2. No: Continue to 12
4. Decision to cancel section?
    - 4.1. Yes: Continue to 5
    - 4.2. No: End
5. Program chair initiates workflow change request for section cancellation and routes workflow for approvals, if needed
6. Schedule coordinator authorizes section cancellation in ERP
7. System deregisters student from cancelled section(s) and processes refunds
8. System notifies student of section cancellation, and offers other section options
9. System routes student record to workflow queue for contact with student by Advising
10. Go to PR.01 FT Load/Overload, PR.02 PT Faculty Assign or HR. 09 Independent Contractor to adjust load and/or payroll for cancelled section

Instruction Process Maps

Curriculum (CU): Scheduling

SC.12 Scheduling – Class Schedule Additions and Cancellations After Registration Begins

Description: This process captures the steps undertaken to cancel a section, add seats to a section, or add new sections to the schedule of classes after registration begins.

Process Notes cont.:

11. Schedule Coordinator/Room Scheduler runs room optimizer if desired
12. System posts updates to live schedule of classes; End
13. If section does not have low enrollment, is the section full and/or have a waitlist?
    - 13.1. Yes: Continue to 13
    - 13.2. No: Continue to 17
14. Decision to add a new section?
    - 14.1. Yes: Continue to 14
    - 14.2. No: Continue to 17
15. Program chair/Dean initiates workflow change request for new section to be added and routes workflow for approvals, if needed
16. Schedule Coordinator authorizes new section in ERP
17. System notifies waitlisted students from full/waitlisted section, of new section now available; Return to 10

Instruction Process Maps
Curriculum (CU): Scheduling

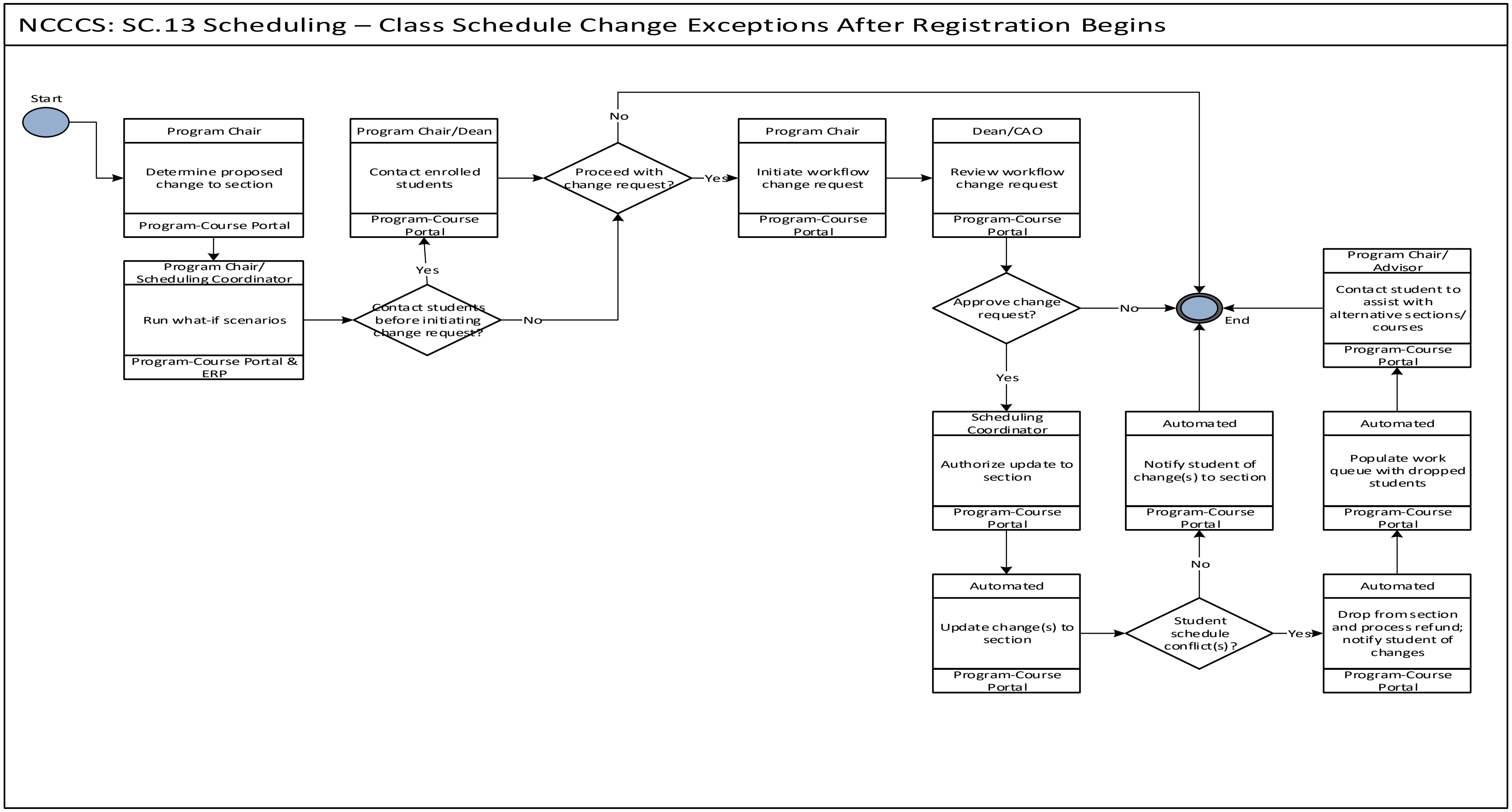
SC.12 Scheduling – Class Schedule Additions and Cancellations After Registration Begins

Description: This process captures the steps undertaken to cancel a section, add seats to a section, or add new sections to the schedule of classes after registration begins.

Process Notes cont.:

18. Decision to add seats to existing section?
    - 18.1. Yes: Continue to 18
    - 18.2. No: End
19. Program chair initiates workflow change request for added seats and routes workflow for approvals, if needed
20. Schedule coordinator authorizes additional seats to existing section in ERP
21. Schedule Coordinator/Room Scheduler runs room optimizer if desired

Instruction Process Maps
Curriculum (CU): Scheduling



Instruction Process Maps
Curriculum (CU): Scheduling

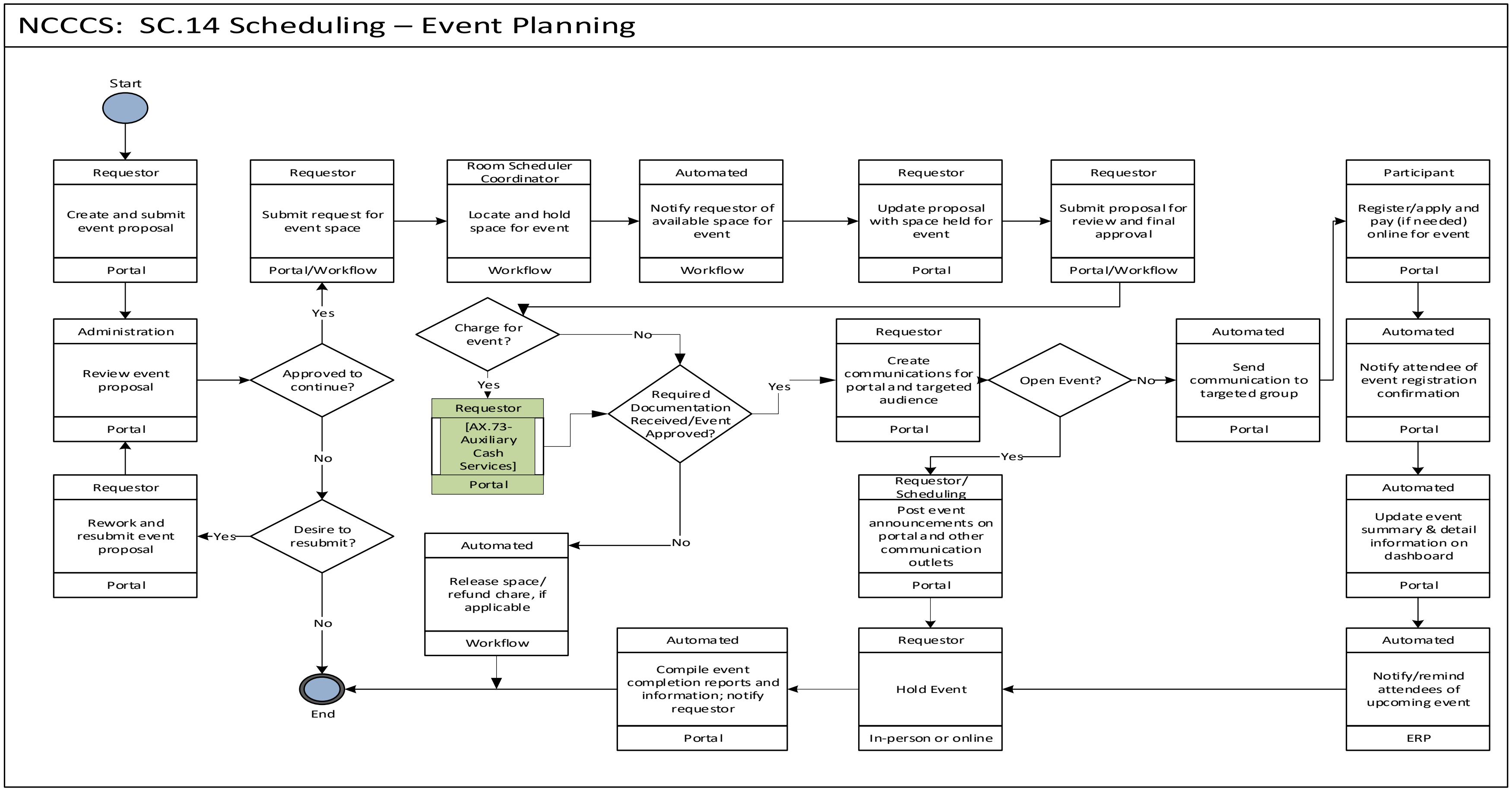
SC.13 Scheduling – Class Schedule Change Exceptions After Registration Begins

Description: This process captures the steps undertaken to modify a full section (change day, time, etc.) after registration begins.

Process Notes:

1. Program Chair proposes change to section after registration has begun
2. Program Chair and Scheduling Coordinator runs what-if scenarios on ERP to determine impact of moving section
3. Are students contacted before initiating change request?
   - 3.1. Yes: Continue to 4
   - 3.2. No: Continue to 5
4. Program Chair contacts enrolled students
5. Decision to proceed with moving section?
   - 5.1. Yes: Continue to 6
   - 5.2. No: End
6. Program Chair initiates workflow change request and routes workflow for approvals needed
7. Dean/CAO reviews workflow
8. Approve change request?
   - 8.1. Yes: Continue to 9
   - 8.2. No: End
9. Scheduling Coordinator authorizes update to section
10. System makes changes to section
11. Are there conflicts with student schedule?
    - 11.1. Yes: Continue to 12
    - 11.2. No: Continue to 15
12. System drops student from section due to conflict and processes refund; notifies student of changes
13. System populates workflow queue with dropped students for contact
14. Program Chair/Advisor reviews workflow queue and contacts student to assist with alternative section; End
15. Is there is not conflict, system notifies student of changes to section; End

Instruction Process Maps
Curriculum (CU): Scheduling



Instruction Process Maps
Curriculum (CU)

SC.14 Scheduling – Event Planning

Description: This process captures the steps to request, schedule and track an event held by the college.

Process Notes:

1. Requestor create and submit event proposal
2. Administration reviews student org event proposal
3. Approved to continue?
    3.1. Yes: Continue to 4
    3.2. No: Continue to 16
4. Requestor submits a request for event space
5. Room Scheduler Coordinator locates and holds space for event on shared college/system calendar
6. System notifies requestor of space held for event
7. Requestor updates proposal with confirmed space for event
8. Requestor submits proposal for review and final approval
9. Charge for event?
    9.1. Yes. Go to AX.73- Auxiliary Cash Services
    9.2. No. Go to 9 Required documentation/Event Approved

Instruction Process Maps
Curriculum (CU)

SC.14 Scheduling – Event Planning

Description: This process captures the steps to request, schedule and track an event held by the college.

Process Notes cont:

10. Event approved?
    - 10.1. Yes: Continue to 11
    - 10.2. No: Continue to 15
11. Requestor creates communications for portal and targeted audience
12. Event open to anyone/no charge or registration required?
    - 12.1. Yes: Continue to 12
    - 12.2. No: Continue to 16
13. Requestor posts event announcements on portal and other communication outlets
14. Event is held
15. System compiles event completion reports and information; notifies requestor; End
16. If event was not approved, system releases reserved space
17. Does requestor desire to resubmit event proposal?
    - 17.1. Yes: Continue to 17
    - 17.2. No: End

Instruction Process Maps
Curriculum (CU): Scheduling

SC.14 Scheduling – Event Planning

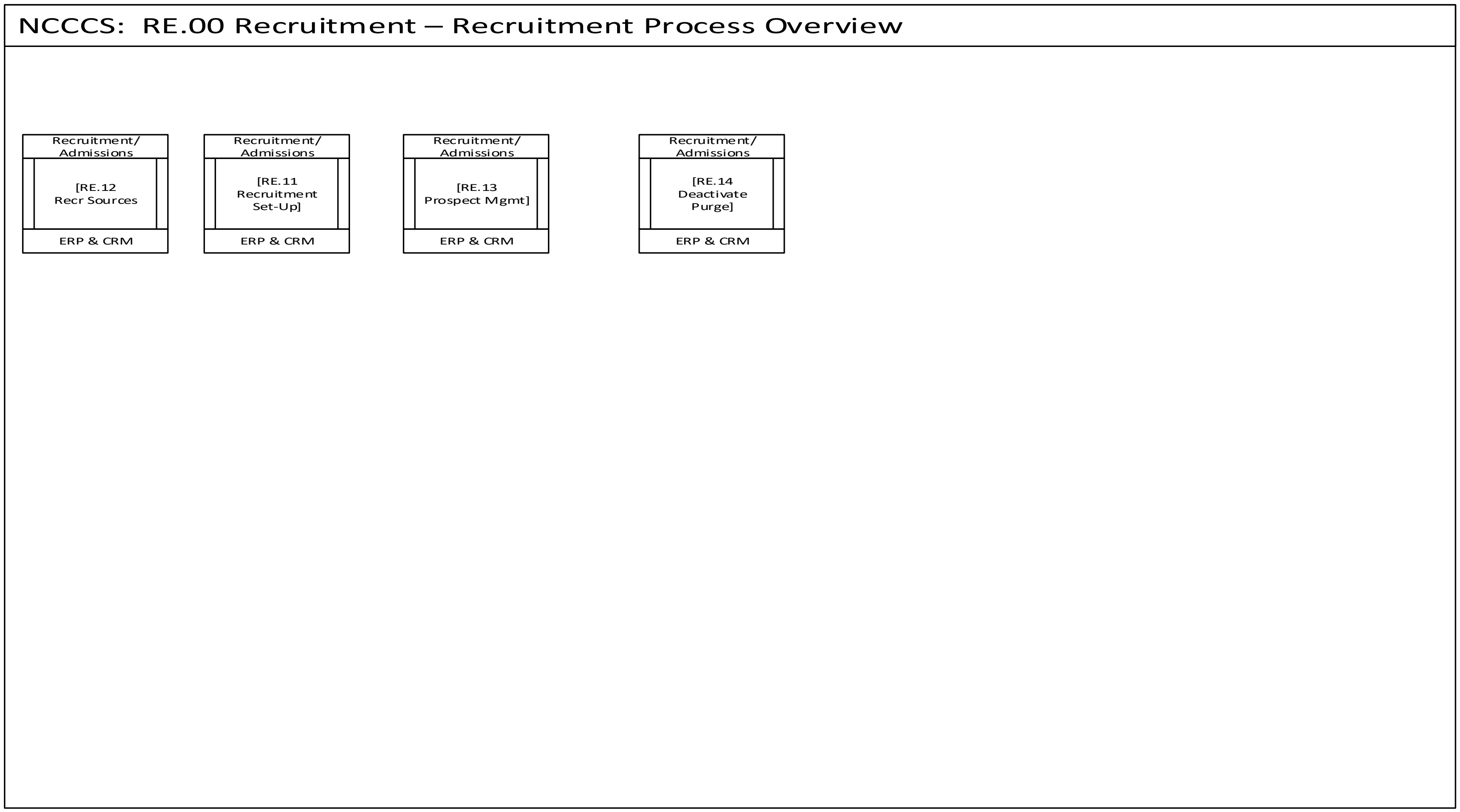
Description: This process captures the steps to request, schedule and track an event held by the college.

Process Notes cont.:

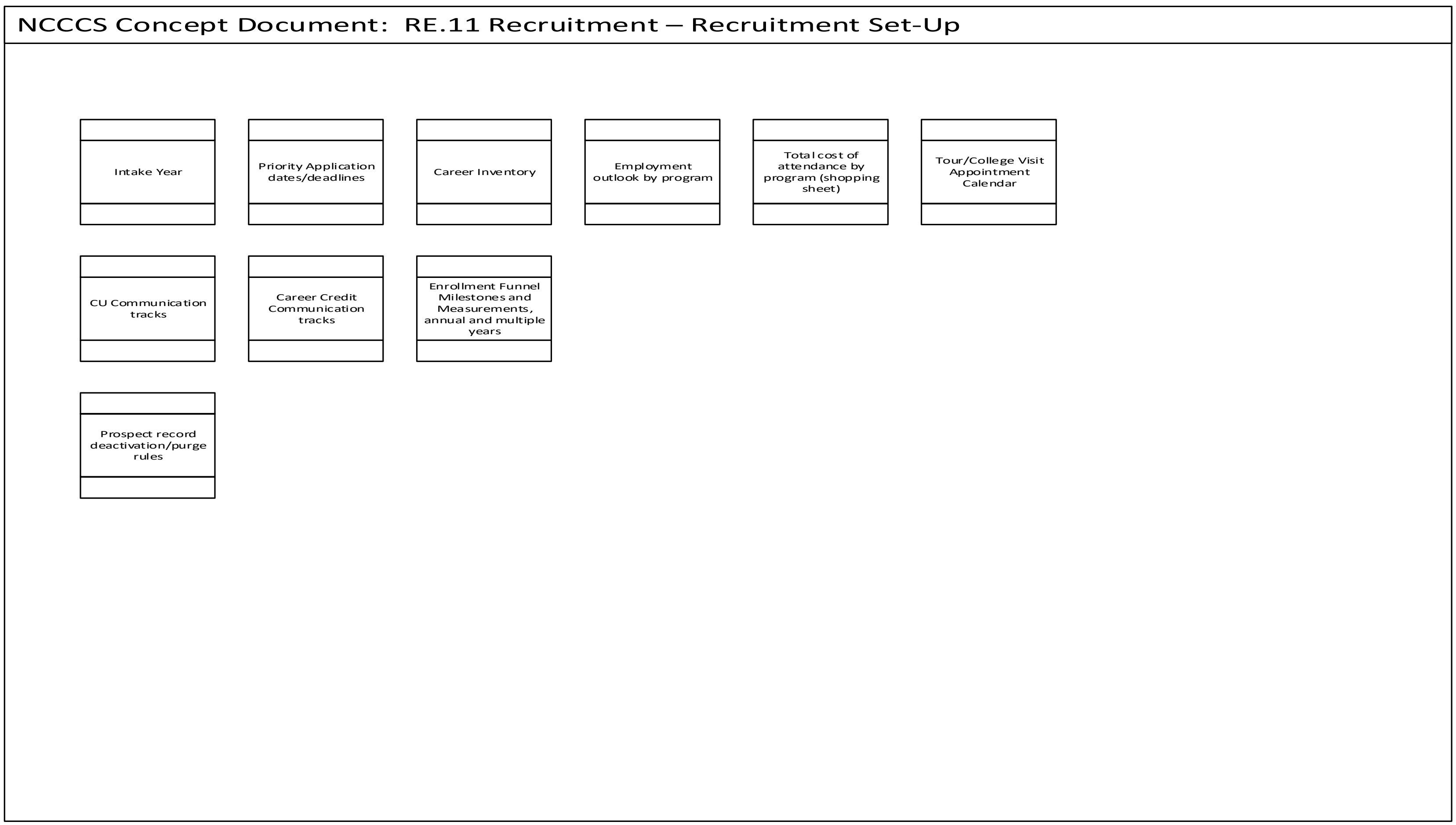
18. Requestor rework and resubmit event proposal; Return to 2
19. If event is not open/registration or payment required, system sends communication to targeted group
20. Participant registers and pays (if needed) online for event
21. System notifies participant of event registration confirmation
22. System updates event summary and detail information on dashboard
23. System notifies/reminds attendees of upcoming events; return to 13

Student Services Process Maps

Curriculum (CU): Recruitment



Student Services Process Maps
Curriculum (CU): Recruitment



Student Services Process Maps

Curriculum (CU): Recruitment

NCCCS Concept Document: RE.12 Recruitment – Recruiting Sources

Source: Prospect-Initiated

Role	Activity	System
Prospect	Provide contact information via attendance at external or college event	Paper or mobile
Prospect	Enter contact information via website/CRM	CRM
Prospect	Provide contact information by phone, email, or in-person visit with faculty &/ admissions	Paper or mobile
Prospect	Share information via social media	Social Media

Source: Other Related Activity

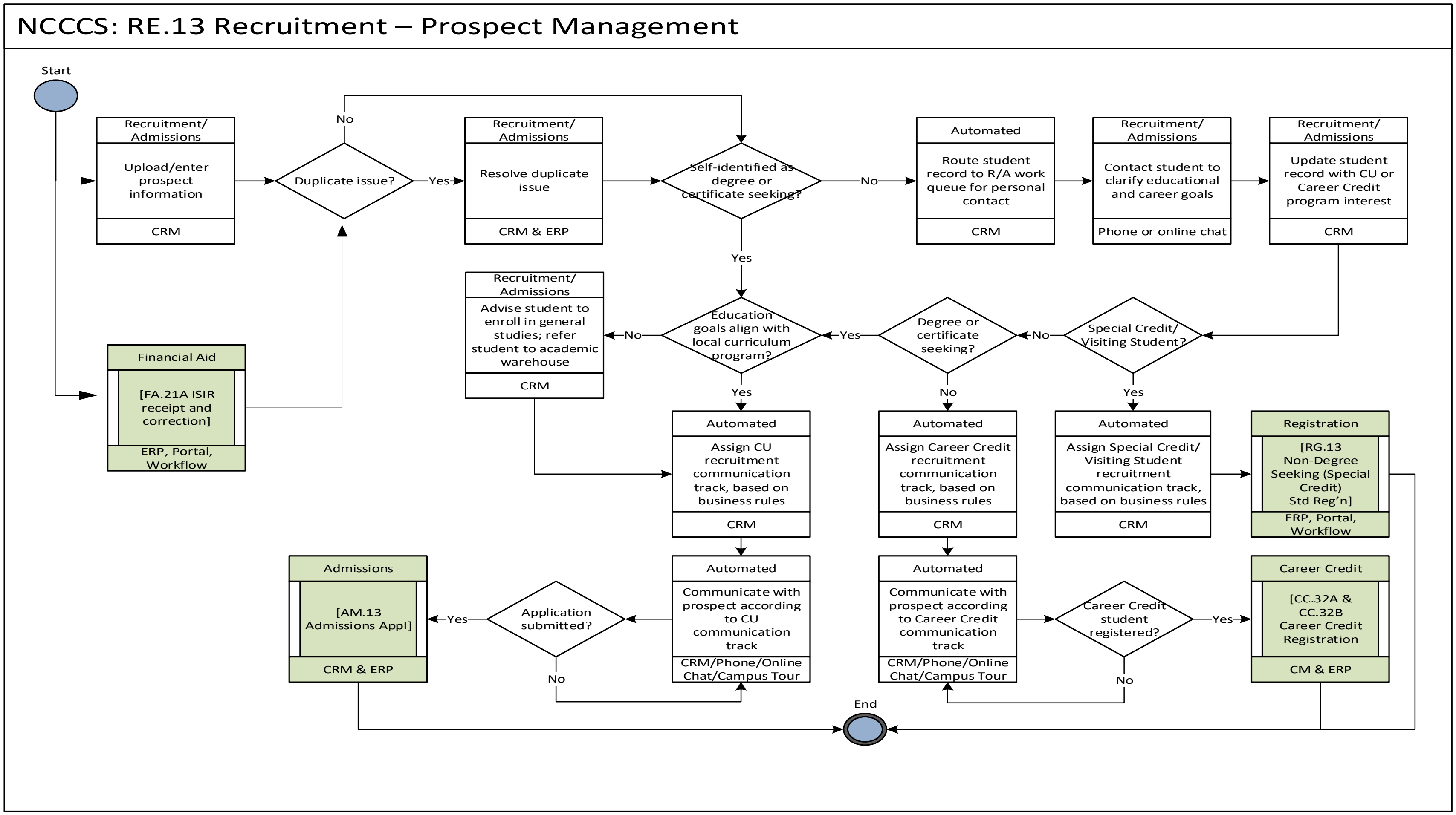
Role	Activity	System
Financial Aid	Upload unmatched FAFSA information	ERP & CRM
Career Credit	Share contact information on CCR population	CRM & Workflow
Recruiting/ Admissions	Upload contact information on students who complete SAT & ACT for specific college	ERP & CRM
Registrar/Career Credit	Share contact information of program completers	CRM & Workflow
Recruiting/ Admissions	Upload contact information gathered from social media by Marketing	Workflow
Recruiting/ Admissions	Upload contact information from recruitment efforts at high schools	ERP & CRM
Recruiting/ Admissions	Enter information from transcripts received without corresponding application	ERP & CRM

Source: External or purchased

Role	Activity	System
Recruiting/ Admissions	Purchase and upload HS prospect information from external sources/ lists (SAT, ACT, etc.)	CRM
Recruiting/ Admissions	Upload contact information for HS students from local schools	CRM
Recruiting/ Admissions	Upload contact information from CNFC redirect list	CRM
Recruiting/ Admissions	Upload contact information from external entities (Campus Explorer, Focus2)	CRM

Student Services Process Maps

Curriculum (CU): Recruitment



Student Services Process Maps
Curriculum (CU): Recruitment

RE.13 Recruitment – Prospect Management

Description: This process captures the steps of managing prospects.

Process Notes:

1. Recruitment/Admissions uploads prospect information into CRM from RE.12 Recruitment Sources.
2. Is there a duplicate issue with student?
   - 2.1. Yes: Continue to 3
   - 2.2. No: Continue to 4
3. Recruitment/Admissions staff resolves duplicate issue
4. Has student self-identified as degree or certificate-seeking?
   - 4.1. Yes: Continue to 5
   - 4.2. No: Continue to 11
5. Do student's education goals align with local curriculum program?
   - 5.1. Yes: Continue to 7
   - 5.2. No: Continue to 6
6. Recruitment/Admissions advises student to enroll in general studies; and refer student to academic warehouse to seek specific program of study, if interested
7. System assigns communication track for CU students based on business rules
8. System communicates with prospect according to communication track

Student Services Process Maps
Curriculum (CU): Recruitment

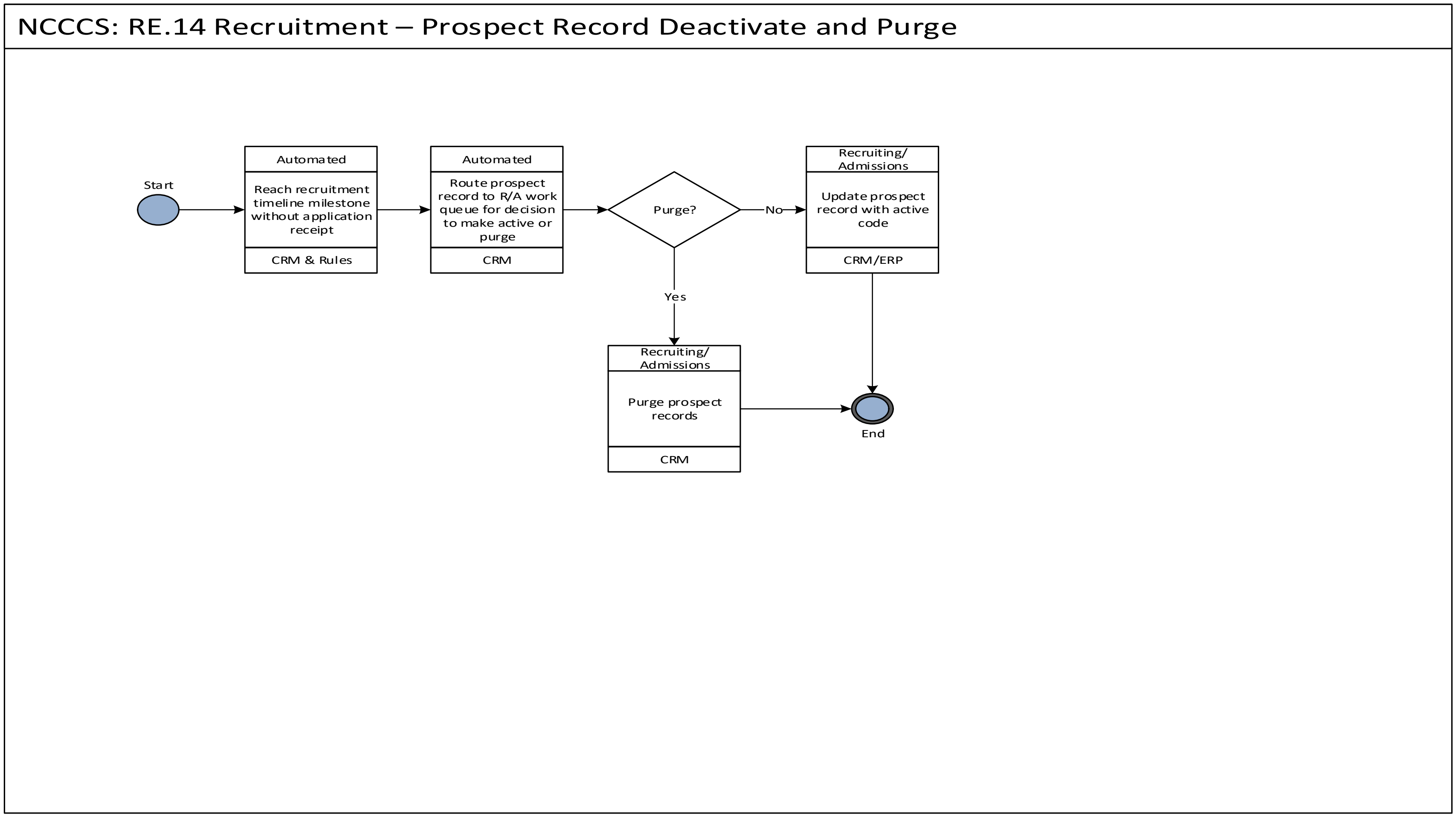
RE.13 Recruitment – Prospect Management

Description: This process captures the steps of managing prospects.

Process Notes cont.:

9. Has student submitted an application?
    - 9.1. Yes: Continue to 10
    - 9.2. No: Return to 8 to continue communications
10. If submitted application, Go to AM.13 Admissions Appl; End
11. If student did not self-identify as degree or certificate seeking, system routes student record to workflow queue for personal contact
12. Recruitment/Admissions contacts student to clarify educational and career goals
13. Recruitment/Admissions updates CRM with CU or Career Credit interest
14. After contact, is student special credit/visiting student?
    - 14.1. Yes: Continue to 15
    - 14.2. No: Continue to 17
15. System assigns communication track for Special Credit/Visiting students based on business rules
16. Go to RG.13 Special Credit Std Reg’n; End
17. After contact, is student now degree or certificate seeking?
    - 17.1. Yes: Return to 5
    - 17.2. No: Continue to 18
18. System assigns communication track for Career Credit students based on business rules
19. System communicates with Career Credit prospect according to communication track
20. Has Career Credit student registered or want to register?
    - 20.1. Yes: Continue to 21
    - 20.2. No: Return to 19 to continue communications
21. Go to CC.32A and CC.32B Career Credit Registration; End

Student Services Process Maps
Curriculum (CU): Recruitment



Student Services Process Maps
Curriculum (CU): Recruitment

RE.14 Recruitment – Prospect Record Deactivate and Purge

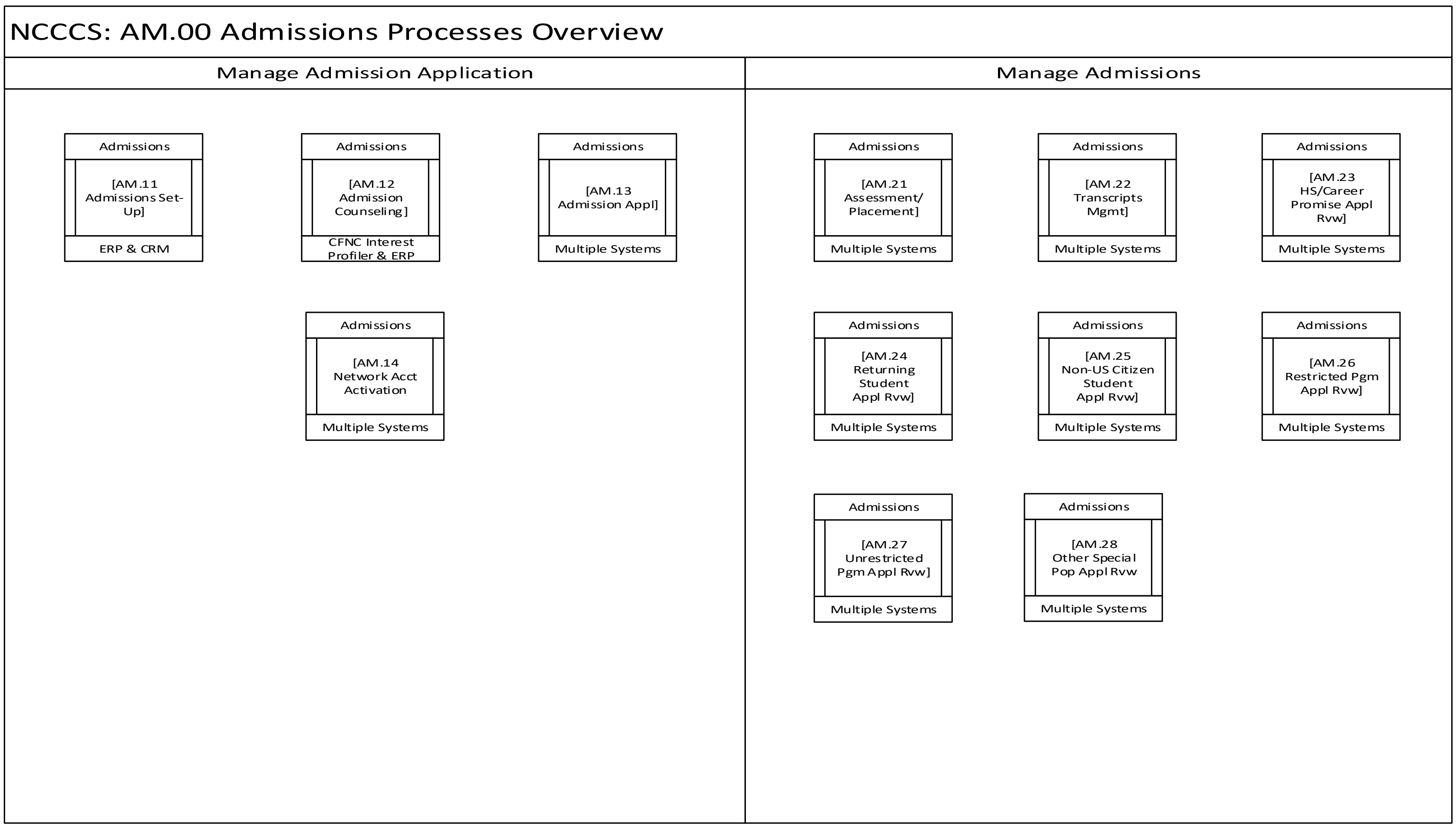
Description: This process captures the steps for deactivating and purging prospect records.

Process Notes:

1. System confirms that recruitment milestone has been reached without receipt of application
2. System routes prospect record to work queue for decision to deactivate or purge
3. Record should be deactivated based on rules?
    - 3.1. Yes: Continue to 4
    - 3.2. No: Continue to 5
4. Recruitment/Admissions updates prospect record as inactive; End
5. Recruitment/Admissions purges prospect record; End

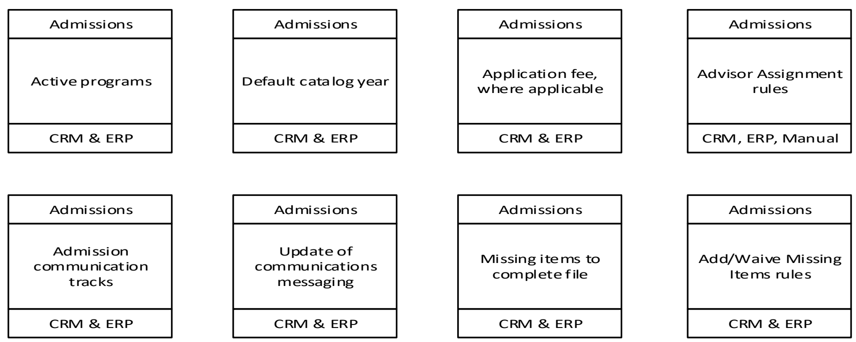
Student Services Process Maps

Curriculum (CU): Admissions



Student Services Process Maps
Curriculum (CU): Admissions

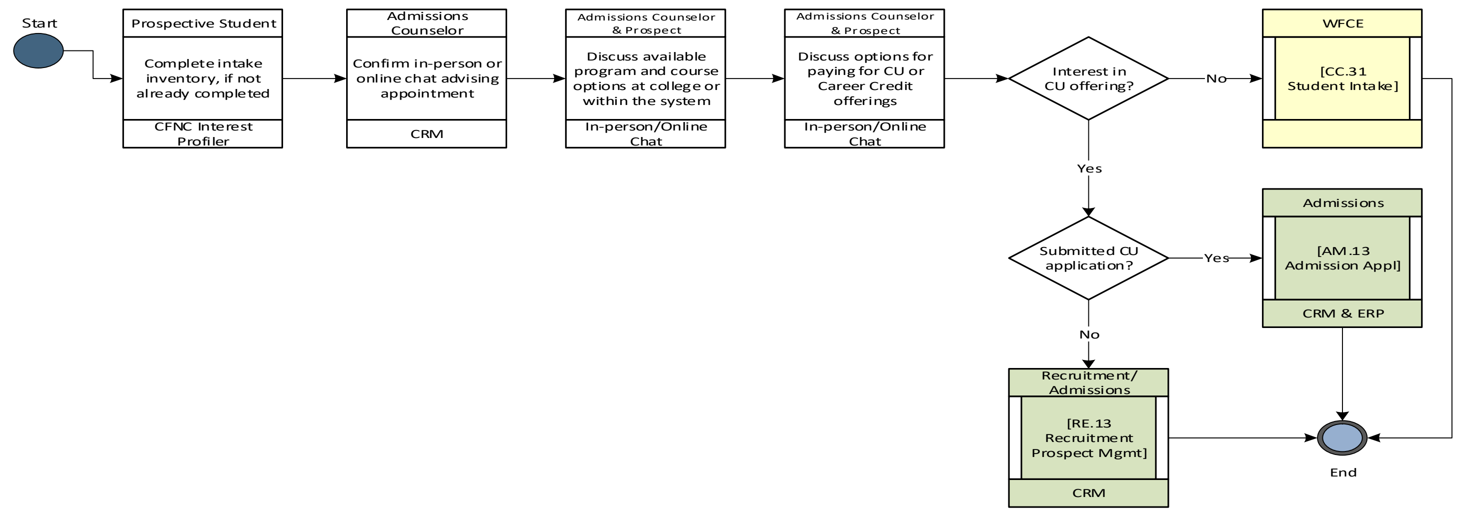
NCCCS Concept Document: AM.11 Admissions Set-Up



Student Services Process Maps

Curriculum (CU): Admissions

NCCCS Process: AM.12 Admissions – Prospect Admission Counseling



Student Services Process Maps

Curriculum (CU): Admissions

AM.12 Admissions – Prospect Admissions Counseling

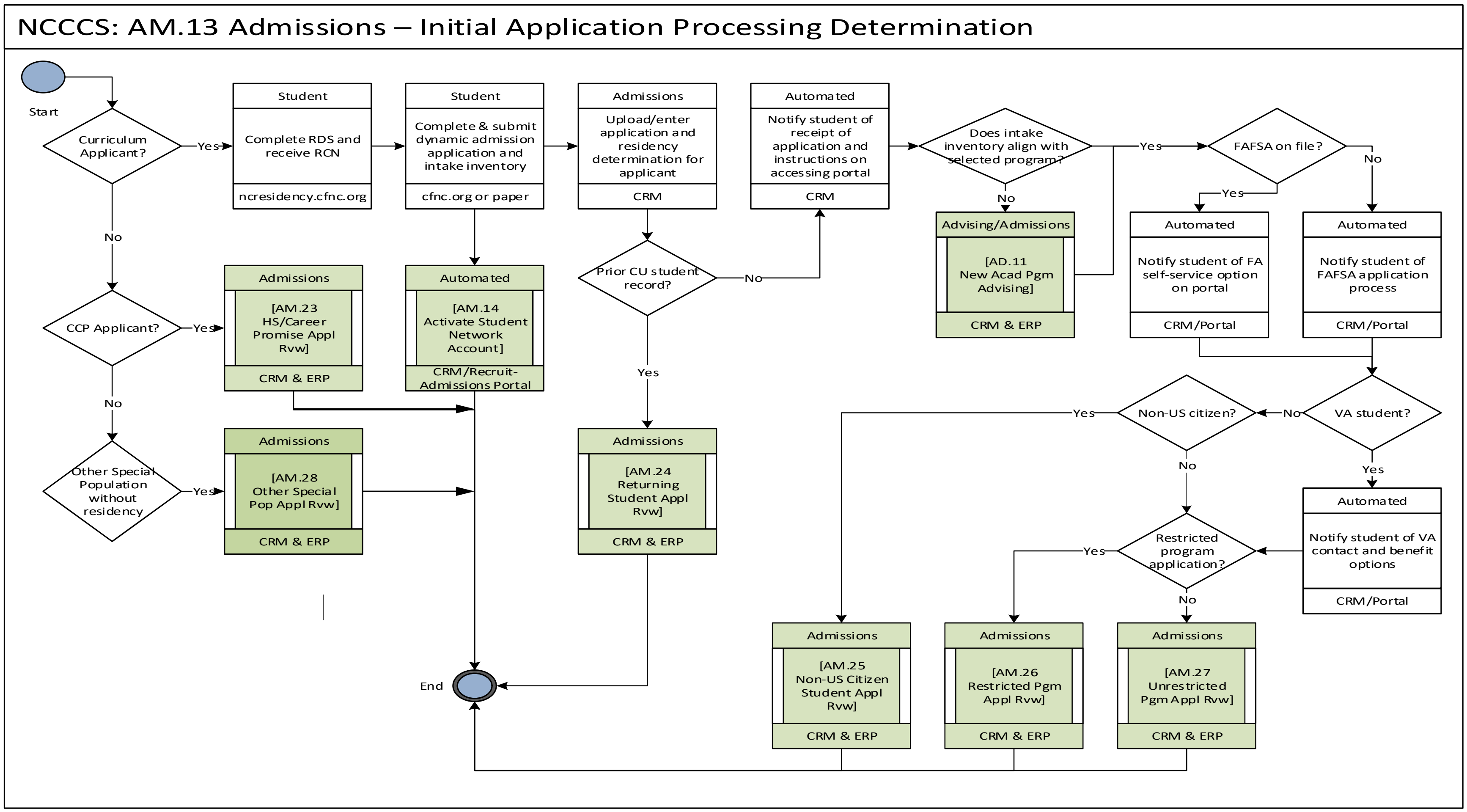
Description: This process captures the steps of admissions counseling for prospects.

Process Notes:

1. Prospect completes intake inventory
2. Admissions confirms appointment
3. Prospect and Admissions discuss available program and course options in appointment
4. Prospect and Admissions discuss options for paying for CU or Career Credit courses
5. Student interested in CU offerings?
    - 5.1. Yes: Continue to 6
    - 5.2. No: Continue to 9
6. Has student submitted CU application?
    - 6.1. Yes: Continue to 7
    - 6.2. No: Continue to 8
7. Go to AM.13 Admission Appl
8. Go to RE.13 Recruitment Prospect Mgt; End
9. If student is not interested in CU offering, go to CC.31 Career Credit Std Intake; End

Student Services Process Maps

Curriculum (CU): Admissions



Student Services Process Maps
Curriculum (CU): Admissions

AM.13 Admissions – Initial Application Processing Determination

Description: This process captures the steps of determining what type of student application has been received and where it is routed for processing.

Process Notes:

1. Is student applying for a CU program?
   - 1.1. Yes: Continue to 2
   - 1.2. No: Continue to 21
2. Student complete RDS and receives RCN
3. Student completes and submits dynamic admission application and intake inventory; Continue to 4 and 5
4. Go to AM.14 Activate Student Network Account for network activation and access to portal; End
5. Admissions uploads or enters application residency determination in CRM
6. Prior student record?
   - 6.1. Yes: Continue to 7
   - 6.2. No: Continue to 8
7. Go to AM.24 Returning Student Appl Rvw; End
8. System notifies student of receipt of application instructions on accessing portal
9. Does intake inventory align with selected program?
   - 9.1. Yes: Continue to 11
   - 9.2. No: Continue to 10
10. Go to AD.11 New Acad Pgm Advising
11. FAFSA on file?
    - 11.1. Yes: Continue to 12
    - 11.2. No: Continue to 13
12. System notifies student of FA self-service option on portal
13. System notifies student of FAFSA application process

Student Services Process Maps
Curriculum (CU): Admissions

AM.13 Admissions – Initial Application Processing Determination

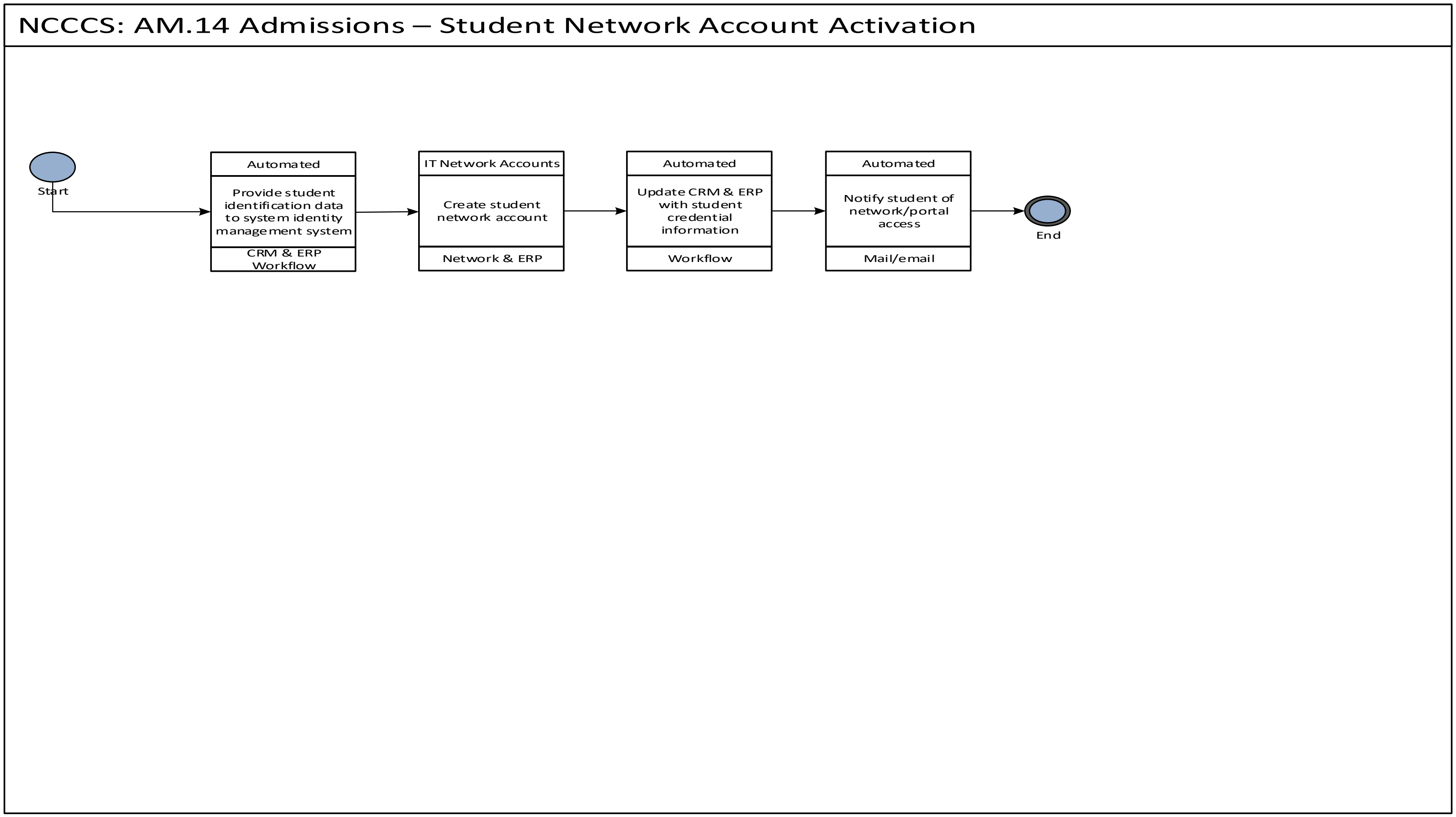
Description: This process captures the steps of determining what type of student application has been received and where it is routed for processing.

Process Notes cont.:

14. VA student?
    14.1. Yes: Continue to 15
    14.2. No: Continue to 16
15. System notifies student of VA contact and benefit options; Continue to 18
16. International application?
    16.1. Yes: Continue to 17
    16.2. No: Continue to 18
17. Go to AM.25 Int'l Student Appl Rvw; End
18. Restricted program application?
    18.1. Yes: Continue to 19
    18.2. No: Continue to 20
19. Go to AM.26 Restricted Prgm Appl Rvw; End
20. Go to AM.27 Unrestricted Pgm Appl Rvw; End
21. If student is not CU applicant, are they CCP student?
    21.1. Yes: Continue to 22
    21.2. No: Continue to 23
22. Go to AM.23 HS/Career Promise Appl Rvw; End
23. Is student a captive applicant?
    23.1. Yes: Continue to 24
    23.2. No: Continue to 25
24. Go to AM.28 Captive Std Appl Rvw; End
25. Go to AM.29 Youth Apprenticeship Appl Rvw; End

Student Services Process Maps

Curriculum (CU): Admissions



Student Services Process Maps
Curriculum (CU): Admissions

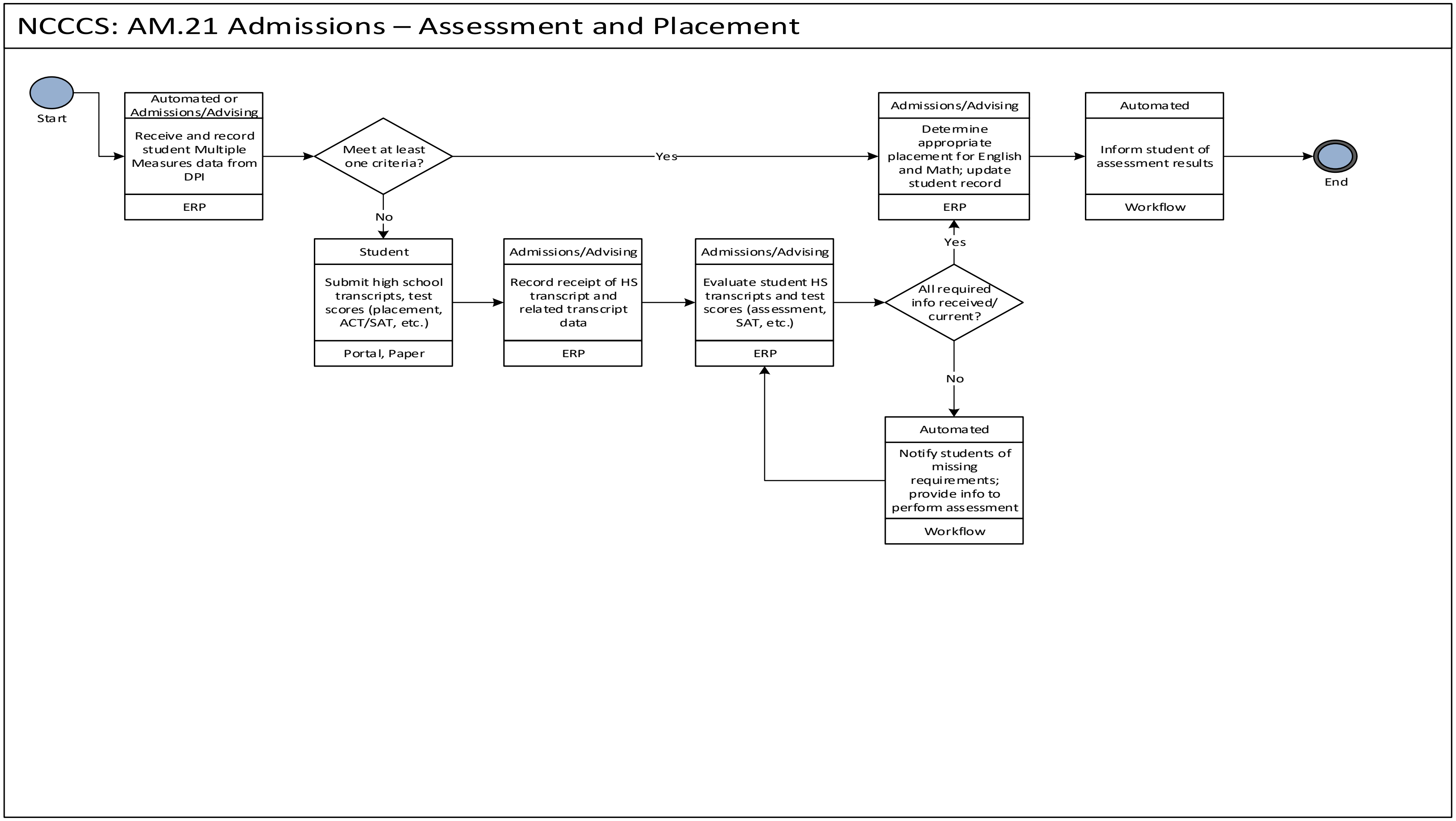
AM.14 Admissions – Student Network Account Activation

Description: This process captures the steps for creating student network accounts for applicants, providing access to the student portal.

Process Notes:

1. CRM system provides student identification data to system identity management system
2. Network account is created for student
3. CRM and ERP are updated, listing credentials
4. System notify student of network/portal access; End

Student Services Process Maps
Curriculum (CU): Admissions



Student Services Process Maps
Curriculum (CU): Admissions

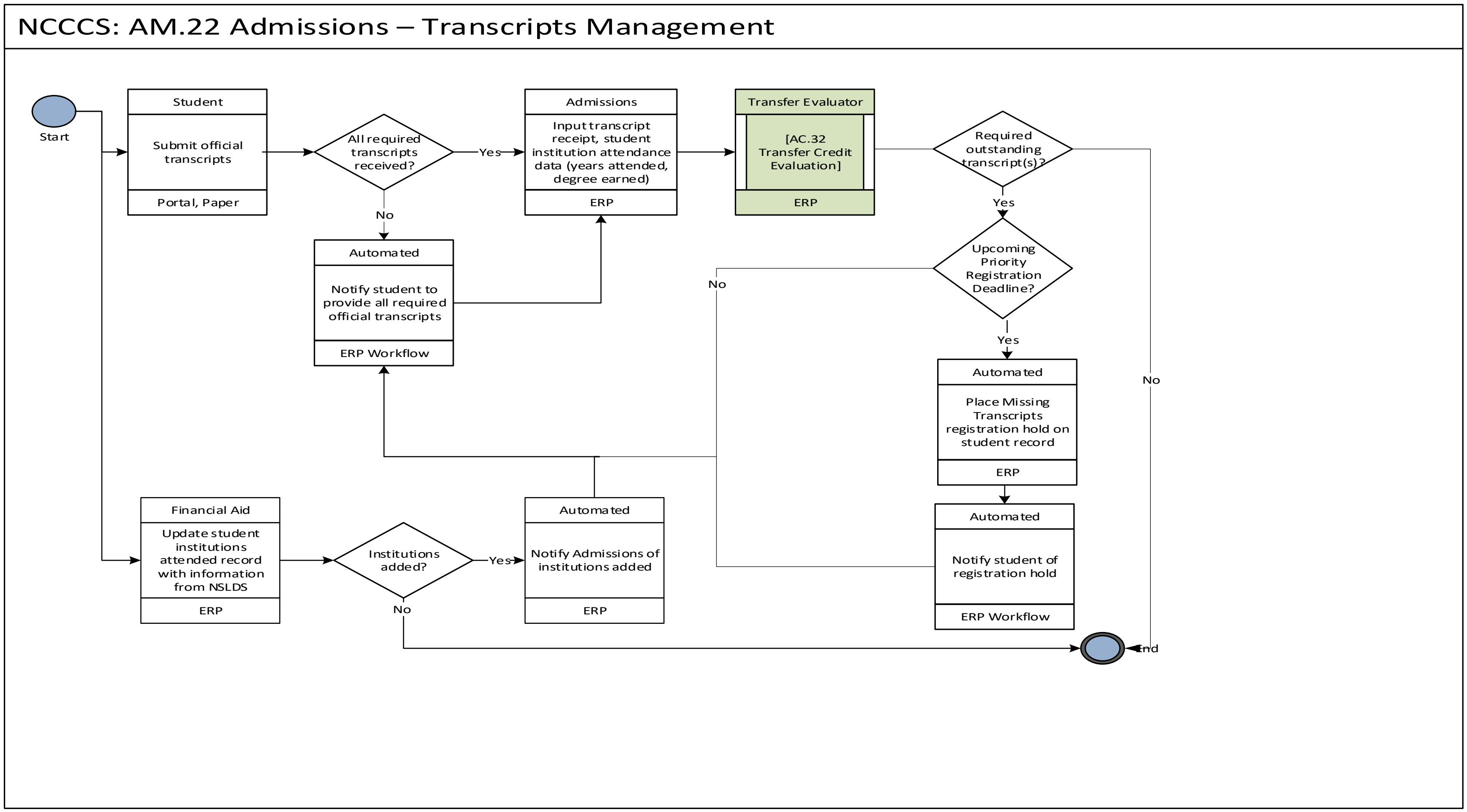
AM.21 Admissions – Assessment and Placement

Description: This process captures the steps for tracking the testing and placement results for a student.

Process Notes:

1. Admissions/Advising receives and records student Multiple Measures data from DPI
2. Does the student meet at least one criteria?
   - 2.1. Yes: Continue to 7
   - 2.2. No: Continue to 3
3. Student submits high school transcripts, test scores
4. Admissions/Advising records receipt of HS transcript and related transcript data
5. Admissions/Advising evaluates student high school transcripts and test scores
6. All information received/current?
   - 6.1. Yes: Continue to 7
   - 6.2. No: Continue to 9
7. Admissions/Advising determines appropriate placement for English and math; update student record
8. System informs student of assessment results; End
9. System notifies student of missing requirements; provides information to perform assessment; Return to 5

Student Services Process Maps
Curriculum (CU): Admissions



Student Services Process Maps
Curriculum (CU): Admissions

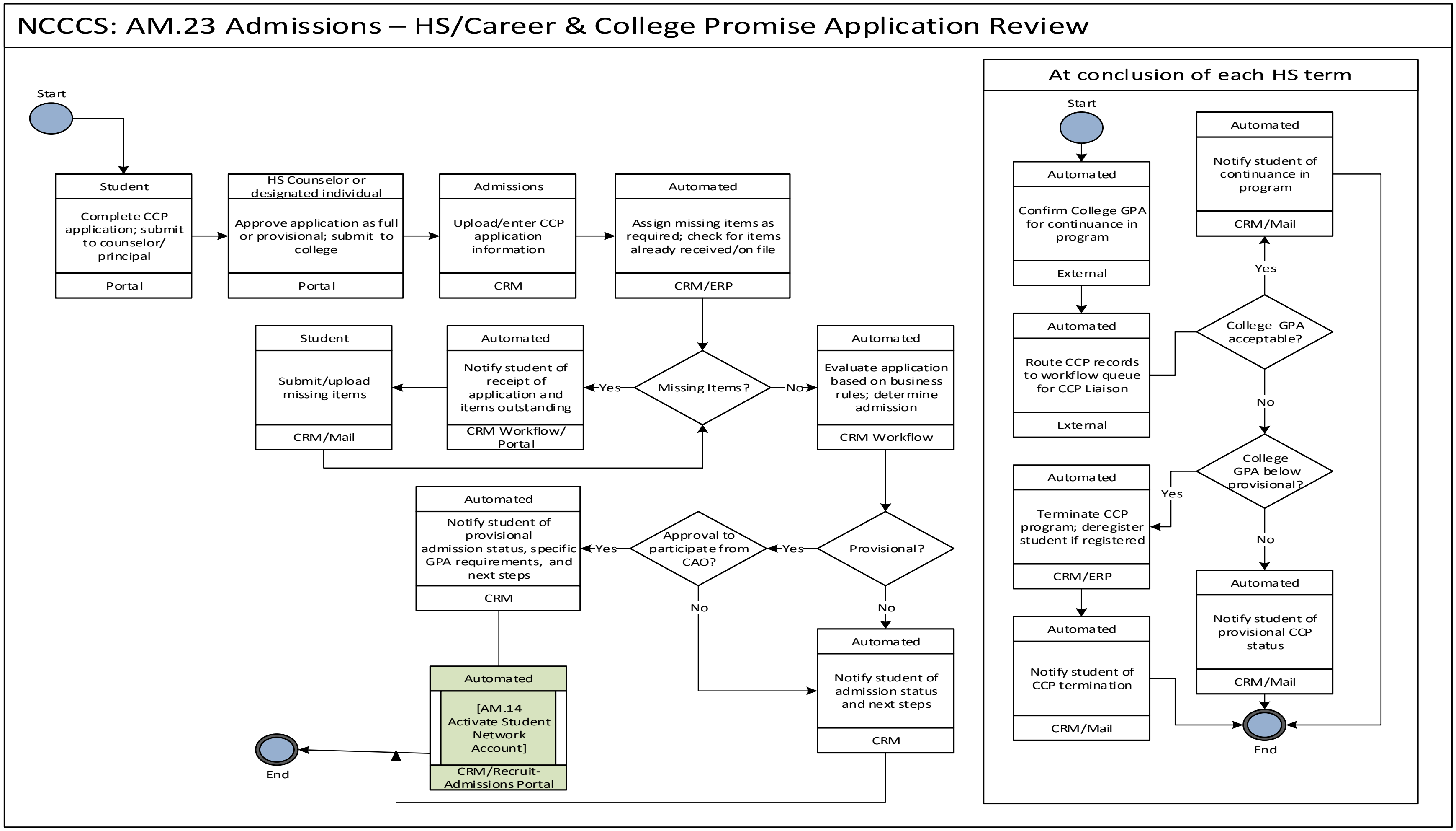
AM.22 Admissions – Transcripts Management

Description: This process captures the steps for tracking transcripts and prior institutions attended for students.

Process Notes:

1. Student submits official college transcripts
2. Transcripts received with application?
   2.1. Yes: Continue to 3
   2.2. No: continue to 5
3. Admissions inputs transcript receipt, student institution attendance data
4. Go to AC.32A/AC.32B Transfer Credit Course & Transfer Course Non-Courses for evaluation(s); End
5. System notifies student to provide all official transcripts
6. Transcripts received?
   6.1. Yes: Return to 3
   6.2. No: Continue to 7
7. Has the student's priority registration deadline been reached?
   7.1. Yes: Continue to 8
   7.2. No: Return to 5
8. System places missing transcript registration hold on student record
9. System notifies student of registration hold; Return to 5
10. Financial aid updates student institutions attended record with information from NSLDS
11. Were any institutions added?
    11.1. Yes: Continue to 12
    11.2. No: End
12. System notifies admissions of institutions added; Return to 5

Student Services Process Maps
Curriculum (CU): Admissions



Student Services Process Maps
Curriculum (CU): Admissions

AM.23 Admissions – HS/Career & College Promise Application Review

Description: This process captures the steps undertaken for evaluating an application received for a HS/Career Promise student.

Process Notes:

1. Student completes CCP application; submits to counselor or principal
2. High school counselor or designated individual approves application as full or provisional; submits to college admissions office
3. Admissions uploads/enters CCP application information
4. System assigns missing items as required; checks for items already received on file
5. Are there missing items?
    - 5.1. Yes: Continue to 6
    - 5.2. No: Continue to 8
6. System notifies student of receipt of application and items outstanding
7. Student submits/uploads missing items; Return to 5
8. System evaluates application based on business rules; determines admission status
9. Provisional?
    - 9.1. Yes: Continue to 10
    - 9.2. No: Continue to 12
10. Has the provisional student received approval from the CAO to participate?
    - 10.1. Yes: Continue to 11
    - 10.2. No: Continue to 12
11. System notifies student of provisional admission status, specific GPA requirements, and next steps; End
12. System notifies student of admission status and next steps; End
13. At conclusion of each high school term, system confirms college GPA for student continuance in program
14. System routes CCP records to workflow queue for CCP Liaison

Student Services Process Maps
Curriculum (CU): Admissions

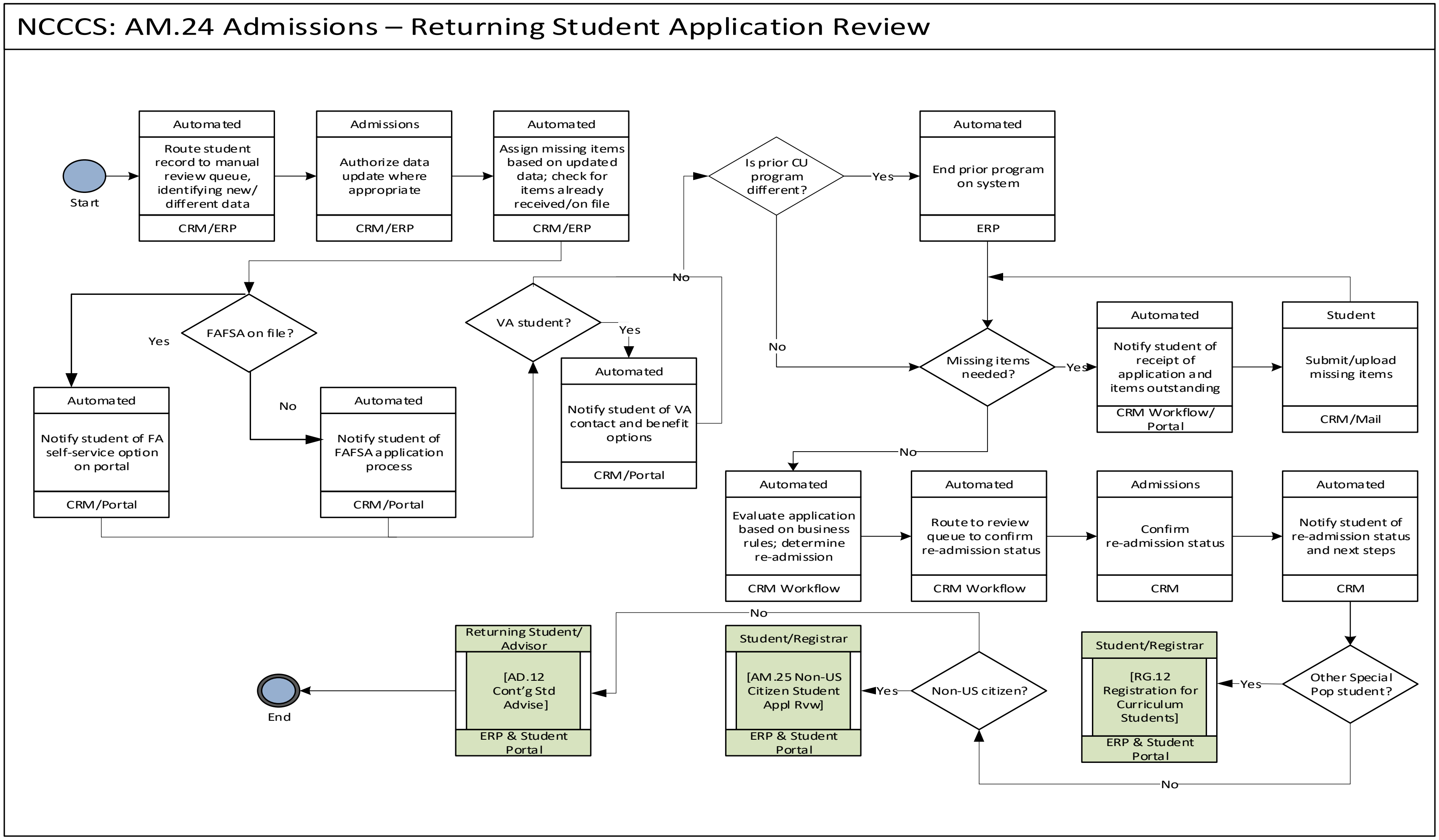
AM.23 Admissions – HS/Career & College Promise Application Review

Description: This process captures the steps undertaken for evaluating an application received for a HS/Career Promise student.

Process Notes cont.:

15. GPA acceptable?
    - 15.1. Yes: Continue to 15
    - 15.2. No: Continue to 16
16. System notifies student of continuance in program; End
17. GPA below provisional?
    - 17.1. Yes: Continue to 17
    - 17.2. No: Continue to 19
18. System terminates CCP program; deregister student if registered
19. System notifies student of CCP termination; End
20. System notifies student of provisional CCP status; End

Student Services Process Maps
Curriculum (CU): Admissions



Student Services Process Maps
Curriculum (CU): Admissions

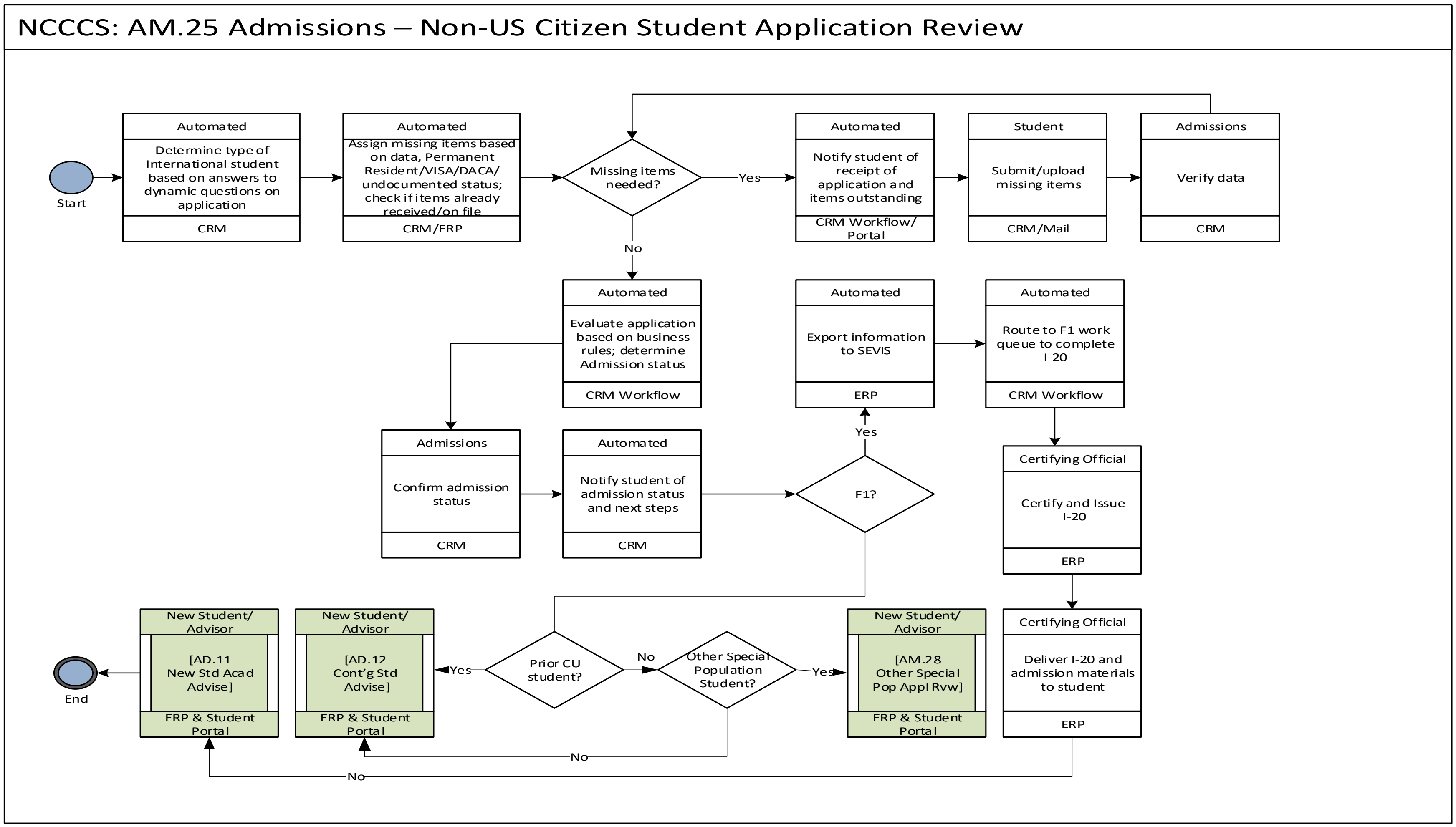
AM.24 Admissions – Returning Student Application Review

Description: This process captures the steps undertaken for evaluating an application received from a returning student.

Process Notes:

1. System routes student record to manual review queue, identifying new or different data from data in ERP
2. Admissions authorizes data to be updated, where appropriate
3. System assigns missing items based on updated data; checks for items already received on file
4. Is prior program different than program applying for now?
   - 4.1. Yes: Continue to 5
   - 4.2. No: Continue to 6
5. System ends prior program
6. Missing items still needed?
   - 6.1. Yes: Continue to 7
   - 6.2. No: Continue to 9
7. System notifies student of receipt of application and items outstanding
8. Student submits/uploads missing items; Return to 6
9. System evaluates application based on business rules; determines re-admission
10. System routes student record to review queue to confirm re-admission status
11. Admissions confirms re-admission status
12. System notifies student of re-admission status and next steps
13. Go to AD.12 Cont’g Std Advise; End

Student Services Process Maps
Curriculum (CU): Admissions



Student Services Process Maps
Curriculum (CU): Admissions

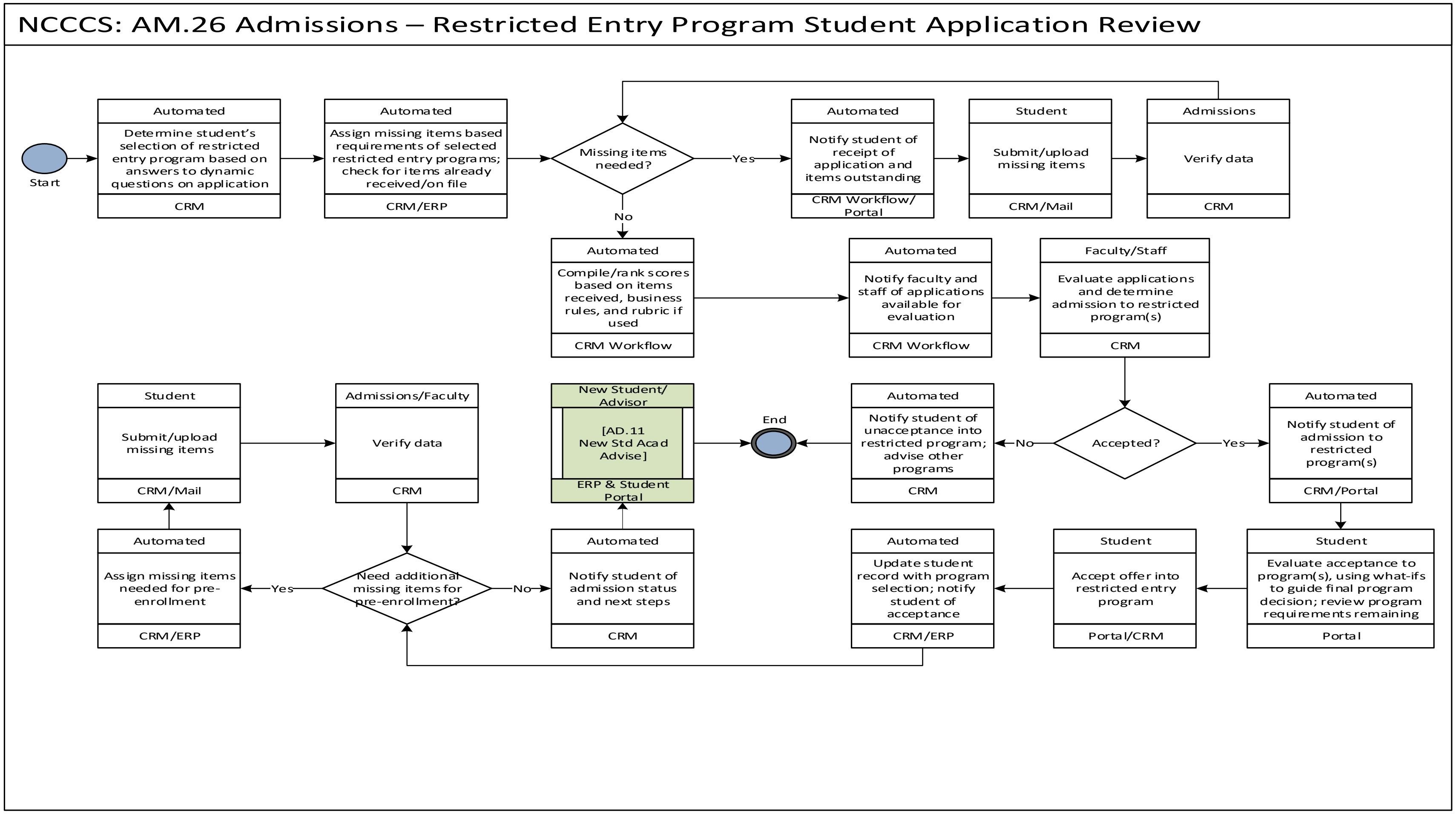
AM.25 Admissions – Non-US Citizen Student Application Review

Description: This process captures the steps undertaken for evaluating an application received from an international student.

Process Notes:

1. System determines type of international student based on answers to dynamic questions on application
2. System assigns missing items based on data, visa/DACA/undocumented status; checks for items already received on file
3. Missing items still needed?
   - 3.1. Yes: Continue to 4
   - 3.2. No: Continue to 7
4. System notifies student of receipt of application and items outstanding
5. Student submits/uploads missing items
6. Admissions verifies data; return to 3
7. System evaluates application based on business rules; determines admission status
8. Admissions confirms admission status
9. System notifies student of admission status and next steps
10. Is student applying under an F1 visa?
    - 10.1. Yes: Continue to 11
    - 10.2. No: Continue to 15
11. System exports information to SEVIS
12. System routes student record to F1 work queue for completion of I-20 by Certifying official
13. Certifying official certifies and issues I-20
14. Certifying official delivers I-20 and admission materials to student
15. Go to AD.11 New Std Acad Advise; End

Student Services Process Maps
Curriculum (CU): Admissions



Student Services Process Maps
Curriculum (CU): Admissions

AM.26 Admissions – Restricted Entry Program Student Application Review

Description: This process captures the steps undertaken for evaluating an application received from a student desiring admission into a restricted program.

Process Notes:

1. System determines student selection of restricted entry program based on answers to dynamic questions on application
2. System assigns missing items based on requirements of selected restricted entry programs; checks for items already received on file
3. Missing items still needed?
   - 3.1. Yes: Continue to 4
   - 3.2. No: Continue to 7
4. System notifies student of receipt of application and items outstanding
5. Student submits/uploads missing items
6. Admissions verifies data; return to 3
7. System compiles/ranks scores based on items received, business rules, and rubric if used
8. System routes student records to work queue and notifies faculty and staff of applications available for evaluation
9. Faculty/staff evaluates applications and determines admission to restricted program(s)
10. Accepted?
    - 10.1. Yes: Continue to 12
    - 10.2. No: Continue to 11
11. If not accepted, system notifies student of unacceptance into restricted program; advise other programs; End
12. If accepted, system notifies student of admission to restricted program(s)
13. Student evaluates acceptance to program(s), using what-ifs to guide final program decision; reviews program requirements remaining for each option
14. Student accepts offer into restricted entry program

Student Services Process Maps
Curriculum (CU): Admissions

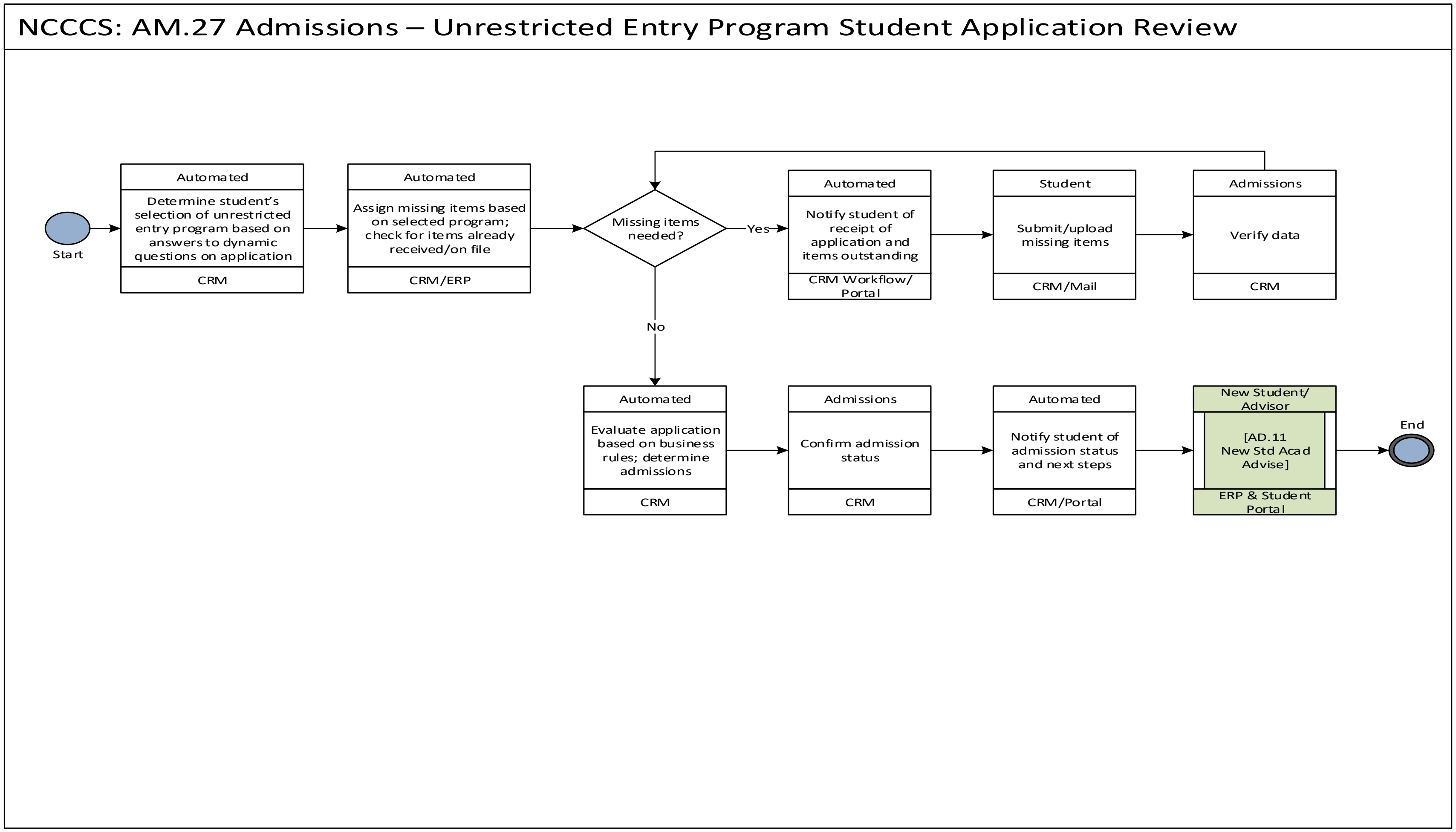
AM.26 Admissions – Restricted Entry Program Student Application Review

Description: This process captures the steps undertaken for evaluating an application received from a student desiring admission into a restricted program.

Process Notes cont.:

15. System updates the student record with program selection; notifies student of acceptance
16. Need additional missing items for pre-enrollment?
    - 16.1. Yes: Continue to 17
    - 16.2. No: Continue to 20
17. System assigns missing items needed for pre-enrollment
18. Student submits/uploads missing items
19. Admissions/Faculty verifies data from missing items submitted; return to 16
20. System notifies student of admission status and next steps
21. Go to AD.11 New Std Acad Advise; End

Student Services Process Maps
Curriculum (CU): Admissions



Student Services Process Maps
Curriculum (CU): Admissions

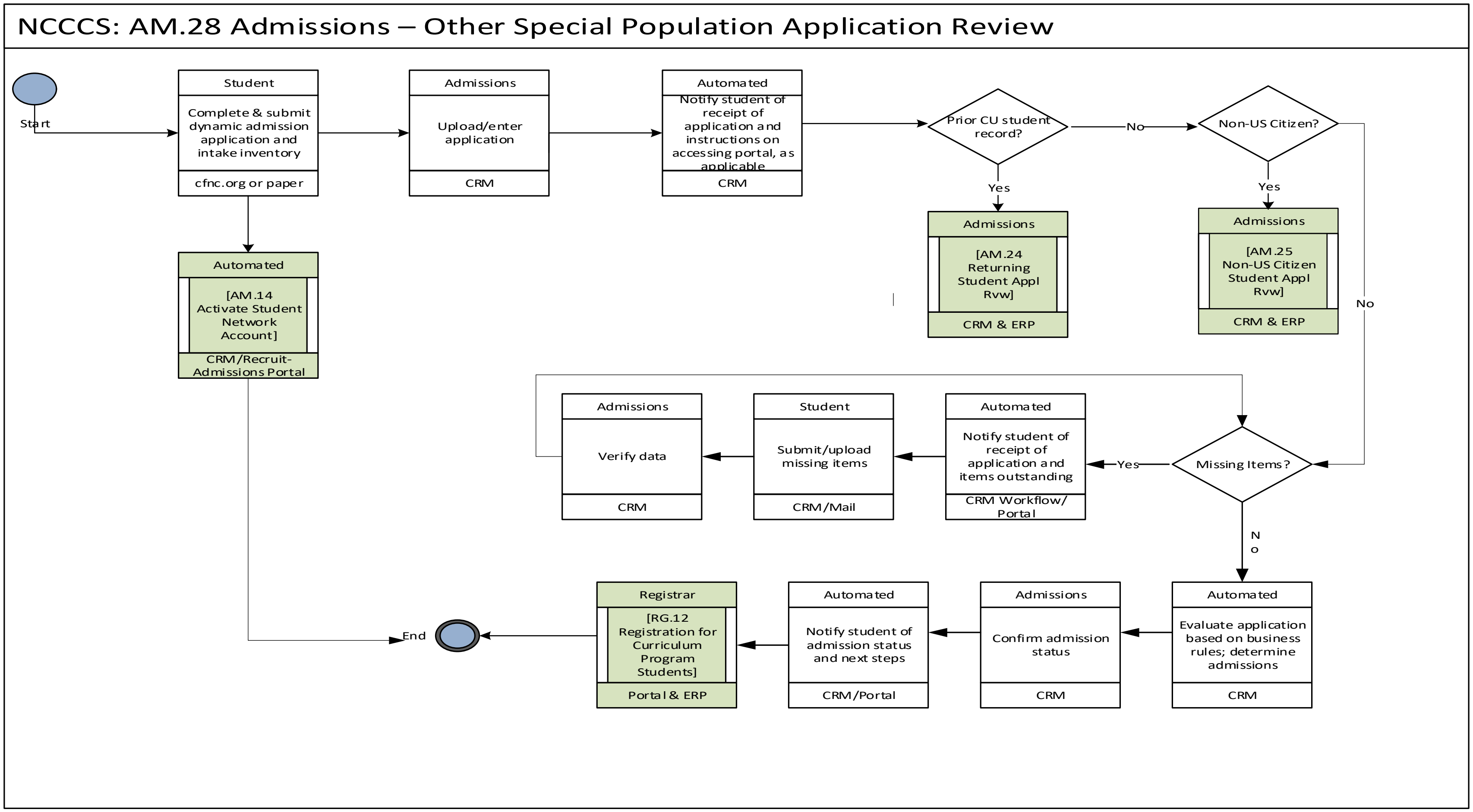
AM.27 Admissions – Unrestricted Entry Program Student Application Review

Description: This process captures the steps undertaken for evaluating an application received from a student desiring admission to a general program which does not have restricted entry.

Process Notes:

1. System determines student selection of unrestricted entry program based on answers to dynamic questions on application
2. System assigns missing items based on selected program: checks for items already received on file
3. Missing items still needed?
   - 3.1. Yes. Continue to 4
   - 3.2. No. Continue to 7
4. System notifies student of receipt of application and items outstanding
5. Student submits/uploads missing items
6. Admissions verifies data; return to 3
7. System evaluates application based on business rules; determine admissions
8. Admissions confirms admission status
9. System notifies student of admission status and next steps
10. Go to AD.11 New Std Acad Advise; End

Student Services Process Maps
Curriculum (CU): Admissions



Student Services Process Maps
Curriculum (CU): Admissions

AM.28 Admissions – Other Student Population Application Review

Description: This process captures the steps undertaken for evaluating an application received from a student other than HS/Career and College Promise i.e. Captive, Youth Apprenticeship, etc. who is not required to complete the residency determination workflow.

Process Notes:

1. System determines student selection for application review based on answers to dynamic questions on application
2. Staff upload or enters application
3. System notifies student of receipt of application and instructions to access portal as applicable
4. Is student a prior curriculum student?
    4.1. Yes. Continue to 5
    4.2. No. Continue to 6
5. Is student a Non-US Citizen?
6. 5.1. Yes. Continue to 7
7. 5.2. No. Continue to 8
8. Missing items still needed?
    8.1. Yes. Continue to 9
    8.2. No. Continue to 13
9. System notifies student of receipt of application and items outstanding
10. Student submits/uploads missing items
11. Admissions verifies data; return to 8
12. System evaluates application based on business rules; determine admissions
13. Admissions confirms admission status
14. System notifies student of admission status and next steps
15. Go to RG.12 Registration for Curriculum Program Students; End

Student Services Process Maps
Curriculum (CU): Academic Records

NCCCS: AC.00 Academic Records – Academic Records Process Overview

Academic Records Set-Up
- Registrar | [AC.11 Academic Records Set-Up] | ERP
- Registrar | [AC.12 Transfer Equivalencies] | ERP
- Registrar | [AC.13 External/Non-Course Equivs] | ERP

Manage Student Information
- Registrar | [AC.21 Student Program Change] | ERP
- Registrar | [AC.22 Student Demographic Change] | ERP
- Registrar | [AC.23 Student Cohorts/ Groupings] | ERP
- Registrar | [AC.24AB Academic Records Requests] | ERP

Manage Student Records
- Registrar | [AC.31 Attendance Tracking] | ERP
- Registrar | [AC.32A Transfer Credit Courses] | ERP
- Registrar | [AC.32B Transfer Credit Non-Courses] | ERP
- Registrar | [AC.33 College Withdrawal] | ERP
- Registrar | [AC.34 Academic Forgiveness] | ERP
- Registrar | [AC.35 Stop-Outs] | ERP

Manage End-of-Term Activities
- Registrar | [AC.41 Grading] | ERP
- Registrar | [AC.42 Grade Change] | ERP
- Registrar | [AC.43 Failed/Missing Requisites] | ERP
- Registrar | [AC.44 End-of-Term/ Session Student Designations] | ERP

Certification of Degree and Certificate Completion
- Registrar | [AC.51 Degree/ Certificate Completion] | ERP
- Registrar | [AC.52 Global Experience] | ERP
- Registrar | [AC.53 Commencement] | ERP

Reporting and Performance Measures
- Registrar | [AC.61 Reporting] | ERP

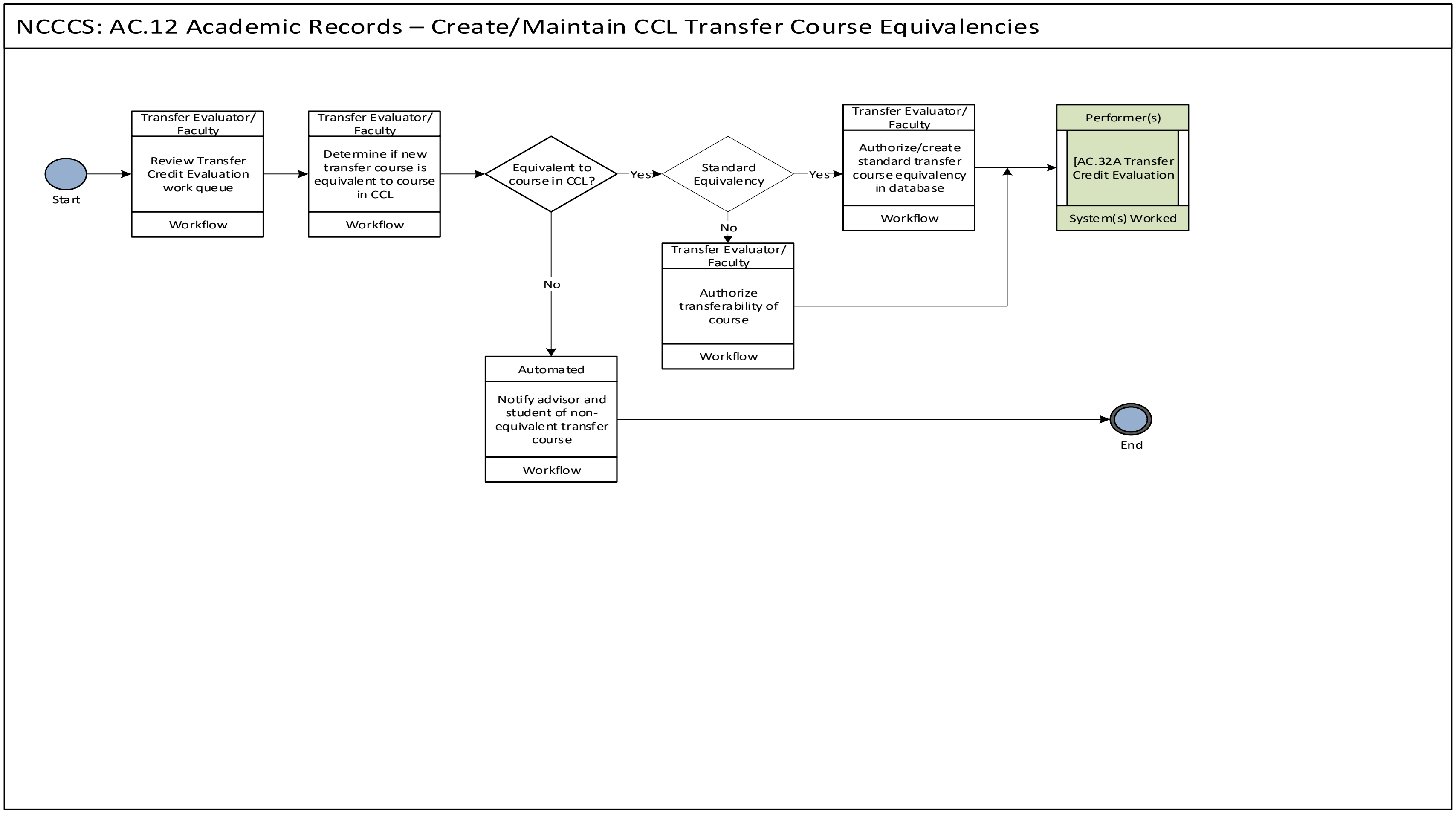
Student Services Process Maps

Curriculum (CU): Academic Records

NCCCS Concept Document: AC.11 Academic Records – Academic Record Set-Up

Registrar	Term Set-Up: Pre-Reg and Registration Dates	ERP
Registrar	Term Set-Up: Add/Drop Dates	ERP
Registrar	Term Set-Up: Withdrawal Dates	ERP
Registrar	Term Set-Up: Graduation Dates	ERP
Registrar	Registration Set-Up: Priority Rules	ERP
Registrar	Registration Set-Up: Registration Statement	ERP
Registrar	Calendar(s)i.e. Define Holidays/ Breaks/Registration	ERP
Registrar	Census Date(s)	ERP
Registrar	Self-Service Set-Up: Automatic Paragraphs	ERP
Registrar	Self-Service Set-Up: Look-up Paragraphs	ERP
Registrar	Self-Service Set-Up: Registration Parameters	ERP
Registrar	Cohort/Group Set-Up: Group Criteria Rules	ERP
Registrar	Graduation Set-Up: Graduation Application	ERP
Registrar	Graduation Set-Up: Graduation Application Dates	ERP
Registrar	Graduation Set-Up: Commencement Dates	ERP
Registrar	Graduation Set-Up: Communications	ERP
Registrar	Graduation Set-Up: Graduation Honors	ERP
Registrar	Degree Plan/Audit Set-Up: Catalog Year	ERP
Registrar	Degree Plan/Audit Set-Up: Program Requirements	ERP
Registrar	Degree Plan/Audit Set-Up: Local requirements	ERP

Student Services Process Maps
Curriculum (CU): Academic Records



Student Services Process Maps
Curriculum (CU): Academic Records

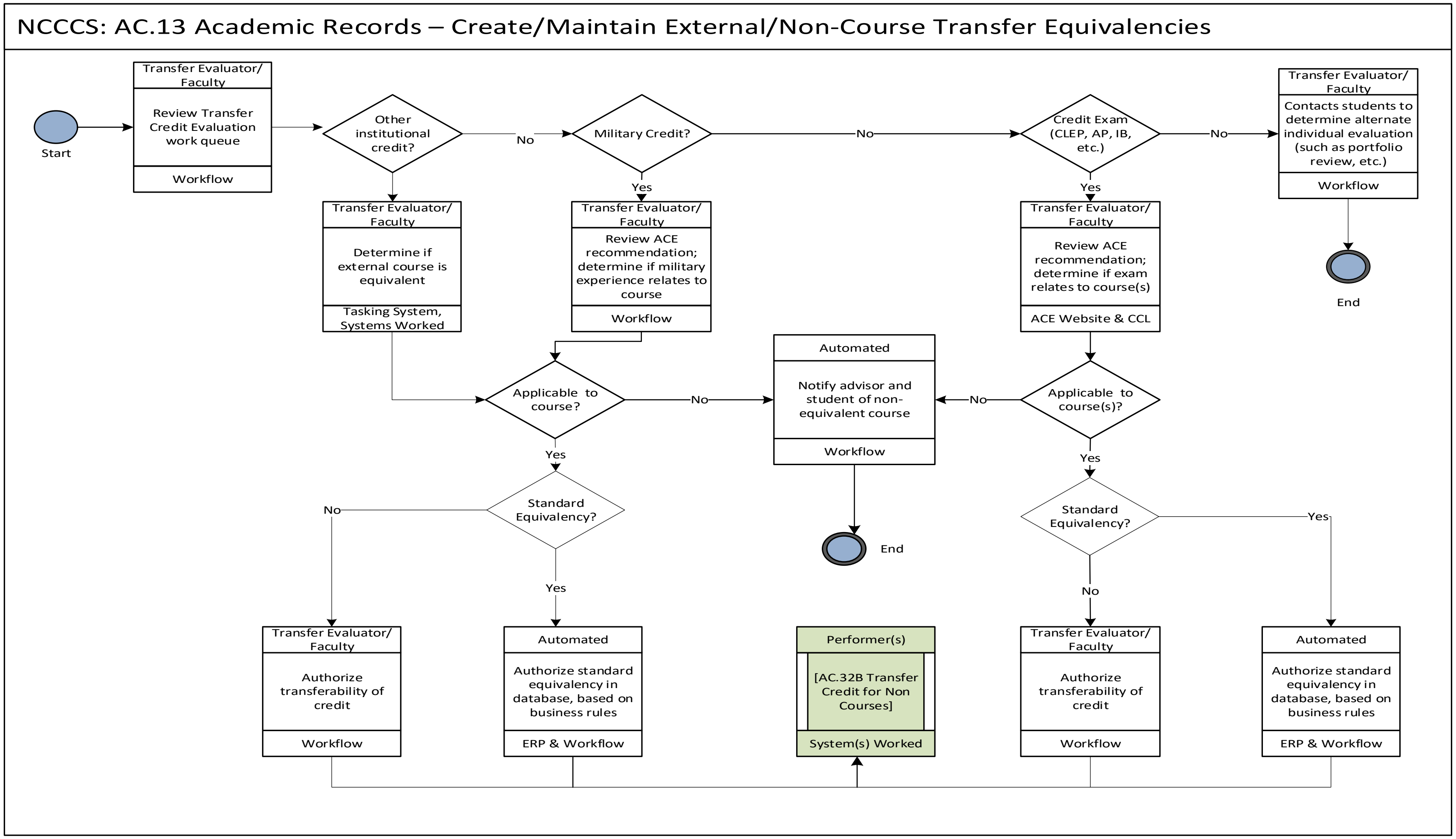
AC.12 Academic Records – Create/Maintain CCL Transfer Course Equivalencies

Description: This concept document captures the steps to creating and maintaining system-wide transfer courses equivalencies.

Process Notes:

1. Transfer Evaluator/Faculty reviews transfer credit evaluation work queue
2. Transfer Evaluator/Faculty determines if courses is equivalent to course in CCL
3. Equivalent to course in CCL?
   - 3.1. Yes: Continue to 5
   - 3.2. No: Continue to 4
4. Transfer Evaluator/Faculty will determine if credit should be a standard equivalency
   - 4.1. Yes. Continue to 6
   - 4.2. No. Authorize transferability of course
5. System notifies advisor and students of non-equivalent transfer course; End
6. Transfer Evaluator/Faculty authorizes and creates transfer course equivalency in CCL
7. Go to AC.32A Transfer Credit Evaluation.

Student Services Process Maps
Curriculum (CU): Academic Records



Student Services Process Maps
Curriculum (CU): Academic Records

AC.13 Academic Records – Create/Maintain External/Non-Course Transfer Equivalencies

Description: This process captures the steps of creating and maintaining system-wide non-course transfer equivalencies.

Process Notes:

1. Transfer Evaluator/Faculty review transfer credit evaluation work queue
2. Other Institutional evaluation needed?
   - 2.1. Yes: Continue to 3
   - 2.2. No: Continue to 8
3. Transfer Evaluator/Faculty determines if course is equivalent to course in CCL
4. Is the course equivalent to existing course?
   - 4.1. Yes: Go to 5. Transfer Evaluator/Faculty will determine if credit should be a standard equivalency
   - 4.2. No: Go to 11. Notify advisor and student on non-course equivalent course; End
5. Transfer Evaluator/Faculty will determine if standard equivalency
   - 5.1. Yes. System will authorize and create standard equivalency in database; based on business rules
   - 5.2. No. Authorize transferability of course
6. Go to AC.32B Transfer Credit for Non-Courses
7. Military credit evaluation needed?
   - 7.1. Yes: Continue to 10
   - 7.2. No: Continue to 18
8. Transfer Evaluator/Faculty reviews ACE recommendations; determines if military experience relates to existing courses
9. Is the military experience applicable to existing courses?
   - 9.1. Yes: Go to 16. Transfer Evaluator/Faculty will determine if credit should be a standard equivalency
   - 9.2. No: Go to 11. Notify advisor and student on non-course equivalent course; End
10. Transfer Evaluator/Faculty will determine if standard equivalency?
    - 10.1. Yes. System will authorize and create standard equivalency in database; based on business rules
    - 10.2. No. Authorize transferability of course
11. Go to AC.32B Transfer Credit for Non-Courses

Student Services Process Maps
Curriculum (CU): Academic Records

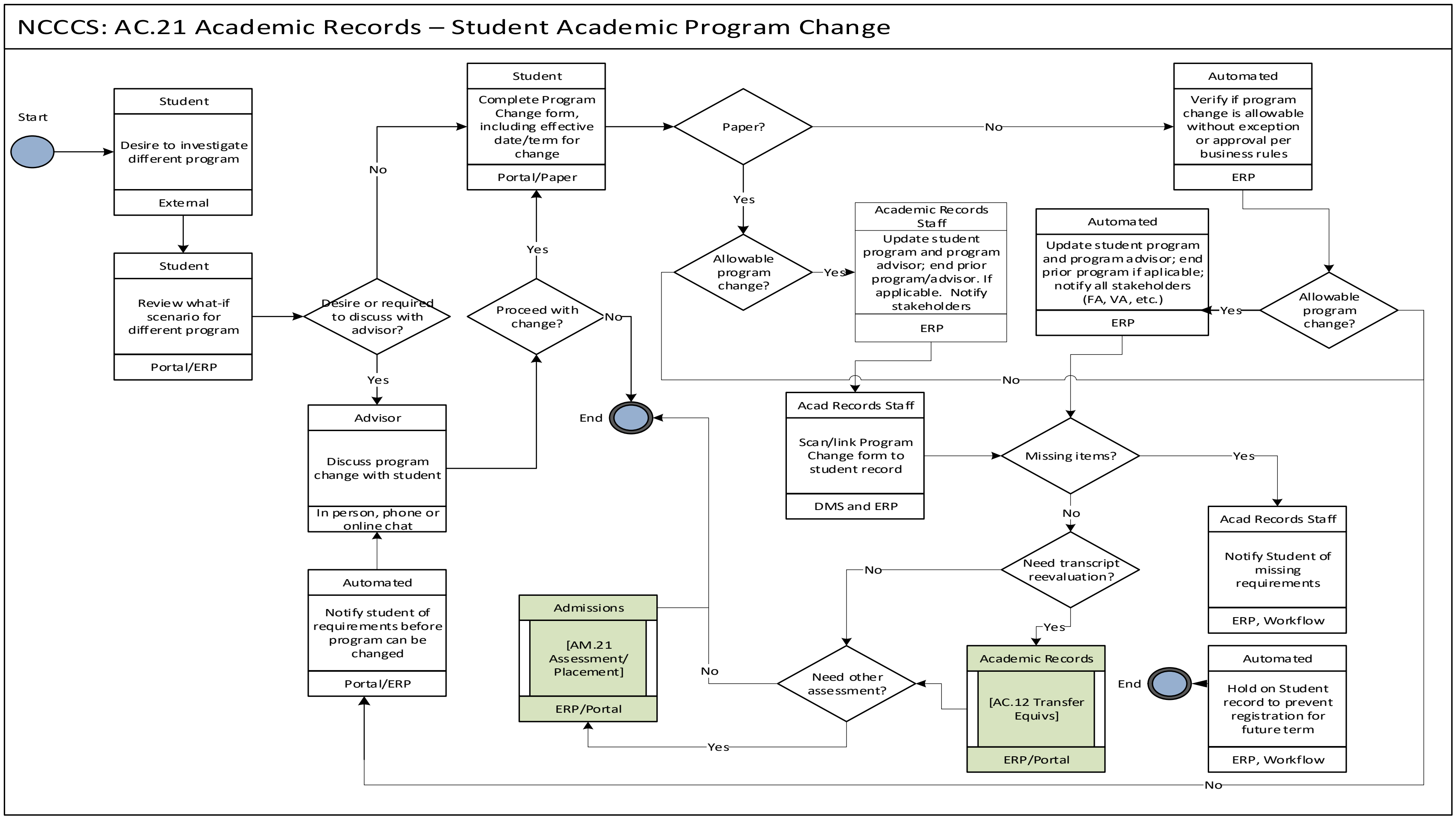
AC.13 Academic Records – Create/Maintain External/Non-Course Transfer Equivalencies

Description: This process captures the steps of creating and maintaining system-wide non-course transfer equivalencies.

Process Notes cont.:

12. Does student have credit by exam results that need evaluation?
    - 12.1. Yes: Continue to 13
    - 12.2. No: Continue to 19. Transfer Evaluator/Faculty contact student to determine alternate individual evaluation; End
13. Transfer Evaluator reviews ACE recommendation and determines if exam is applicable to existing courses
14. Applicable to existing courses?
    - 14.1. Yes: Continue to 16. Transfer Evaluator/Faculty will determine if credit should be a standard equivalency
    - 14.2. No: Go to 11. Notify advisor and student on non-course equivalent course; End
15. Transfer Evaluator/Faculty will determine if standard equivalency
    - 15.1. Yes. System will authorize and create standard equivalency in database; based on business rules
    - 15.2. No. Authorize transferability of credit
16. Go to AC.32B Transfer Credit for Non-Courses

Student Services Process Maps
Curriculum (CU): Academic Records



Student Services Process Maps
Curriculum (CU): Academic Records

AC.21 Academic Records – Student Academic Program Change

Description: This process captures the steps for a student to change his/her academic program.

Process Notes:

1. Student desires to investigate a different program
2. Student reviews what-if scenarios for different programs on portal
3. Does student desire or is required to discuss program change with advisor?
   - 3.1. Yes: Continue to 4
   - 3.2. No: Continue to 6
4. Advisor discusses program change with student
5. Proceed with change?
   - 5.1. Yes: Continue to 6
   - 5.2. No: End
6. Student completes program change form online or paper, including a requested effective date or term for this change
7. Was a paper form completed?
   - 7.1. Yes: Continue to 15. Staff will determine if change is allowable.
   - 7.2. No: Continue to 14. Automated process will determine if change is allowable based on business rules.
8. Is change is an allowable change?
   - 8.1. Yes. Continue to 16. Staff updates student program and advisor; end prior program and advisor if applicable.
   - 8.2. No. Continue to 14. Notify student of requirements before program can be changed.
9. Acad Records staff scans/links paper form to student record on document imaging; Continue to 11
10. Automated system will update student program and program advisor; end prior program and advisor, if applicable; notify all stakeholders.
11. Is change an allowable change (electronic)?
    - 11.1. Yes. Continue to 10. System will update student program and advisor; end prior program and advisor based on business rules; notify stakeholders.
    - 11.2. No. Continue to 14. Notify stakeholders of requirements before program can be changed.

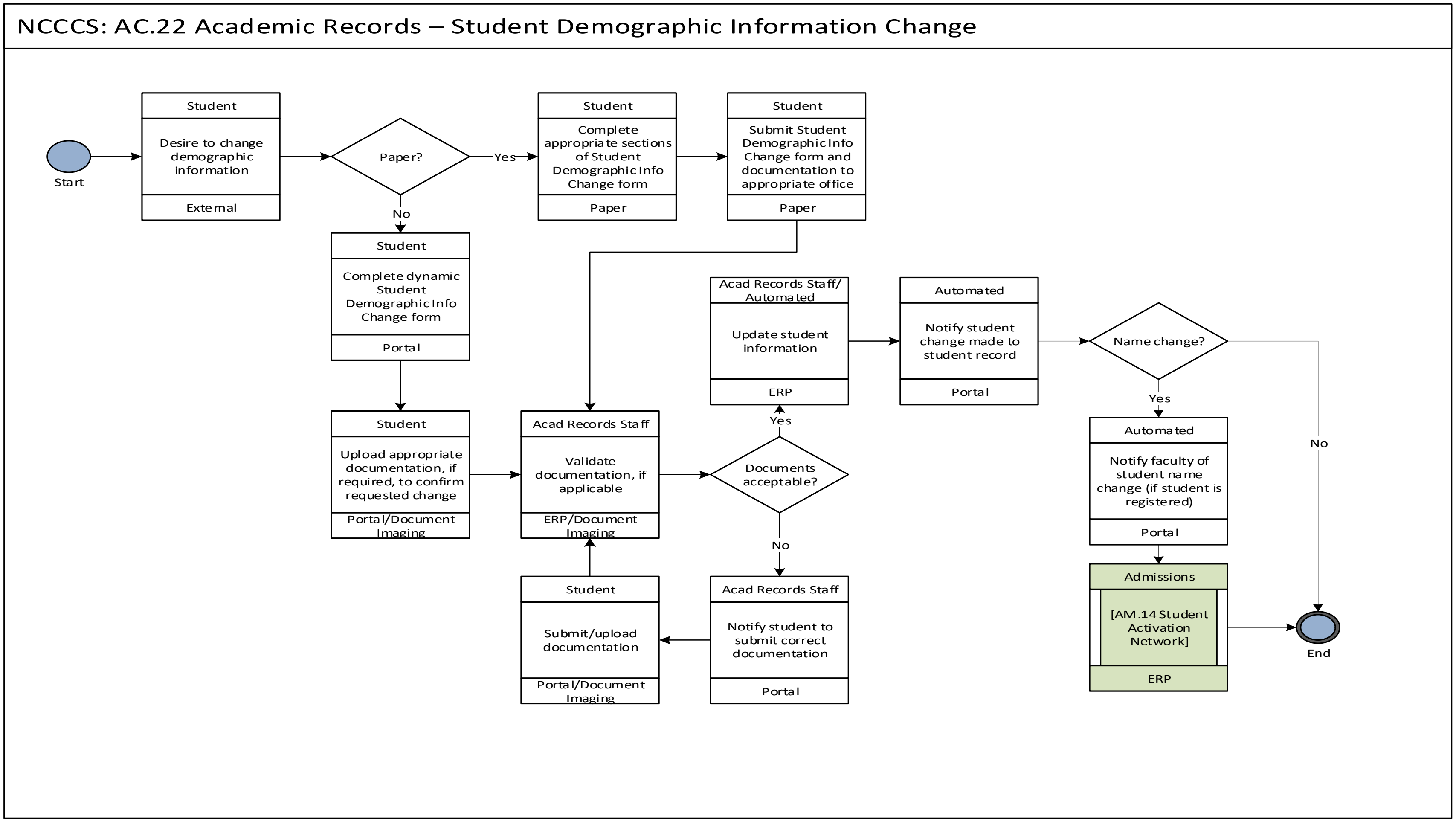
AC.21 Academic Records – Student Academic Program Change

Description: This process captures the steps for a student to change his/her academic program.

Process Notes cont.

12. Are there any missing items?
    - 12.1. Yes. Go to 12. Notify student of missing requirements.
    - 12.2. No. Determine if Transcript re-evaluation is needed.
13. Hold on Student record to prevent registration for future term; End
14. Transcript re-evaluation needed?
    - 14.1. Yes. Go to AC.12 Transfer Equivs
    - 14.2. No. Go to 20. Need other assessment is evaluated
15. Other assessment needed?
    - 15.1. Yes. Go to AM.21 Assessment/Placement
    - 15.2. No. End

Student Services Process Maps
Curriculum (CU): Academic Records



Student Services Process Maps
Curriculum (CU): Academic Records

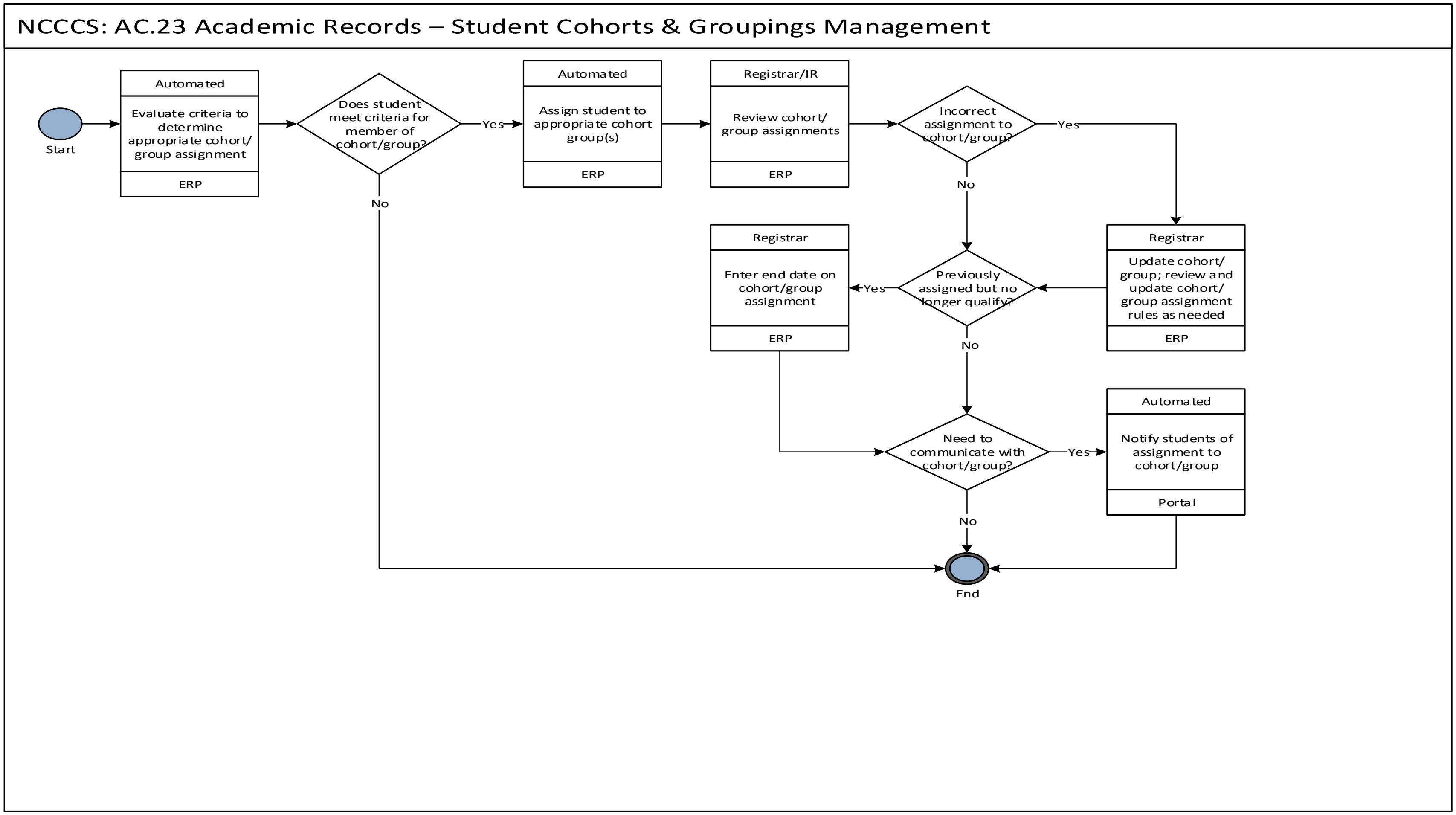
AC.22 Academic Records – Student Demographic Information Change

Description: This process captures the steps for a student to change his/her demographic information.

Process Notes:

1. Student desires to change demographic information
2. Submitting change via paper?
   2.1. Yes: Continue to 3
   2.2. No: Continue to 12
3. Student completes appropriate sections of paper student demographic information change form
4. Student submits paper form and documentation, if needed, to appropriate office
5. Acad Records staff validates documentation and updates student record based on documents received
6. Are documents acceptable to confirm requested change?
   6.1. Yes: Continue to 7
   6.2. No: Continue to 14
7. Acad Records staff or automation updates the student information in ERP
8. System notifies student that change has been made to student record
9. Was name changed?
   9.1. Yes: Continue to 10
   9.2. No: End
10. System notifies faculty of student name change for currently registered sections
11. Go to AM.14 Student Activation Network to update student name change credentials; End
12. If student submit change form online, student completes a dynamic student demographic information change form on portal
13. Student uploads appropriate documentation required to confirm requested change via document imaging; Return to 5
14. If documentation is not acceptable for requested change to student record, Acad Records staff notifies student to submit correct documentation
15. Student submits/uploads documentation; Return to 5

Student Services Process Maps
Curriculum (CU): Academic Records



Student Services Process Maps
Curriculum (CU): Academic Records

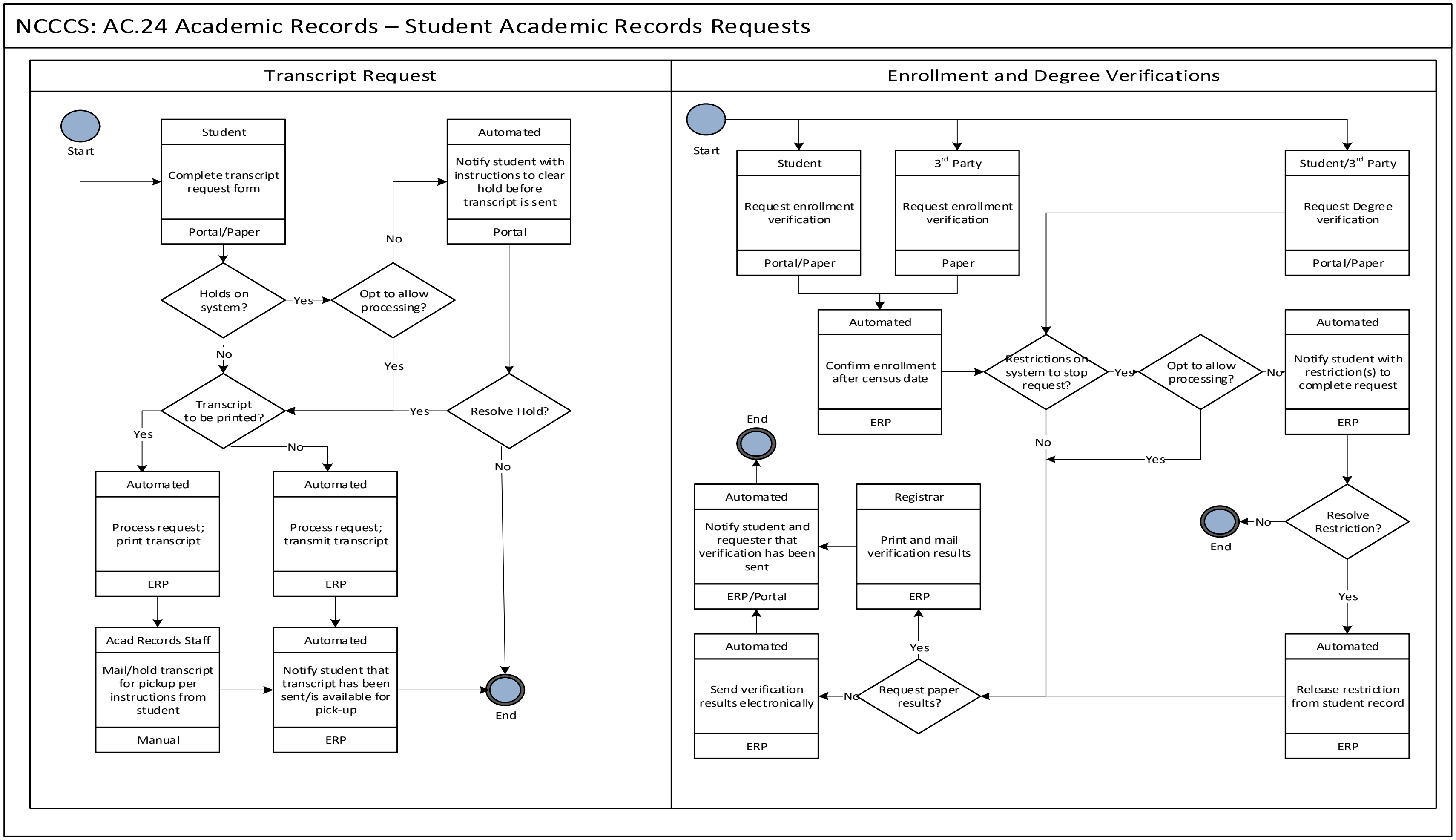
AC.23 Academic Records – Student Cohorts & Groupings Management

Description: This process captures the steps for assigning students in cohorts and groups.

Process Notes:

1. System evaluates criteria to determine appropriate cohort/group assignment
2. Does student meet criteria for a member of cohort/group?
    - 2.1. Yes: Continue to 3
    - 2.2. No: End
3. System assigned student appropriate cohort group(s)
4. Registrar/IR reviews cohort/group assignments
5. Have students been incorrectly assigned to a cohort group?
    - 5.1. Yes. Continue to 6
    - 5.2. No. Continue to 7
6. Registrar updates cohort/group; reviews and updates cohort/group assignment rules as needed
7. Was student previously assigned to a group but no longer qualifies for the group?
    - 7.1. Yes: Continue to 8
    - 7.2. No: Continue to 9
8. Registrar enters end date to terminate cohort/group assignment
9. Is there a need to communicate with the students in a cohort/group?
    - 9.1. Yes: Continue to 10
    - 9.2. No: End
10. System notifies student of assignment to cohort/group: End

Student Services Process Maps
Curriculum (CU): Academic Records



Student Services Process Maps
Curriculum (CU): Academic Records

AC.24 Academic Records – Student Academic Records Requests

Description: This process captures the steps undertaken by students to request a transcript, enrollment verification, or degree verification.

Process Notes:

1. For a transcript request, student completes transcript request form
2. Does student have a hold on system?
   - 2.1. Yes: Continue to 7
   - 2.2. No: Continue to 3
3. Did student request transcripts to be printed?
   - 3.1. Yes: Continue to 4
   - 3.2. No: Continue to 10
4. System processes request and prints transcripts
5. Acad Records staff mails/holds transfer for pickup per instructions from student
6. System notifies student that transcript has been sent or is available for pickup: End
7. If transcript printing was not requested, system processes request and transmits transcript electronically; Return to 6
8. If student has a hold, does the college opt to allow processing?
   - 8.1. Yes: Return to 3
   - 8.2. No: Continue to 8
9. System notifies student with instructions on how to clear hold before transcript is sent
10. Did student resolve hold?
    - 10.1. Yes: Return to 3
    - 10.2. No: End

Student Services Process Maps
Curriculum (CU): Academic Records

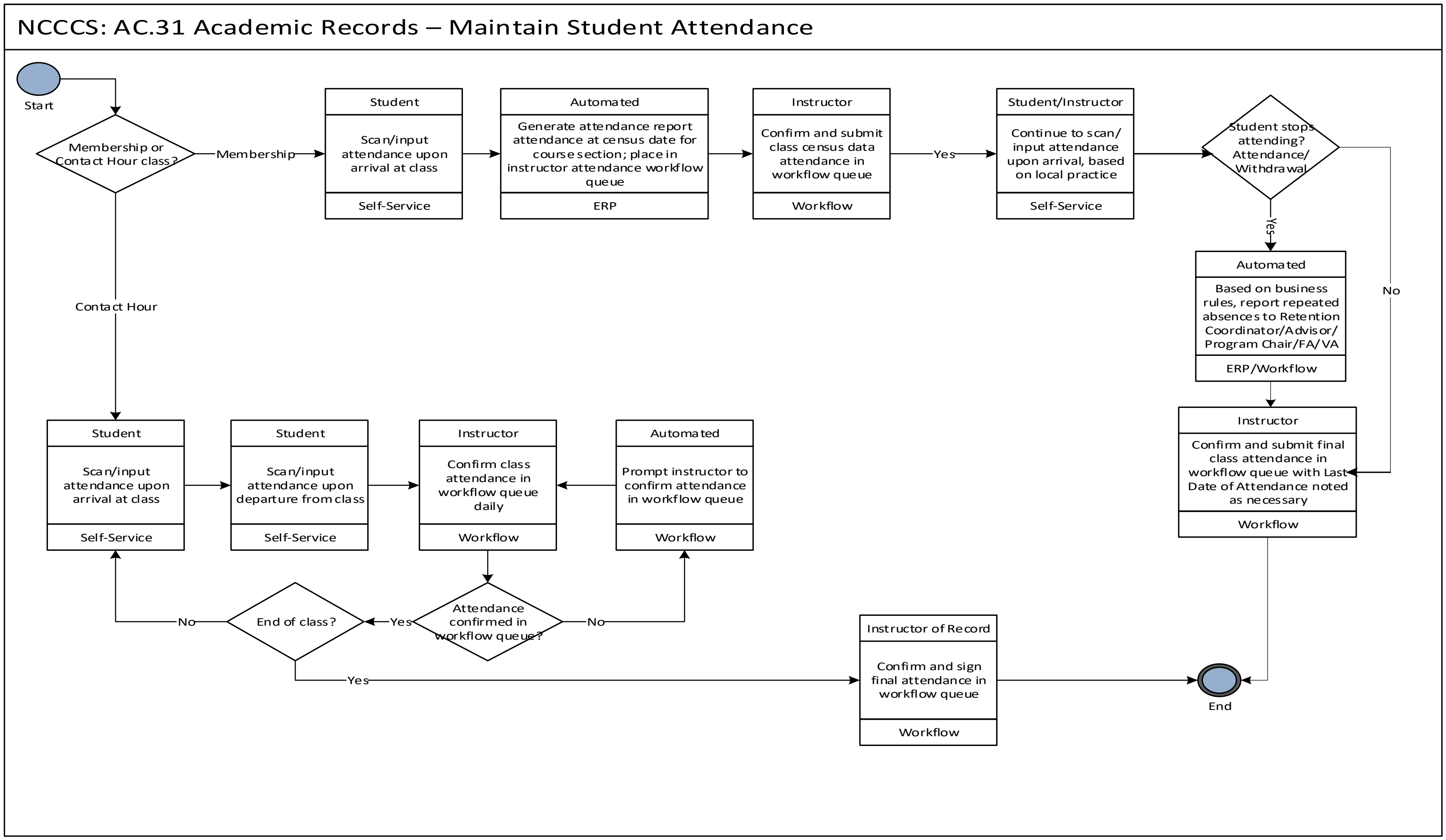
AC.24 Academic Records – Student Academic Records Requests

Description: This process captures the steps undertaken by students to request a transcript, enrollment verification, or degree verification.

Process Notes cont.:

1. For an enrollment or degree verification request, student completes request for verification
2. System confirms enrollment after census date
3. Does student have a restrictions on system?
    - 3.1. Yes: Continue to 4
    - 3.2. No: Continue to 8
4. Does the college opt to waive the hold?
    - 4.1. Yes: Continue to 8
    - 4.2. No: Continue to 5
5. System notifies student with instructions on how to clear hold before enrollment verification is sent
6. Did student resolve restriction(s)?
    - 6.1. Yes: Continue to 7
    - 6.2. No: End
7. System releases restriction from student record
8. Did student request paper results?
    - 8.1 Yes: Continue to 9
    - 8.2 No: Continue to 11
9. Registrar prints and mails verification results
10. System notifies student and requester that verification has been sent; End
11. If student does not request paper results, system sends verification results electronically; Return to 10
12. When a third-party requests enrollment verification, Return to 12
13. When a student or third-party request degree verification, Return to 13

Student Services Process Maps
Curriculum (CU): Academic Records



Student Services Process Maps
Curriculum (CU): Academic Records

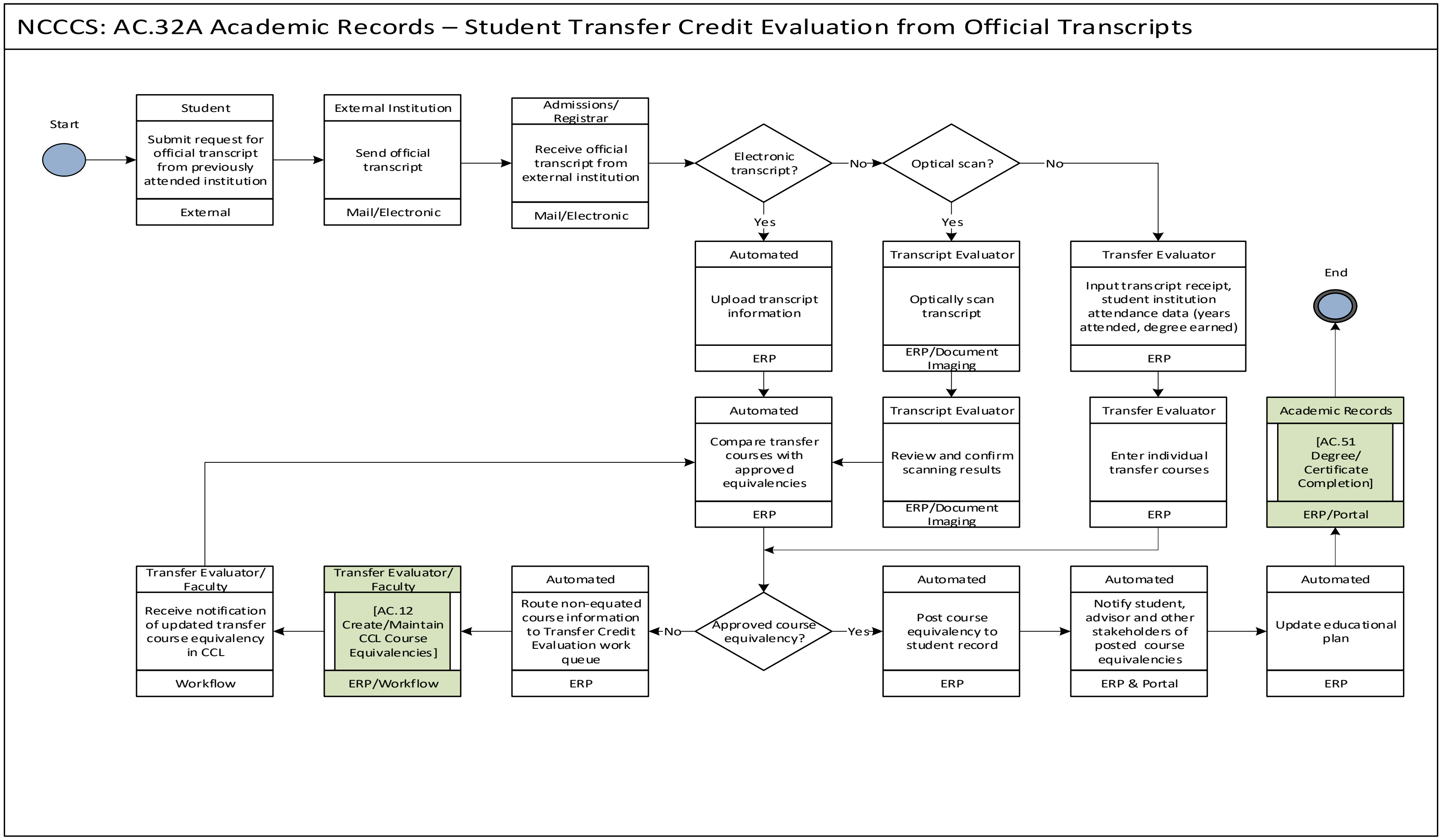
AC.31 Academic Records – Maintain Student Attendance

Description: This process captures the steps undertaken in order to track student attendance.

Process Notes:

1. Is section for a membership or contact hour class?
   1.1. Membership: Continue to 2
   1.2. Contact Hour: Continue to 9
2. Student scans or inputs attendance upon arrival class
3. System generates attendance report at census date for course sections and routes to instructor attendance workflow queue
4. Instructor confirms and submits class census data attendance in workflow queue
5. Student/instructor scan/input attendance upon arrival, based on local practice
6. Student stops attending?
   6.1. Yes. Continue to 7.
   6.2. No. Continue to 8.
7. Instructor confirms and submits final class attendance in workflow queue with last date of attendance noted if necessary; End
8. If section is contact hour class, student scans/inputs attendance upon arrival at class
9. Student also scans/inputs attendance upon departure from class
10. Instructor confirms class attendance and workflow queue daily
11. Has attendance been updated in workflow queue?
    11.1. Yes: Continue to 13
    11.2. No: Continue to 14
12. Has the end of the class/term been reached?
    12.1. Yes: Continue to 15; End.
    12.2. No: Return to 9
13. Instructor confirms and certifies final attendance in workflow queue; End

Student Services Process Maps
Curriculum (CU): Academic Records



Student Services Process Maps

Curriculum (CU): Academic Records

AC.32A Academic Records – Student Transfer Credit Evaluation from Official Transcript

Description: This process captures the steps undertaken for evaluating transfer equivalent coursework for a student, as documented on an official transcript.

Process Notes:

1. Student submits request to previously attended institution(s) for official transcript
2. Previously attended institution sends official transcript for student
3. Admission/Registrar receives official transcript from external institution
4. Electronic transcript received?
   - 4.1. Yes: Continue to 5
   - 4.2. No: Continue to 15
5. System uploads transcript information into ERP
6. System compares transfer courses with approved equivalencies
7. Is equivalency approved in database?
   - 7.1. Yes: Continue to 8
   - 7.2. No: Continue to 12
8. System posts course equivalency to student record
9. System notifies student and advisor of posted and pending course equivalencies
10. System updates degree plan
11. Go to AC.51 Degree/Certificate Completion to confirm completed degrees/certificates, if any; End
12. Route non-equated course information to Transfer Credit Evaluation work queue
13. Go to AC.12 Create/Maintain CCL Course Equivalencies
14. Receive notification of updated transfer course equivalency
15. If transcript received is not electronic, is optical scanning in use?
    - 15.1. Yes: Continue to 16
    - 15.2. No: Continue to 18

Student Services Process Maps
Curriculum (CU): Academic Records

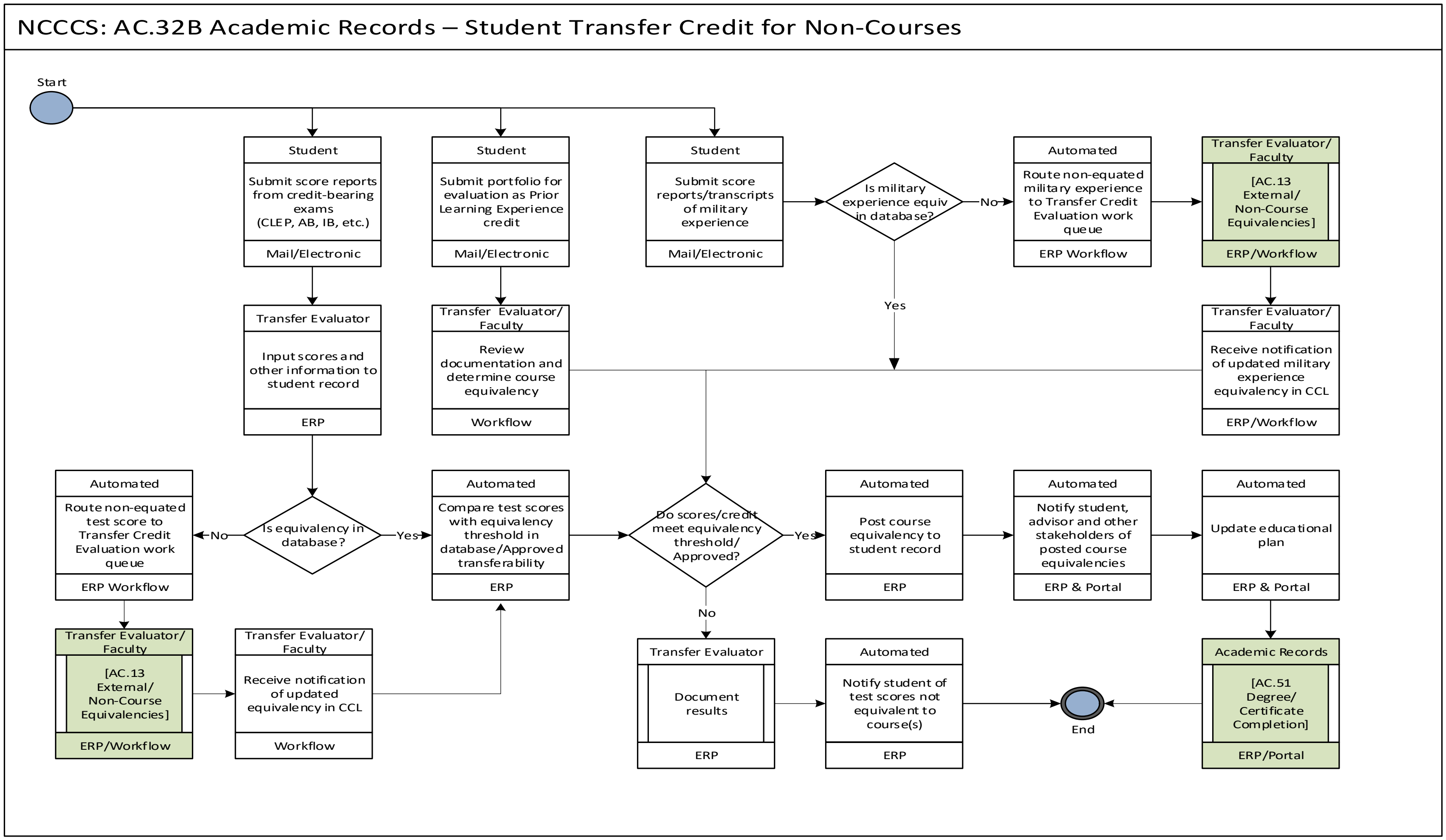
AC.32A Academic Records – Student Transfer Credit Evaluation from Official Transcript

Description: This process captures the steps undertaken for evaluating transfer equivalent coursework for a student, as documented on an official transcript.

Process Notes cont.:

16. Official transcript is optically scanned by Transcript Evaluator
17. Transcript Evaluator reviews and confirms scanning results; Return to 6
18. If optical scanning is not in use, Transfer Evaluator inputs transcript receipt and student institution attendance data
19. Transfer Evaluator manually enters transfer courses into ERP; Return to 7

Student Services Process Maps
Curriculum (CU): Academic Records



Student Services Process Maps
Curriculum (CU): Academic Records

AC.32B Academic Records – Student Transfer Credit Evaluation for Non-Courses

Description: This process captures the steps undertaken to evaluate credit equivalencies from test scores, portfolio reviews, and non-course military experience

Process Notes:

1. Student submits for reports from credit-bearing exams such as CLEP, AB, IB
2. Transfer evaluator inputs scores and other information to student record
3. Does the test score have an equivalency in database?
    - 3.1. Yes: Continue to 4
    - 3.2. No: Continue to 10
4. System compares test scores with equivalency threshold in database
5. Do scores meet equivalency threshold?
    - 5.1. Yes: Continue to 6
    - 5.2. No: Continue to 13
6. System post course equivalency to student record
7. System notifies student and advisor of posted course equivalencies
8. System updates degree plan
9. Go to AC.51 Degree/Certificate Completion to confirm completed degree/certificate, if any; End
10. System routes non-equated test score to transfer credit evaluation work queue
11. Go to AC.13 External/Non-Course Equivalencies
12. Transfer Evaluator/Faculty receive notification of updated equivalency in CCL. Return to 4
13. Student may also submit portfolio for evaluation as Prior Learning Experience credit
14. Transfer Evaluator/Faculty reviews documentation and determines course equivalency; Return to 5

Student Services Process Maps
Curriculum (CU): Academic Records

AC.32B Academic Records – Student Transfer Credit Evaluation for Non-Courses

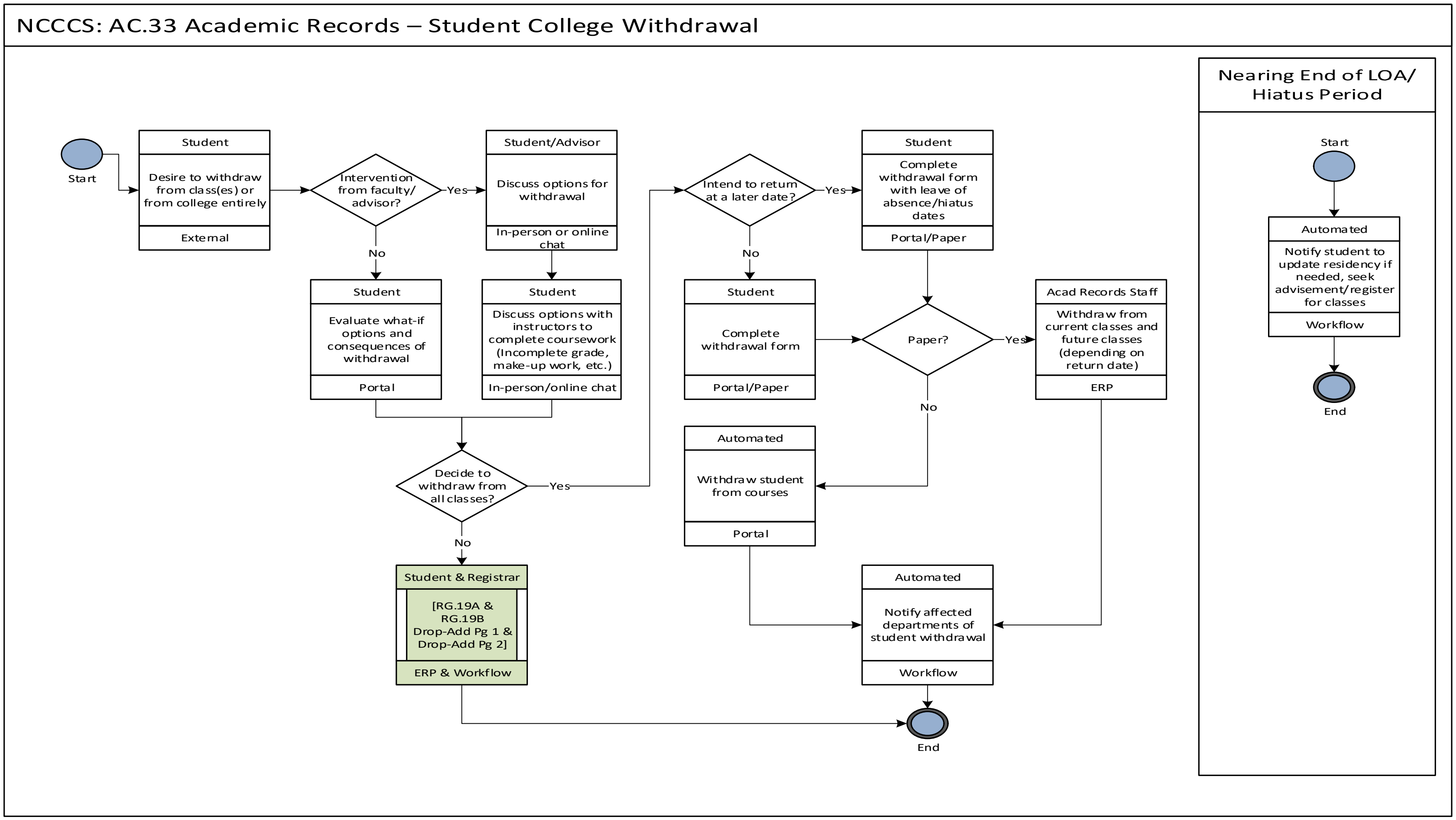
Description: This process captures the steps undertaken to evaluate credit equivalencies from test scores, portfolio reviews, and non-course military experience

Process Notes cont.:

15. Student may submit transcripts of non-coursework military experience
16. Does military experience have an equivalent in database?
    16.1. Yes: Return to 5
    16.2. No: Continue to 19
17. System routes non-equated military experience to transfer credit evaluation work queue
18. Go to AC.13 External/Non-Course Equivalencies
19. Transfer Evaluator/Faculty received notification of updated military experience equivalency in database; Return to 5

Student Services Process Maps

Curriculum (CU): Academic Records



Student Services Process Maps

Curriculum (CU): Academic Records

AC.33 Academic Records – Student College Withdrawal

Description: This process captures the steps undertaken by students when withdrawing from classes and/or college (all courses).

Process Notes:

1. Student desires to withdraw from class(es) or from college entirely
2. Does student take the opportunity to discuss with an advisor?
    - 2.1. Yes: Continue to 3
    - 2.2. No: Continue to 11
3. On portal, student evaluates options using what if scenarios and consequences of withdrawal; Continue to 4
4. Student and advisor discuss options for withdrawal
5. Student discusses options with instructors typically coursework, such as incomplete grade, make-up work, etc.
6. Does student decide to withdraw from all classes?
    - 6.1. Yes: Continue to 6
    - 6.2. No: Continue to 12
7. Does student intend to return at a later date?
    - 7.1. Yes: Continue to 7
    - 7.2. No: Continue to 13
8. Student completes withdrawal form online or paper
9. Student completes withdrawal request with leave of absence/hiatus dates; Return to 8
10. Is student withdrawal form paper?
    - 10.1. Yes: Continue to 9
    - 10.2. No: Continue to 14
11. Staff withdraw student from current and future classes depending on return date

Student Services Process Maps
Curriculum (CU): Academic Records

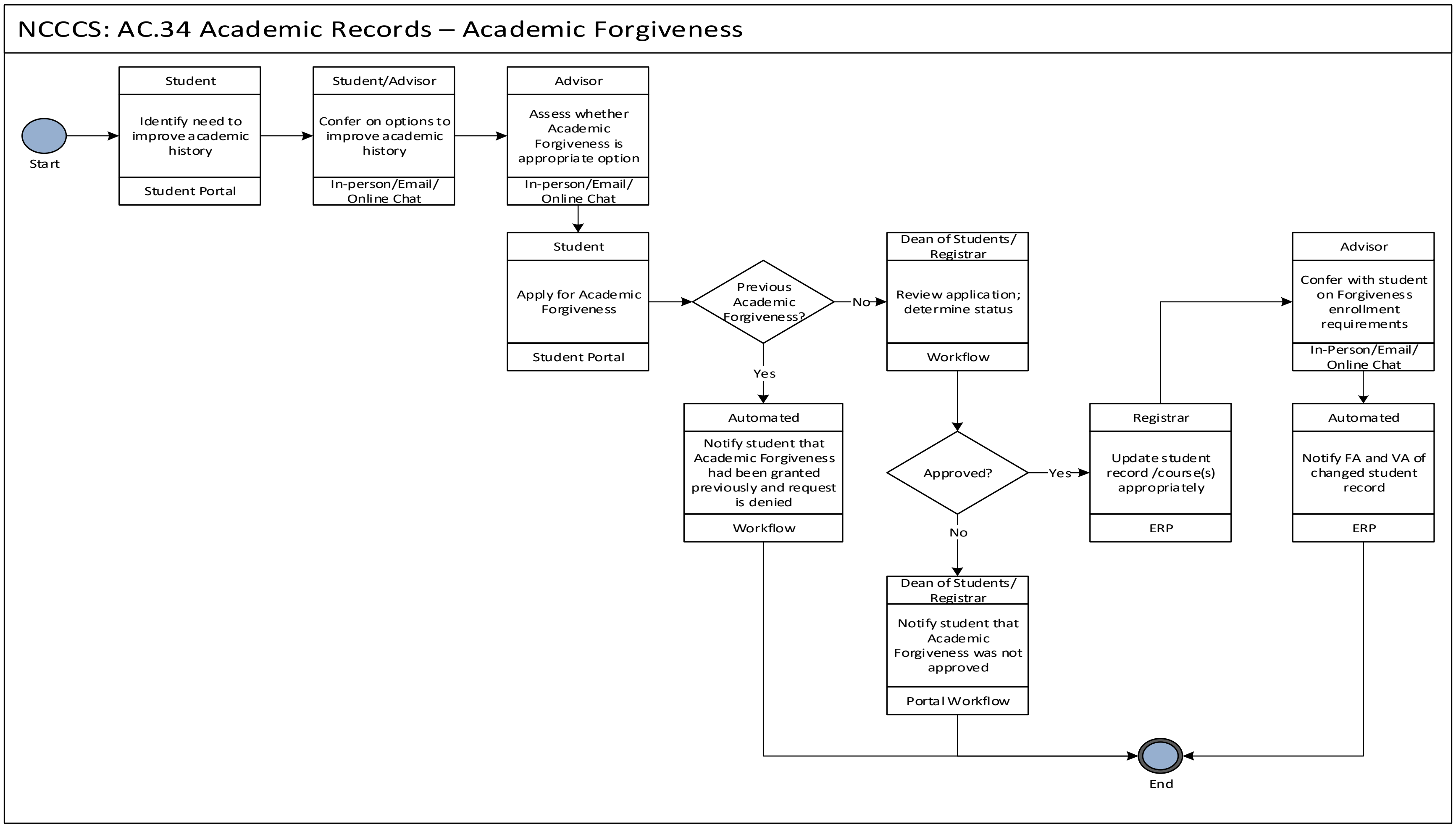
AC.33 Academic Records – Student College Withdrawal

Description: This process captures the steps undertaken by students when withdrawing from classes and/or college (all courses).

Process Notes cont.:

12. System withdraws student from courses based on withdrawal form
13. System notifies expected departments of student withdrawal (full or partial); End
14. If student withdrawal form is paper, Acad Records staff withdraws student from current classes and future classes, depending on return date; End
15. Go to RG.19A Drop-Add Pg1 & RG.19B Drop-Add Pg 2; End
16. As the end of the student's leave of absence or hiatus approaches, system notifies student to update residency if needed, and to seek advisement and register for classes; End

Student Services Process Maps
Curriculum (CU): Academic Records



Student Services Process Maps
Curriculum (CU): Academic Records

AC.34 Academic Records – Academic Forgiveness

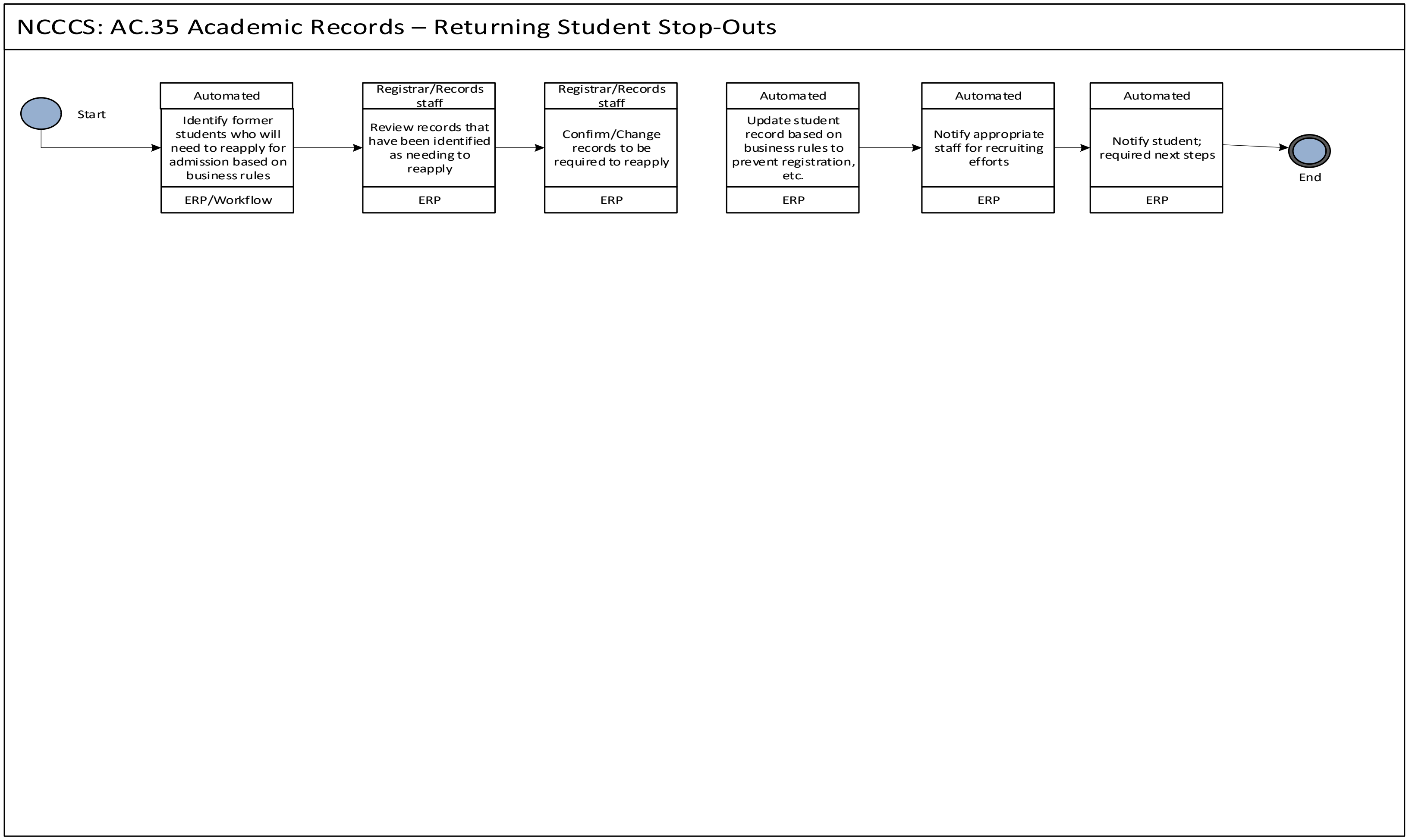
Description: This process captures the steps undertaken by students to request evaluation of prior credit under the college academic forgiveness policy.

Process Notes:

1. Student identifies the need to improve academic history
2. Student and Advisor confer on options to improve academic history
3. Advisor assesses whether academic forgiveness is an appropriate option
4. Student applies for academic forgiveness
5. Has student been previously granted academic forgiveness?
    - 5.1. Yes: Continue to 6
    - 5.2. No: Continue to 7
6. Dean of Students/Registrar reviews application for academic forgiveness via workflow and determines status
7. Is academic forgiveness approved?
    - 7.1. Yes: Continue to 9
    - 7.2. No: Continue to 12
8. If approved, Registrar updates student record/courses appropriately
9. Advisor confers with student and forgiveness enrollment requirements
10. System notifies FA and VA of changed student record; End
11. System notifies student academic forgiveness had been granted previously and request is denied; End
12. Dean of Students/Registrar notify student that academic forgiveness was not approved; End

Student Services Process Maps

Curriculum (CU): Academic Records



Student Services Process Maps
Curriculum (CU): Academic Records

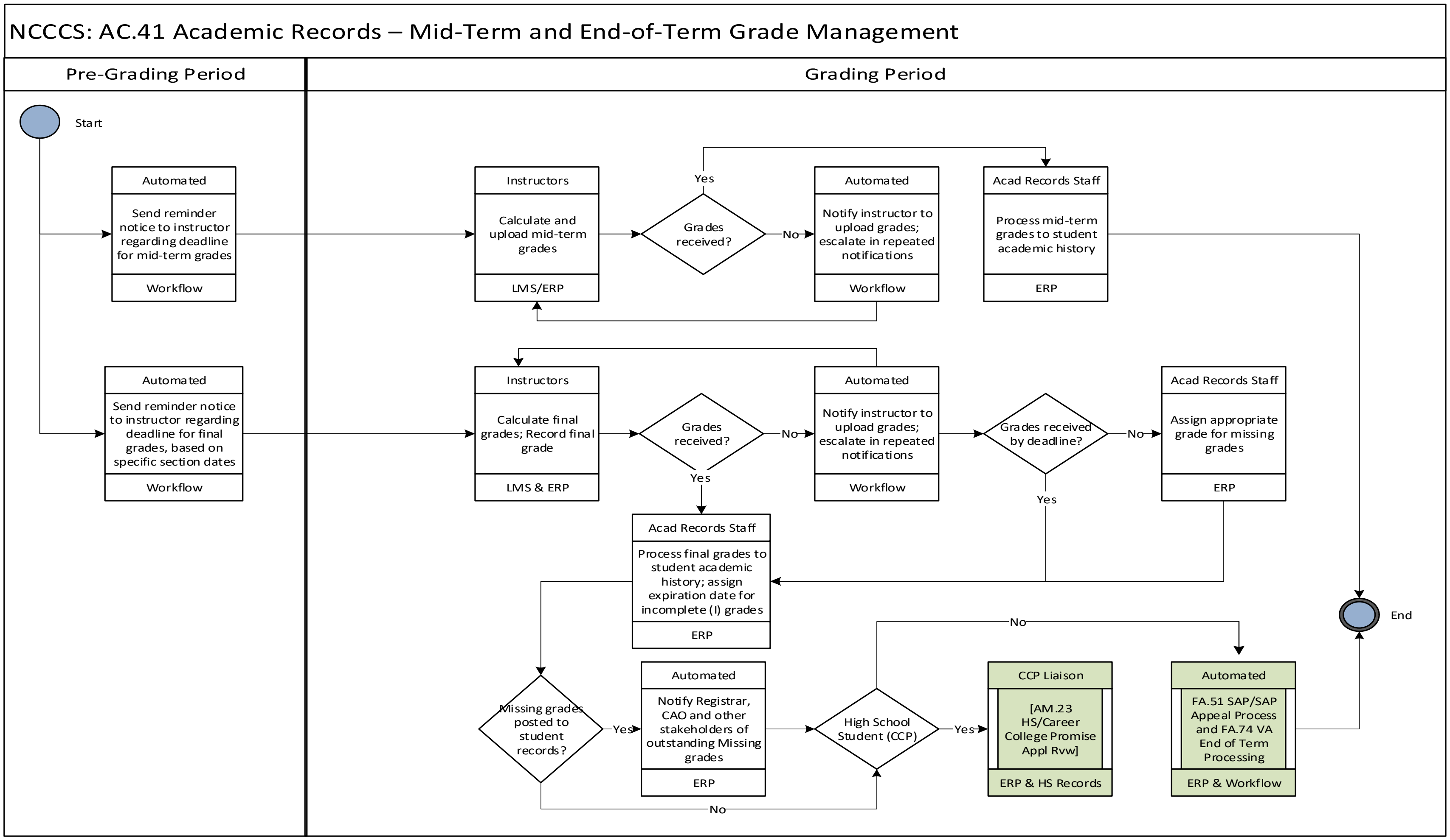
AC.35 Academic Records – Returning Student Stop-Outs

Description: This process captures the steps undertaken to process the return of stop-out students.

Process Notes:
1. Automated process will identify former students who will need to reapply for admission based on business rules
2. Staff will review records have been identified
3. Confirm/Change records to be required to reapply
4. Automated process will update student records based on business rules
5. Automated process will notify staff for recruiting efforts
6. Automated process will notify student of required next steps to re-enroll; End

Student Services Process Maps

Curriculum (CU): Academic Records



Student Services Process Maps
Curriculum (CU): Academic Records

AC.41 Academic Records – Mid-Term and End-of-Term Grade Management

Description: This process captures the steps undertaken to process mid-term and final term grades.

Process Notes:

1. Prior to grading, system sends reminder notice to instructor regarding deadline for mid-term grades
2. During grading period, instructors calculate and upload mid-term grades
3. Have mid-term grades been received?
   - 3.1. Yes: Continue to 5
   - 3.2. No: Continue to 4
4. Acad Records staff process mid-term grades to student academic history; End
5. System notifies instructor to upload grades; escalate in repeated notifications; Return to 2
6. Acad Records staff process mid-term grades to student academic history; End
7. Prior to grading, system sends reminder notice to instructor regarding deadline for final grades
8. During grading period, instructors calculate final grades and load to student academic history
9. Have final grades been received?
   - 9.1. Yes: Continue to 9
   - 9.2. No: Continue to 14
10. Acad Records staff process final grades to student academic history, assigning appropriate expiration date for incomplete (I) grades given by faculty
11. System notifies instructor to upload grades; escalate in repeated notifications
12. Grades received by deadline?
    - 12.1. Yes: Continue to 9
    - 12.2. No: Continue to 16

Student Services Process Maps
Curriculum (CU): Academic Records

AC.41 Academic Records – Mid-Term and End-of-Term Grade Management

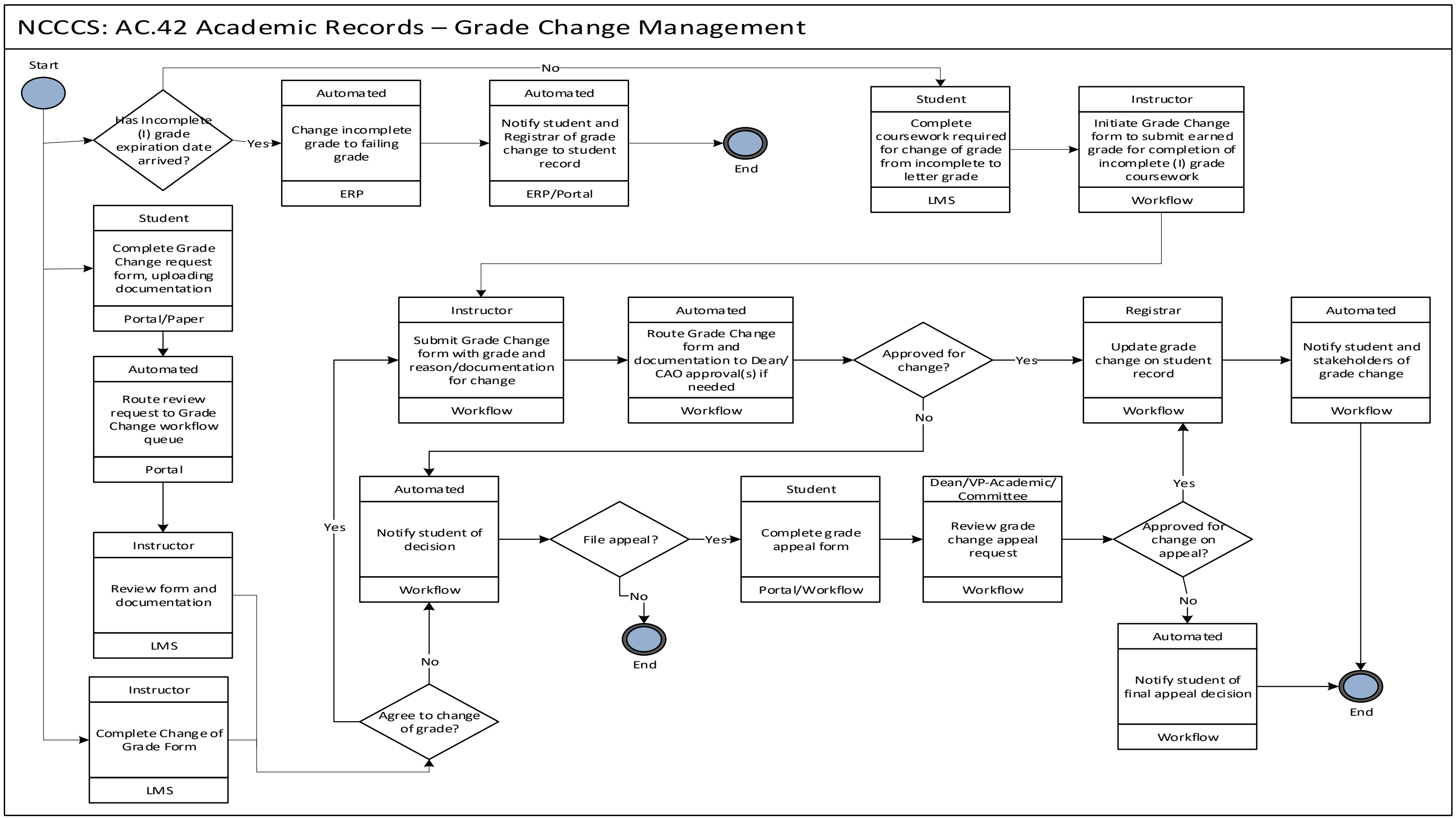
Description: This process captures the steps undertaken to process mid-term and final term grades.

Process Notes cont.:

13. Acad Records staff assigns appropriate grade for missing grades
14. Are any Missing Grades posted to the student records?
    - 14.1. Yes: Continue to 11
    - 14.2. No: Continue to 12
15. System notifies Registrar and CAO of sections/faculty where Missing Grades have been posted
16. Is student in HS/Career Promise?
    - 16.1. Yes: Continue to 13 AM.23 HS/Career Path Appl Rvw to reconfirm student eligibility; End
    - 16.2. No: Go to FA.51 Sap/SAP Appeal Process and FA.74 VA End of Term Processing; End

Student Services Process Maps

Curriculum (CU): Academic Records



Student Services Process Maps
Curriculum (CU): Academic Records

AC.42 Academic Records – Grade Change Management

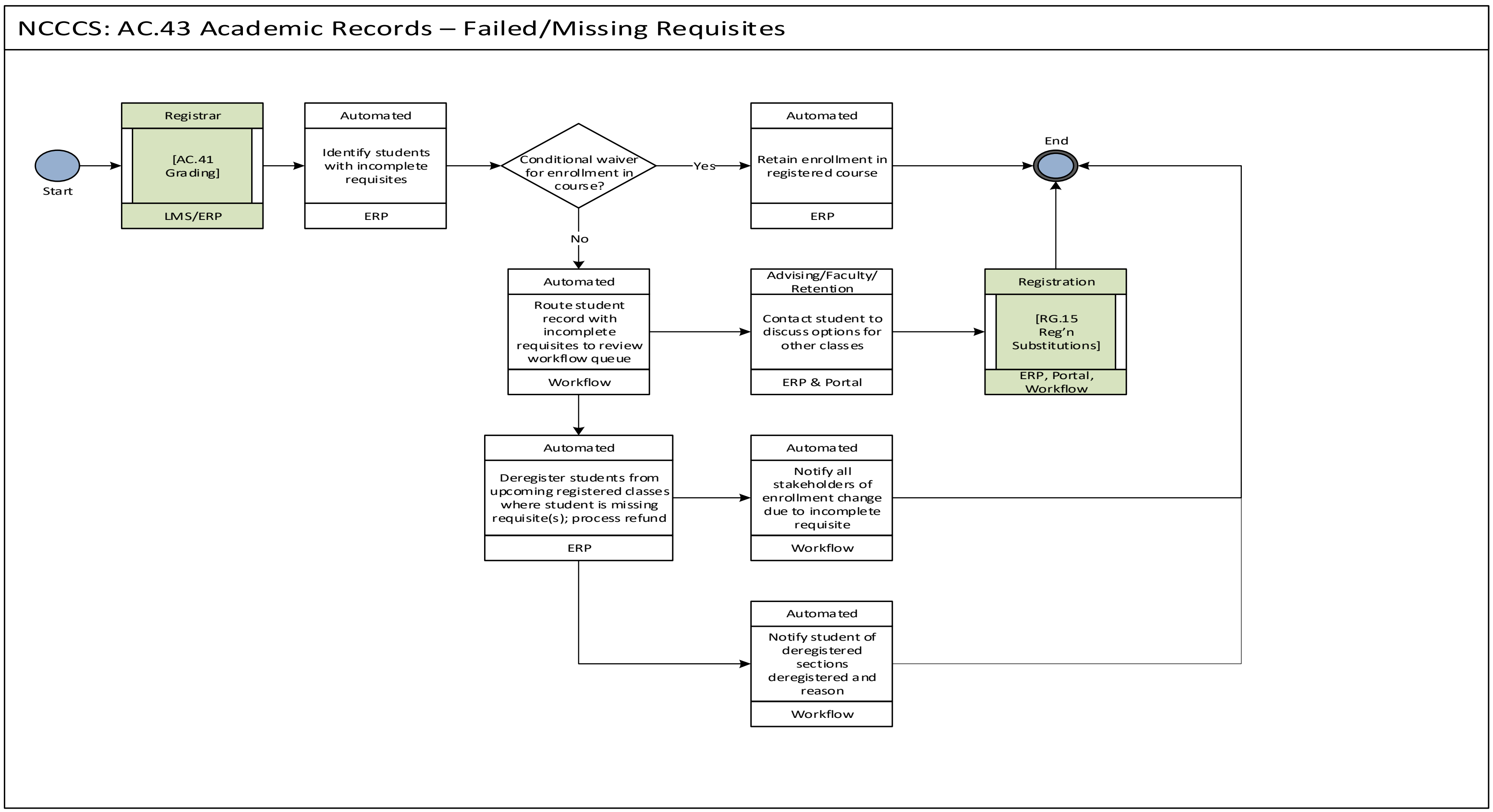
Description: This process captures the steps undertaken to change a final term grade

Process Notes:

1. Has Incomplete (I) grade expiration date arrived?
2. Change incomplete grade to failing grade
3. Notify student and Registrar of grade change to student record; End
4. Student complete coursework required for change of grade from incomplete to letter grade
5. Instructor initiate grade change form to submit earned grade for completion of incomplete (I) grade coursework
6. System routes grade change form and documentation for approval(s) as needed through workflow
7. Is grade change approved?
   - 7.1. Yes: Continue to 13
   - 7.2. No: Continue to 15
8. Registrar updates grade change documented workflow, on student record
9. System notifies student and stakeholders of grade change; End
10. System notifies student of decision that grade change was not approved
11. Student will file an appeal?
    - 11.1. Yes: Continue to 17
    - 11.2. No: End
12. Student completes grade appeal form
13. Dean/VP-Academic reviews grade change appeal request
14. Is grade change approved based on appeal?
    - 14.1. Yes: Return to 14
    - 14.2. No: Continue to 20
15. System notifies student of final appeal decision; End
16. Instructor recognizes error; completes change of grade form
17. Go to 10. Instructor submits grade change form with grade and reason/documentation for change.

Student Services Process Maps

Curriculum (CU): Academic Records



Student Services Process Maps
Curriculum (CU): Academic Records

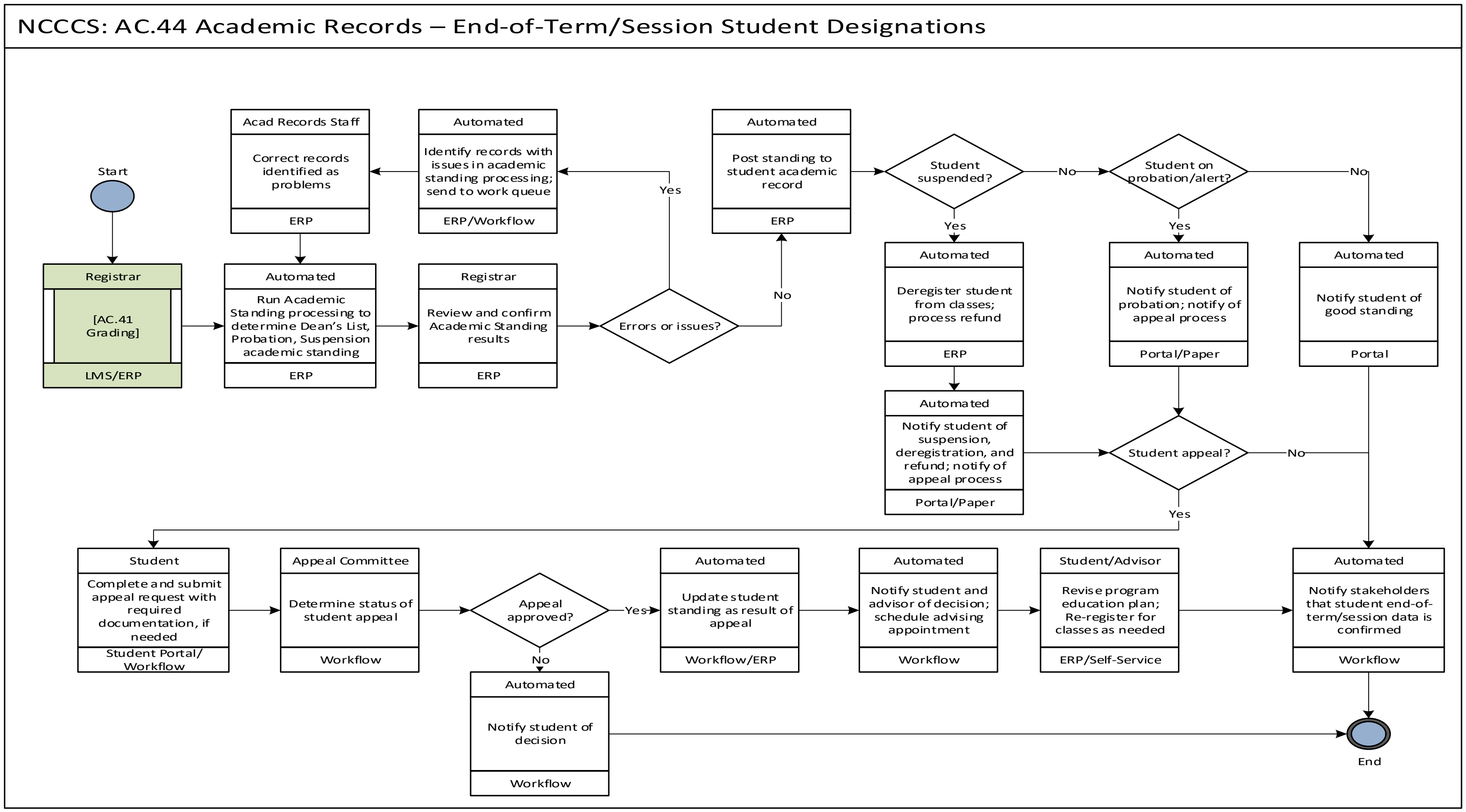
AC.43 Academic Records – Failed/Missing Requisites

Description: This process captures the steps of identifying and updating student courses where a student is enrolled in a course in the next term, and has a failed or missing grade for a required requisite for that course based on final grades from the prior term.

Process Notes:

1. Final grades are posted AC.41 Grading
2. System identifies students with incomplete requisites for registered course is an upcoming period
3. Is there a conditional waiver for enrollment in the course?
   - 3.1. Yes: Continue to 4; End
   - 3.2. No: Continue to 5
4. System routes student record with incomplete requisites to workflow queue for review; Continue to 6 and 7
5. Go to RG.15 Reg'n Substitutions; End
6. Advising/Faculty/Retention staff contact student to discuss options for registering in other classes
7. System deregisters students from upcoming registered classes where student is missing requisite(s) and processes refund; Continue to 9 and 10
8. System notifies all stakeholders of enrollment change due to incomplete requisite; End
9. System notifies student of deregistered sections and reason; End

Student Services Process Maps
Curriculum (CU): Academic Records



Student Services Process Maps
Curriculum (CU): Academic Records

AC.44 Academic Records – End-of-Term/Session Student Designations

Description: This process captures the steps undertaken to assign academic standing to student records after final term grades are posted.

Process Notes:

1. Final grades are posted AC.41 Grading
2. System runs academic standing processing to determine Dean's list, probation, suspension academic standings, etc
3. Registrar reviews and confirms academic standing results
4. Are there errors or issues with the academic standing results?
   - 4.1. Yes: Continue to 5
   - 4.2. No: Continue to 7
5. System identifies records with issues in academic standing processing; sent to workflow queue for review
6. Acad Records staff corrects records identified as issues; Return to 2
7. System posts academic standing to student academic record
8. Is student suspended?
   - 8.1. Yes: Continue to 9
   - 8.2. No: Continue to 11
9. System deregisters students from classes; processes refund
10. System notifies students of suspension, deregistration, and refund; notify of appeal process
11. Student on probation/alert?
    - 11.1. Yes. Continue to 12
    - 11.2. No. Continue to 14
12. System notified student of good standing
13. Does student appeal suspension/probation/alert?
    - 13.1. Yes: Continue to 16
    - 13.2. No: Continue to 15; End
14. Student completes and submits appeal request with required documentation, if needed

Student Services Process Maps
Curriculum (CU): Academic Records

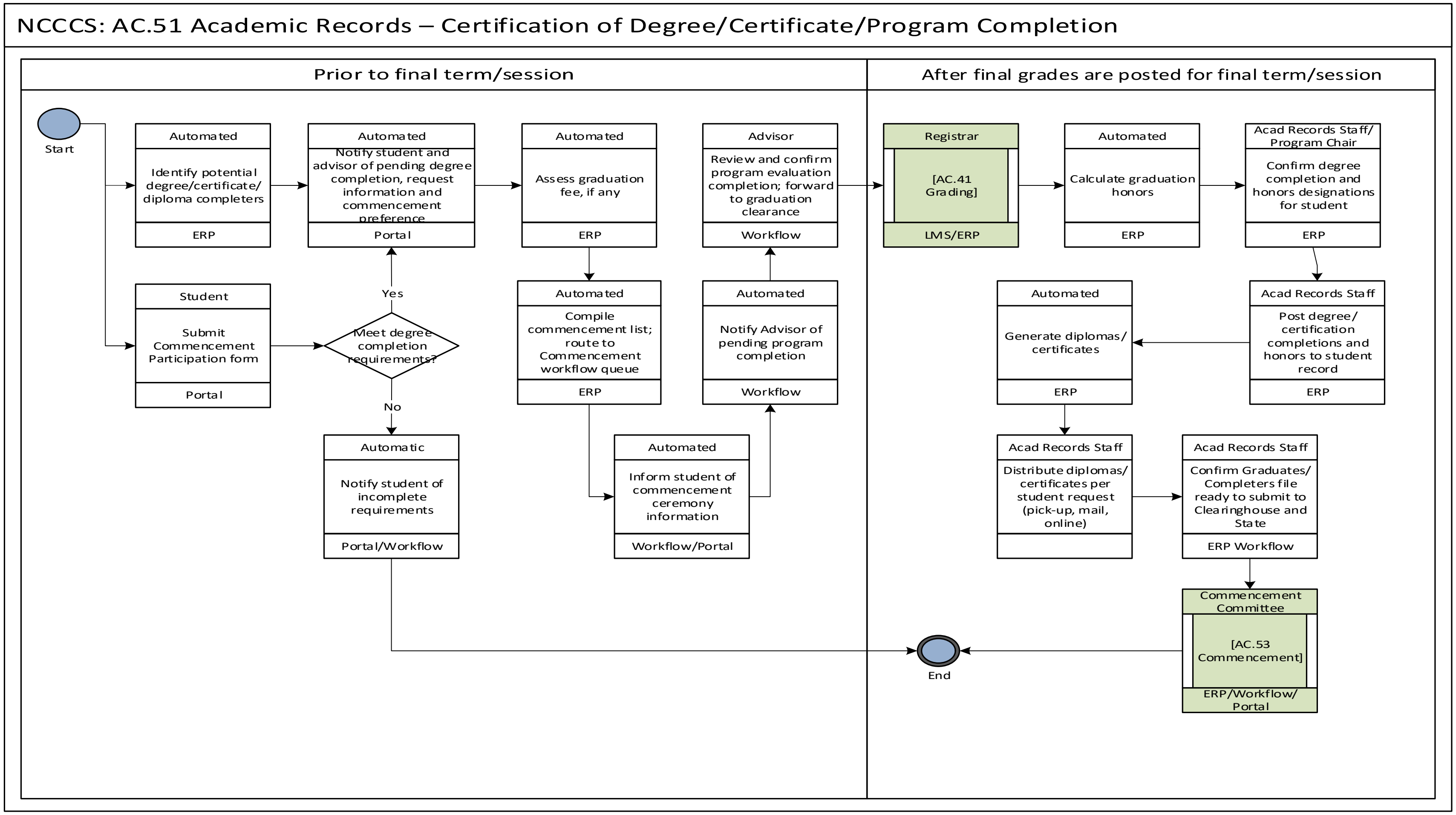
AC.44 Academic Records – End-of-Term/Session Student Designations

Description: This process captures the steps undertaken to assign academic standing to student records after final term grades are posted.

Process Notes cont.:

15. Appeal committee determine status of student appeal
16. Is the student's appeal approved?
    - 16.1. Yes: Continue to 19
    - 16.2. No: Continue to 22
17. System updates student standing as a result of appeal
18. System notifies student and advisor of decision and schedules advising appointment
19. Student/Advisor revises program education plan, and re-registers for classes as needed
20. System notifies student of decision that appeal was not approved; End
21. System notifies stakeholders that student end-of-term/session data is confirmed; End

Student Services Process Maps
Curriculum (CU): Academic Records



Student Services Process Maps
Curriculum (CU): Academic Records

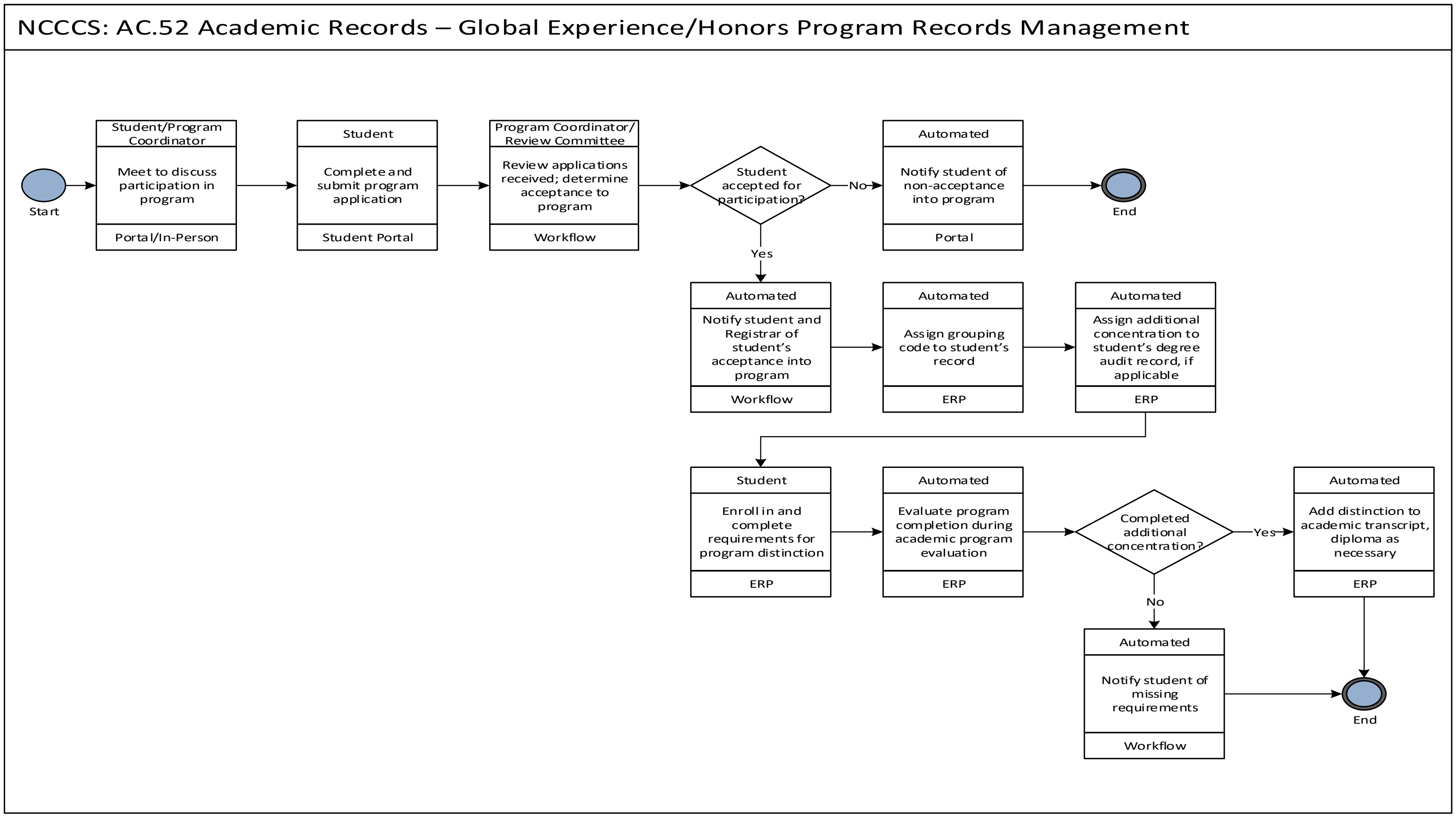
AC.51 Academic Records – Certification of Degree/Certificate/Program Completion

Description: This process captures the steps undertaken to certify degree, certificate, and program completion.

Process Notes:

1. Prior to final term/session, system identifies potential degree/certificate/diploma completers
2. System notifies student of pending degree completion, request information and commencement preference
3. System assesses graduation fee if appropriate
4. System compiles commencement list, and routes student records to commencement workflow queue
5. System informs student of commencement ceremony information
6. System notifies advisor a pending program completions in workflow queue
7. Advisor reviews and confirms program evaluation completion, and forwards to graduation clearance
8. Final term grades are posted AC.41 Grading
9. System calculates graduation honors
10. Acad Records staff confirms degree completion and honors designations for students
11. Acad Records staff posts degree/certificate completion and honors to student record
12. System generates diplomas/certificates
13. Acad Records staff distributes diplomas/certificates for student request
14. Acad Records staff confirms graduate/completers file ready to submit to Clearinghouse and State
15. Go to AC.53 Commencement; End
16. Student submits Commencement Participation form
17. Does the student meet degree completion requirements to participate in Commencement?
    - 17.1. Yes: Return to 2
    - 17.2. No: Continue to 18
18. System notifies student of incomplete requirements; End

Student Services Process Maps
Curriculum (CU): Academic Records



Student Services Process Maps
Curriculum (CU): Academic Records

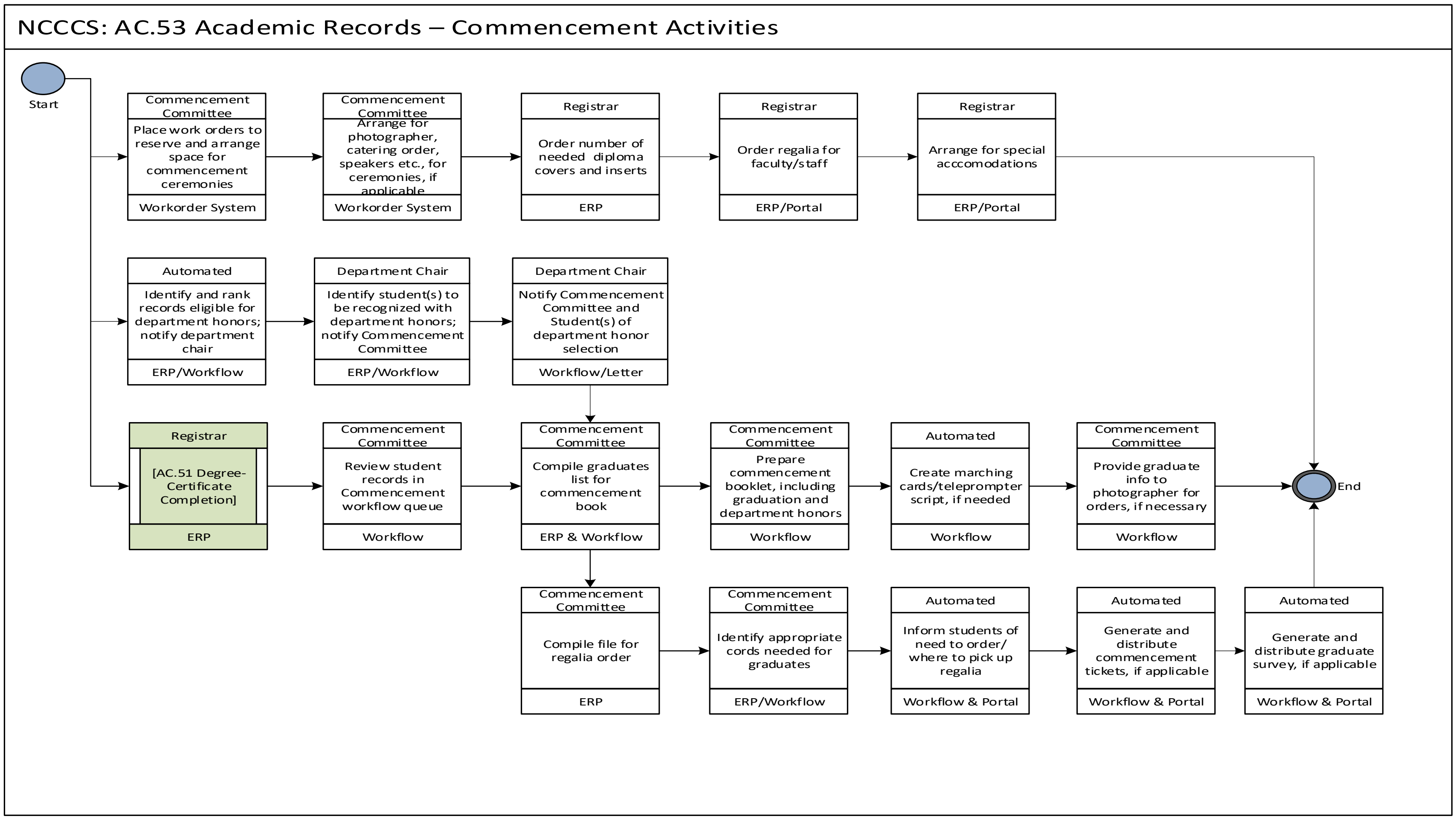
AC.52 Academic Records – Global Experience/Honors Program Records Management

Description: This process captures the steps undertaken to manage students eligible for the global experience/honors program.

Process Notes:

1. Student and Program Coordinator meet to discuss participation in program
2. Student completes and submits program application
3. Program coordinator/committee reviews applications received and determines acceptance to program
4. Student accepted for participation?
    - 4.1. Yes: Continue to 6
    - 4.2. No: Continue to 12
5. System notifies student of non-acceptance into program; End
6. System notifies student and registrar of student acceptance into program
7. System assigns grouping code to student record
8. System assigns additional concentration to student degree plan record, if applicable
9. Student enrolls in and completes requirements for program distinction
10. System evaluates program completion during academic program evaluation
11. Has student completed additional concentration?
    - 11.1. Yes: Continue to 11
    - 11.2. No: Continue to 13
12. System adds distinction to academic transcript, diploma as necessary; End
13. System notifies student of missing requirements; End

Student Services Process Maps
Curriculum (CU): Academic Records



Student Services Process Maps
Curriculum (CU): Academic Records

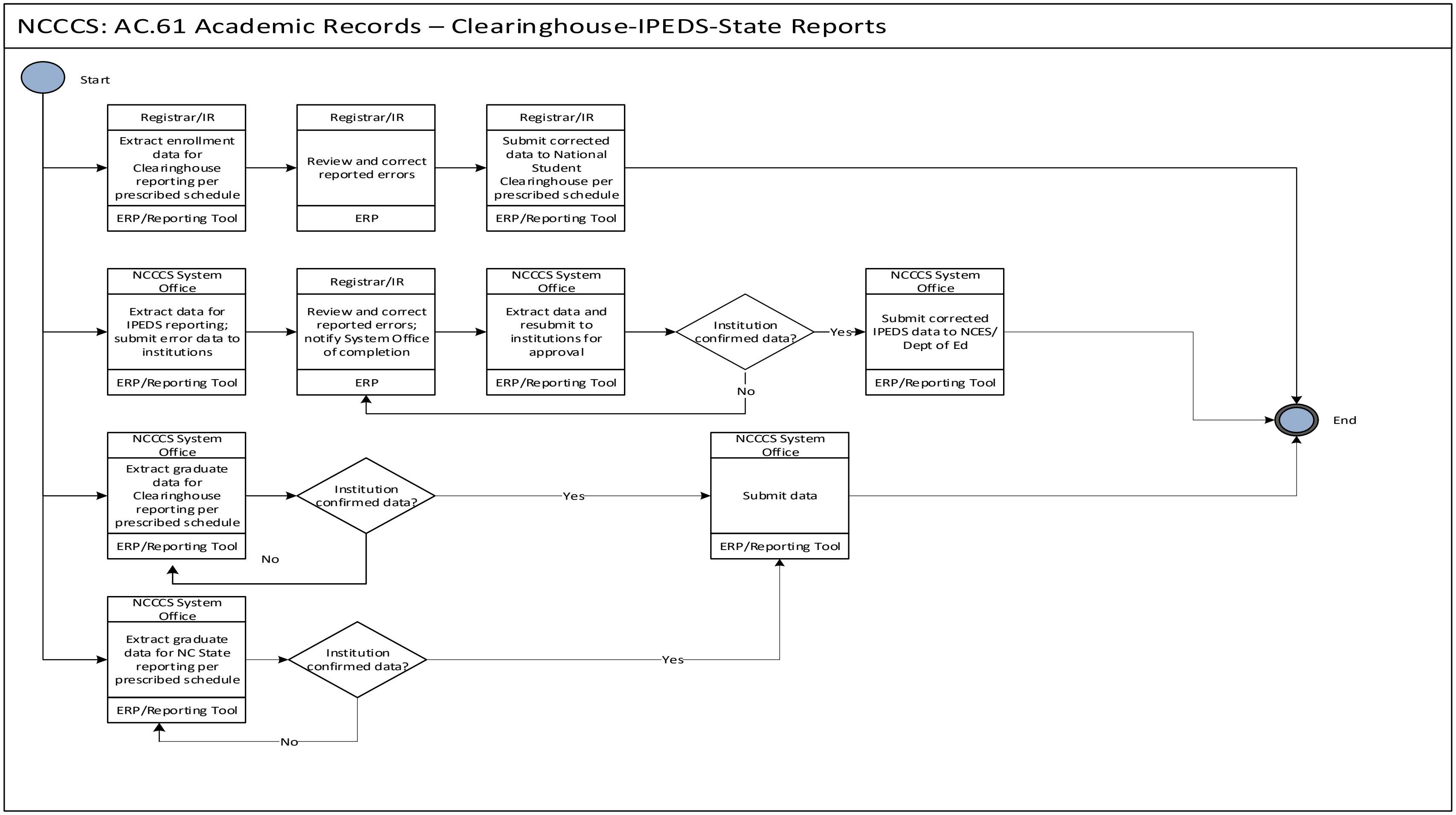
AC.53 Academic Records – Commencement Activities

Description: This process captures the steps undertaken in conducting commencement.

Process Notes:

1. Commencement committee places work orders to reserve and arrange space for commencement ceremonies
2. Commencement committee arranges for vendors i.e. photographer, speaker, catering
3. Registrar orders diploma covers and inserts as needed;
4. Registrar orders regalia for faculty/staff
5. Registrar arrange for special accommodations; End
6. System identifies and ranks records eligible for department honors; notifies department chair via workflow
7. Department Chair identifies students to be recognized for department honors and notifies commencement committee via workflow
8. Department Chair notifies commencement committee and students of department honor selection via workflow;
9. Commencement committee compiles graduates list for commencement book; Continue to 10 and 15
10. Commencement committee prepares commencement booklet, including graduation and department honors
11. Commencement committee prepares marching cards/Teleprompter script
12. Commencement committee provides graduate information to photographer for orders, if necessary; End
13. Registrar confirms degree/certificate completion AC.51 Degree-Certificate Completion
14. Commencement committee reviews student records in Commencement workflow queue
15. Commencement committee compiles file for regalia order
16. Commencement committee identifies appropriate cords needed for graduates
17. System informs students of need to order/where to pick up regalia
18. System generates and distributes commencement tickets if applicable;
19. System generates and distributes graduate survey, if applicable; End

Student Services Process Maps
Curriculum (CU): Academic Records



Student Services Process Maps
Curriculum (CU): Academic Records

AC.61 Academic Records – Clearinghouse-IPEDS-State Reporting

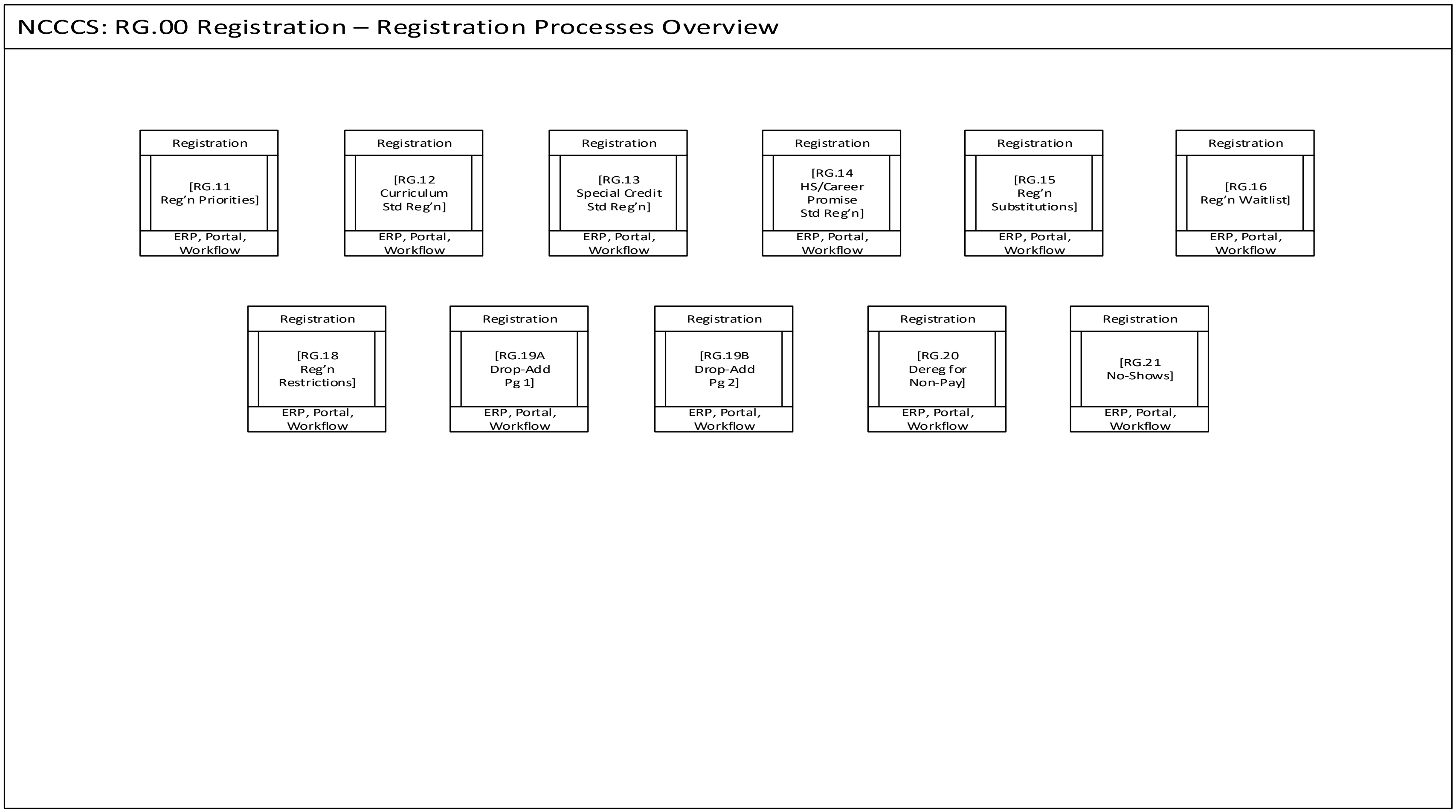
Description: This process captures the steps for Clearinghouse, IPEDS, and state reporting.

Process Notes:

1. Registrar extracts enrollment data for clearinghouse reporting based on prescribed schedule
2. Registrar reviews and corrects reporting errors
3. Registrar submits corrected data to National Student Clearinghouse; End
4. System Office extracts data for IPEDS reporting and submits data to colleges
5. Data confirmed by college?
   - 5.1. Yes. Continue to 8
   - 5.2. No. Return to 5
6. System Office extracts data and re-submits to colleges for approval
7. Did the institution confirm their data?
   - 7.1. Yes: Continue to 8; End
   - 7.2. No: Return to 5
8. System Office submits corrected IPEDS data to NCES/Department of Education; End
9. After Registrar confirms graduates via AC.51 Degree/Certificate Completion, System Office extracts graduate data for clearinghouse reporting per prescribed schedule
10. Data confirmed by college?
    - 10.1. Yes. Continue to 11
    - 10.2. No. Return to 9
11. System Office submits data to Clearinghouse
12. After Registrar confirms graduates via AC.51 Degree/Certificate Completion, System Office extracts graduate data for NC State reporting per prescribed schedule
13. Data confirmed to be correct?
    - 13.1. Yes. Continue to 11
    - 13.2. No. Return to 12

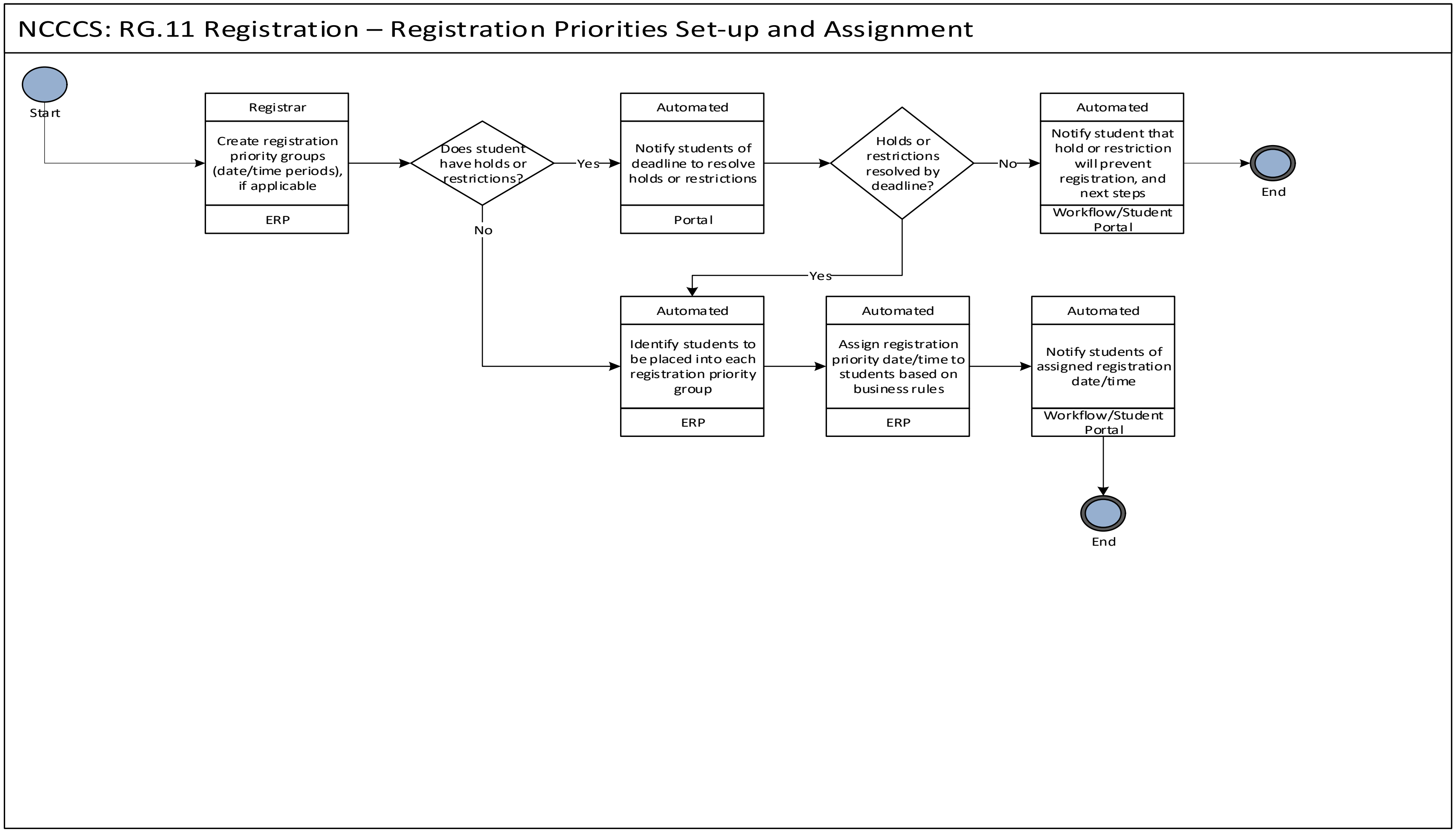
Student Services Process Maps

Curriculum (CU): Registration



Student Services Process Maps

Curriculum (CU): Registration



Student Services Process Maps
Curriculum (CU): Registration

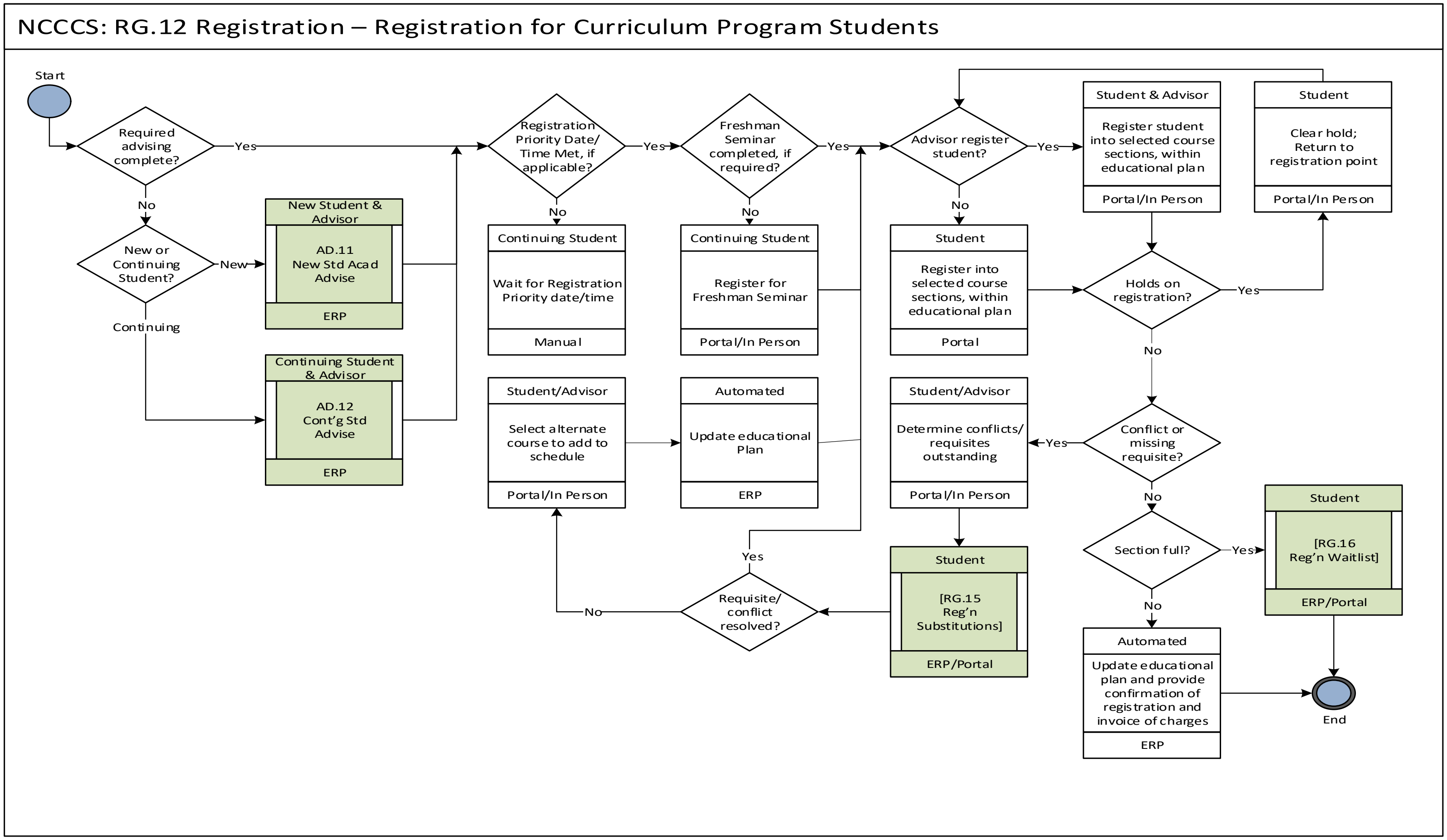
RG.11 Registration – Registration Priorities Set-Up and Assignment

Description: The process is used to describe the system set-up for priority groups of students for registration

Process Notes:

1. Registrar creates registration priority groups to be assigned to students
2. Does a student have holds or restrictions?
    2.1. Yes: Continue to 3
    2.2. No: Continue to 5
3. System notifies student of holds or restrictions needing resolution before registration
4. Have holds or restrictions been resolved by deadline date?
    4.1. Yes: Continue to 5
    4.2. No: Continue to 8
5. System notifies student that hold or restriction will prevent registration, and next steps; End
6. System identifies students to be placed into each registration priority group
7. System assigns registration priority date/time to students based on business rules
8. System notify students of assigned registration date/time; End

Student Services Process Maps
Curriculum (CU): Registration



Student Services Process Maps
Curriculum (CU): Registration

RG.12 Registration – Registration for Curriculum Program Students

Description: This process captures the steps for guiding curriculum students through registration.

Process Notes:

1. Is required advising complete?
   1.1. Yes: Continue to 5
   1.2. No: Continue to 2
2. New or continuing student?
   2.1. New: Continue to 3
   2.2. Continuing: Continue to 4
3. Go to AD.11 New Std Acad Advise; Continue to 5
4. Go to AD.12 Cont’g Std Advise; Continue to 5
5. Has the student’s registration priority date/time arrived yet, if applicable?
   5.1. Yes: Continue to 7
   5.2. No: Continue to 6
6. Continuing student waits for registration priority date/time; Return to 5
7. Freshman seminar completed, if required?
   7.1. Yes: Continue to 9
   7.2. No: Continue to 8
8. Continuing student registers for freshman seminar
9. Is Advisor assisting student with registering for courses?
   9.1. Yes: Continue to 10
   9.2. No: Continue to 12
10. If the advisor is assisting student with registration, student/advisor begins to register student into selected course sections; system confirms that course/section is within educational plan; Return to 11
11. Student begins to register into selected course sections; system confirms that course/section is within educational plan

Student Services Process Maps

Curriculum (CU): Registration

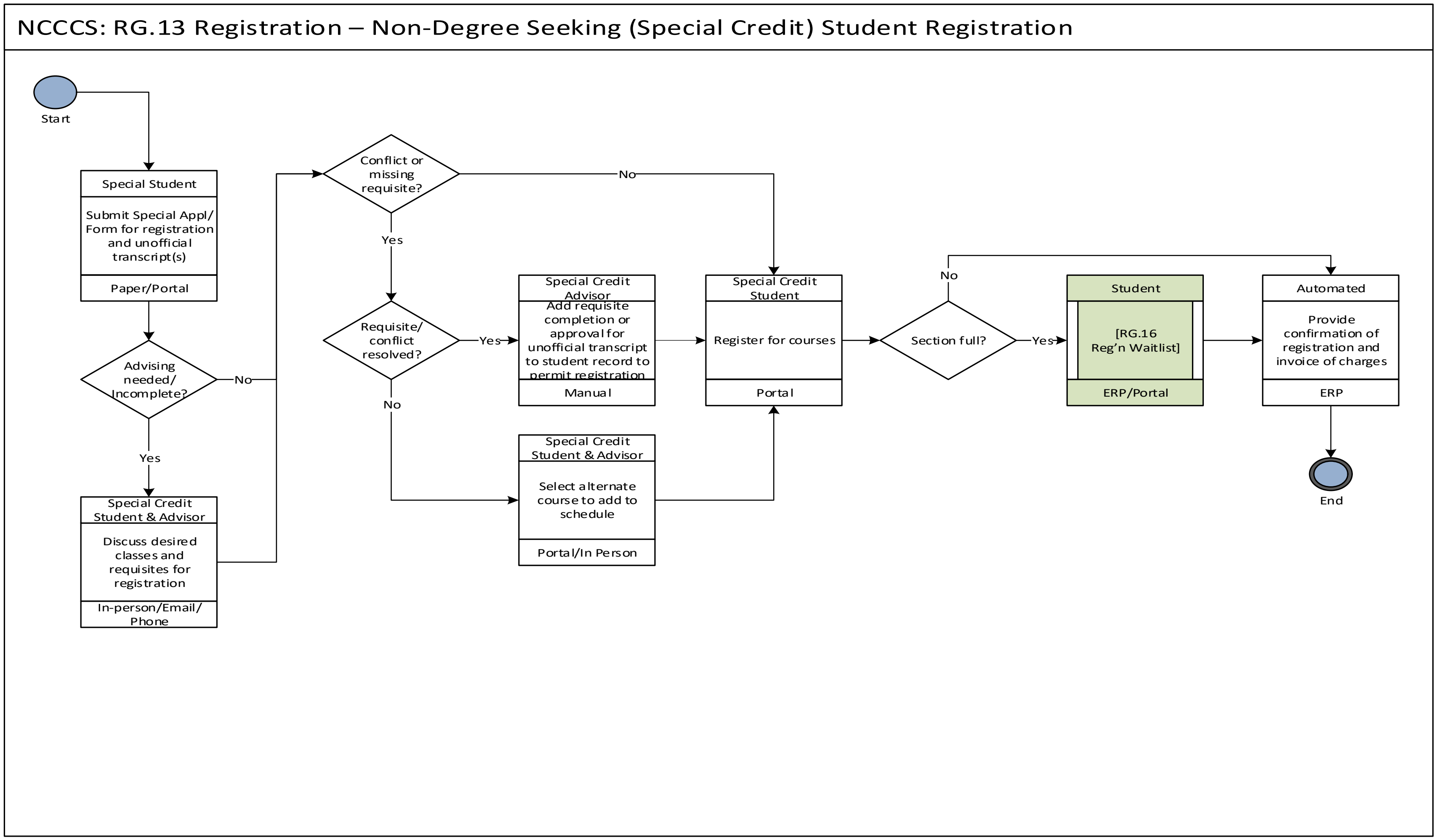
RG.12 Registration – Registration for Curriculum Program Students

Description: This process captures the steps for guiding curriculum students through registration.

Process Notes cont.:

12. Does student have a hold which prevents registration?
    - 12.1. Yes: Continue to 13
    - 12.2. No: Continue to 14
13. Student clears hold; Return to 9
14. Conflict or missing Requisites?
    - 14.1. Yes: Continue to 17
    - 14.2. No: Continue to 15
15. Student/Advisor determine outstanding requisites
16. Go to RG.15 Reg’n Substitution
17. Conflict/Requisite override granted?
    - 17.1. Yes: Return to 9
    - 17.2. No: Continue to 20
18. Student/advisor selected alternative course to add to schedule; Update educational plan; Return to 9
19. If requisites are met, is section full?
    - 19.1. Yes: Continue to 22
    - 19.2. No: Continue to 16
20. Go to RG.16 Reg’n Waitlist; End
21. System provides confirmation of registration and invoice of charges; End

Student Services Process Maps
Curriculum (CU): Registration



Student Services Process Maps
Curriculum (CU): Registration

RG.13 Registration – Non-Degree Seeking (Special Credit) Student Registration

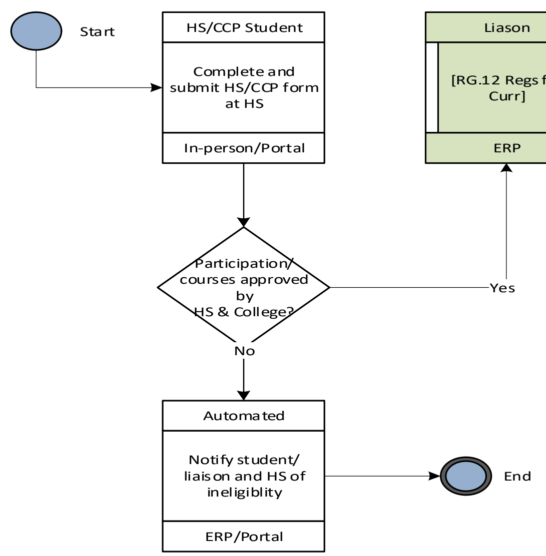
Description: This process captures the steps for guiding special credit students through registration.

Process Notes:

1. Special student submits special form for registration, along with unofficial transcripts for requisite evaluation
2. Advising needed/completed?
   - 2.1. Yes: Continue to 4
   - 2.2. No: Continue to 3
3. Special Credit Student and Advisor discussed desired classes and requisites for registration
4. Conflict/Missing Requisites?
   - 4.1. Yes: Continue to 5
   - 4.2. No: Continue to 7
5. Special Credit Student Advisor select alternate courses to add to schedule
6. Special credit student registers for courses
7. Section full?
   - 7.1. Yes: Continue to 9
   - 7.2. No: Continue to 10
8. Go to RG.16 Reg’n Waitlist
9. System provides confirmation registration and invoice of charges; End
10. Special Credit Student & Advisor selected alternate course to add to schedule; Return to 7

Student Services Process Maps
Curriculum (CU): Registration

NCCCS: RG.14 Registration – HS/Career and College Promise Student Registration



Student Services Process Maps
Curriculum (CU): Registration

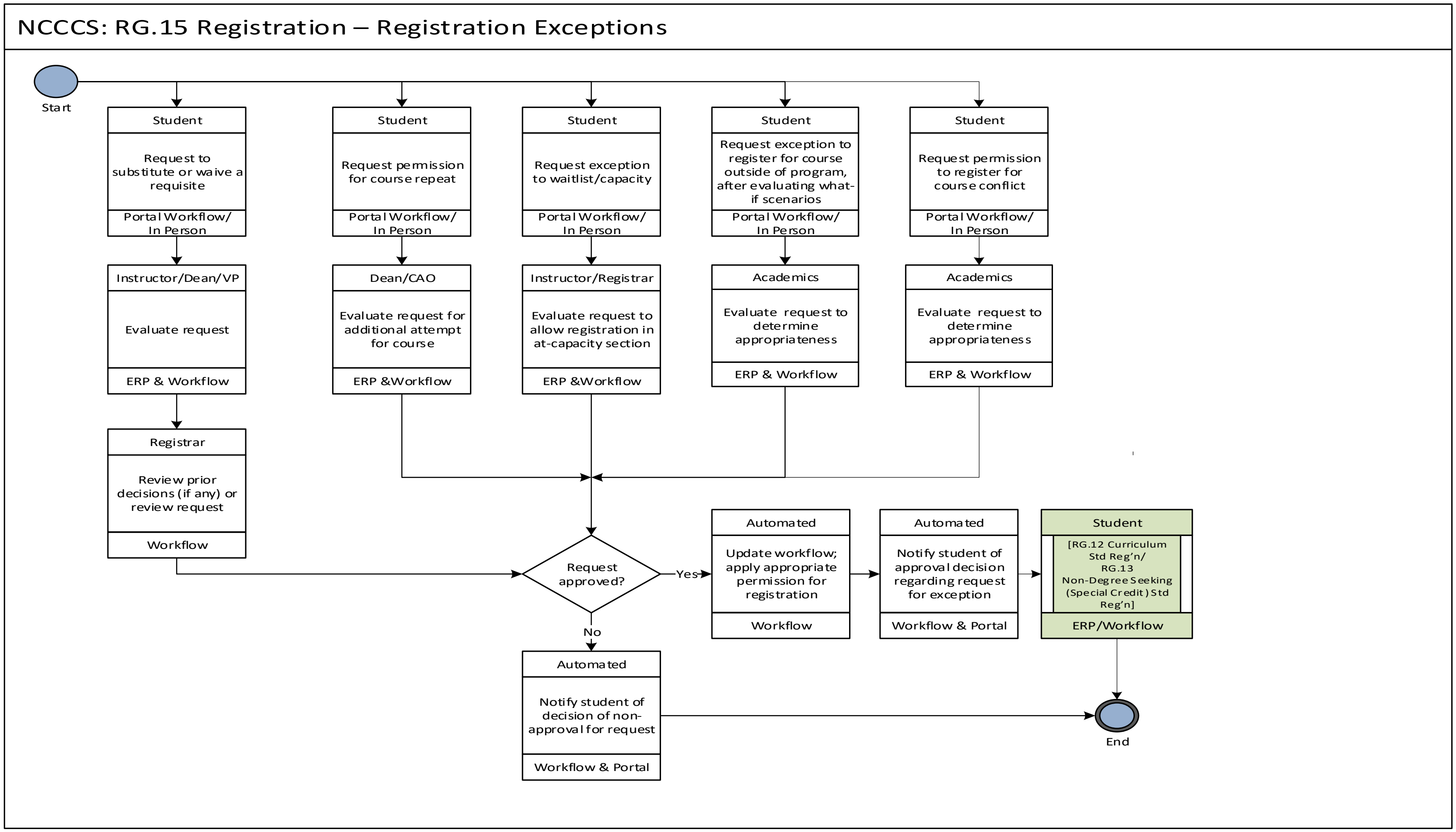
RG.14 Registration – HS/Career and College Promise Student Registration

Description: This process captures the steps for guiding HS/Career Promise students through registration.

Process Notes:

1. HS/Career Promise student completes and submits HS/Career Promise form at HS
2. Participation and courses approved by high school and college?
   2.1. Yes: Continue to 3; RG.12 Regs for Curr
   2.2. No: Continue to 4; End

Student Services Process Maps
Curriculum (CU): Registration



Student Services Process Maps
Curriculum (CU): Registration

RG.15 Registration – Registration Exceptions

Description: This process captures the steps undertaken for a student to request approval for a course substitution, override, or exception for registration.

Process Notes:

1. Student requests to substitute or waive a requisite
2. Instructor/Dean/VP evaluates request
3. Registrar reviews prior decisions, if any, of review request
4. Request approved?
   - 4.1. Yes: Continue to 5
   - 4.2. No: Continue to 8
5. System notifies student of decision of non-approval for request; End.
6. System updates workflow; applies appropriate override permission for registration
7. System notifies student of approval decision regarding request for exception/override
8. Go to RG.12 Curriculum Stu Reg'n/RG.13 Special Credit Std; End
9. Student requests permission for course repeat
10. Dean/CAO evaluates request
11. Request approved?
    - 11.1. Yes. Continue to 5
    - 11.2. No. Continue to 8
12. Student request exception to waitlist/capacity policy
13. Instructor/Registrar evaluates request
14. Request approved?
    - 14.1. Yes. Continue to 5
    - 14.2. No. Continue to 8

Student Services Process Maps
Curriculum (CU): Registration

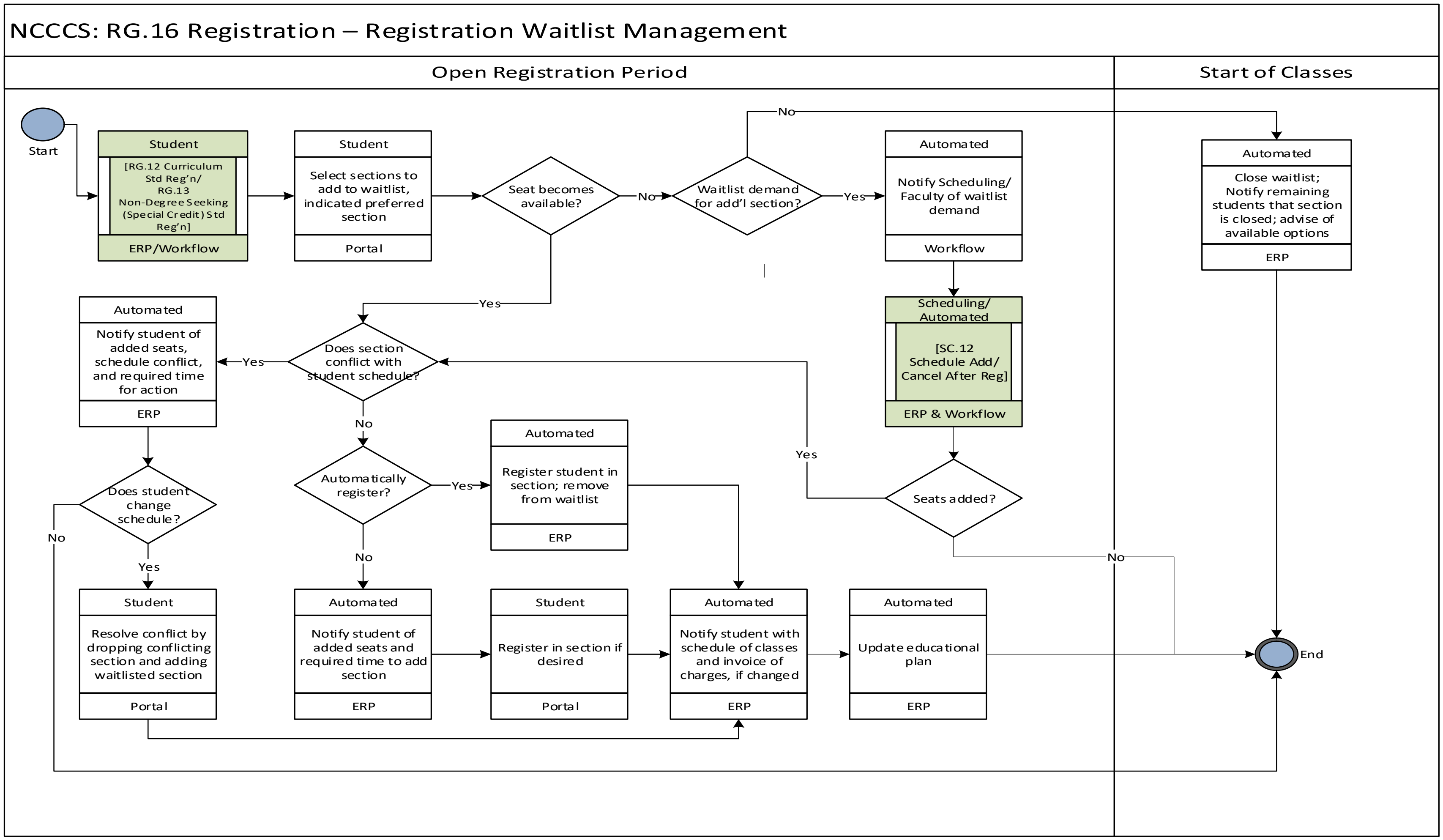
RG.15 Registration – Registration Exceptions

Description: This process captures the steps undertaken for a student to request approval for a course substitution, override, or exception for registration.

Process Notes cont.:

15. Student requests exception to register for course outside of program, reviewing impacts via what-if scenarios
16. Academics evaluate request
17. Request approved?
    - 17.1. Yes. Continue to 5
    - 17.2. No. Continue to 8
18. Student request permission to register for course conflict
19. Academics evaluates request
20. Request approved/
    - 20.1. Yes. Continue to 5
    - 20.2. No. Continue to 8; End

Student Services Process Maps
Curriculum (CU): Registration



Student Services Process Maps
Curriculum (CU): Registration

RG.16 Registration – Registration Waitlist Management

Description: This process captures the steps for managing course section waitlisting.

Process Notes:

1. Student has registered RG.12 Curriculum Std Reg'n or RG.13 Special Credit Std Reg'n
2. Student selects section(s) to add to waitlist, indicating preferred section
3. Have seats become available?
   - 3.1. Yes: Go to 4
   - 3.2. No: Go to 10
4. Does the student's schedule conflict with the waitlisted section?
   - 4.1. Yes: Go to 5
   - 4.2. No: Go to 14
5. System notifies student of added seats, conflict with current schedule, and required time to take action to utilize open seat
6. Does the student opt to change their schedule to utilize open seat?
   - 6.1. Yes: Continue to 7
   - 6.2. No: End
7. Student resolves conflict by dropping a conflicting section and adding waitlisted section
8. System notifies student with schedule of classes and invoice of charges, if schedule has changed; End
9. If there is an open seat and no conflict with the student's schedule, should student be automatically registered in open seat?
   - 9.1. Yes: Continue to System will register student and remove from waitlist
   - 9.2. No: Continue to System will notify student of added seats and required time to add section
10. System registers student in section and removes student from waitlist; Return to 8
11. Student registers in section, if desired; Return to 8

Student Services Process Maps
Curriculum (CU): Registration

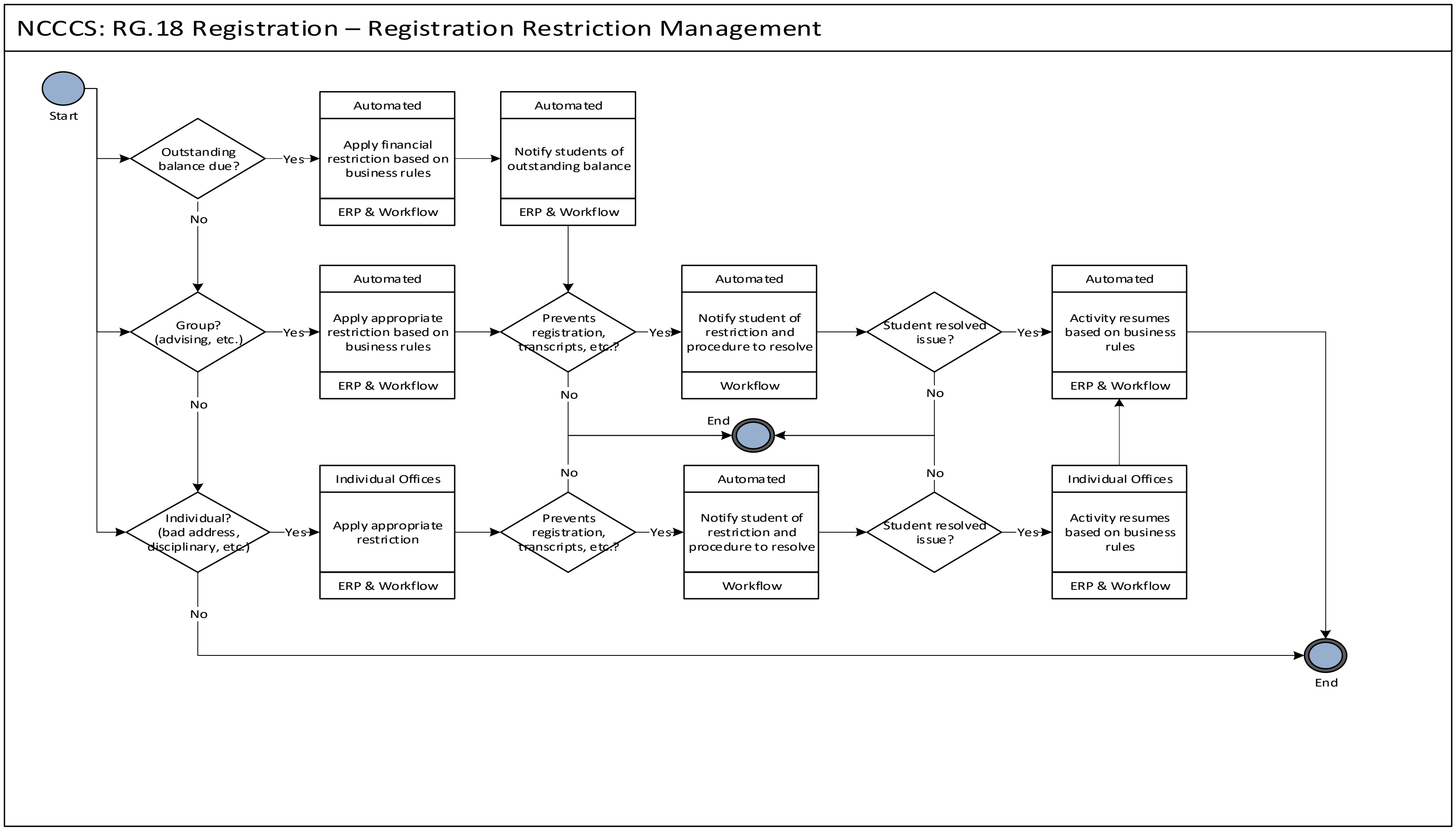
RG.16 Registration – Registration Waitlist Management

Description: This process captures the steps for managing course section waitlisting.

Process Notes cont.:

12. If seat does not become available, is there enough demand for another section?
    - 12.1. Yes: Go to System will notify scheduling/faculty of waitlist demand
    - 12.2. No: Go to System will close waitlist; notify remaining students that section is closed
13. Go to SC.12 Schedule Add/Cancel after Reg
14. Are seats added to section?
    - 14.1. Yes: Return to 4
    - 14.2. No: End
15. Close waitlist; automatically notify remaining students that course is closed; End.

Student Services Process Maps
Curriculum (CU): Registration



Student Services Process Maps
Curriculum (CU): Registration

RG.18 Registration – Registration Restriction Management

Description: This process captures the steps undertaken to manage registration holds.

Process Notes:

1. Does student have an outstanding balance due?
   - 1.1. Yes: Continue to 2
   - 1.2. No: Continue to 8
2. System will apply financial restriction based on business rules
3. System notifies students of outstanding balance and deadline for payment before hold is assigned
4. Does the restriction prevent registration, transcripts, etc.?
   - 4.1. Yes: Continue to 5
   - 4.2. No: End
5. System notifies student of assigned restriction and procedure to clear the restriction; Continue to 7; End
6. Student resolved issue for restriction?
   - 6.1. Yes: Continue to 7
   - 6.2. No: End
7. When restriction is resolved, system ends restriction based on defined business rules
8. System notifies student of restriction removal; process other pending transactions if applicable; End
9. Is there a group of students who need to be assigned a restriction?
   - 9.1. Yes: Continue to 9
   - 9.2. No: Continue to 10
10. System assigns appropriate restriction in batch based on defined business rules; Return to 4

Student Services Process Maps

Curriculum (CU): Registration

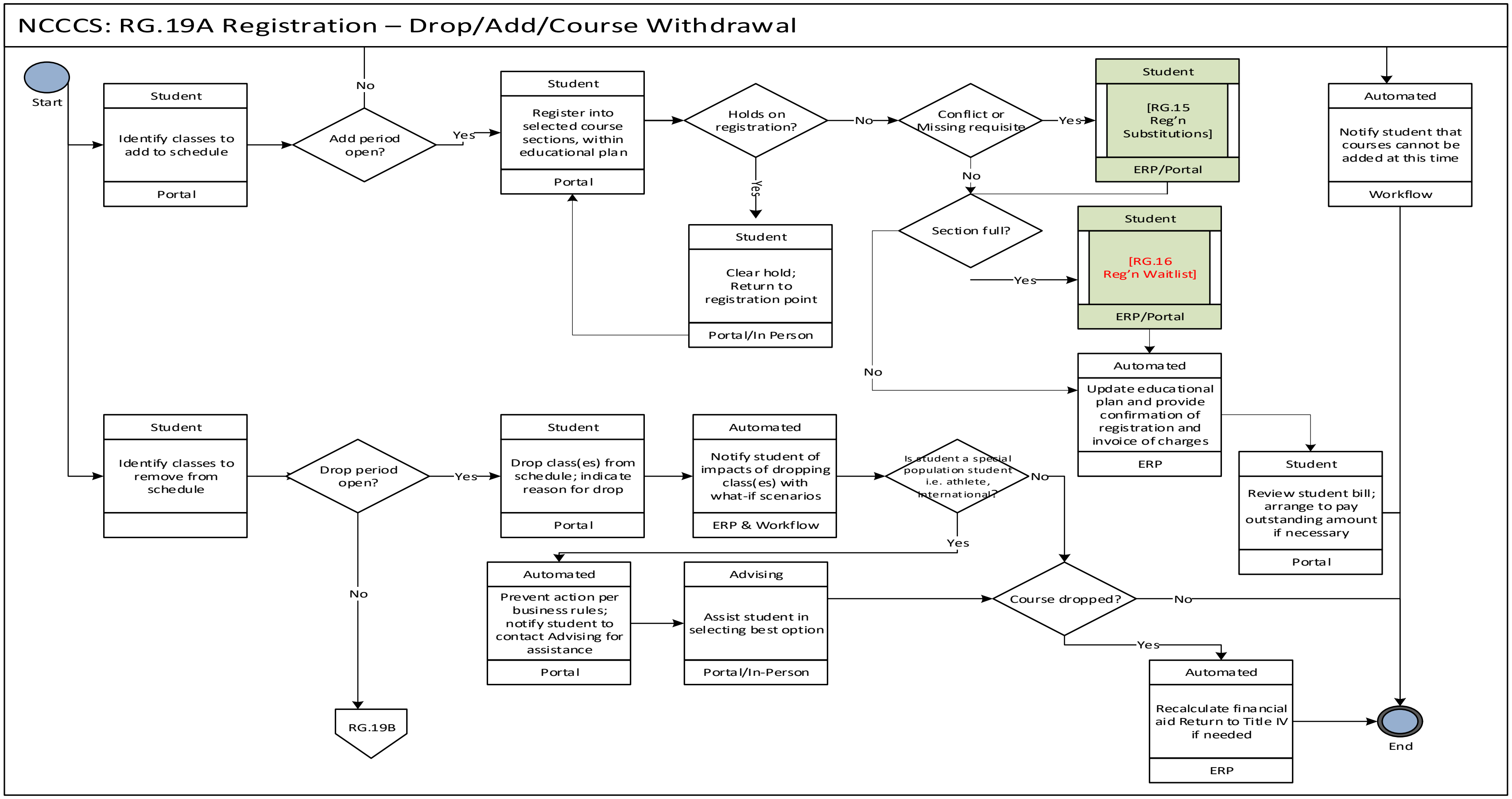
RG.18 Registration – Registration Restriction Management

Description: This process captures the steps undertaken to manage registration holds.

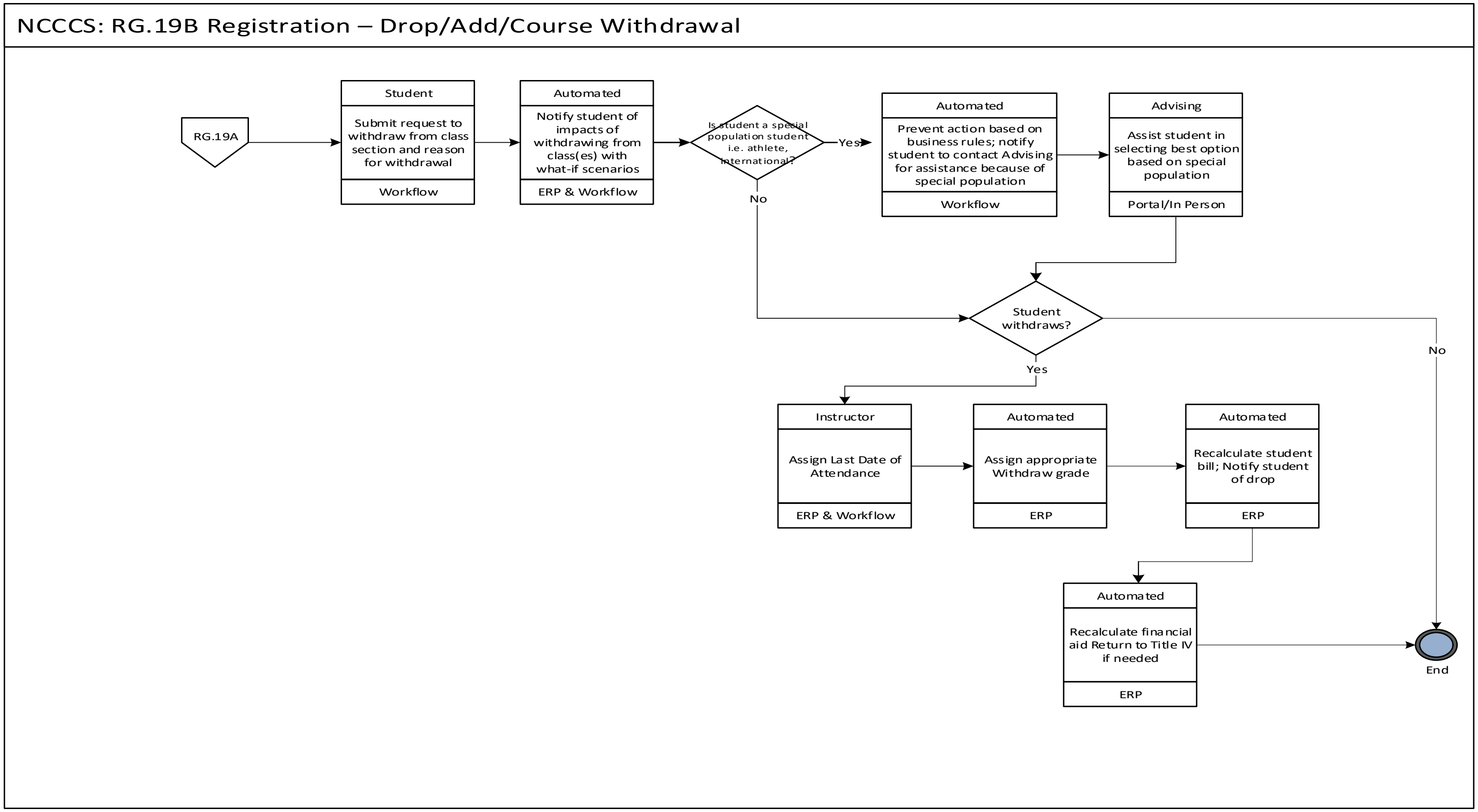
Process Notes cont.:

11. Does student need an individual restriction?
    - 11.1. Yes: Continue to 11
    - 11.2. No: End
12. Individual offices will assign restriction(s) as appropriate to students; update student record manually
13. Does the restriction prevent registration, transcripts, etc.?
    - 13.1. Yes: Continue to 3
    - 13.2. No: End
14. System notifies student of assigned restriction and procedure to clear
15. Student resolved issue for restriction
    - 15.1. Yes: Continue to 15
    - 15.2. No: End
16. Individual Offices end hold manually; Return to 10

Student Services Process Maps
Curriculum (CU): Registration



Student Services Process Maps
Curriculum (CU): Registration



Student Services Process Maps
Curriculum (CU): Registration

RG.19AB Registration – Drop/Add/Course Withdrawal

Description: This process captures the steps needed for a student to drop, add, or withdraw from a course section.

Process Notes Reg.19A:

1. Student identifies classes to add to schedule
2. Is the time period to add a class still open?
   - 2.1. Yes: Continue to 3
   - 2.2. No: Continue to 12
3. System notifies student that courses cannot be added at this time; End
4. Student adds class(es) from schedule on portal
5. Holds on registration?
   - 5.1. Yes. Continue to 5
   - 5.2. No. Continue to 6
6. Student Clear hold; Continue to 3
7. Conflict or missing requisite?
   - 7.1. Yes. Continue to 7
   - 7.2. No. Continue to 8
8. Go to RG.15 Reg'n Substitutions
9. Section full?
   - 9.1. Yes. Continue to 9; RG.16 Reg'n Waitlist
   - 9.2. No. Continue to 10
10. System updates educational plan and recalculates student bill; notifies student of changes
11. Student reviews student bill; arranges to pay outstanding amount if applicable; End
12. Student identifies classes to drop from schedule

Student Services Process Maps
Curriculum (CU): Registration

RG.19AB Registration – Drop/Add/Course Withdrawal

Description: This process captures the steps needed for a student to drop, add, or withdraw from a course section.

Process Notes cont.:

13. Is the time period to drop a class still open?
    13.1. Yes: Continue to 15
    13.2. No: Go to RG.19B for withdrawal
14. Student drops class(es) from schedule and indicates reason for drop
15. System notifies student of impacts of dropping class(es) with what-if scenarios for FA/VA/Academic impact
16. Is student an athlete, international, or HS student?
    16.1. Yes: Continue to 18
    16.2. No: Continue to 20
17. System prevents drop per business rules; notifies student to contact Advising for assistance
18. Advising assists student in selecting best option
19. Does student drop the course(s)?
    19.1. Yes: Continue to 21
    19.2. No: End
20. System recalculates student bill; notifies student of changes and determine if R2T4. If so, Go to FA.44 R2T4 to calculate refund; End

Student Services Process Maps
Curriculum (CU): Registration

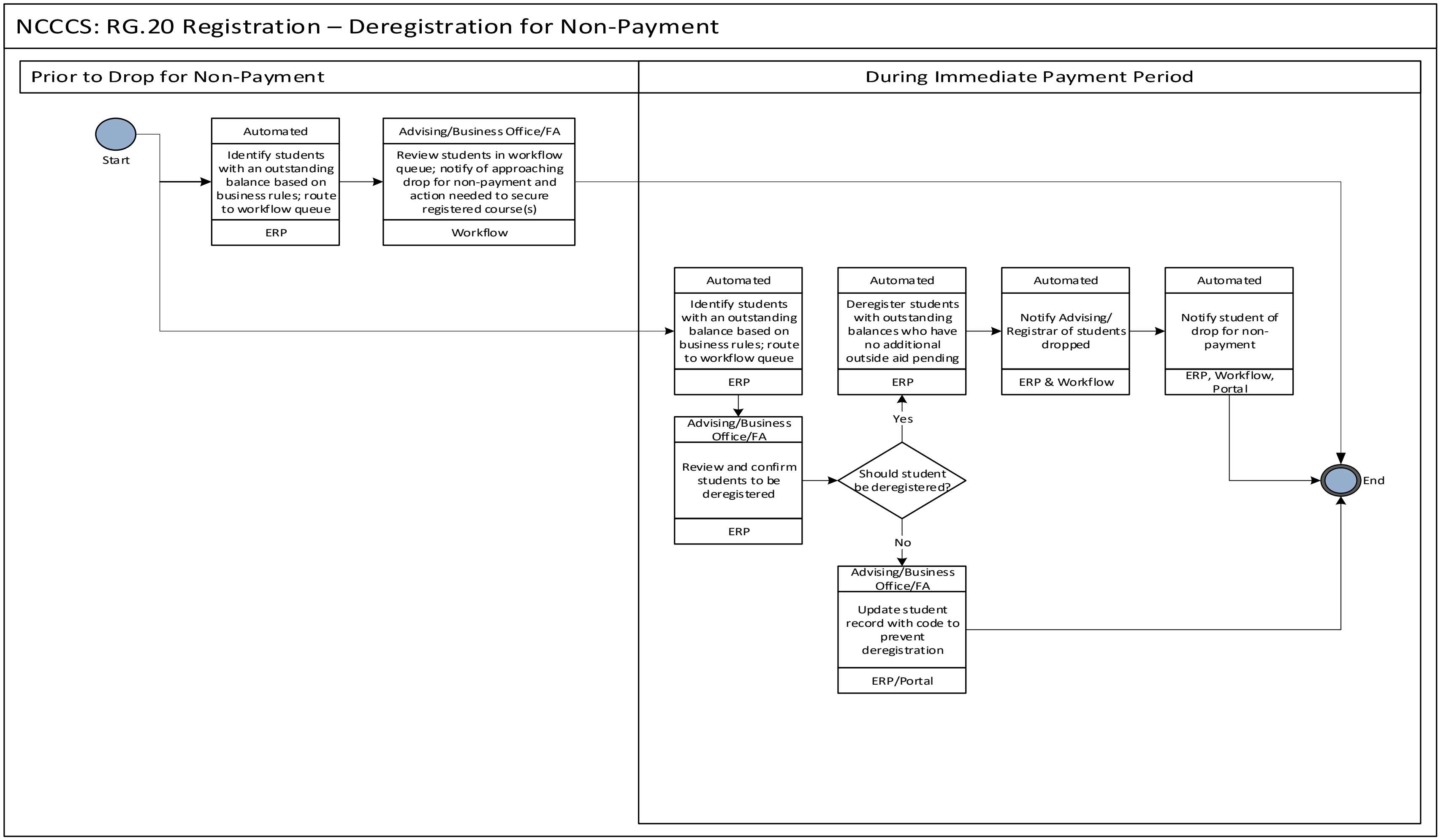
RG.19AB Registration – Drop/Add/Course Withdrawal

Description: This process captures the steps needed for a student to drop, add, or withdraw from a course section.

Process Notes Reg.19B:

1. When the student drop period is no longer open, student submits request to withdraw from class section and reason for withdrawal
2. System notifies student of impacts of withdrawing from classes with what-if scenarios
3. Is student and athlete, international, or high school student?
   - 3.1. Yes: Continue to 4
   - 3.2. No: Continue to 6
4. System prevents action per business rules; notify student to take advising for assistance because of unique population
5. Advising assist student in selecting best option based on unique population
6. Student withdraws?
   - 6.1. Yes: Continue to 7
   - 6.2. No: End
7. Instructor assigns last of attendance for student
8. System assigns appropriate withdrawal grade
9. System recalculates financial aid Return to Title IV if needed
10. System recalculates student bill; notifies student of drop

Student Services Process Maps
Curriculum (CU): Registration



Student Services Process Maps
Curriculum (CU): Registration

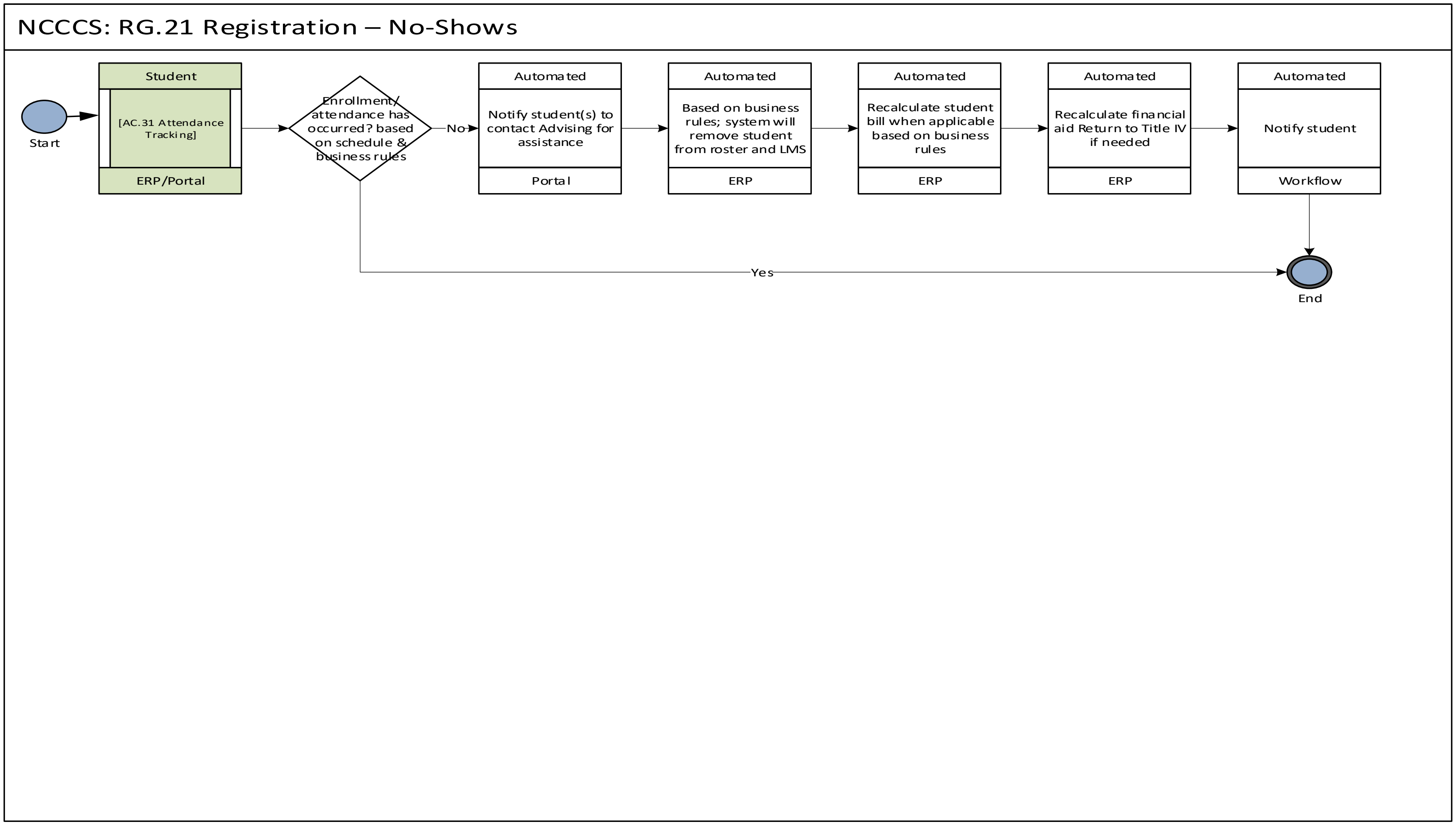
RG.20 Registration – Deregistration for Non-Payment

Description: This process captures the steps undertaken for deregistering students due to non-payment.

Process Notes:

1. Prior to first drop date for non-payment, system identifies students with an outstanding balance based on business rules; routes to workflow queue
2. Advising/Business Office/FA reviews students in workflow queue; notifies students of approaching drop for non-payment and action needed to secure registered courses; End
3. During payment period, system identify students with an outstanding balance based on business rules; routes to workflow queue
4. Advising/Business Office/FA reviews and confirms students to be deregistered
5. Should student be deregistered?
   - 5.1. Yes: Continue to 6
   - 5.2. No: Continue to 9
6. System deregisters students with outstanding balances
7. System notifies advising/registrar of students dropped for non-payment
8. System notifies students that they have been dropped from course(s) for non-payment; End
9. For students who should not be deregistered, Advising/Business Office/FA updates student record with code to prevent deregistration; End

Student Services Process Maps
Curriculum (CU): Registration



Student Services Process Maps
Curriculum (CU): Registration

RG.21 Registration – No-Shows

Description: This process captures the steps undertaken when a student registers for class but does not attend the class by the census date of the class.

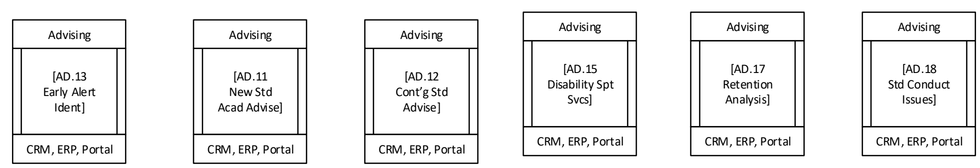
Process Notes:

1. From AC.31 Attendance Tracking
2. Enrollment/attendance has occurred based on business rules
    2.1. Yes. End
    2.2. No. Continue to 3
3. System will notify student to contact advising for assistance
4. System will remove student from roster based on business rules
5. System will recalculate student bill based on business rules
6. System will recalculate return to Title IV, if needed
7. System will notify student of drop; End

Student Services Process Maps

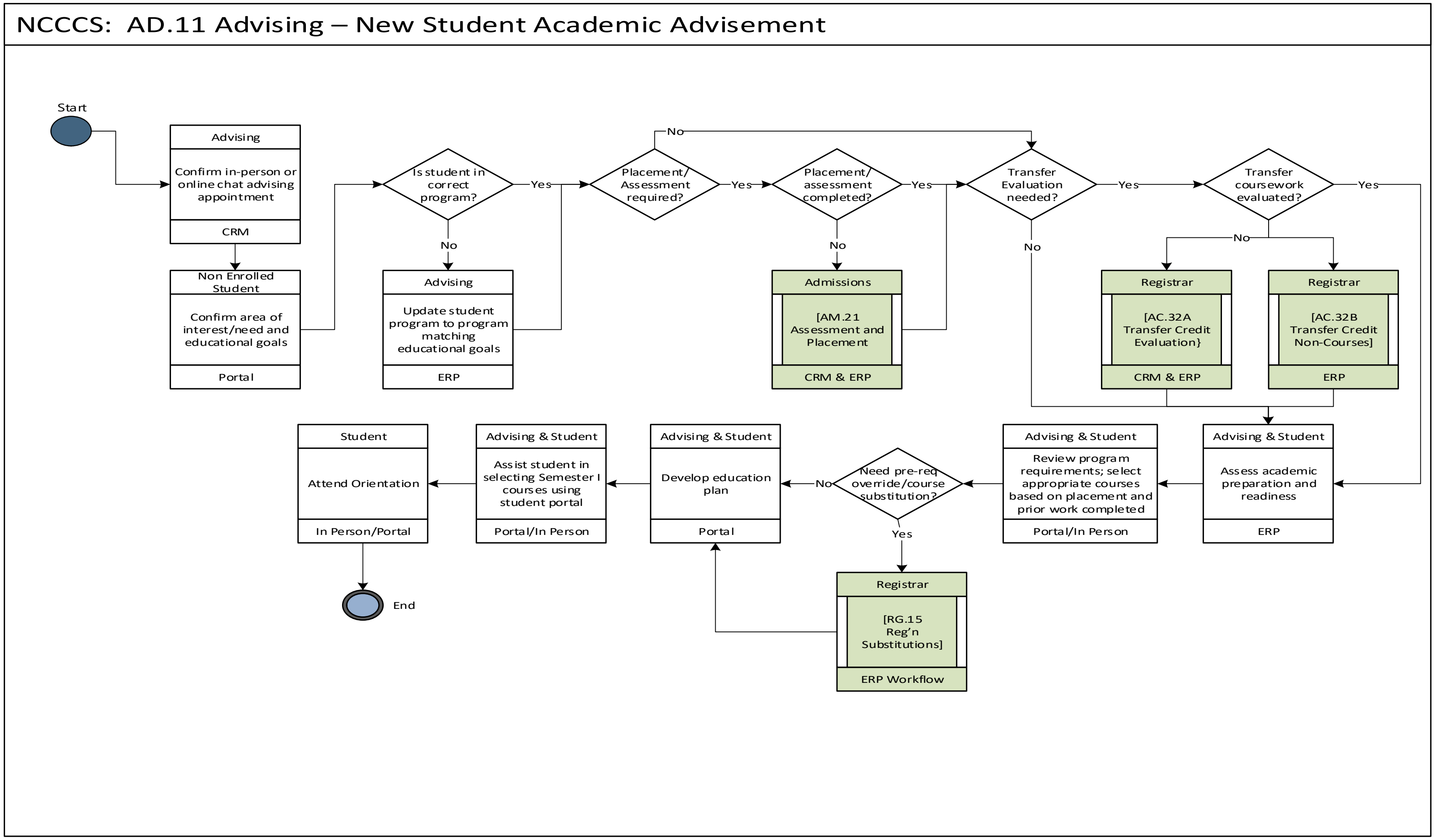
Curriculum (CU): Advising

NCCCS: AD.00 Advising – Advising Processes Overview



Student Services Process Maps

Curriculum (CU): Advising



Student Services Process Maps
Curriculum (CU): Advising

AD.11 Advising – New Student Academic Advisement

Description: This process captures the steps used to manage new student advisement.

Process Notes:

1. Advising confirms an in-person or online chat advising appointment with student
2. Student confirms area of interest/need and educational goals
3. Is student in correct program?
   3.1. Yes: Continue to 5
   3.2. No: Continue to 4
4. Advising updates student program to program matching educational goals
5. Is placement/assessment needed?
   5.1. Yes: Continue to 6
   5.2. No: Continue to 8
6. Placement/assessment completed?
   6.1. Yes: Continue to 7
   6.2. No: Continue to 8
7. Go to AM.21 Assessment and Placement
8. Is transfer evaluation needed?
   8.1. Yes: Continue to 9
   8.2. No: Continue to 12
9. Transfer coursework evaluated?
   9.1. Yes: Continue to 12
   9.2. No: Continue to 10 and/or 11
10. Go to AC.32A Transfer Credit Evaluation for transfer credit from previously attended institutions

Student Services Process Maps
Curriculum (CU): Advising

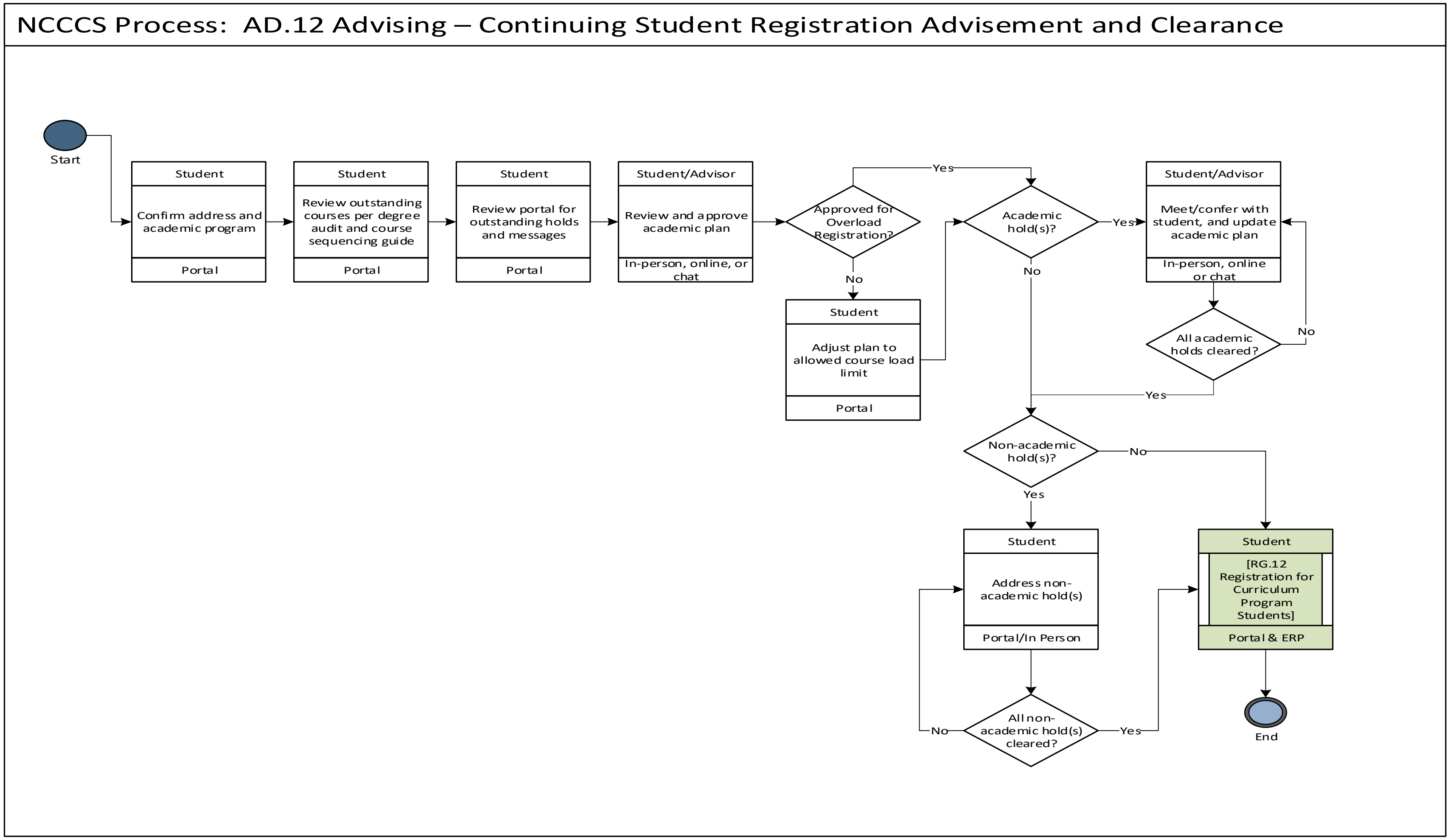
AD.11 Advising – New Student Academic Advisement

Description: This process captures the steps used to manage new student advisement.

Process Notes cont.:

11. Go to AC.32B Transfer Credit Non-Courses for transfer credit from military experience, prior learning assessment or national credit exams (CLEP, AP, IB, etc.)
12. Advising & Student evaluate academic preparedness and readiness
13. Advising & Student review program requirements; select appropriate courses based on placement and prior work completed
14. Need pre-req override/course substitution?
    - 14.1. Yes: Continue to 12
    - 14.2. No: Continue to 13
15. Go to RG.15 Reg'n Substitutions
16. Advising & Student develop education plan
17. Advising & Student select first semester courses, using the student portal
18. Student attends orientation: End

Student Services Process Maps
Curriculum (CU): Advising



Student Services Process Maps
Curriculum (CU): Advising

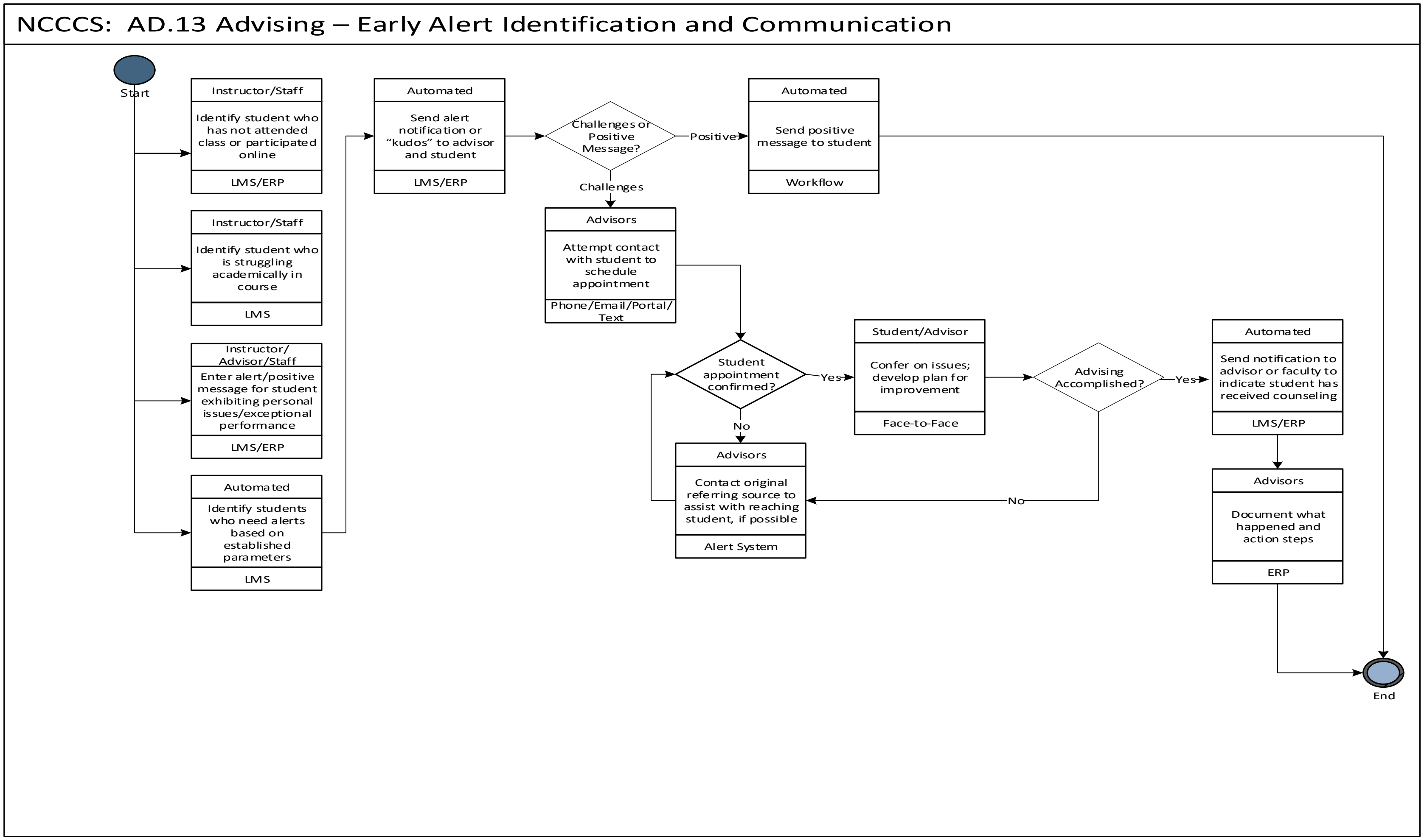
AD.12 Advising – Continuing Student Registration Advisement and Clearance

Description: This process captures the steps used manage continuing student advisement.

Process Notes:

1. Student confirms address and academic program
2. Student reviews outstanding courses per degree plan and course sequencing guide
3. Student reviews portal for outstanding holds and messages
4. Student and advisor reviews and approves academic plan
5. Approved for overload registration?
   - 5.1. Yes: Continue to 7
   - 5.2. No: Continue to 6
6. Student adjusts plan to allowed course load limit
7. Does student have any academic holds?
   - 7.1. Yes: Continue to 8
   - 7.2. No: Continue to 10
8. Student and advisor confer and update academic plan
9. All academic holds cleared?
   - 9.1. Yes: Continue to 10
   - 9.2. No: Return to 8
10. Does student have any non-academic holds?
    - 10.1. Yes: Continue to 11
    - 10.2. No: Continue to 13
11. Student addresses non-academic holds with appropriate department
12. All non-academic holds cleared?
    - 12.1. Yes: Continue to 13
    - 12.2. No: Return to 11
13. Go to RG.12 Registration for Curriculum Students: End

Student Services Process Maps
Curriculum (CU): Advising



Student Services Process Maps
Curriculum (CU): Advising

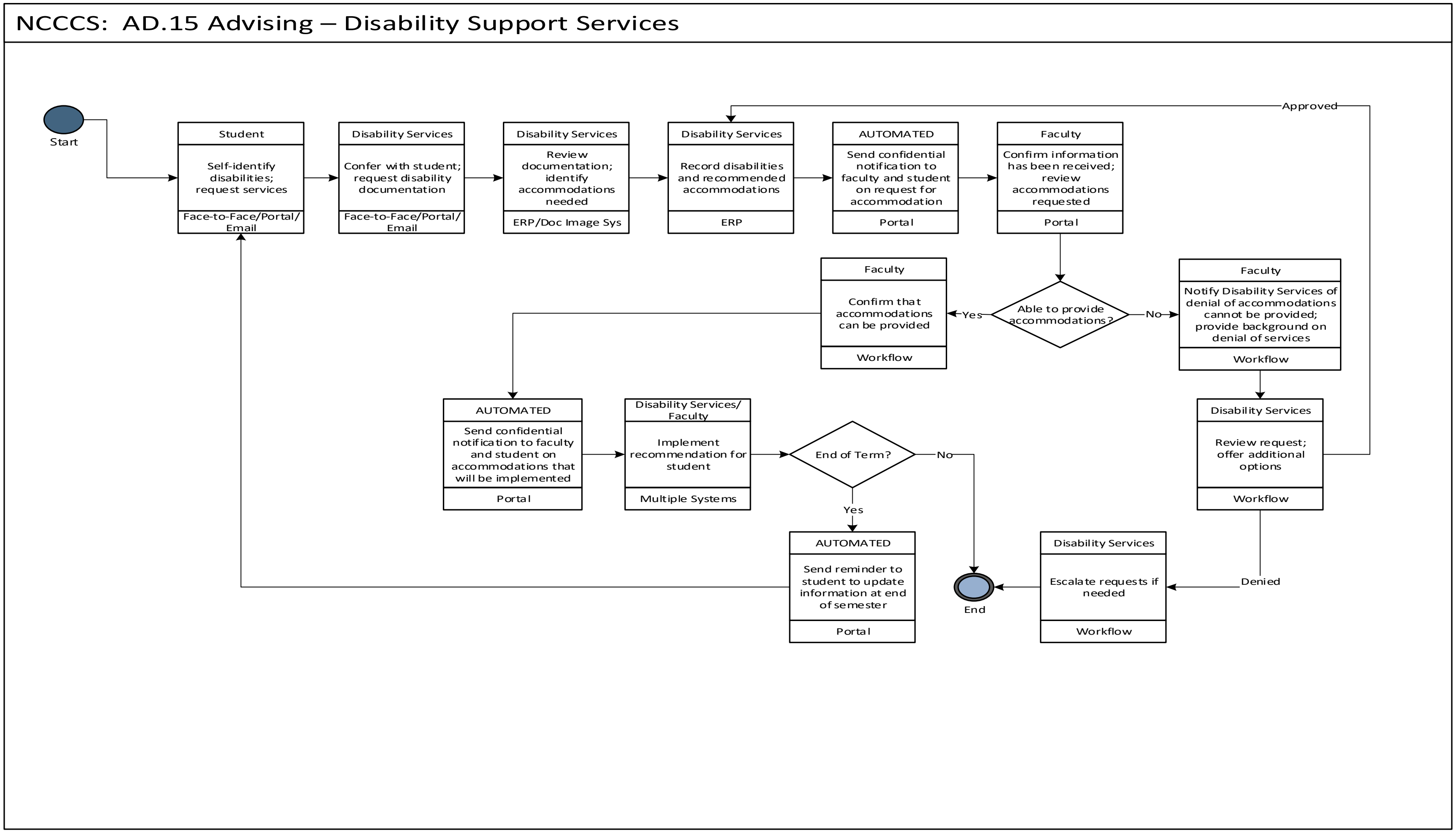
AD.13 Advising – Early Alert Identification and Communication

Description: This process captures steps for maintaining early alert indicators and communications.

Process Notes:

1. Instructor/staff identifies students who have not attended class or participated in online section
2. System sends alert notification or kudos to advisor and student
3. Is student receiving a challenge or positive message?
   - 3.1. Challenge: Continue to 5
   - 3.2. Positive: Continue to 4
4. System sends positive message to student; End.
5. Advisors attempt contact with student to schedule appointment
6. Has student been reached and confirmed for an appointment?
   - 6.1. Yes: Continue to 7
   - 6.2. No: Continue to 11
7. Student and advisor confer on issues; develop plan for improvement
8. Is advising accomplished for the student?
   - 8.1. Yes: Continue to 9
   - 8.2. No: Continue to 11
9. System sends notification to advisor or faculty to indicate student has received counseling
10. Advisors document what happened and action steps in ERP; End
11. Advisors contact original referring source to assist with reaching student, if possible; Return to 6
12. Instructor/staff identifies student who is struggling academically; Return to 2
13. Instructor/Advisor/Staff enters comments into the ERP; alert message is entered for student exhibiting personal issues, and positive message is entered for student exhibiting exceptional performance; Return to 2
14. System identifies students who need alerts based on establish parameters, based on rules; Return to 2

Student Services Process Maps
Curriculum (CU): Advising



Student Services Process Maps
Curriculum (CU): Advising

AD.15 Advising – Disability Support Services

Description: This process captures the steps for assisting students with disability needs.

Process Notes:

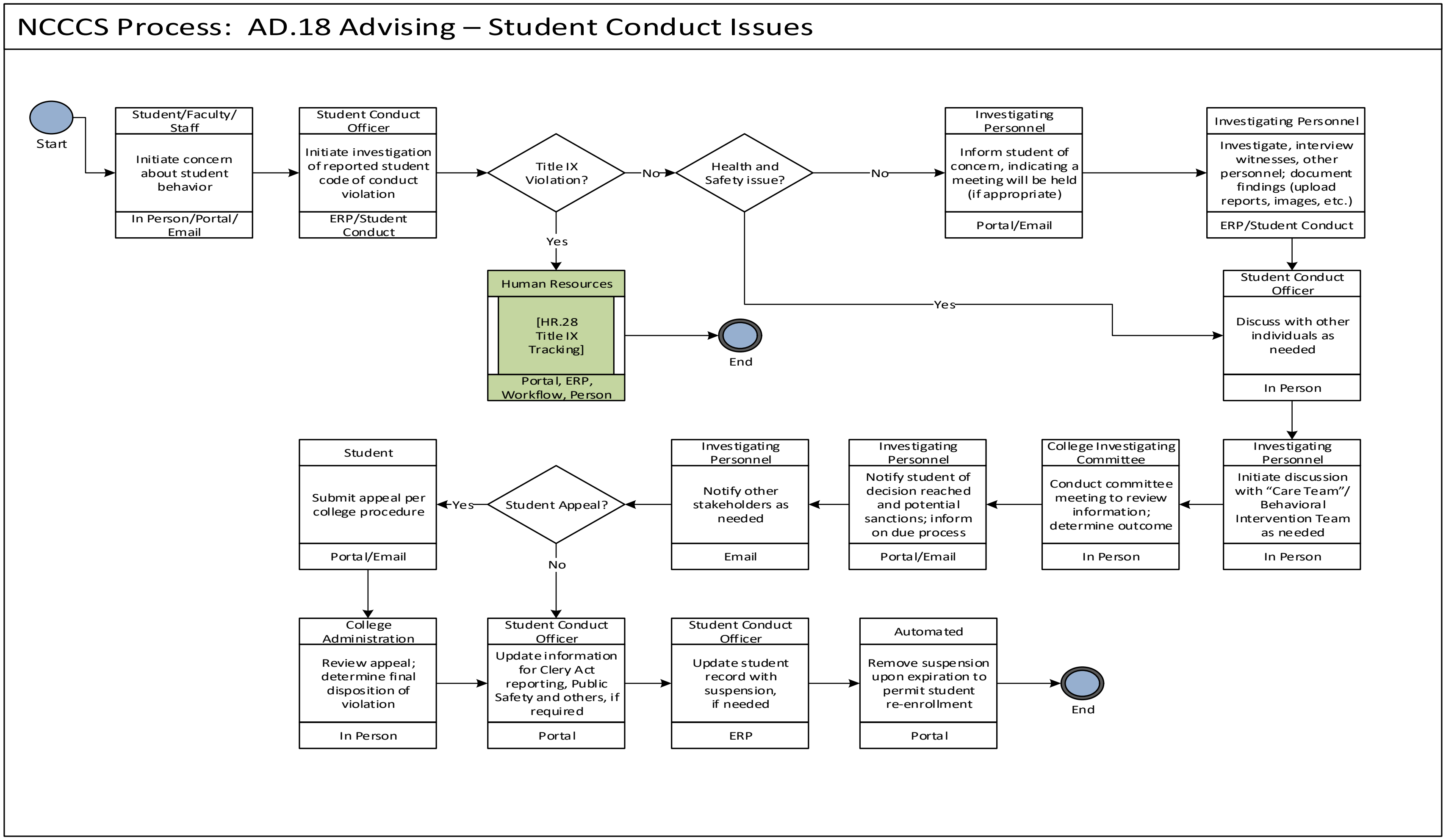
1. Student self-identifies his/her disability(s)
2. Disability Services confers with student; requests disability documentation
3. Disability Services reviews documentation; identifies accommodations needed
4. Disability Services records disabilities and recommended accommodations in ERP
5. System sends confidential notification to faculty and student regarding request for accommodation
6. Faculty confirms information has been received and reviews the accommodations requested
7. Will be able to provide accommodations?
   - 7.1. Yes: Continue to 8
   - 7.2. No: Continue to 13
8. Faculty confirms that the requested accommodations can be provided
9. System sends confidential notification to faculty and student regarding accommodations that will be implemented
10. Disability Services and faculty implement recommendation for student
11. Has end of term been reached?
    - 11.1. Yes: Continue to 11
    - 11.2. No: End
12. System sends reminder to student to update information at the end of term for next semester disability accommodations; Return to 1
13. If unable to provide accommodation, faculty notifies Disability Services of inability to provide accommodations and additional information regarding denial of services.
14. Disability Services reviews requests and offers additional options
15. If needed, Disability Services escalates request; End

Student Services Process Maps
Curriculum (CU): Advising

NCCCS Concept Document: AD.17 Advising – Retention Analysis Concept Document

Advising/Retention	Advising/Retention	Advising/Retention	Advising/Retention	Advising/Retention	Advising/Retention
Term 1 / Year 1 Retention rates (overall/by program)	Program Efficacy analytics (completion rate, employment/transfer rate, attendance patterns)	Successful Student profile	Student Success vs Student Goals analytics	Developmental Course Student Success analytics	Instructor vs Student Success analytics
ERP Analytics	ERP Analytics	ERP Analytics	ERP Analytics	ERP Analytics	ERP Analytics
Advising/Retention	Advising/Retention	Advising/Retention	Advising/Retention	Advising/Retention	Advising/Retention
Term-to-Term / Year-to-Year Retention rates (overall/by program)	Course Efficacy Analytics (day/time, delivery method, location, course type, fill/waitlist data)	Potential Unsuccessful Student profile	Organization Participation analytics	Financial/Support Resources Availability vs Student Success analytics	Location Issues related to Transportation Challenges analytics
ERP Analytics	ERP Analytics	ERP Analytics	ERP Analytics	ERP Analytics	ERP Analytics

Student Services Process Maps
Curriculum (CU): Advising



Student Services Process Maps
Curriculum (CU): Advising

AD.18 Advising – Student Conduct Issues

Description: This process captures the steps for managing student conduct issues. Note that the process may vary between colleges as to which office or staff performs each step or in the precise order of the steps, based on individual college policy and organization structure.

Process Notes:

1. Student/Faculty/Staff initiates concern about observed student behavior
2. Student Conduct Officer initiates investigation of reported violation of student code of conduct
3. Is this a Title IX violation?
   - 3.1. Yes: Continue to 4
   - 3.2. No: Continue to 5
4. Go to HR.28 Title IX Tracking; End
5. Investigating personnel informs student of concern, indicating a hearing will be held (if appropriate)
6. Is this an academic violation?
   - 6.1. Yes: Continue to 7
   - 6.2. No: Continue to 8
7. Go to AC.54 Academic Violation Investigation; End
8. Investigating personnel investigates, interviews witnesses, other personnel; documents findings by uploading reports images etc. into secured student conduct module
9. Is this a health and safety issue?
   - 9.1. Yes: Continue to 10
   - 9.2. No: End

Student Services Process Maps
Curriculum (CU): Advising

AD.18 Advising – Student Conduct Issues

Description: This process captures the steps for managing student conduct issues. Note that the process may vary between colleges as to which office or staff performs each step or in the precise order of the steps, based on individual college policy and organization structure.

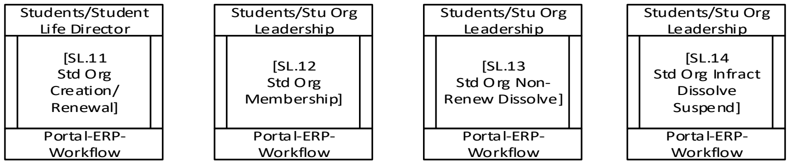
Process Notes cont.:

10. Student Conduct Officer discusses with other individuals as needed
11. Investigating personnel initiate discussion with "Care Team" or behavioral intervention team as needed
12. College Investigating Committee conducts a committee meeting to review information, and determine outcome
13. Investigating personnel notifies student of decision reached and potential sanctions; informs student on undue process
14. Investigating personnel notifies other stakeholders as needed
15. Does the student appeal?
    - 15.1. Yes: Continue to 16
    - 15.2. No: Continue to 18
16. Student submits appeal per college procedure
17. College Administration reviews appeal; determines final disposition of violation
18. Student Conduct Officer updates information for Clery Act reporting, Public Safety and others, if required
19. Student Conduct Officer updates student record with suspension, if needed
20. System removes suspension upon expiration to permit student re-enrollment; End

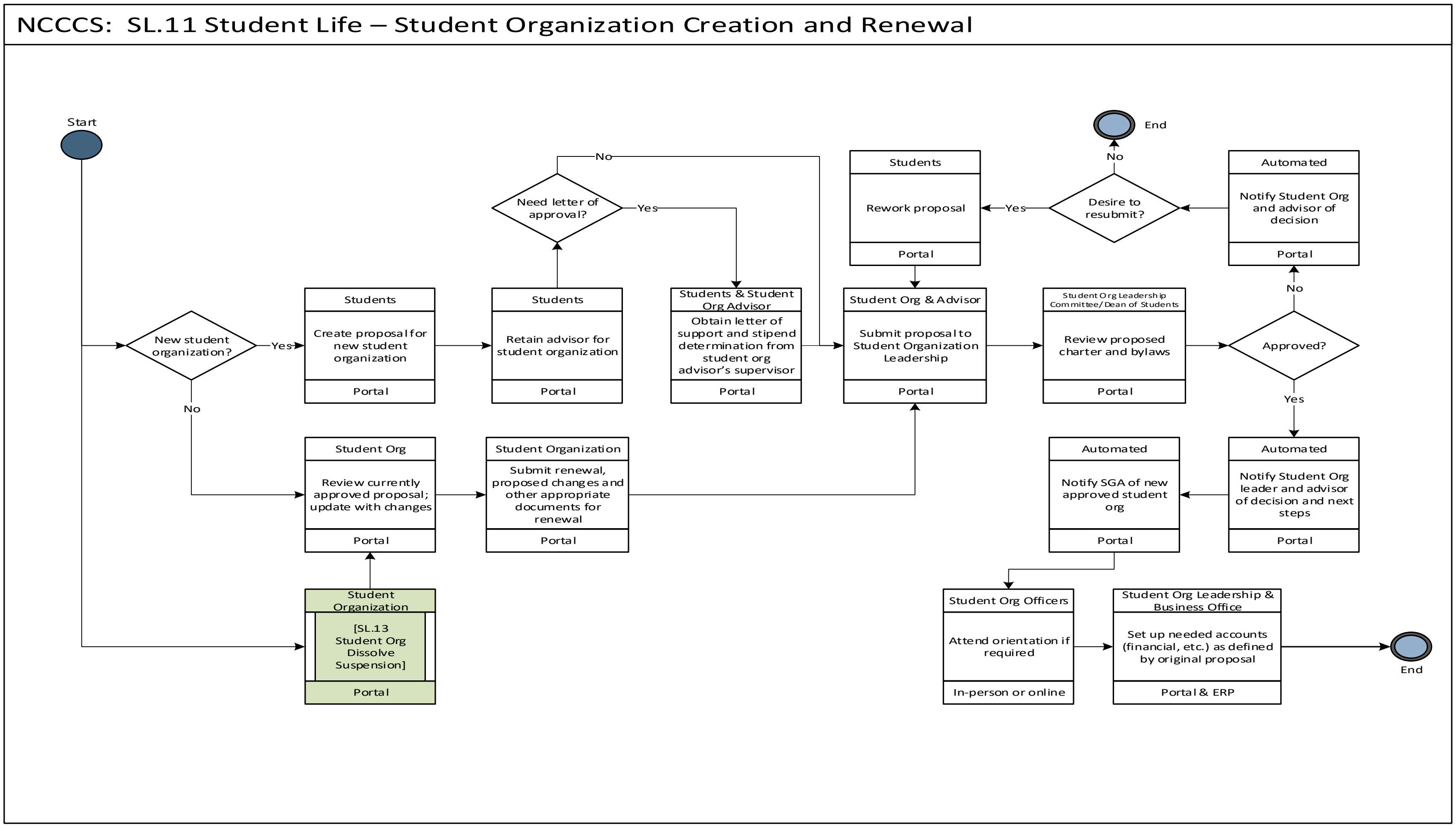
Student Services Process Maps

Curriculum (CU): Student Life

NCCCS: SL.00 Student Life – Student Life Processes Overview



Student Services Process Maps
Curriculum (CU): Student Life



Student Services Process Maps
Curriculum (CU): Student Life

SL.11 Student Life – Student Organization Creation and Renewal

Description: The process used to describe the steps undertaken to create a new student organization, and to renew the organization.

Process Notes:

1. Is there interest in a new student organization?
    - 1.1. Yes: Continue to 2
    - 1.2. No: Continue to 16
2. Students create proposal for new student organization
3. Students retain advisor for student organization
4. Does this student organization need letter of approval to proceed?
    - 4.1. Yes: Continue to 5
    - 4.2. No: Continue to 6
5. Students and Student Org Advisor obtain letter of support and stipend determination from student org advisor’s supervisors
6. Students and Student Org Advisor submit proposal to student organization leadership
7. Student Organization Leadership reviews proposed charter and bylaws
8. Is the proposal approved?
    - 8.1. Yes: Continue to 9
    - 8.2. No: Continue to 13
9. System notify student org leader and advisor of decision and next steps
10. System notifies SGA of new approved student organization
11. Student Org Officers attend orientation if required
12. Student Org Leadership and Business Office set up needed accounts as defined by original proposal; End
13. If proposal was not approved, system notifies student organization and advisor of decision
14. Does the student organization desire to resubmit?
    - 14.1. Yes: Continue to 15
    - 14.2. No: End

Student Services Process Maps

Curriculum (CU): Student Life

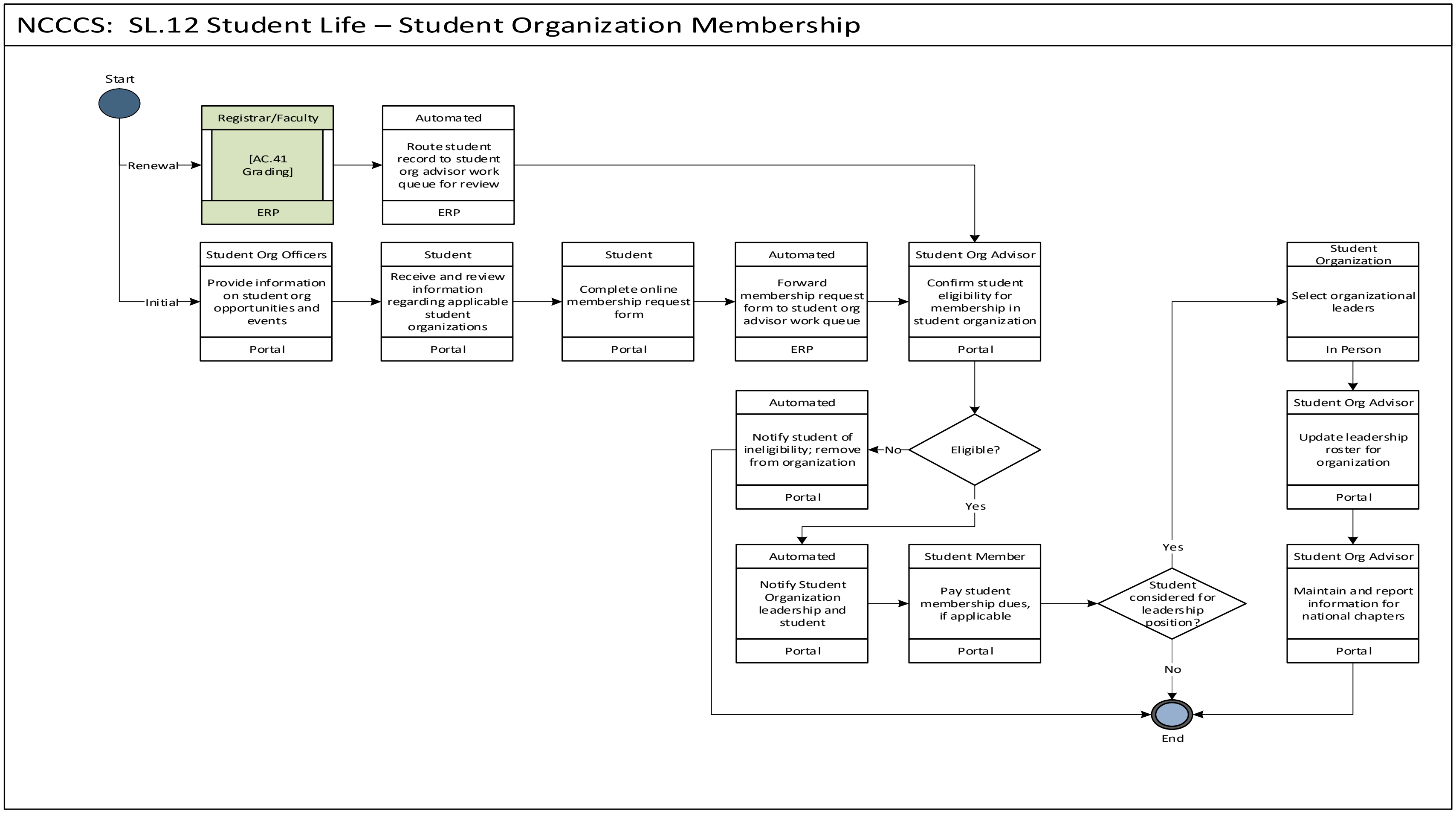
SL.11 Student Life – Student Organization Creation and Renewal

Description: The process used to describe the steps undertaken to create a new student organization, and to renew the organization.

Process Notes cont.:

15. Students rework proposal for resubmission; Return to 6
16. If this is not a new student organization, student organization reviews currently approved proposal; updates with changes
17. Student Organization submits renewal, proposed changes and other appropriate documents for renewal; Return to 6
18. If a student organization had sanctions which now have expired, organization may appeal for reinstatement from SL.13 Student Org Dissolve Suspension; Return to 16

Student Services Process Maps
Curriculum (CU): Student Life



Student Services Process Maps
Curriculum (CU): Student Life

SL.12 Student Life – Student Organization Membership

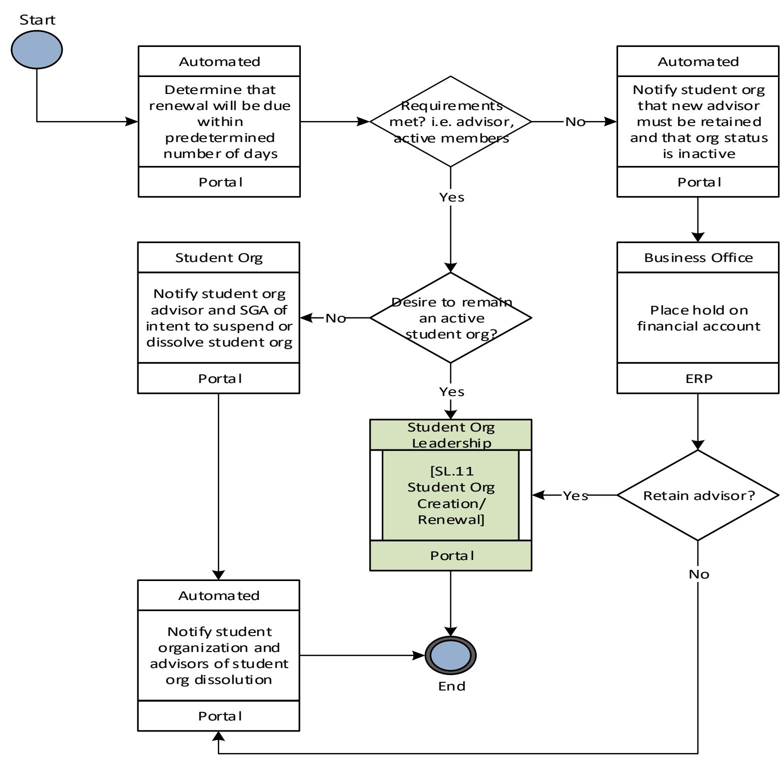
Description: This process captures the steps undertaken to confirm membership in student organizations.

Process Notes:

1. Registrar/Faculty completes final grading AC.41 Grading
2. System routes student records of members of student organizations to student org advisor work queue for review, highlighting students with eligibility issues
3. Student org advisor confirms student eligibility for membership and student organization
4. Is the student eligible?
   - 4.1. Yes: Continue to 6
   - 4.2. No: Continue to 5
5. System notifies student of ineligibility; removes from organization; End
6. System notifies student organization leadership and student of continued eligibility
7. Student members pays student organization membership dues, if applicable
8. Student considered for leadership position?
   - 8.1. Yes: Continue to 8
   - 8.2. No: End
9. Student Organization selects organization leaders
10. Student Organization Advisor updates leadership roster for organization
11. Student Organization Advisor maintain and reports information to national chapters; End

Student Services Process Maps
Curriculum (CU): Student Life

NCCCS: SL.13 Student Life – Student Organization Non-Renewal Dissolution



Student Services Process Maps
Curriculum (CU): Student Life

SL.13 Student Life – Student Organization Non-Renewal Dissolution

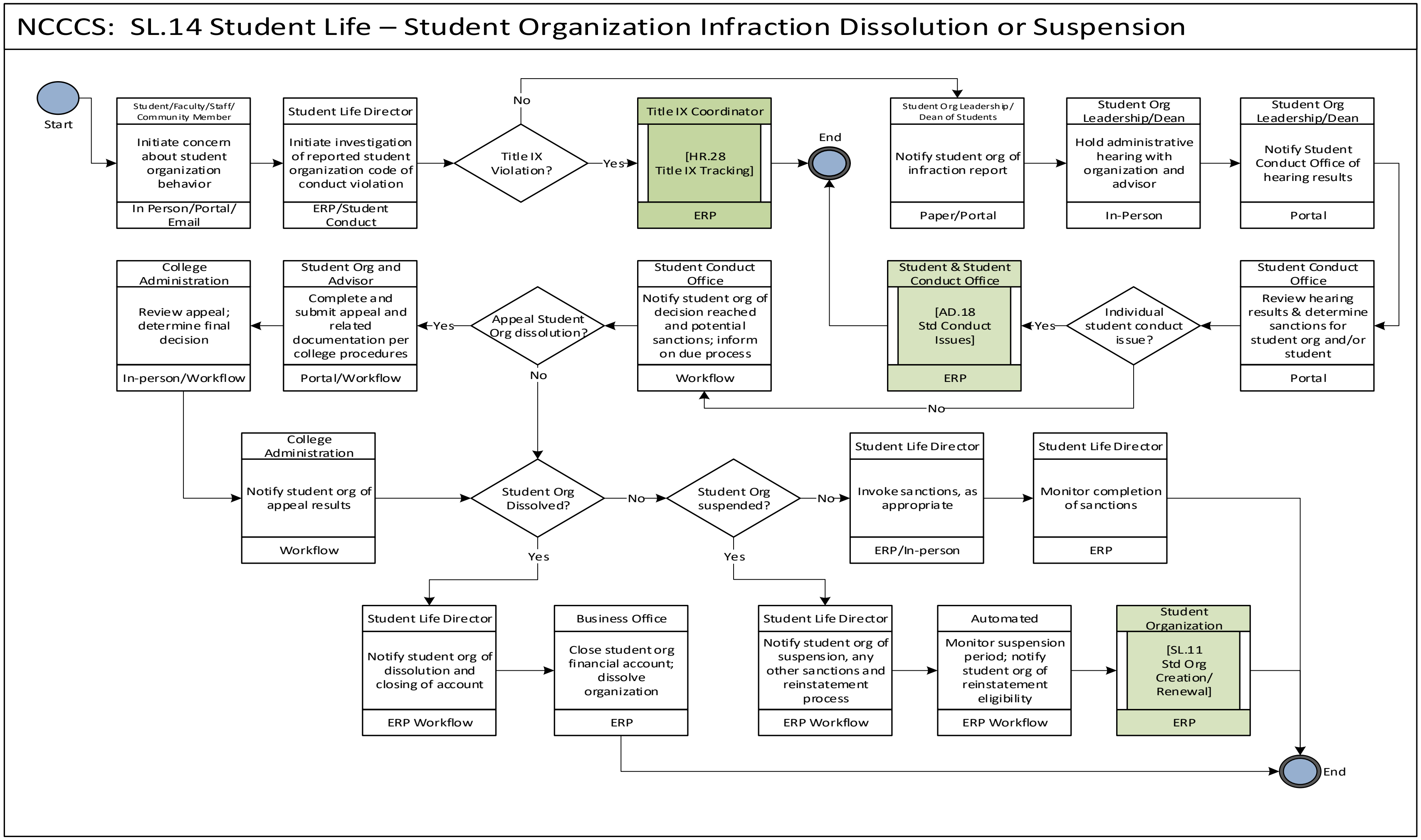
Description: This process captures the steps of reviewing and dissolving a student organization not based on a student or student organization infraction.

Process Notes:

1. System determines that renewal will be due within predetermined number of days
2. Does student organization have an advisor?
   - 2.1. Yes: Continue to 3
   - 2.2. No: Continue to 5
3. Desire to remain an active organization?
   - 3.1. Yes: Continue to 4
   - 3.2. No: Continue to 8
4. Go to SL.11 Student Org Creation/Renewal; End
5. If student organization does not have an advisor, system notifies student organization that new advisor must be retained and that org status is inactive
6. Business Office places hold on financial account of student organization
7. Does the organization retain an advisor?
   - 7.1. Yes: Return to 4
   - 7.2. No: Continue to 9
8. If student organization does not desire to remain active, Student Organization notifies organization advisor and SGA of intent to suspend or dissolve organization
9. System notifies student organization and advisors of student org dissolution; End

Student Services Process Maps

Curriculum (CU): Student Life



Student Services Process Maps
Curriculum (CU): Student Life

SL.14 Student Life – Student Organization Infraction Dissolution or Suspension

Description: This process captures the steps of reviewing and dissolving or suspending a student organization based on a student or student organization infraction.

Process Notes:

1. Student/Faculty/Staff/Community member initiates concern about student organization behavior
2. Student Life Director initiates an investigation of reported student organization code of conduct violation
3. Is this a Title IX infraction?
    - 3.1. Yes: Continue to 4
    - 3.2. No: Continue to 5
4. Go to HR.28 Title IX Tracking; End
5. Student Org Leadership/Dean of Students notifies student organization of infraction report
6. Student Org Leadership/Dean holds an administrative hearing with student organization and advisor
7. Student Org Leadership/Dean notifies Student Conduct Office of hearing results
8. Student Conduct Office reviews hearing results and determines sanctions for student organization and/or student
9. Is this an individual student conduct issue?
    - 9.1. Yes: Continue to 10
    - 9.2. No: Continue to 11
10. Go to AD.18 Std Conduct Issues; End
11. Student Conduct Office notifies student organization of decision reached and potential sanctions; also informs on due process

Student Services Process Maps
Curriculum (CU): Student Life

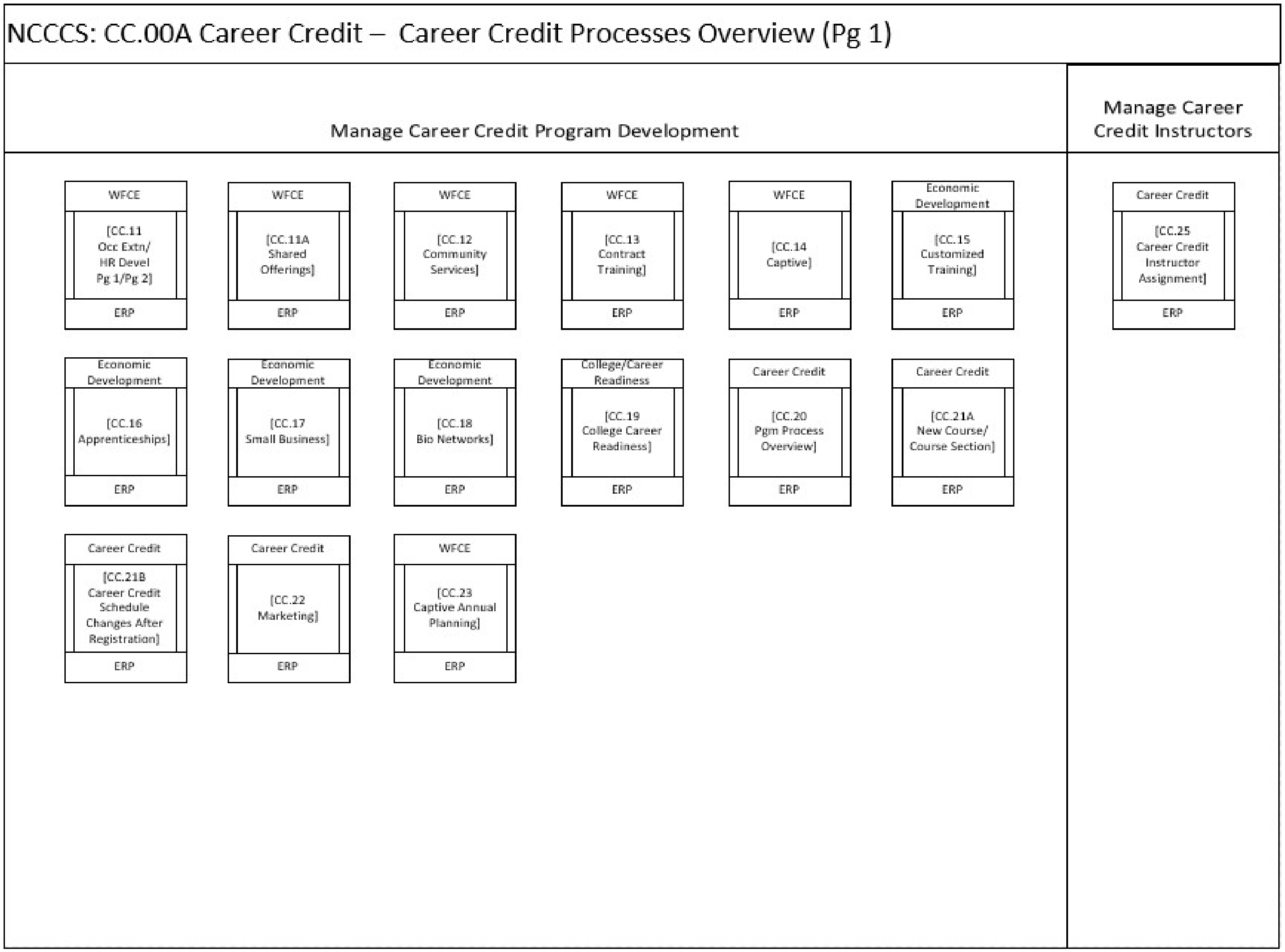
SL.14 Student Life – Student Organization Infraction Dissolution or Suspension

Description: This process captures the steps of reviewing and dissolving or suspending a student organization based on a student or student organization infraction.

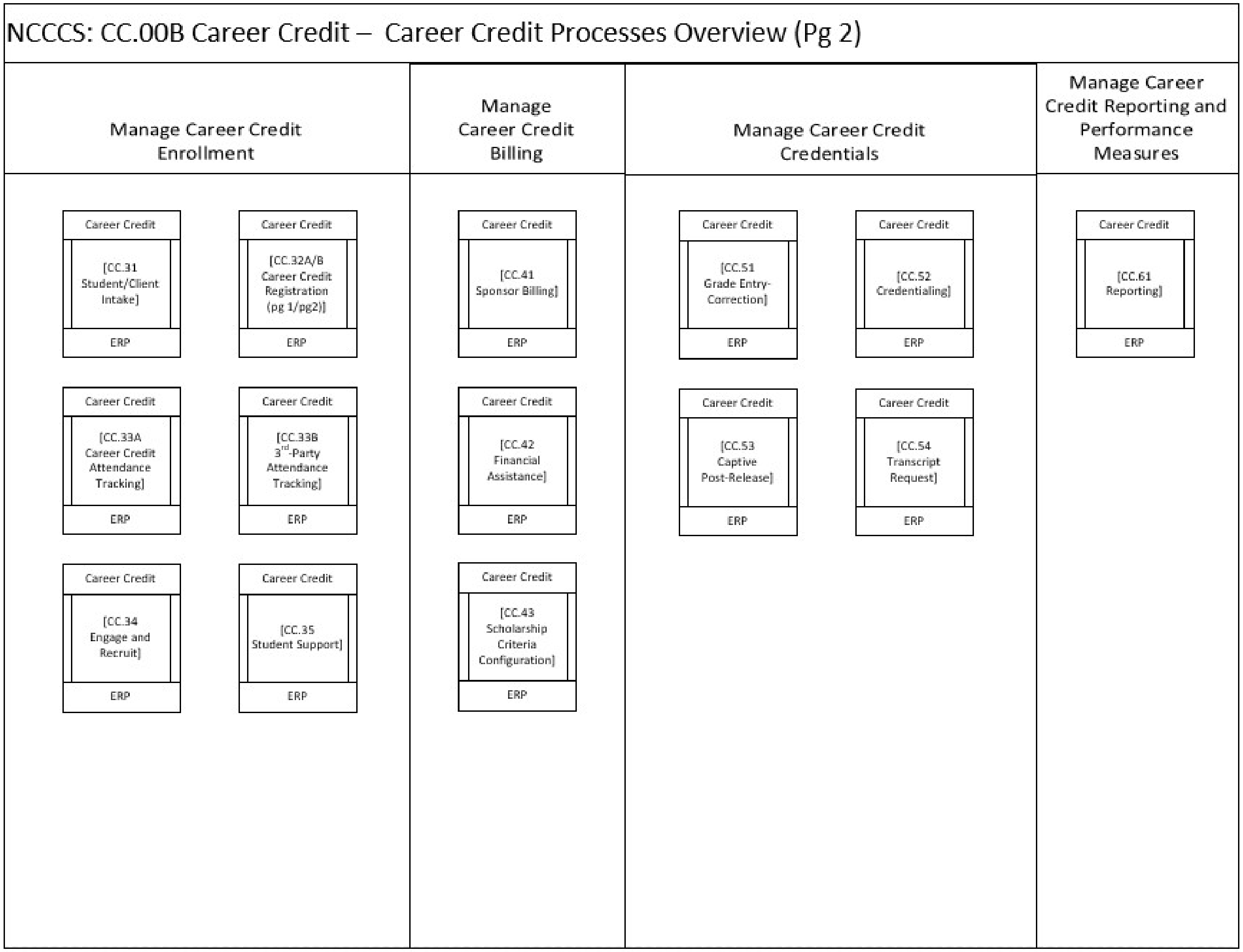
Process Notes cont.:

12. Is student organization appealing dissolution?
    - 12.1. Yes: Continue to 13
    - 12.2. No: Continue to 16
13. Student Organization and Advisor completes and submits appeal and related documentation per college procedures
14. College Administration reviews appeal; determines final decision
15. College Administration notifies student organization of appeal results
16. Is the student organization being dissolved?
    - 16.1. Yes: Continue to 18
    - 16.2. No: Continue to 19
17. Student Life Director notifies student organization of dissolution and closing account
18. Business Office closes student organization financial account; dissolves organization; End
19. Is the student organization suspended?
    - 19.1. Yes: Continue to 20
    - 19.2. No: Continue to 23
20. Student Life Director notifies student organization of suspension, any other sanctions, and reinstatement process
21. System monitor suspension; notifies student organization of reinstatement eligibility date
22. Go to SL.11 Std Org Creation/Renewal to appeal for reinstatement; End
23. If student organization was not suspended, Student Life Director invokes sanctions, as appropriate
24. Student Life Director monitors completion of sanctions; End

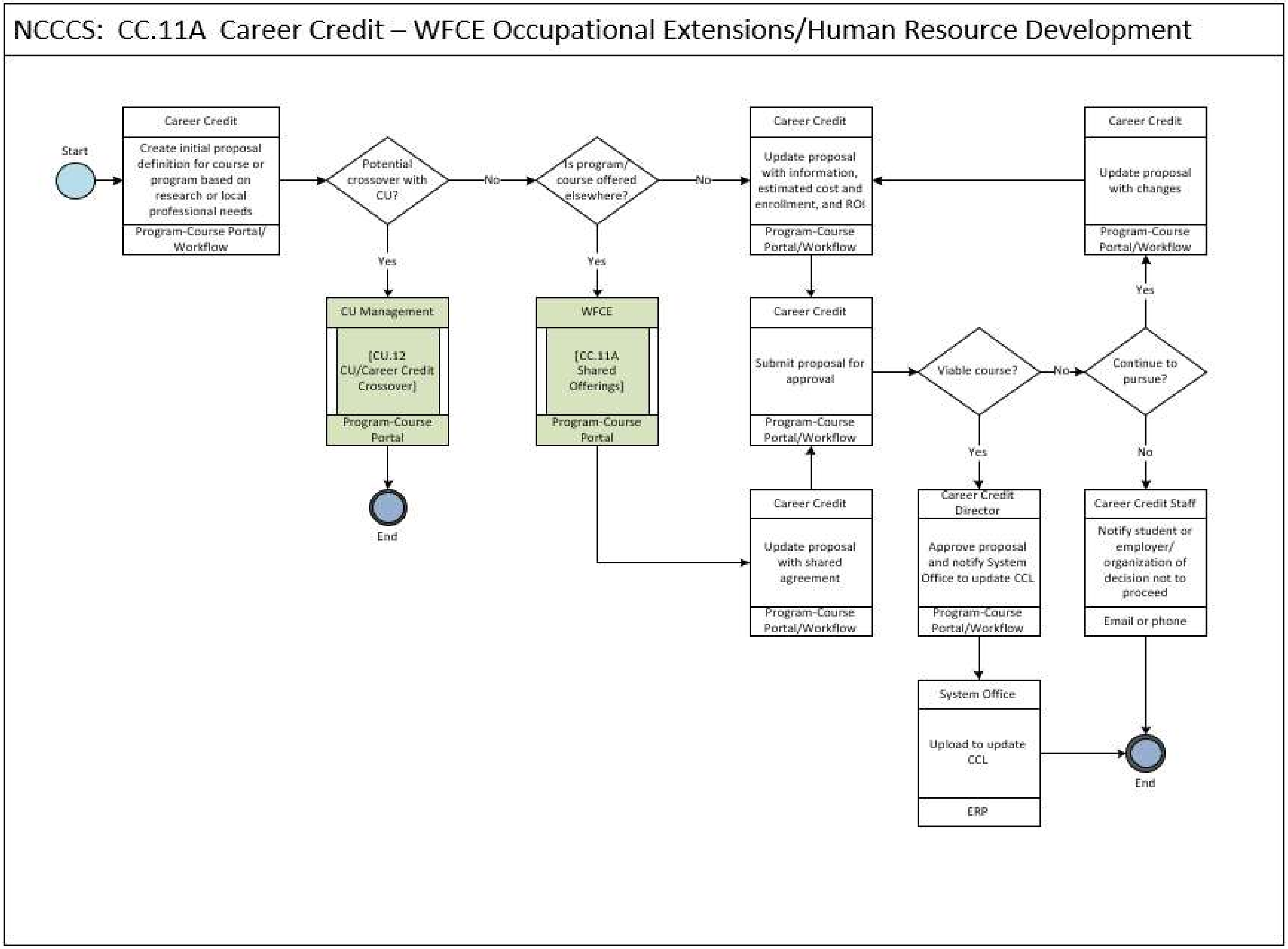
Career Credit Process Maps



Career Credit Process Maps



Career Credit Process Maps



Career Credit Process Maps

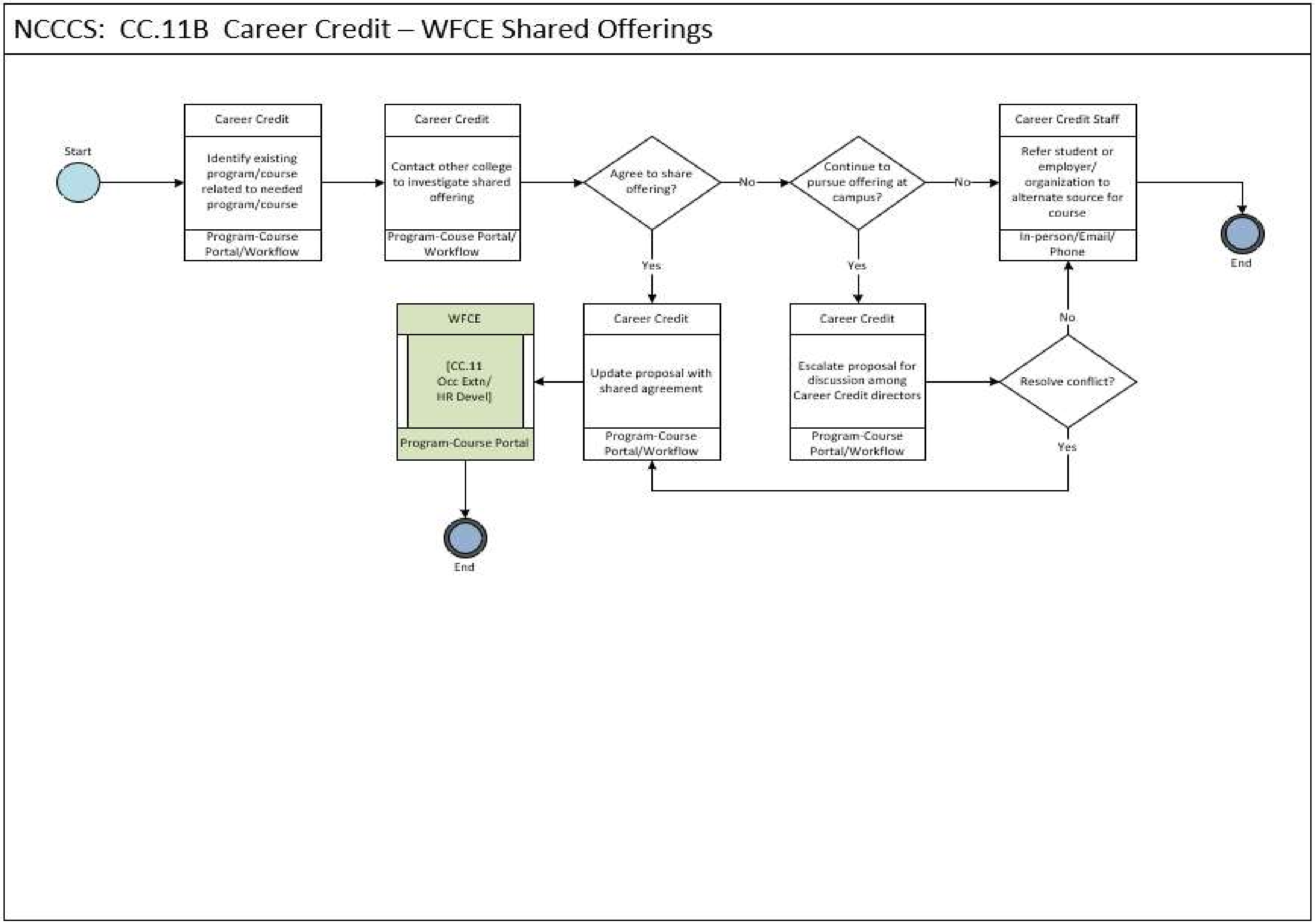
CC.11A WFCE – Occupational Extension/Human Resource Development

Description: This process captures the steps undertaken for developing WFCE coursework proposals for occupational extension and human resource development courses.

Process Notes:

1. Career Credit creates initial proposal definition for course or program
2. Does course or program have potential crossover course with CU?
   - 2.1 Yes: Continue to 3
   - 2.2 No: Continue to 4
3. Go to CU.12 CU/Career Credit Crossover; End
4. Is course offered elsewhere?
   - 4.1 Yes: Continue to 5
   - 4.2 No: Continue to 6
5. Go to CC.11B Shared Offerings
6. When course is not offered elsewhere, Career Credit updates proposal definition into full proposal
7. Career Credit submits proposal for approval by director
8. Is it a viable course?
   - 8.1 Yes: Continue to 9
   - 8.2 No: Continue to 11
9. If viable, Career Credit director approves proposal and notifies System Office to update CCL
10. System Office updates CCL; End
11. If not viable course, does Career Credit desire to continue to pursue course?
    - 11.1 Yes: Continue to 12
    - 11.2 No: Continue to 13
12. Career Credit updates proposal with changes; Return to 6 to resubmit
13. Notify student or employer/organization of decision not to proceed; End

Career Credit Process Maps



Career Credit Process Maps

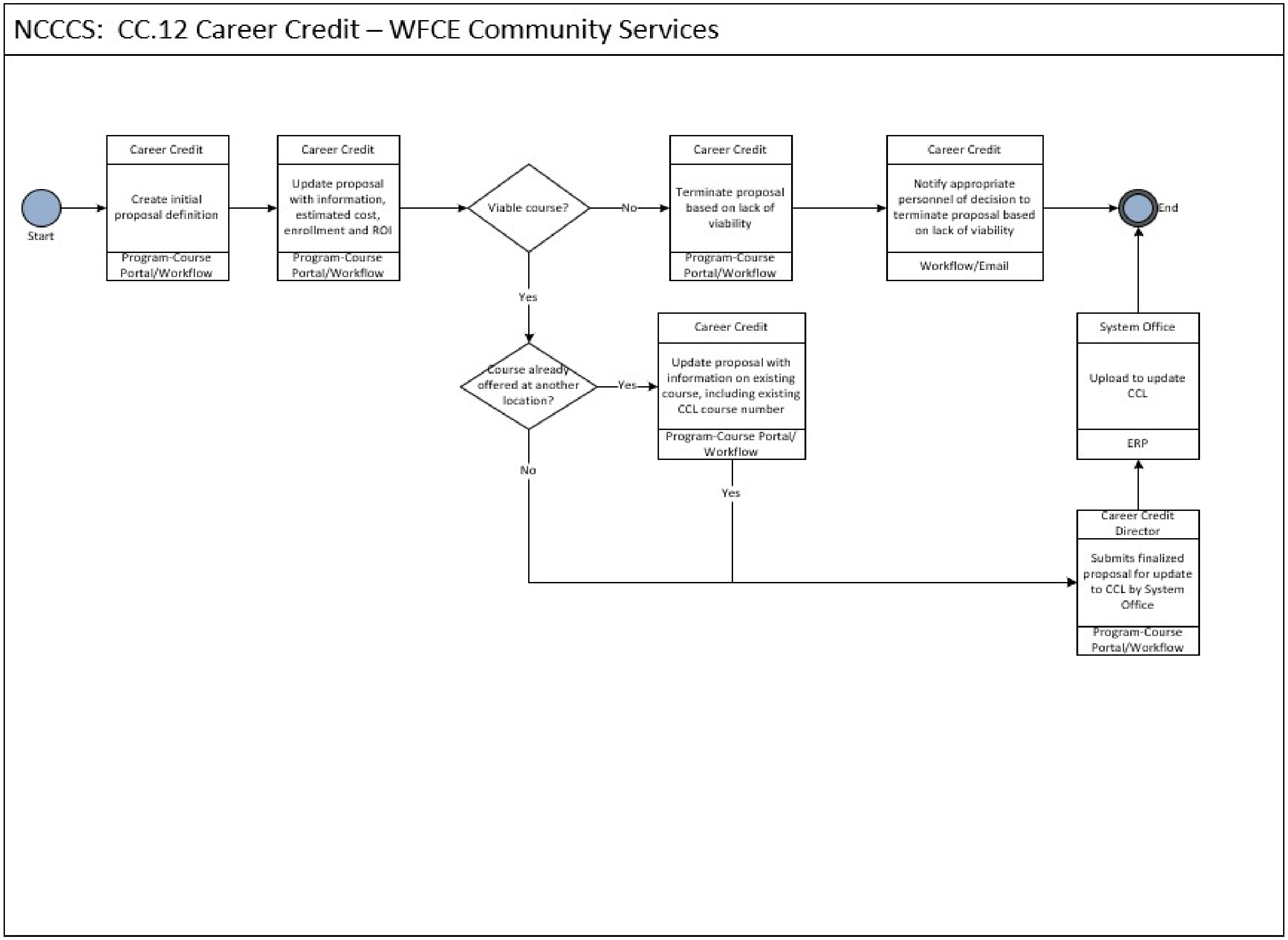
CC.11B WFCE – Shared Offerings

Description: This process captures the steps undertaken for developing WFCE coursework proposals that are shared between the Curriculum and Career Credit areas.

Process Notes:

1. Career Credit identifies an existing program or course that is related to the needed program or course.
2. Career Credit staff contacts other colleges to investigate shared offering
3. Do colleges agree to share offering?
   - 3.1 Yes: Continue to 4
   - 3.2 No: Continue to 6
4. Career Credit updates proposal with shared agreement
5. Go to CC.11 Occupational Extensions/Human Resource Development; End
6. Does Career Credit desire to continue to pursue offering at original campus?
   - 6.1 Yes: Continue to 7
   - 6.2 No: Continue to 9 to refer to alternative source
7. Career Credit escalates proposal to directors to resolve conflict
8. Resolve conflict?
   - 8.1 Yes: Return to 4
   - 8.2 No: Continue to 9
9. If conflict cannot be resolved, refer student or employer/organization to alternative source for course; End

Career Credit Process Maps



Career Credit Process Maps

CC.12 WFCE – Community Services

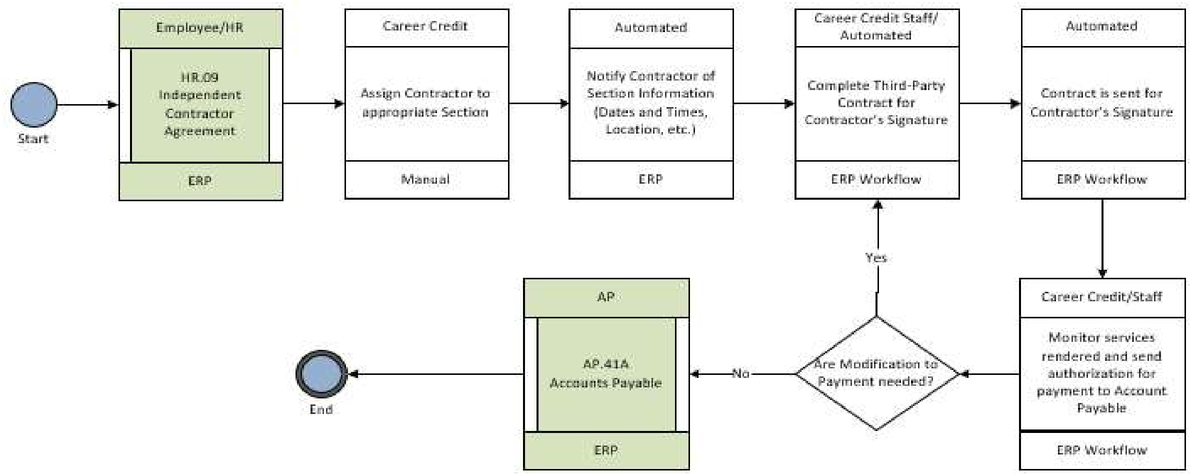
Description: This process captures the steps undertaken to develop WFCE courses for community services.

Process Notes:

1. Career Credit creates initial proposal definition
2. Career Credit updates proposal definition into full proposal with information
3. Is course viable?
   3.1 Yes: Continue to 6
   3.2 No: Continue to 4
4. If course is not viable, terminate proposal
5. Notify appropriate personnel of proposal termination based on lack of viability; End
6. Is the course offered elsewhere?
   6.1 Yes: Continue to 7
   6.2 No: Continue to 8
7. If course is already offered at another location, Career Credit updates the proposal with information and uploads to the Program-Course portal, so that all colleges may view a comment on the proposal
8. Career Credit Director submits approved proposal for update to CCL by System Office
9. System Office uploads information to update CCL; End

Career Credit Process Maps

NCCCS: CC.13 Career Credit – WFCE Contract Training (Professional Service Agreement)



Career Credit Process Maps

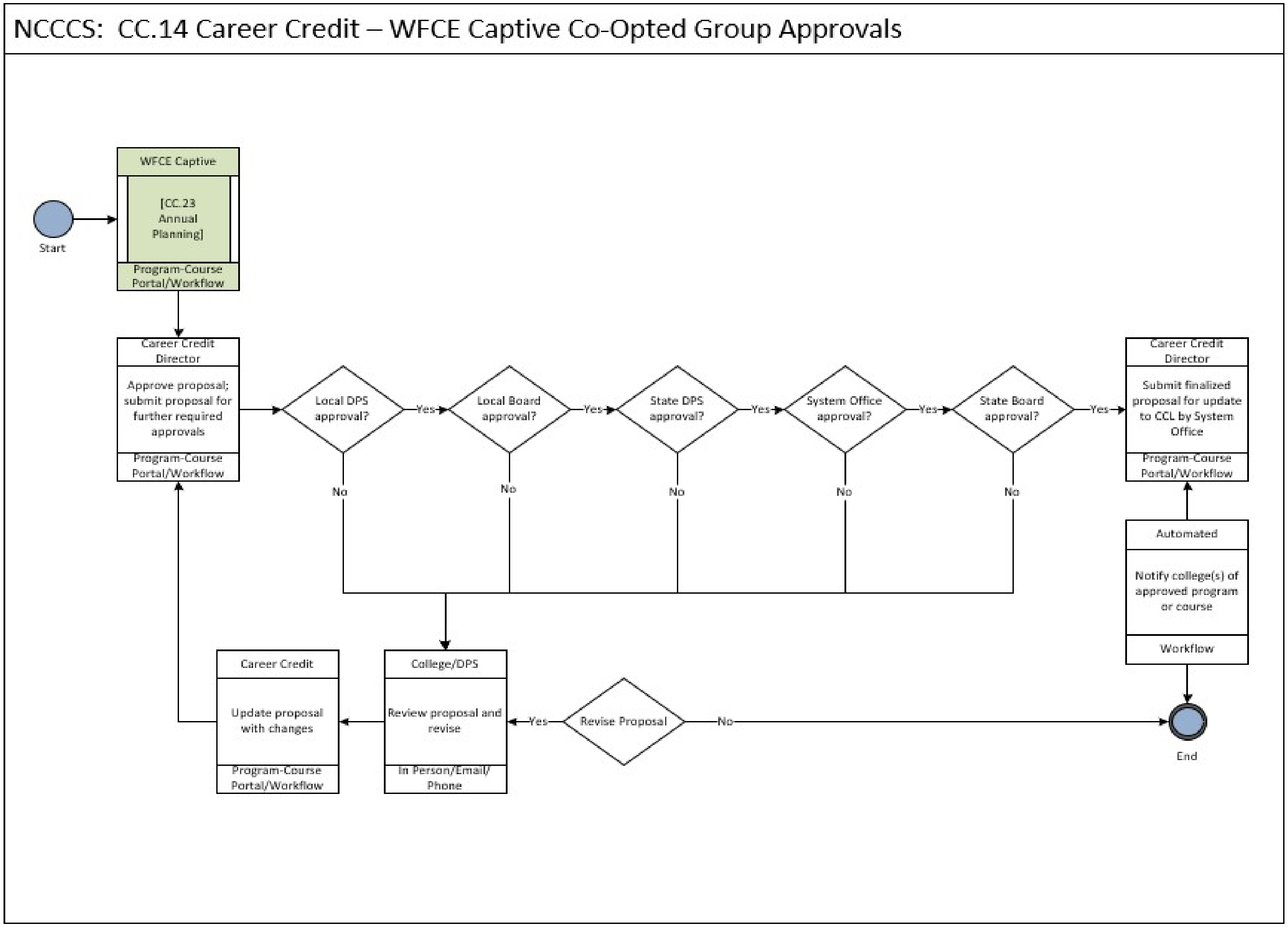
CC.13 WFCE – Contract Training

Description: Career Credit needs an automated process to support Third-Party Vendor/Contractor training. This is contractual training requested from outside sources and made payable through the Accounts Payable office. It is assumed this process will not utilized the normal payroll process as outlined in PR.01 (Full Time Faculty Load and Overload) and PR.02. (Part Time Faculty Assignments)

Process Notes:

1. From HR.09 (Independent Contractor Agreements) creates record for Independent Contractor Agreement
2. Career Credit will assign Contractor/designee to appropriate section using ERP/Workflow
3. Automated process to notify contractor/designee of section information using ERP.
4. Career Credit Staff/Automated will complete Third-Party Contract for Signature using ERP/Workflow
5. Automated process to send contract for signature
6. Career Credit/Staff monitors services rendered through appropriate means, i.e., attendance roster, emails, preferred method of verification, etc., and notifies Account Payable using ERP/Workflow.
7. Are Modification for Payment needed?
   7.1. Yes: Return to 4
   7.2. No: Continue to 8
8. Go to Subprocess [AP.41A Accounts Payable]
9. Process "end."

Career Credit Process Maps



Career Credit Process Maps

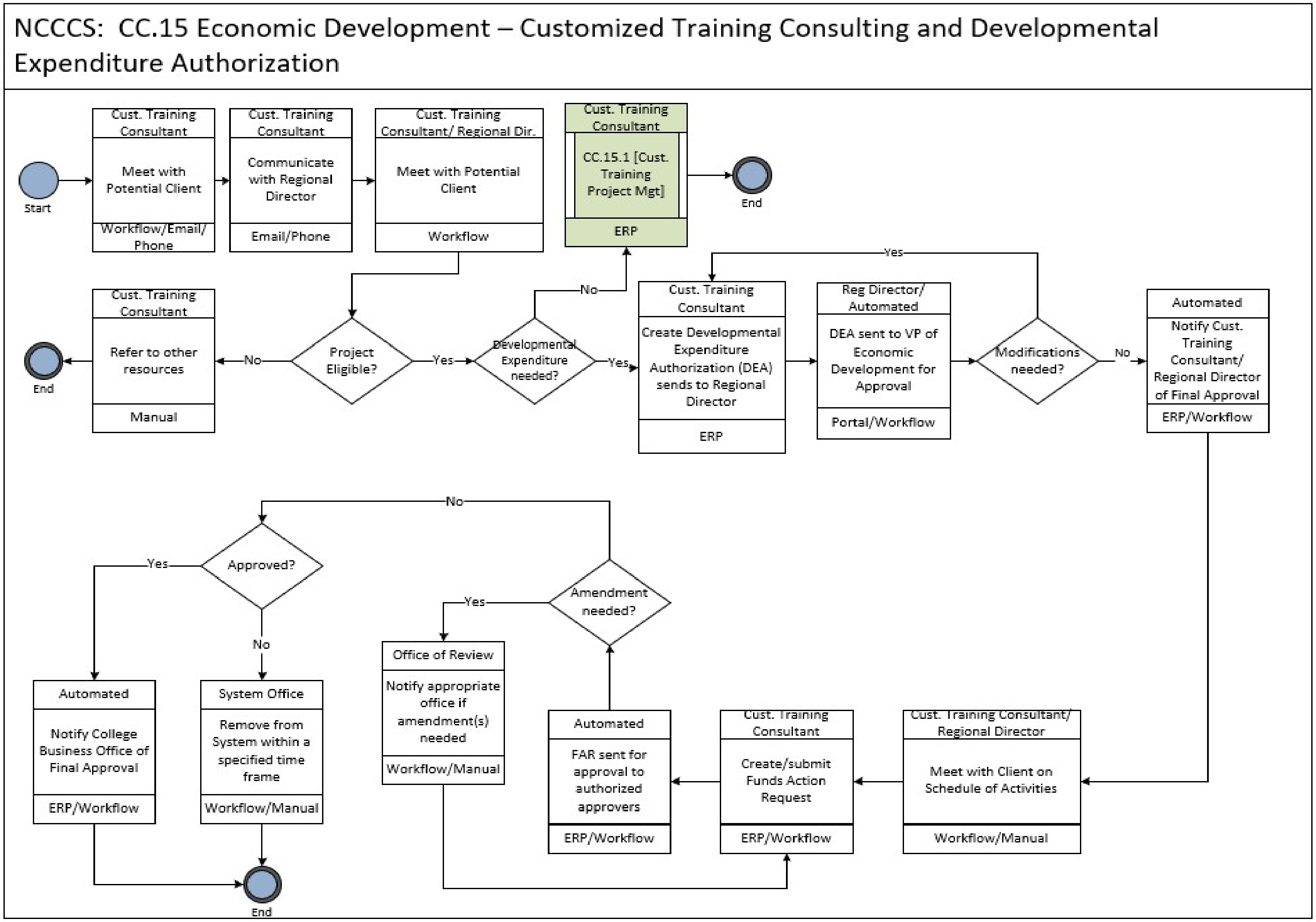
CC.14 WFCE – Captive Co-Opted Group Approvals

Description: This process captures the steps undertaken to develop WFCE courses for captive student groups.

Process Notes:

1. Career credit creates initial proposal definition based on annual planning for captive programs
2. Career Credit director approves proposal and notifies System Office to update CCL via workflow
3. Has the program/course received local DPS approval, if needed?
   - 3.1. Yes: Continue to 8
   - 3.2. No: Continue to 14
4. Has the program/course received local board approval, if needed?
   - 4.1. Yes: continue to 9
   - 4.2. No: continue to 14
5. Has the program/course received state DPS approval, if needed?
   - 5.1. Yes: continue to 10
   - 5.2. No: Continue to 14
6. Has the program/course received System Office Approval, if needed?
   - 6.1. Yes: Continue to 11
   - 6.2. No: Continue to 14
7. Has the program/course received State Board approval, if needed?
   - 7.1. Yes: Continue to 12
   - 7.2. No: Continue to 14
8. Career Credit Director submits finalized proposal for update to CCL by System Office; return to 5 for update
9. System notifies college(s) of approved program or course
10. Proposal revisions desired.
    - 10.1. Yes: Continue to 11
    - 10.2. No: End
11. College/DPS reviews proposal and makes revisions
12. Career Credit updates proposal; returns to 6 to resubmit

Career Credit Process Maps



Career Credit Process Maps

CC.15 Economic Development – Customized Training Consulting and Developmental Expenditure Authorization

Process Notes:

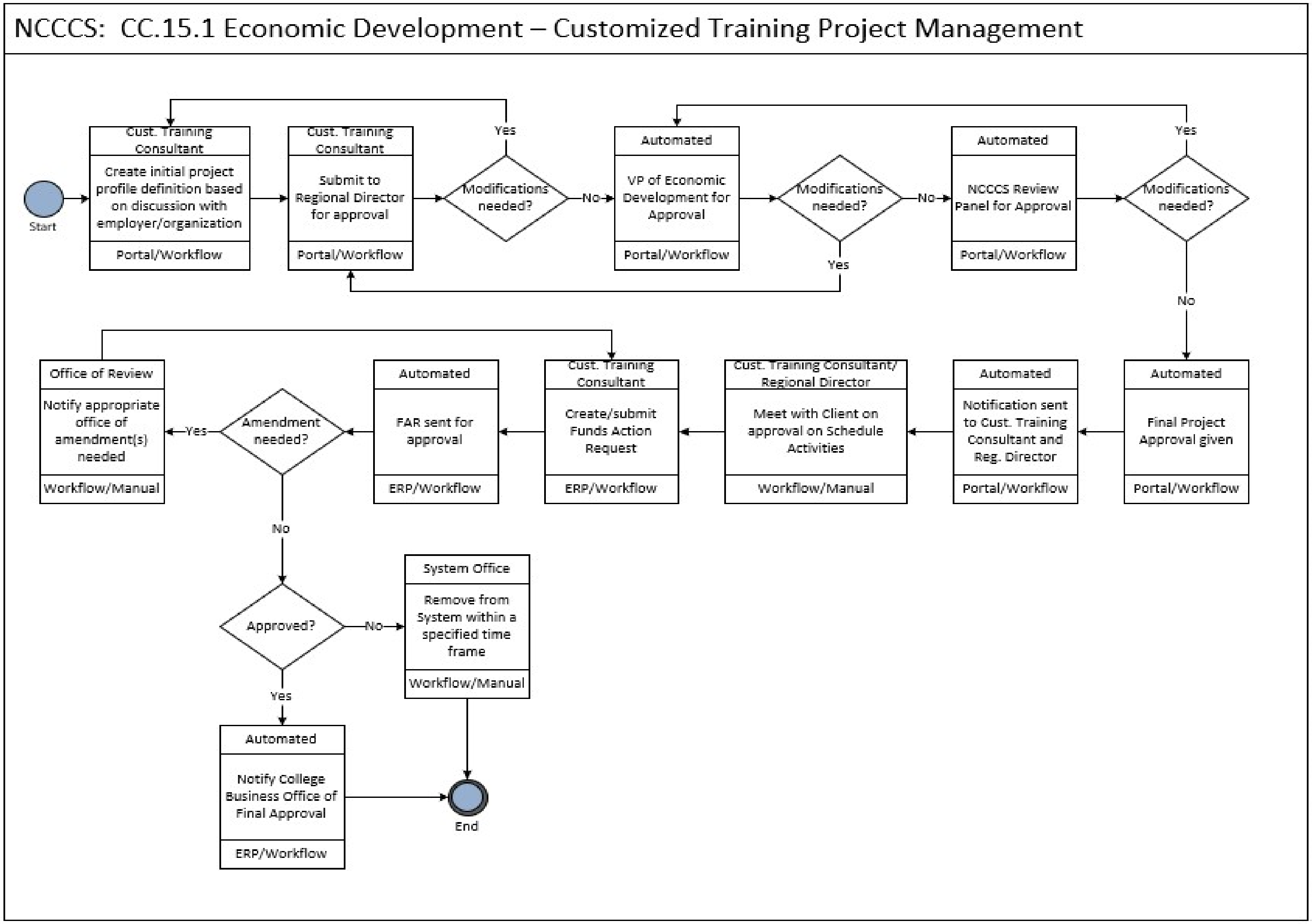
1. Customized Training Consultant meets with potential client using local workflow/email/phone.
2. Customized Training Consultant communicated with Regional Director via email/phone.
3. Customized Training Consultant and Regional Director meet with Potential Client.
4. Is the Project eligible?
   4.1 Yes. Continue to 7
   4.2 No. Continue to 5
5. Customized Training Consultant refers Client to other resources
6. Project Ends
7. Developmental Expenditure needed?
   7.1 Yes. Continue to 10
   7.2 No. Continue to 8
8. Customer Training Consultant creates Training Project Profile (subprocess CC.15.1 [Cust. Training Project Profile]
9. Process "Ends."
10. Customized Training Consultant creates Developmental Expenditure Authorization within ERP and sends to Regional Director
11. Automated - Regional Director sends DEA to VP of Economic Development for approval using Portal/Workflow
12. Are Modifications needed?
    12.1 Yes. Continue to 10
    12.2 No. Continue to 13
13. Automated - Notify Customized Training Consultant and Regional Director of approval.
14. Customized Training Consultant/Regional Director meet with Client on approval on Scheduled Activities using Workflow/Manual
15. Customized Training Consultant Create/Submit Funds Action Request

Career Credit Process Maps

Process Notes Cont.:

16. Automated – Funds Action Request sent for approval to authorize approvers through ERP/Workflow.
17. Are Amendment(s) needed?
    - 17.1 Yes. Continue to 18
    - 17.2 No. Continue to 19
18. Office of Review notify appropriate office of amendments(s) needed.
19. Is Funds Action Request approved?
    - 19.1 Yes. Continue to 20
    - 19.2 No. Continue to 21
20. Automated – Notify College Business Office of Final Approval
21. System Office remove FAR from system within a specified time frame
22. Process "end"

Career Credit Process Maps



Career Credit Process Maps

CC.15.1 Economic Development – Customized Training Project Management

Description: This process captures the steps to developing a Customized Training Project for eligible companies.

Process Notes:

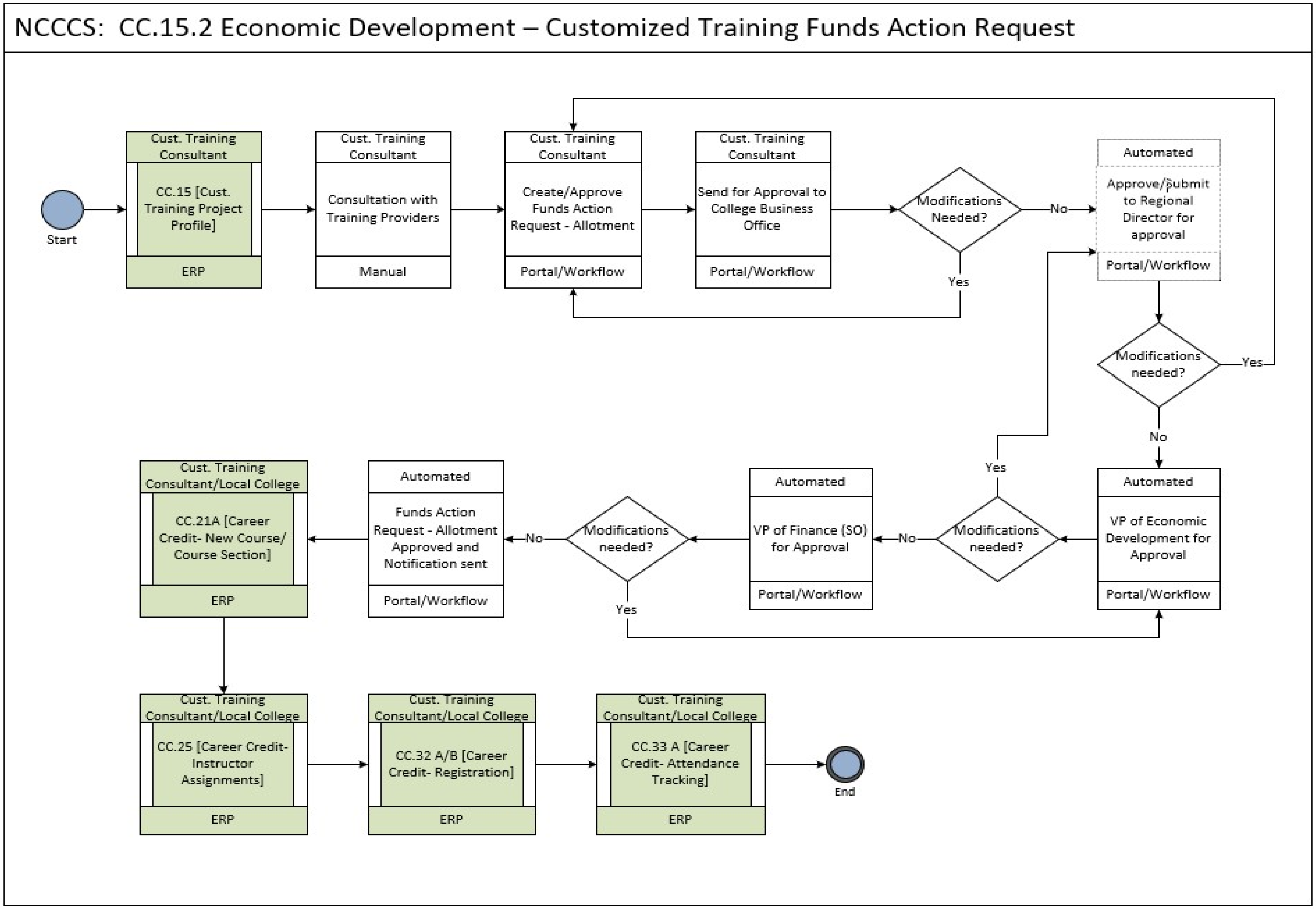
1. Customized Training Consultant creates initial project profile definition based on discussion with employer/organization.
2. Customized Training Consultant submit to Regional Director for approval.
3. Are Modifications needed?
   3.1 Yes: Continue to 1
   3.2 No: Continue to 4
4. Automated to send to VP of Economic Development for approval
5. Are Modifications needed?
   5.1 Yes: Continue to 2
   5.2 No: Continue to 6
6. Automated to send to NCCCS Review Panel for Approval
7. Are Modifications needed?
   7.1 Yes: Continue to 4
   7.2 No: Continue to 8
8. Automated – Final Project Approval given.
9. Automated – Send notification to Customized Training Consultant and Regional Director on Approval.

Career Credit Process Maps

Process Notes Cont.:

10. Customized Training Consultant and Regional Director meet with Client on approval of Project.
11. Customized Training Consultant create/submit "Funds Action Request."
12. Automated – Funds Action Request is sent for approval.
13. Are Amendments needed?
    13.1 Yes: Continue to 14
    13.2 No: Continue to 15
14. Office of Review will notify appropriate office of amendments(s) needed.
15. Is the Funds Action Request approved?
    15.1 Yes: Continue to 16
    15.2 No: Continue to 17
16. Automated – Notify College Business Office of Final Approval
17. System Office will remove from system within a specified time frame.
18. Process "ends"

Career Credit Process Maps



Career Credit Process Maps

CC.15.2 Economic Development – Customized Training Funds Action Request

Description: This process captures the steps to develop a Customized Training Funds Action Request.

Process Notes:

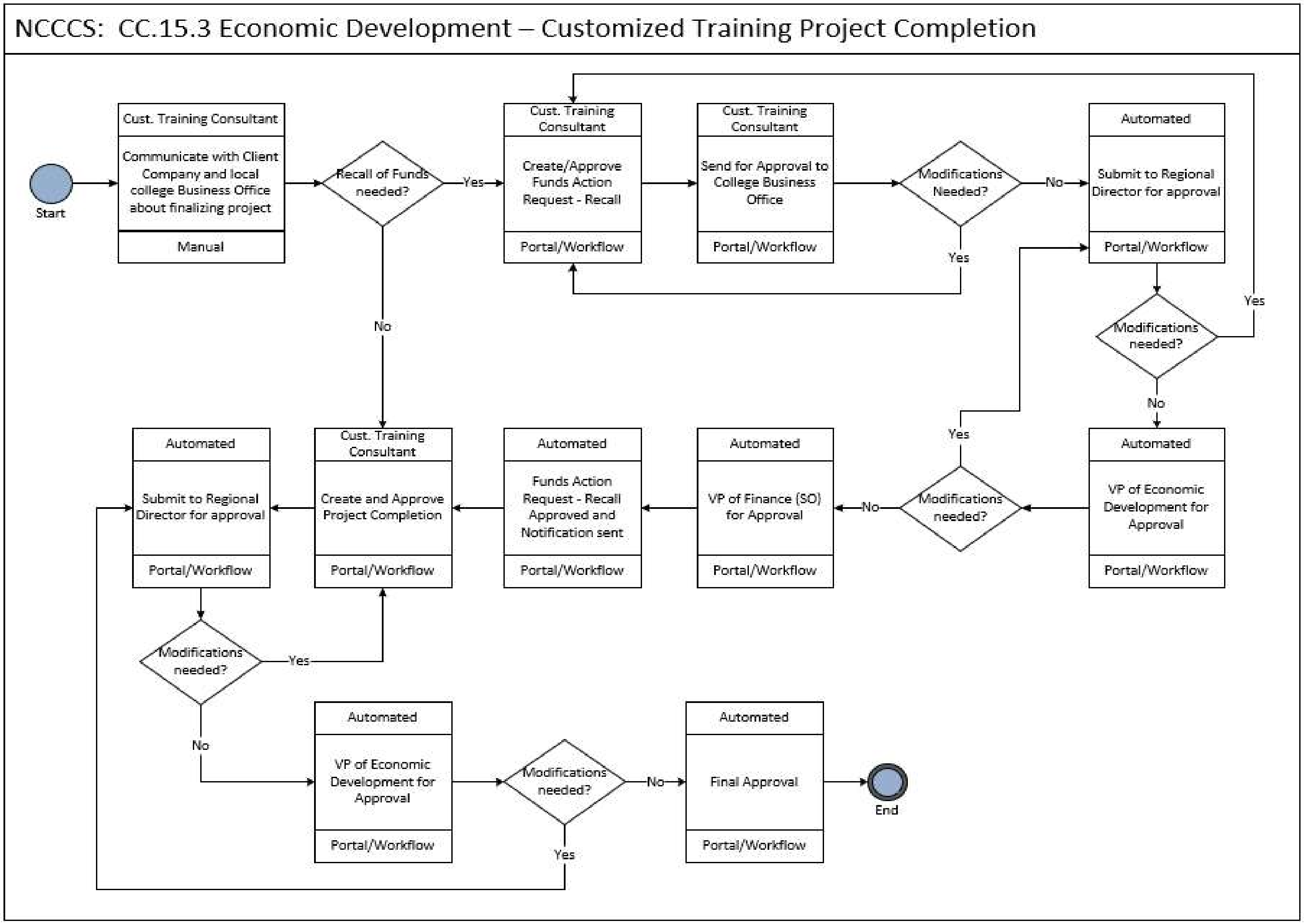
1. Customer Training Consultant creates Training Project Profile (subprocess CC.15.1 [Cust. Training Project Profile]
2. Customized Training Consultant conducts consultation with Training Providers (this is a manual process)
3. Customized Training Consultant Create/Approve Funds Action Request – Allotment using Portal/Workflow.
4. Customized Training Consultant sends for approval to College Business Office using Portal/Workflow.
5. Are Modifications needed?
   5.1 Yes: Continue to 3
   5.2 No: Continue to 6
6. Automated – Approve/Submit FAR to Regional Director for approval using Portal/Workflow.
7. Are Modifications needed?
   7.1 Yes: Continue to 3
   7.2 No: Continue to 8
8. Automated – Sent to VP of Economic Development for approval using Portal/Workflow.
9. Are Modifications needed?
   9.1 Yes: Continue to 6
   9.2 No: Continue to 10
10. Automated – Sent to VP of Finance (System Office) for approval.

Career Credit Process Maps

Process Notes Cont.:

11. Are Modifications needed?
    11.1 Yes: Continue to 8
    11.2 No: Continue to 12
12. Automated – Send notification to Customized Training Consultant and Regional Director on Approval.
13. Customer Training Consultant/Local College uses Course/Section subprocess CC.21A [Career Credit – New Course/Course Section]
14. Customer Training Consultant/Local College uses Instructor subprocess CC.25 [Career Credit – Instructor Assignments]
15. Customer Training Consultant/Local College uses Registration subprocess CC.32A/B [Career Credit - Registration]
16. Customer Training Consultant/Local College uses subprocess CC-33A [Career Credit – Attendance Tracking]
17. Process "end"

Career Credit Process Maps



Career Credit Process Maps

CC.15.3 Economic Development – Customized Training Project Completion

Description: This process captures the steps for Customized Training Project Completion.

Process Notes:

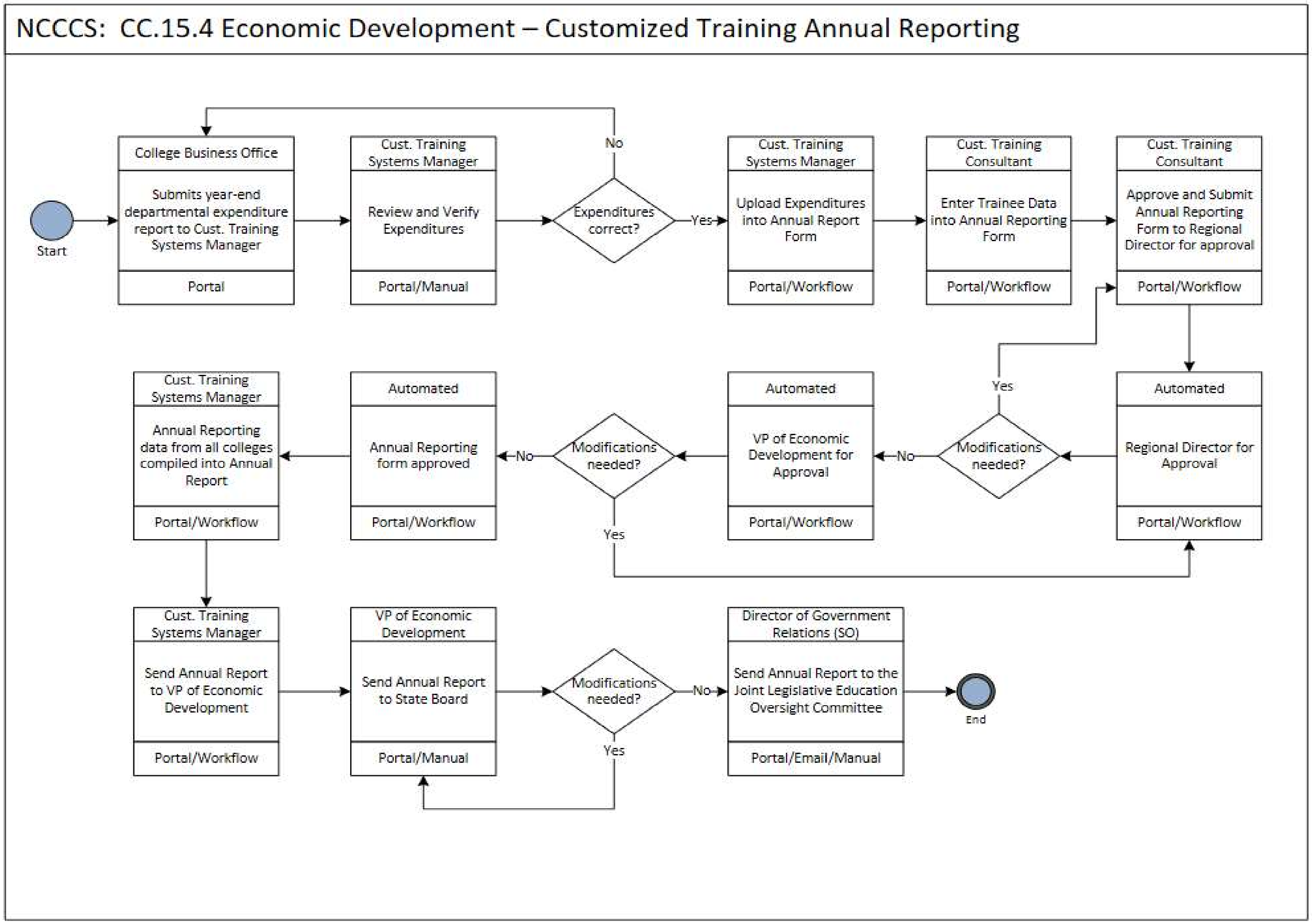
1. Customer Training Consultant communicate (manual) with Client and local college Business Office about finalizing project.
2. Is a "Recall of Funds needed?"
   2.1 Yes: Continue to 3
   2.2 No: Continue to 12
3. Customized Training Consultant Create Funds Action Request – Recall using Portal/Workflow.
4. Customized Training Consultant sends for approval to College Business Office using Portal/Workflow.
5. Are Modifications needed?
   5.1 Yes: Continue to 3
   5.2 No: Continue to 6
6. Automated – Approve/Submit FAR to Regional Director for approval using Portal/Workflow.
7. Are Modifications needed?
   7.1 Yes: Continue to 3
   7.2 No: Continue to 8
8. Automated – Sent to VP of Economic Development for approval using Portal/Workflow.
9. Are Modifications needed?
   9.1 Yes: Continue to 6
   9.2 No: Continue to 10

Career Credit Process Maps

Process Notes Cont.:

10. Automated – Sent to VP of Finance (System Office) for approval.
11. Automated – Send notification to Customized Training Consultant and Regional Director on Approval.
12. Customized Training Consultant Create and Approve Project completion using the Portal/Workflow
13. Automated – Submit Project Completion to Regional Director for approval using Portal/Workflow.
14. Are Modifications needed?
    14.1 Yes: Continue to 12
    14.2 No: Continue to 15
15. Automated – Sent to VP of Economic Development for approval using Portal/Workflow.
16. Are Modifications needed?
    16.1 Yes: Continue to 13
    16.2 No: Continue to 17
17. Automated – Final Approval using Portal/Workflow
18. Process "end"

Career Credit Process Maps



Career Credit Process Maps

CC.15.4 Economic Development – Customized Training Annual Reporting

Description: This process captures the steps to complete the Customized Training Annual Report.

Process Notes:

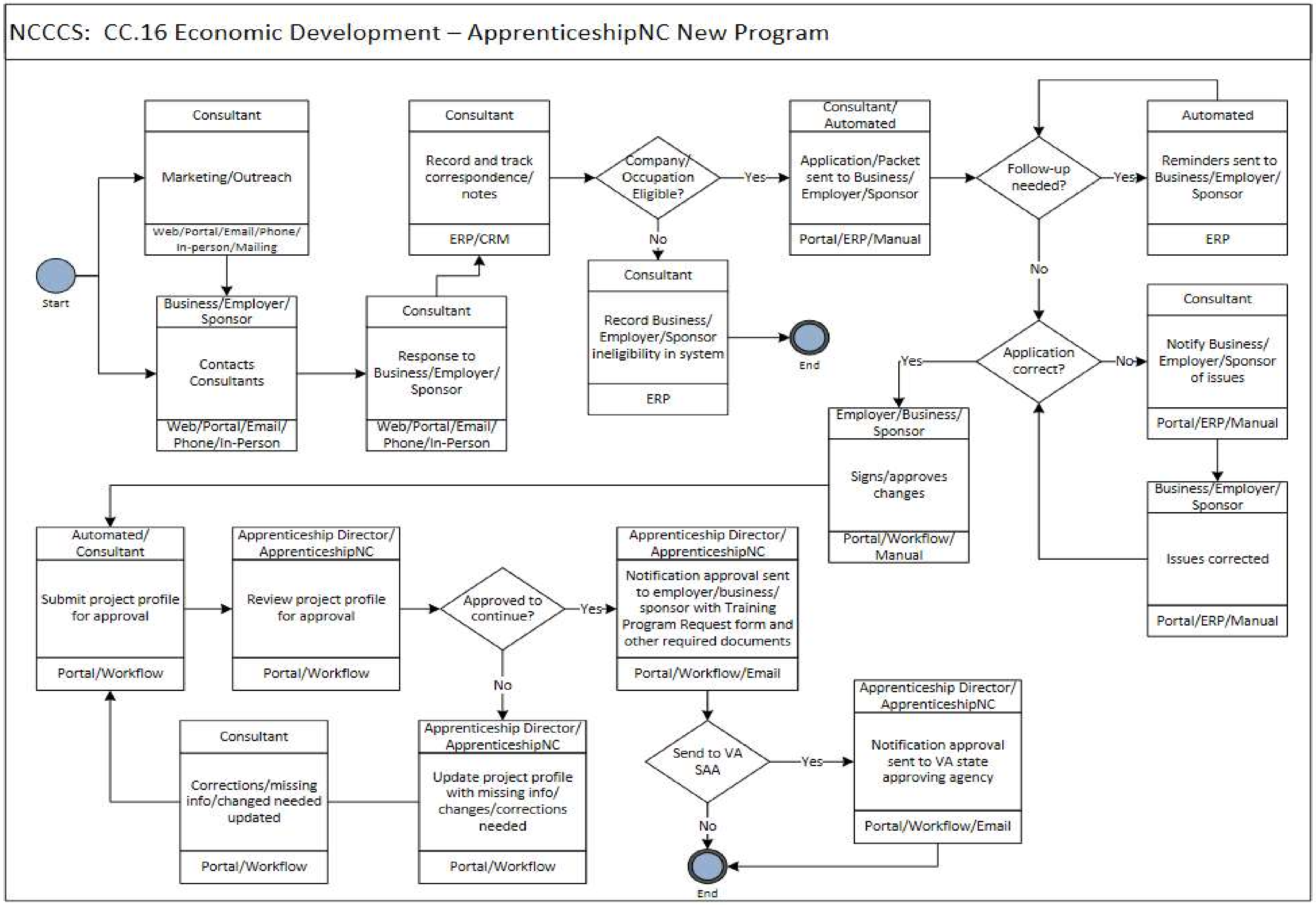
1. Customer Training Consultant communicate (manual) with Client and local college Business Office about finalizing project.
2. Is a "Recall of Funds needed?"
   2.1 Yes: Continue to 3
   2.2 No: Continue to 12
3. Customized Training Consultant Create Funds Action Request – Recall using Portal/Workflow.
4. Customized Training Consultant sends for approval to College Business Office using Portal/Workflow.
5. Are Modifications needed?
   5.1 Yes: Continue to 3
   5.2 No: Continue to 6
6. Automated – Approve/Submit FAR to Regional Director for approval using Portal/Workflow.
7. Are Modifications needed?
   7.1 Yes: Continue to 3
   7.2 No: Continue to 8
8. Automated – Sent to VP of Economic Development for approval using Portal/Workflow.
9. Are Modifications needed?
   9.1 Yes: Continue to 6
   9.2 No: Continue to 10

Career Credit Process Maps

Process Notes Cont.:

10. Are Modifications needed?
    10.1 Yes: Continue to 6
    10.2 No: Continue to 11
11. Automated – Annual Report form approved.
12. Customized Training Systems Manager compiles Annual reporting data from all colleges into Annual Report using Portal/Workflow.
13. Customized Training Systems Manager sends Annual Report to VP of Economic Development for review using Portal/Workflow
14. Automated - VP Of Economic Development send Annual Report to State Board
15. Are Modifications needed?
    15.1 Yes: Continue to 14
    15.2 No: Continue to 16
16. Director of Government Relations (System Office) send Annual Report to the Joint Legislative Education Oversight Committee using Portal/Email/Manual?
17. Process "end"

Career Credit Process Maps



Career Credit Process Maps

CC.16 Economic Development – ApprenticeshipNC New Program

Description: This process outlines the development of a new program for the Economic Development – Apprenticeships program.

Process Notes:

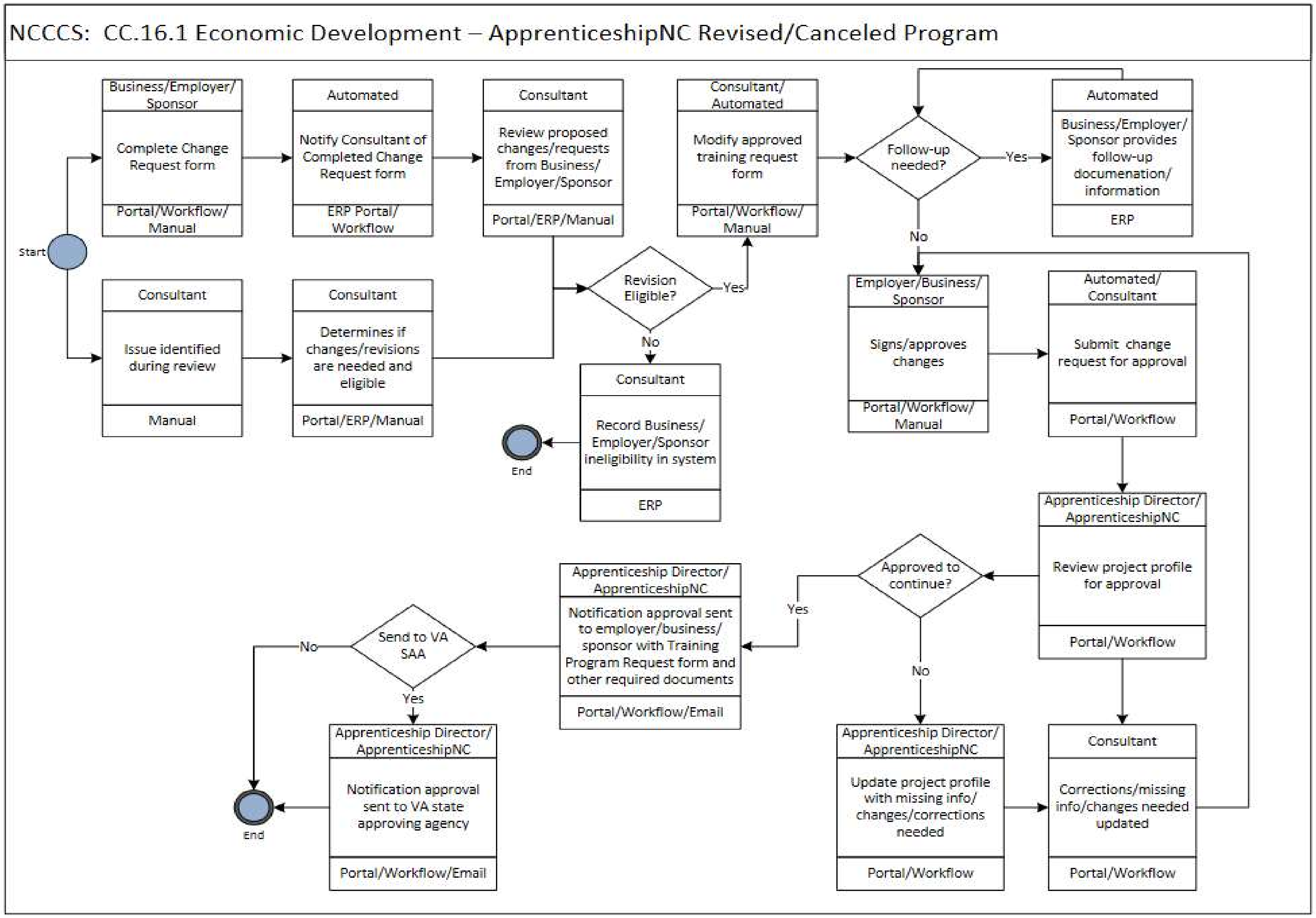
1. Consultant conducts Marketing/Outreach using Web/Portal/Email/Phone/In-Person/Mailing
2. Business/Employer/Sponsor Contacts Consultant using Web/Portal/Email/Phone/In-person
3. Consultant respond to Business/Employer/Sponsor using Web/Portal/Email/Phone/In-person
4. Consultant record and track correspondence/notes using ERP/CRM.
5. Is the Company Occupation Eligible?
   5.1. Yes. Continue to 9
   5.2. No. Continue to .6
6. Consultant Record Business/Employer/Sponsor ineligibility in system using ERP.
7. . Process "ends"
8. Consultant/Automate send Application/Packet to Business Employer/Sponsor using Portal/ERP/Manual
9. Is Follow-up needed?
   9.1. Yes. Continue to10
   9.2. No. Continue to 12
10. Automated – Reminders sent to Business/Employer/Sponsor using ERP
11. Consultant Notify Business/Employer/Sponsor of Issues using Portal/ERP/Manual
12. Business/Employer/Sponsor Issues Corrected
13. Is application correct?
    13.1. Yes. Continue to 14
    13.2. No. Continue to 11

Career Credit Process Maps

Process Notes Cont.:

14. Employer/Business/Sponsor signs/approves changes using Portal/Workflow/Manual
15. Automated/Consultant submit project profile for approval using Portal/Workflow
16. Apprenticeship Director/ApprenticeshipNC review project profile for approval using Portal/Workflow
17. Is approved to continue?
    - 17.1. Yes. Continue to 18
    - 17.2. No. Continue to 19
18. Apprenticeship Director/ApprenticeshipNC sends notification to employer/business/sponsor with Training Program request form and other required documents
19. Apprenticeship Director/ApprenticeshipNC update project profile with corrections/missing info/changed needed
20. Consultant enter corrections/missing info/changes needed using Portal/Workflow
21. Is Training Program Request sent to VA SAA?
    - 21.1. Yes. Continue to 22
    - 21.2. No. Continue to 23
22. Apprenticeship Director/ApprenticeshipNC sends notification VA State approving Agency.
23. Process "end"

Career Credit Process Maps



Career Credit Process Maps

CC.16.1 Economic Development – ApprenticeshipNC Revised/Canceled Program

Description: This process outlines the steps to revise/cancel a program for the Economic Development – Apprenticeships program.

Process Notes:

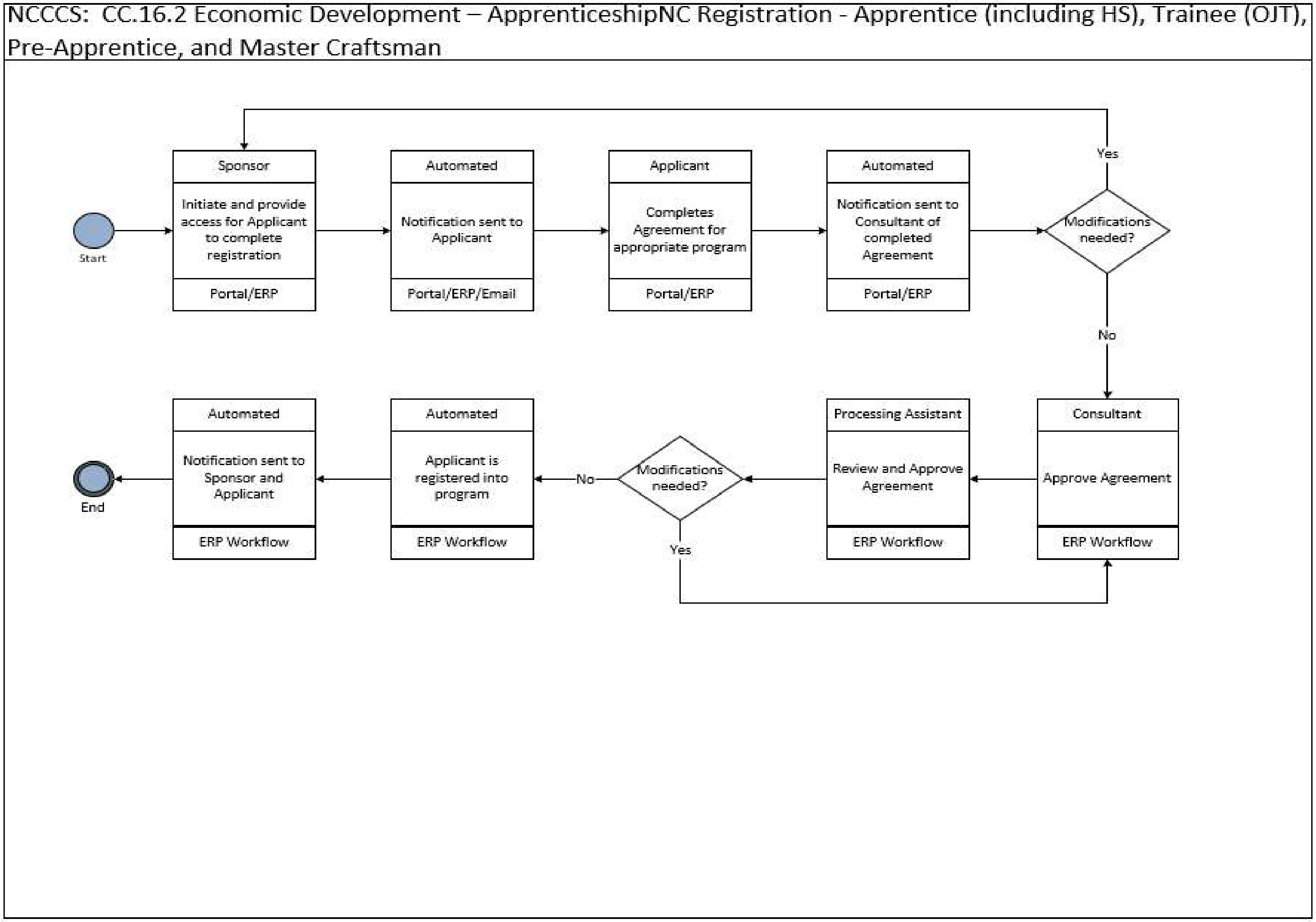
1. Business/Employer/Sponsor complete change request form using Portal/Workflow/Manual.
2. Automated – Notify consultant of completed change request form.
3. Consultant review proposed changes/requests from Business/Employer/Sponsor using Portal/ERP/Manual.
4. Consultant Issue identified during review using Manual workflow.
5. Consultant determines if changes/revisions are needed and eligible using Portal/ERP/Manual.
6. Are Revision Eligible?
   - 6.1. Yes. Continue to 7
   - 6.2. No. Continue to .8
7. Automated/Consultant modify approved training request form using Portal/Workflow/Manual.
8. Consultant Record Business/Employer/Sponsor ineligibility in System using ERP
9. Process "ends"
10. Is Follow-up needed?
    - 10.1. Yes. Continue to11
    - 10.2. No. Continue to 12
11. Automated - Business/Employer/Sponsor provides follow-up documentation/information using ERP
12. Employer/Business/Sponsor signs/approves changes using Portal/Workflow/Manual

Career Credit Process Maps

Process Notes Cont.:

13. Automated/Consultant submit change request for approval using Portal/Workflow
14. Apprenticeship Director/ApprenticeshipNC review project profile for approval using Portal/Workflow
15. Is approved to continue?
    - 15.1. Yes. Continue to 17
    - 15.2. No. Continue to 16
16. Apprenticeship Director/ApprenticeshipNC update project profile with corrections/missing info/changed needed
17. Consultant records corrections/missing info/changes needed using Portal/Workflow – **Continue to 12**
18. Apprenticeship Director/ApprenticeshipNC sends notification to employer/business/sponsor with Training Program request form and other required documents
19. Is Training Program Request sent to VA SAA?
    - 19.1. Yes. Continue to 22
    - 19.2. No. Continue to 23
20. Apprenticeship Director/ApprenticeshipNC sends notification VA State approving Agency.
21. Process "end"

Career Credit Process Maps



Career Credit Process Maps

CC.16.2 Economic Development – ApprenticeshipNC Registration for Apprentice (including HS), Trainee (OJT), Pre-Apprentice, and Master Craftsman

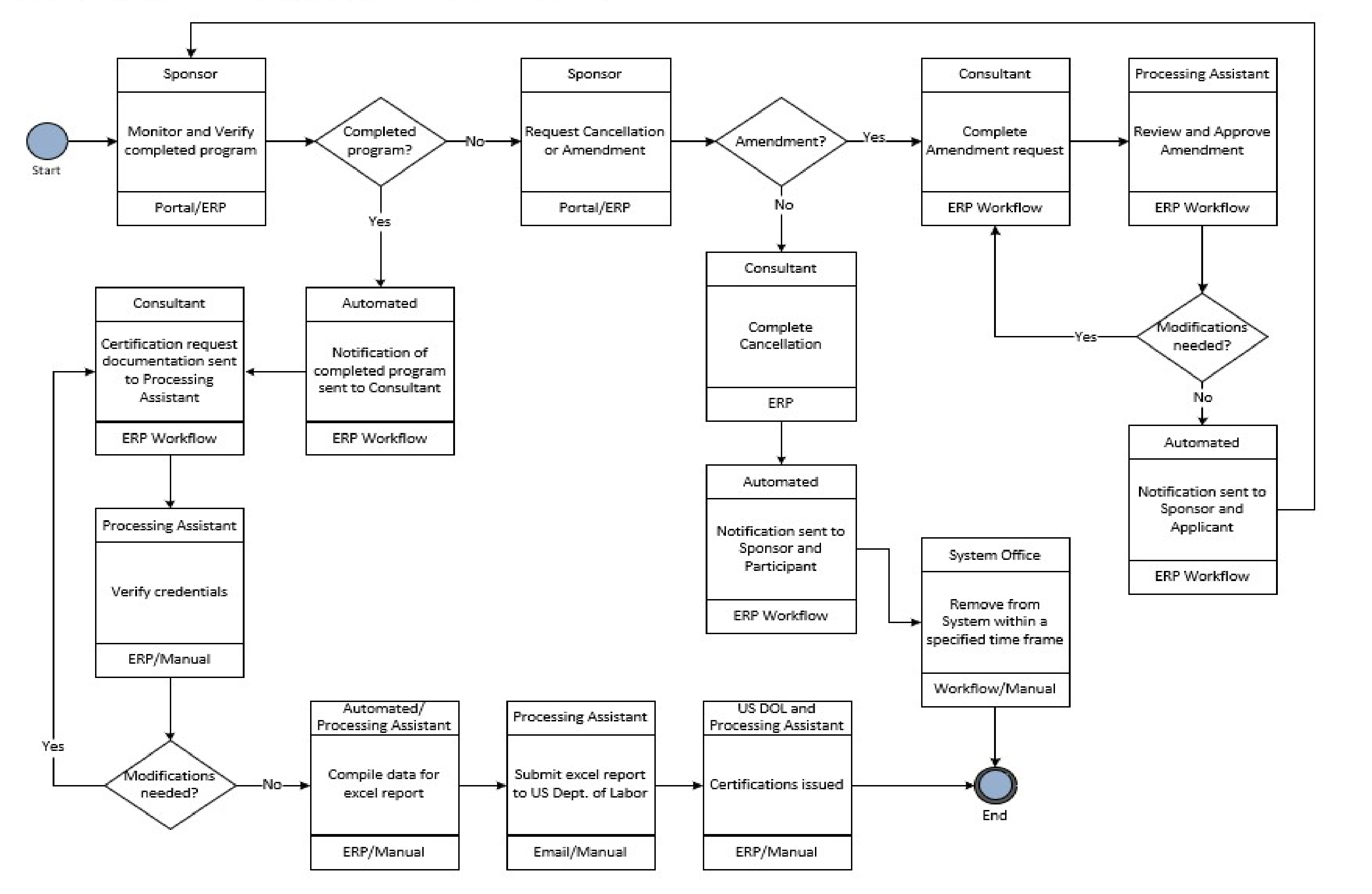
Description: This process of Economic Development – Steps used to provide registration for Business/Employer/Sponsor. These steps will support clients/students' registration into potential ApprenticeshipNC programs.

Process Notes:

1. Sponsor initiate and provide access for Applicant to complete registration using the Portal/ERP.
2. Automated – Notification sent to Applicant using Portal/ERP/Email.
3. Applicant completes agreement for appropriate program using Portal/ERP.
4. Automated notification sent to Consultant of completed Agreement using Portal/ERP.
5. Are Modifications needed?
   - 5.1. Yes. Continue to 1
   - 5.2. No. Continue to 6
6. Consultant Approves Agreement using ERP workflow.
7. Processing Assistant review and approve agreement using ERP workflow.
8. Are Modifications needed?
   - 8.1. Yes. Continue to 6
   - 8.2. No. Continue to 9
9. Automated – Applicant is registered into program using ERP workflow.
10. Automated notification sent to Sponsor and applicant using ERP workflow.
11. Process "ends"

Career Credit Process Maps

NCCCS: CC.16.3 Economic Development – ApprenticeshipNC Program Completion - Apprentice (including HS), Trainee (OJT), Pre-Apprentice, and Master Craftsman



Career Credit Process Maps

CC.16.3 Economic Development – ApprenticeshipNC Program Completion for Apprentice (including HS), Trainee (OJT), Pre-Apprentice, and Master Craftsman

Description: This process of Economic Development – Steps used to provide completion for Business/Employer/Sponsor. These steps will support clients/students' registration into potential ApprenticeshipNC programs.

Process Notes:

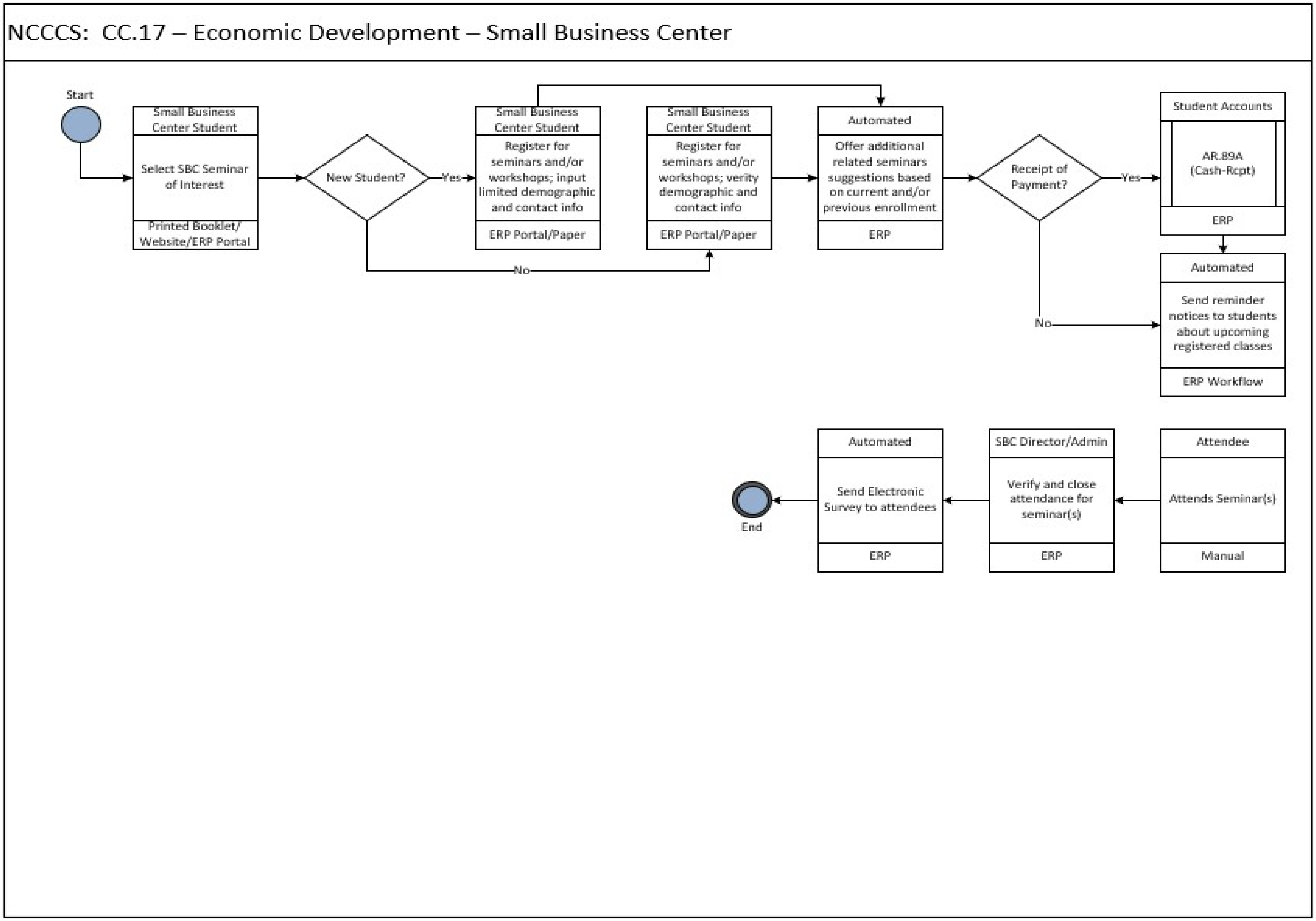
1. Sponsor monitor and verify completed program using Portal/ERP
2. Is Program completed?
   2.1. Yes. Continue to 9
   2.2. No. Continue to 3
3. Sponsor Request Cancellation or Amendment
4. Are Amendment needed?
   4.1. Yes. Continue to 5
   4.2. No. Continue to 16
5. Consultant complete Amendment request using ERP Workflow
6. Processing Assistant review and approve Amendment suing ERP Workflow
7. Are Modifications needed?
   7.1. Yes. Continue to 5
   7.2. No. Continue to 8
8. Automated notification sent to Sponsor and Applicant using ERP Workflow
9. Automated notification of completed program sent to consultant using ERP Workflow
10. Consultant Request certification documentation sent to Processing Assistant using ERP Workflow

Career Credit Process Maps

Process Notes Cont.:

11. Processing Assistant verify credentials using ERP/Manual
12. Are Modifications needed?
    12.1. Yes. Continue to 10
    12.2. No. Continue to 13
13. Automated or Processing Assistant complies data for Excel report using ERP/Manual
14. Processing Assistant submit Excel report to US Dept of Labor (USDOL) using Email/Manual
15. USDOL and Processing Assistant issue Certificates
16. Consultant complete cancellation using ERP
17. Automated notification sent to Sponsor and Participant using ERP Workflow
18. System Office removes documentation from system within a specified time frame.
19. Process "ends"

Career Credit Process Maps



Career Credit Process Maps

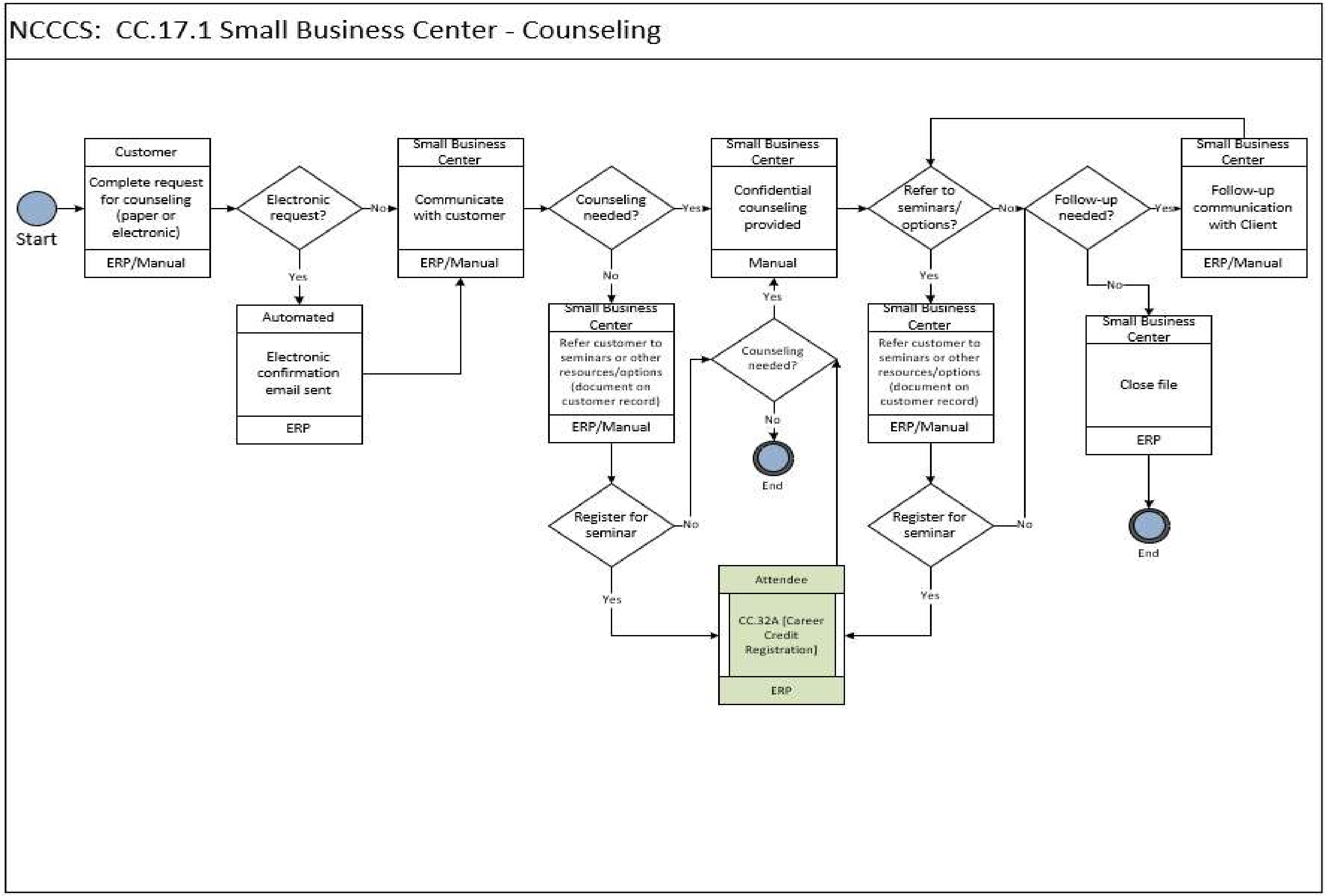
CC.17 Economic Development – Small Business Opportunity

Description: The Small Business Center Network, comprised of 58 Small Business Centers throughout North Carolina, supports the development of new businesses and the growth of existing businesses by being a community-based provider of training, counseling, and resource information. Confidential counseling services and access to resource libraries are free of charge. Some seminars and workshops require a minimal registration fee. Services provided by the Small Business Center Network can be customized to suit your specific business needs.

Process Notes:

1. Small Business Student will select SBC seminar of interest
2. Is this a new student?
   2.1 Yes. Continue to 3
   2.2. No. Continue to 4
3. Small Business Student (New) would register for seminar and input limited demographic and contact information
4. Small Business Student (Existing) would register for seminar and verify existing demographic and contact information
5. System offers additional related seminars suggestions based on current and/or previous enrollment
6. System would invoke "Receipt of Payment"
   6.1 Yes. Continue to 7 (Subprocess AR. 89A (Cash-Rcpt)
   6.2 No. Continue to 8
7. System would open AR.89A to receipt of payment
8. System would send reminder notices to students about upcoming registered class
9. Attendee attend seminar(s)
10. Small Business Center Director/Admin would verify and close attendance for seminar
11. System would send "electronic survey" to attendees of seminar

Career Credit Process Maps



Career Credit Process Maps

CC.17.1 ED - Small Business Center Counseling

Description: Confidential counseling services and access to resource libraries are free of charge. Some seminars and workshops require a minimal registration fee. Services provided by the Small Business Center Network can be customized to suit your specific business needs.

Process Notes:

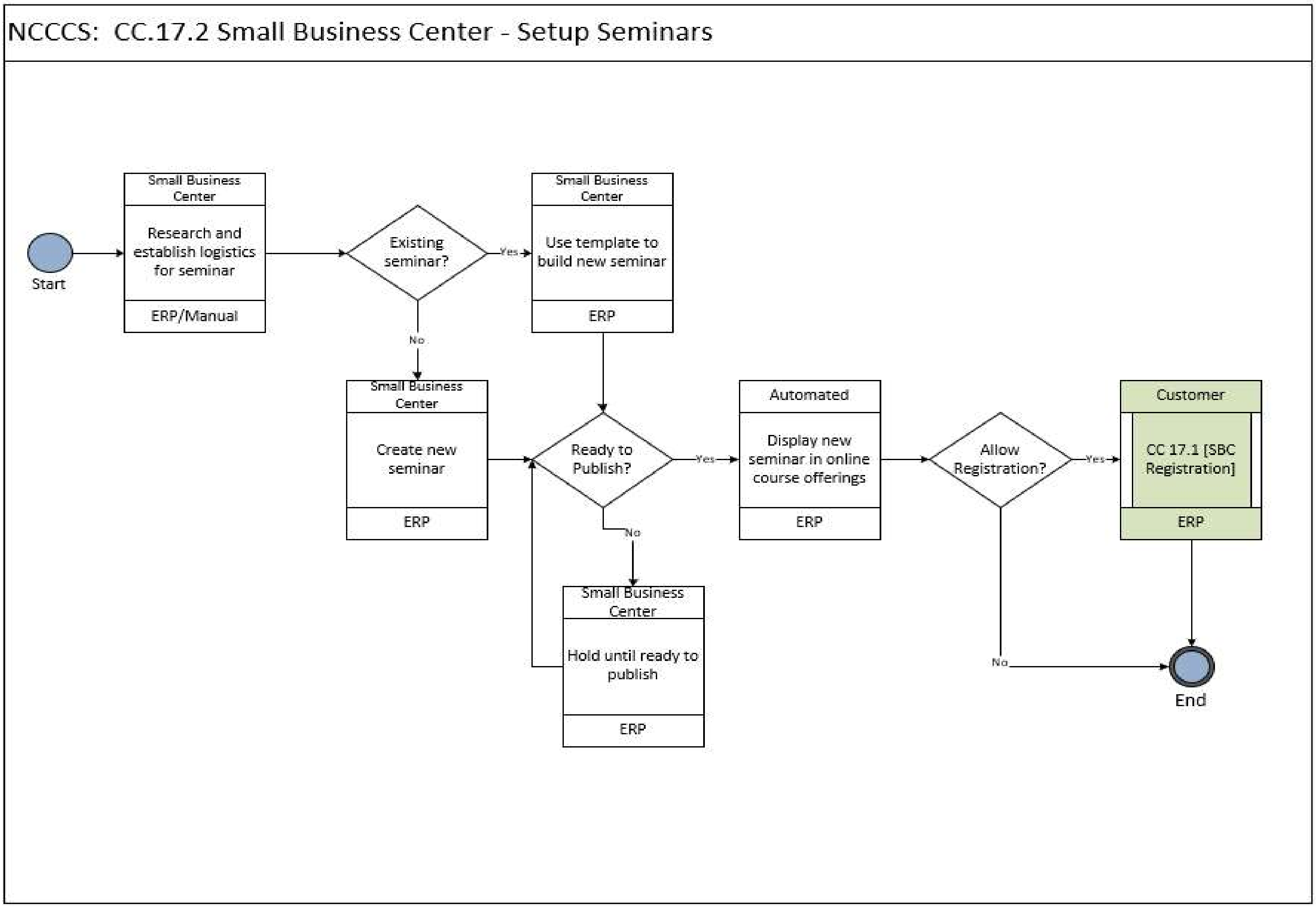
1. Customer request counseling --electronic or paper
2. Is the request electronic?
   2.1 Yes. Continue to 3
   2.2 No. Continue to 4
3. Electronic confirmation sent to requestor
4. Communication with customer is established
5. Is counseling needed?
   5.1 Yes. Continue to 8
   5.2 No. Continue to 10
6. Customer is referred to seminars or other resource/Customer record documented
7. Does Customer register for seminar?
   7.1 Yes. Continue to 8
   7.2 No. Continue to 9
8. Go to "CC.32A (Career Credit Registration) process
9. Counseling still needed from referral to Seminar?
   9.1 Yes. Continue to 10
   9.2 No. Continue to "end"
10. SBC provides "Confidential" counseling and refer to Seminars

Career Credit Process Maps

Process Notes Cont.:

11. Is customer referred to seminar?
    - 11.1 Yes. Continue to 12
    - 11.2 No. Continue to 14
12. Customer is referred to Seminars or other resources/Customer record documented
13. Does Customer register for seminars?
    - 13.1 Yes. Continue to 8
    - 13.2 No. Continue to 14
14. Follow up needed?
    - 14.1 Yes. Continue to 15
    - 14.2 No. Continue to 16
15. SBC Follow-up communication with Client/Continue referral and follow up process
16. SBC Close file on client/Continue to "end"

Career Credit Process Maps



Career Credit Process Maps

CC.17.2 ED - Small Business Center Seminars Setup

Description: Some seminars and workshops require a minimal registration fee. Services provided by the Small Business Center Network can be customized to suit the specific business needs.

Process Notes:

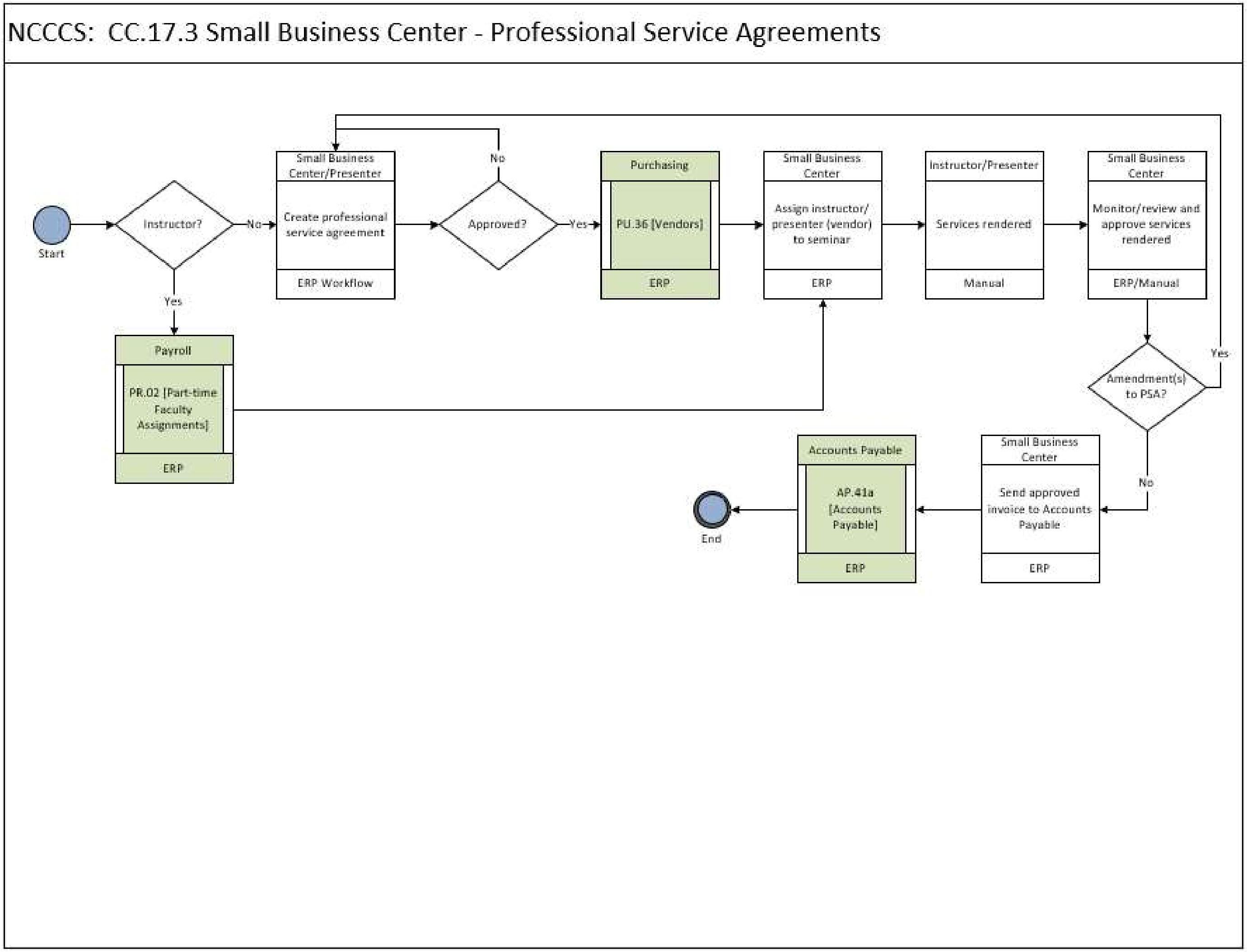
1. SBC research and establish logistics for seminar
2. Is the request electronic?
   - 2.1. Yes. Continue to 3
   - 2.2. No. Continue to 4
3. Electronic confirmation sent to requestor
4. Communication with customer is established
5. Is counseling needed?
   - 5.1. Yes. Continue to 8
   - 5.2. No. Continue to 10
6. Customer is referred to seminars or other resources/Customer record documented
7. Does Customer register for seminar?
   - 7.1. Yes. Continue to 8
   - 7.2. No. Continue to 9
8. Go to "CC.32A (Career Credit Registration) process
9. Counseling still needed from referral to Seminar?
   - 9.1. Yes. Continue to 10
   - 9.2. No. Continue to "end"
10. SBC provides "Confidential" counseling and refer to Seminars

Career Credit Process Maps

Process Notes Cont.:

11. Is customer referred to seminar?
    - 11.1. Yes. Continue to 12
    - 11.2. No. Continue to 14
12. Customer is referred to Seminars or other resources/Customer record documented
13. Does Customer register for seminars?
    - 13.1. Yes. Continue to 8
    - 13.2. No. Continue to 14
14. Follow up needed?
    - 14.1. Yes. Continue to 15
    - 14.2. No. Continue to 16
15. SBC Follow-up communication with Client/Continue referral and follow up process
16. SBC Close file on client/Continue to "end"

Career Credit Process Maps



Career Credit Process Maps

CC.17.3 ED - Small Business Center Professional Service Agreement

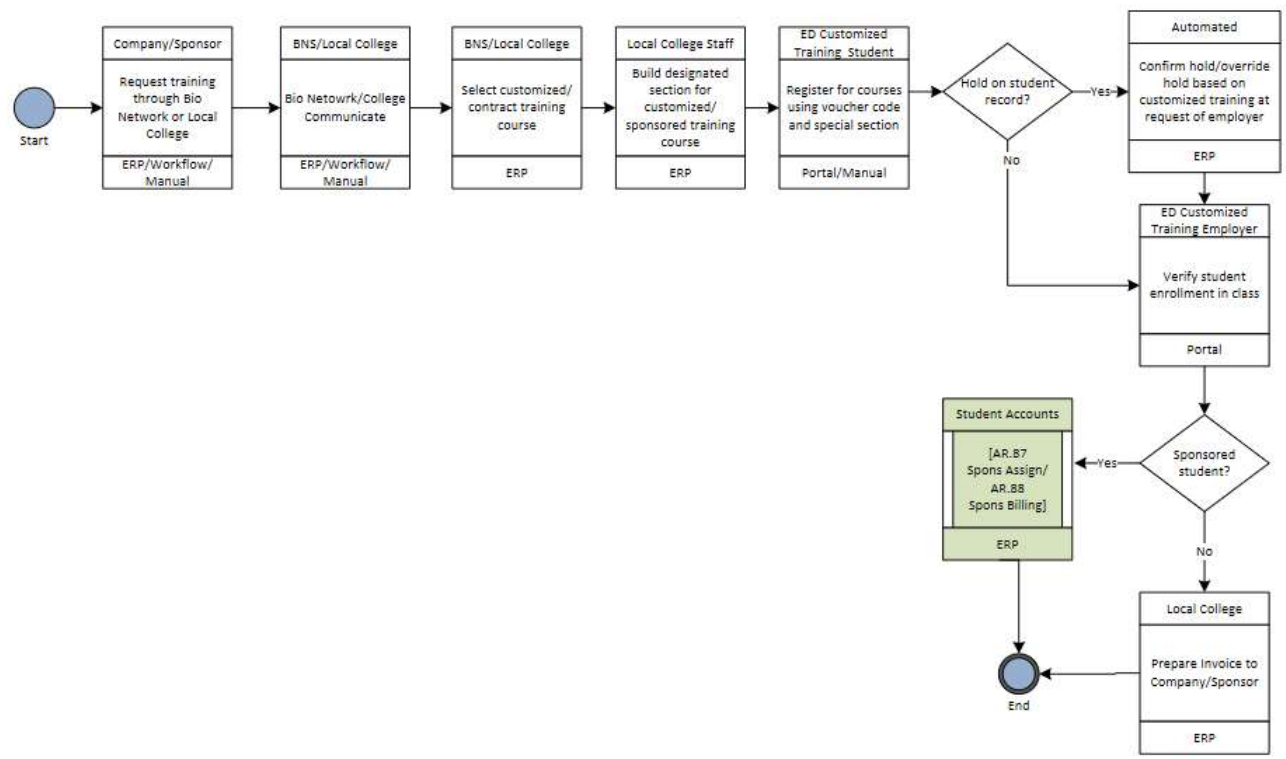
Description: Some seminars and workshops require Professional Service Agreement. Services provided by these Professional Service Agreements, allows the Small Business Center Network to customize for specific business needs.

Process Notes:

1. Is Selection an Instructor?
   1.1. Yes. Continue to 2
   1.2. No. Continue to 3
2. Go to "PR.02 (Part time Faculty Assignments)"
3. SBC creates the Professional Service Agreement
4. Is the 'agreement" approved?
   4.1. Yes. Continue to 5
   4.2. No. Return to 3
5. Go to "PU.36 (Vendors)"
6. SBC Assigns Instructor/Presenter/Vendor to seminar
7. Instructor/Presenter render "services"
8. SBC monitor/review and approve services rendered
9. Are "amendments" to PSA needed?
   9.1. Yes. Return to 3
   9.2. No. Continue to 10
10. SBC sends approved invoice to Accounts Payable
11. Go to "AP.41a (Accounts Payable)"
12. Continue to "end"

Career Credit Process Maps

NCCCS: CC.18 Economic Development – Company/Sponsor Training Request



Career Credit Process Maps

CC.18 Economic Development – Bio Network Labs Company/Sponsored Training Request

Description: This process outlines the development of company/sponsored training request for Economic Development – Bio Networks program.

Process Notes:

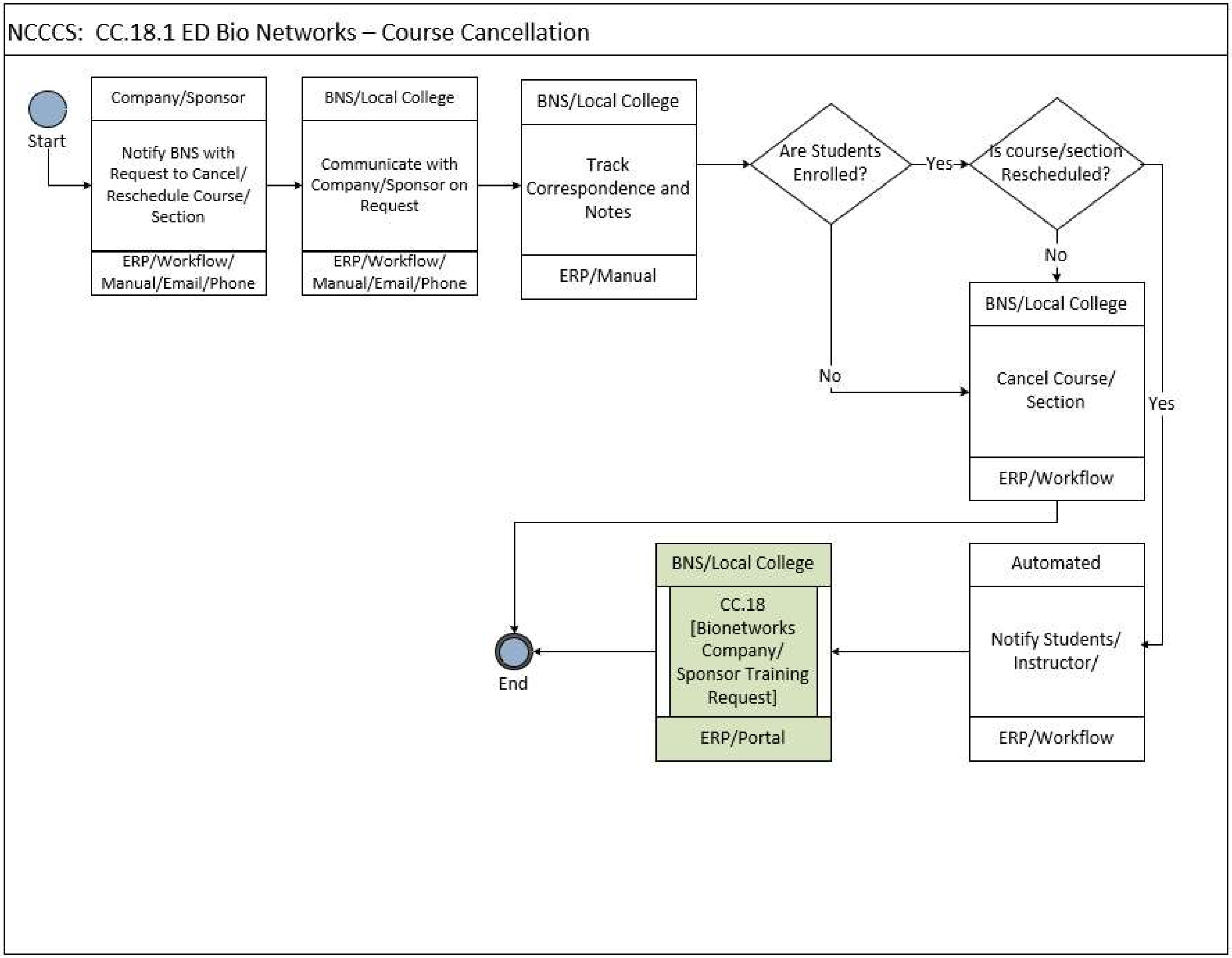
1. Company/Sponsor request training through BioNetwork or Local College using ERP/Workflow/Manual.
2. BioNetwork Staff/Local College communicates via ERP/Workflow/Manual.
3. BioNetwork Staff/Local College select customized/contract training course using ERP.
4. Local College Staff, using ERP, build designated section for customized/sponsored training course.
5. Prospective student register for courses using voucher code and special section via portal/manual.
6. Is there a "hold on student" record?

   6.1. Yes. Continue to 7

   6.2. No. Continue to 8

7. Confirm hold/override hold based on customized training at request of employer using ERP.
8. ED Customized training employer verify student enrollment in class via Portal.
9. Is the student a "sponsored student?"
   9.1. Yes. Continue to 10
   9.2. No. Continue to 11
10. Go to Subprocess [AR.87 Sponsor Assign/AR.88 Sponsor Billing] using ERP/Portal
11. Local College prepare invoice to Company/Sponsor using ERP
12. Process "ends."

Career Credit Process Maps



Career Credit Process Maps

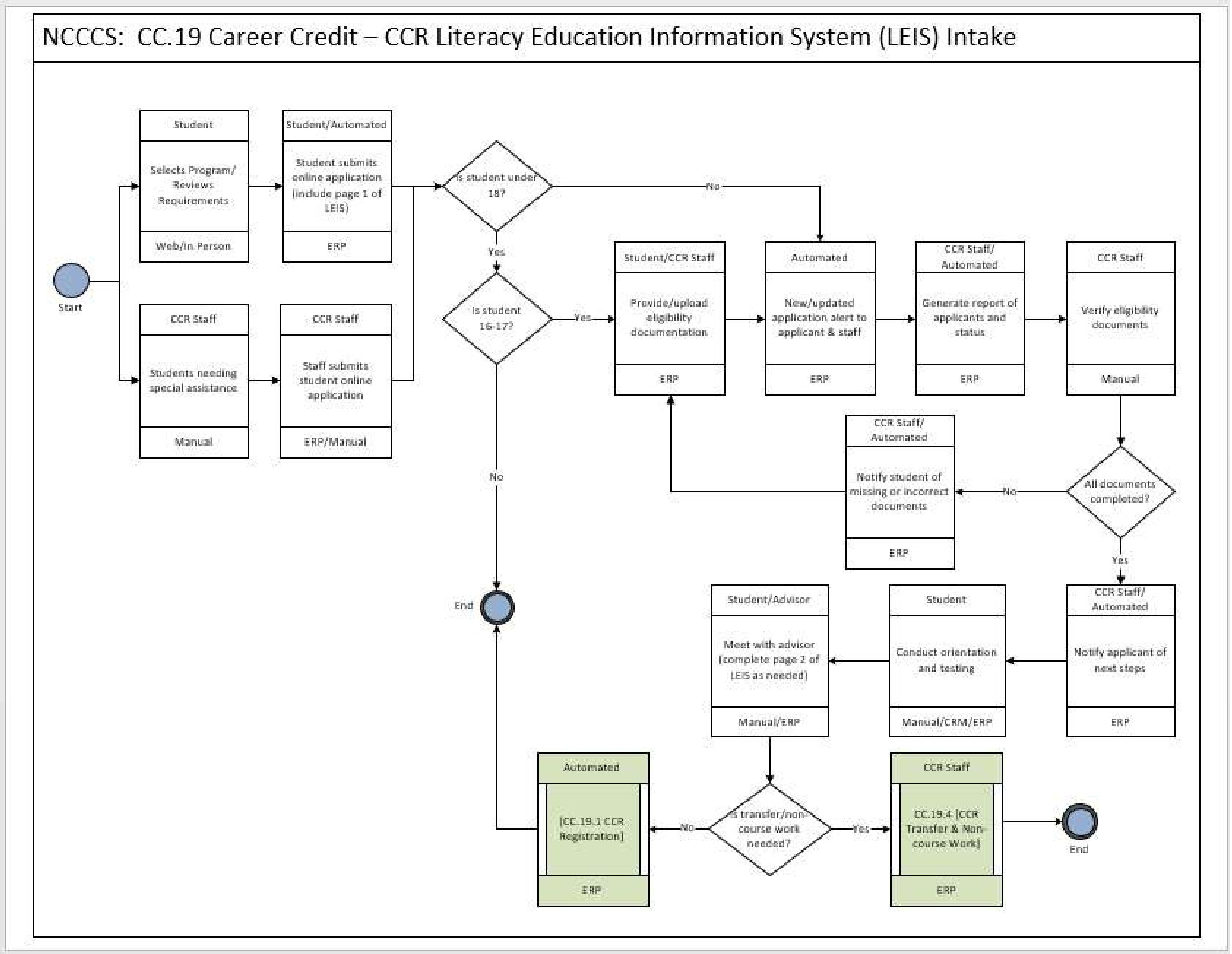
CC.18.1 Economic Development – Bio Networks Labs Company/Sponsored Training Request

Description: This process outlines the development of company/sponsored training request for Economic Development – Bio Networks program.

Process Notes:

1. Company/Sponsor notify BNS with Request to cancel or Reschedule course/section using ERP/Workflow/Manual/Email/Phone.
2. BNS/Local College communicate with Company/Sponsor on Request using ERP/Workflow/Manual/Email/Phone.
3. BNS/Local College will track correspondence and notes using ERP/Manual
4. Are Students Enrolled?
   4.1. Yes. Continue to 5
   4.2. No. Continue to 6
5. Is Course/Section Rescheduled?
   5.1. Yes. Continue to 7
   5.2. No. Continue to 6
6. BNS/Local College will cancel Course/Section using ERP/Workflow
7. Automated notify student/Instructor/other stakeholders of new schedule
8. Go to Subprocess [CC.18 Bionetworks Company/Sponsor Training Request] using ERP/Portal
9. Process "end"

Career Credit Process Maps



Career Credit Process Maps

CC.19 Career Credit – College & Career Readiness Literacy Education Information System (LEIS) Intake

Description: This process of College and Career Readiness identifies the intake process of its students.

Process Notes:

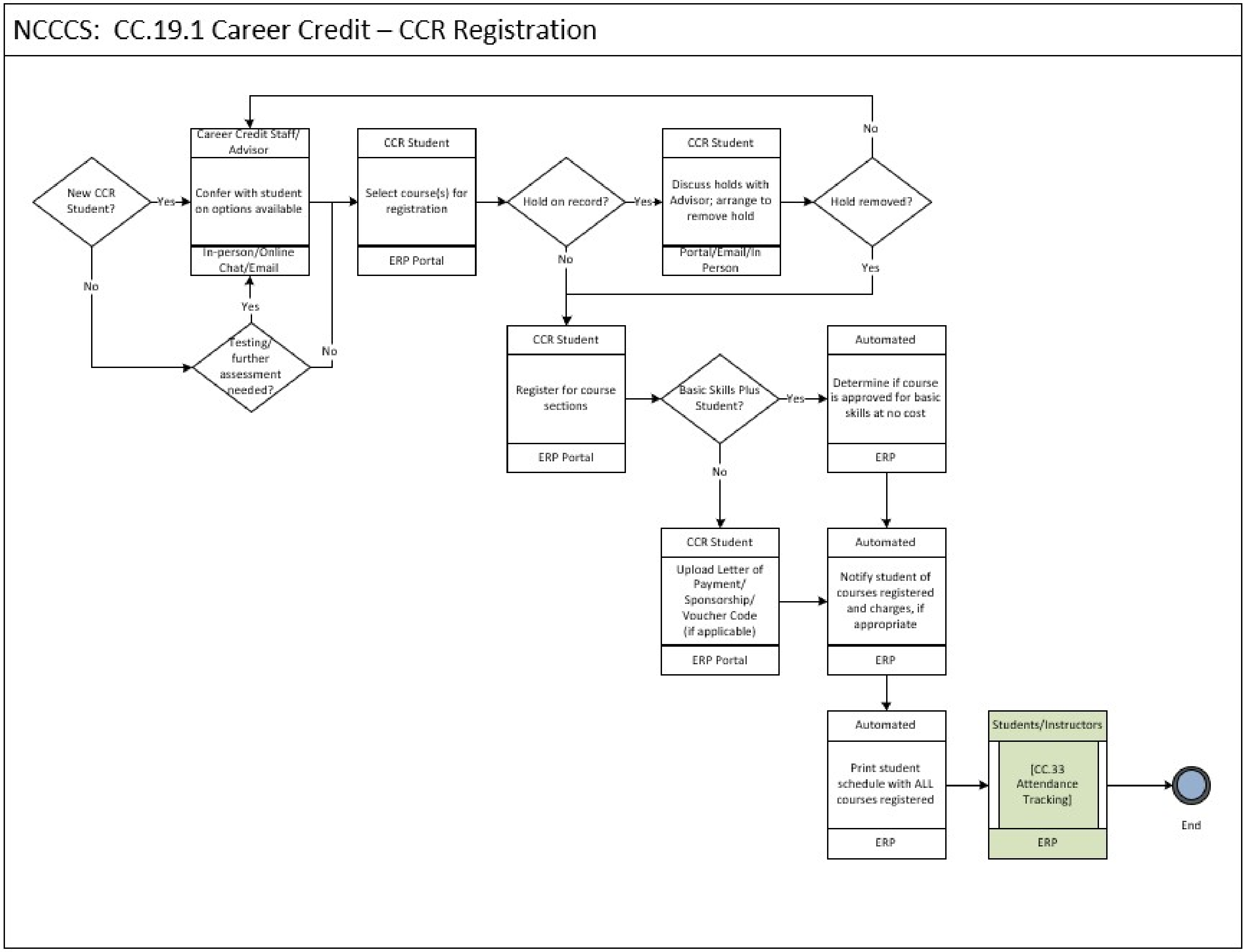
1. Student selects a "CCR" Program and reviews Requirements
2. Manual process for CCR Staff to assist students needing "special assistance, i.e., ADA, Captive, etc; Continue to 7
3. Student submits online application (includes page 1 of the LEIS Form)
4. CCR Staff submits "special assistance" student online application
5. System check, "Is Student under 18?"
   - 5.1. Yes. Continue to 6
   - 5.2. No. Continue to 8
6. System check, "Is Student 16-17?"
   - 6.1. Yes, Continue to 7
   - 6.2. No. Continue to "End."
7. Student/CCR Staff Provide/Upload eligibility documentation
8. Alert to applicant and staff for new/updated application
9. Generate report of applicants and status of application by ERP or CCR Staff
10. CCR Staff verify eligibility documentations
11. "Are documents completed?"
    - 11.1. Yes. Continue to 13
    - 11.2. No. Continue to 12

Career Credit Process Maps

Process Notes Cont.:

12. CCR Staff or automated alert to notify student of missing or incorrect documents, return to 7
13. CCR Staff or automated alert to notify student of next steps
14. Student attends Orientation and testing
15. Student meets with advisor (Face-to-Face); completes page 2 of LEIS Form
16. Is transfer and non-course work needed?
    16.1. Yes. Continue to 17
    16.2. No. Continue to 18
17. Continue to "sub-process CC.19.4 (Transfer and Non-course Work)
18. Continue to "sub process CC.19.1 (Registration)
19. Process End

Career Credit Process Maps



Career Credit Process Maps

CC.19.1 Career Credit – College & Career Readiness Registration

Description: This process of College and Career Readiness identifies the registration steps for a CCR student.

Process Notes:

1. New CCR Student?
   1.1. Yes. Continue to 2
   1.2. No. Continue to 3
2. Career Credit Staff/Advisor Confer with student on options available
3. Testing/further assessment needed?
   3.1. Yes. Continue to 2
   3.2. No. Continue to 4
4. CCRS Student select course for Registration
5. Is there a "hold on record?"
   5.1. Yes. Continue to 6
   5.2. No. Continue to 8
6. CCR Student discuss hold with Advisor; arrange to remove hold
7. Is the "hold removed?"
   7.1. Yes. Continue to 8
   7.2. No. Continue to 2
8. CCR Student Register for Course sections
9. Does student meet "Basic Skills Plus" requirement?
   9.1. Yes. Continue to 10
   9.2. No. Continue to 11

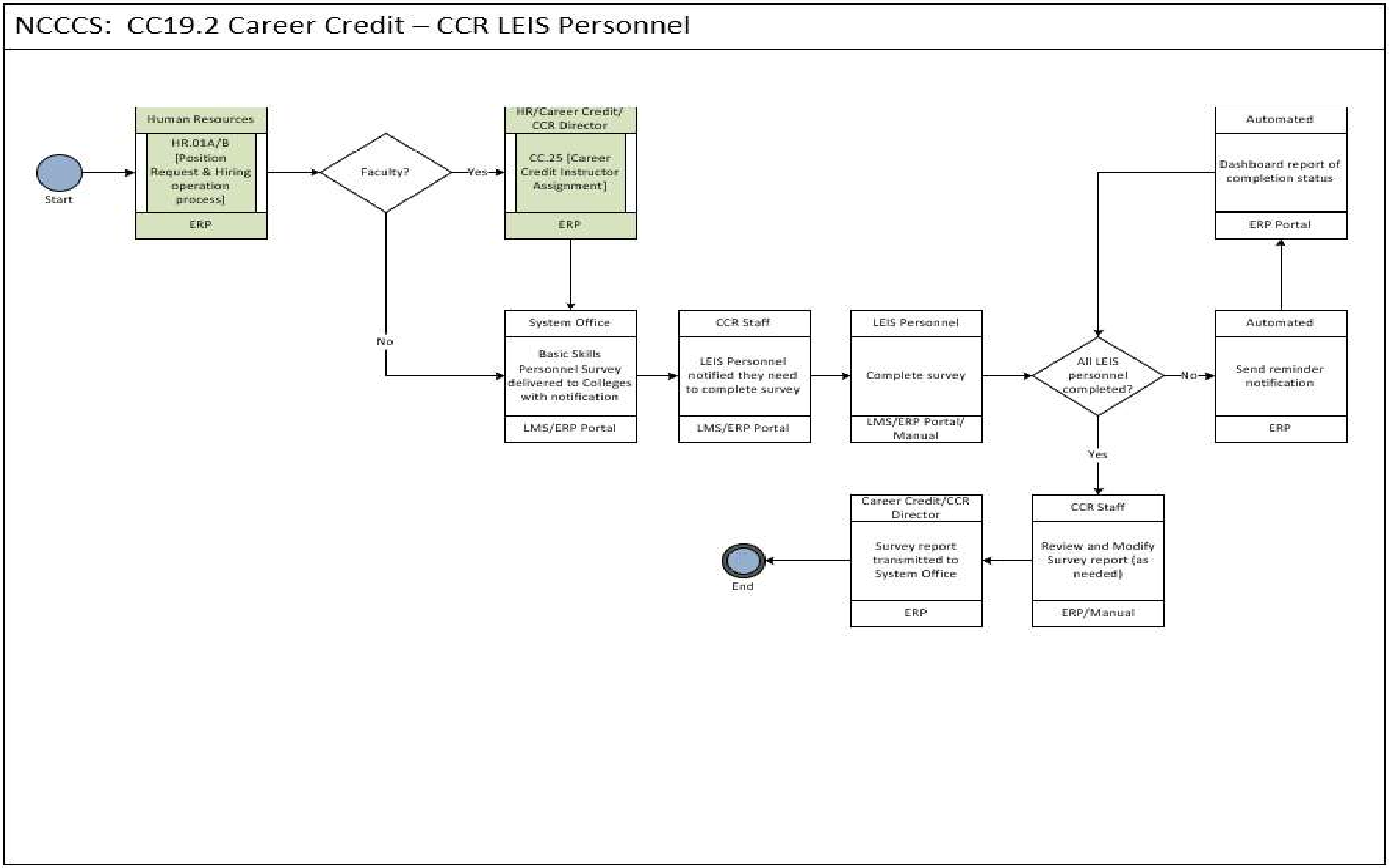
Career Credit Process Maps

College and Career Readiness - Registration

Process Notes Cont.:

10. ERP determine if course is approved for basic skills at no cost
11. ERP notify student of courses registered and charges, if appropriate
12. CCR student will upload letter of payment/sponsorship/voucher code, if applicable
13. ERP will print student schedule with all courses registered.
14. Continue to Subprocess (CC.33 Attendance Tracking)
15. Process "End."

Career Credit Process Maps



Career Credit Process Maps

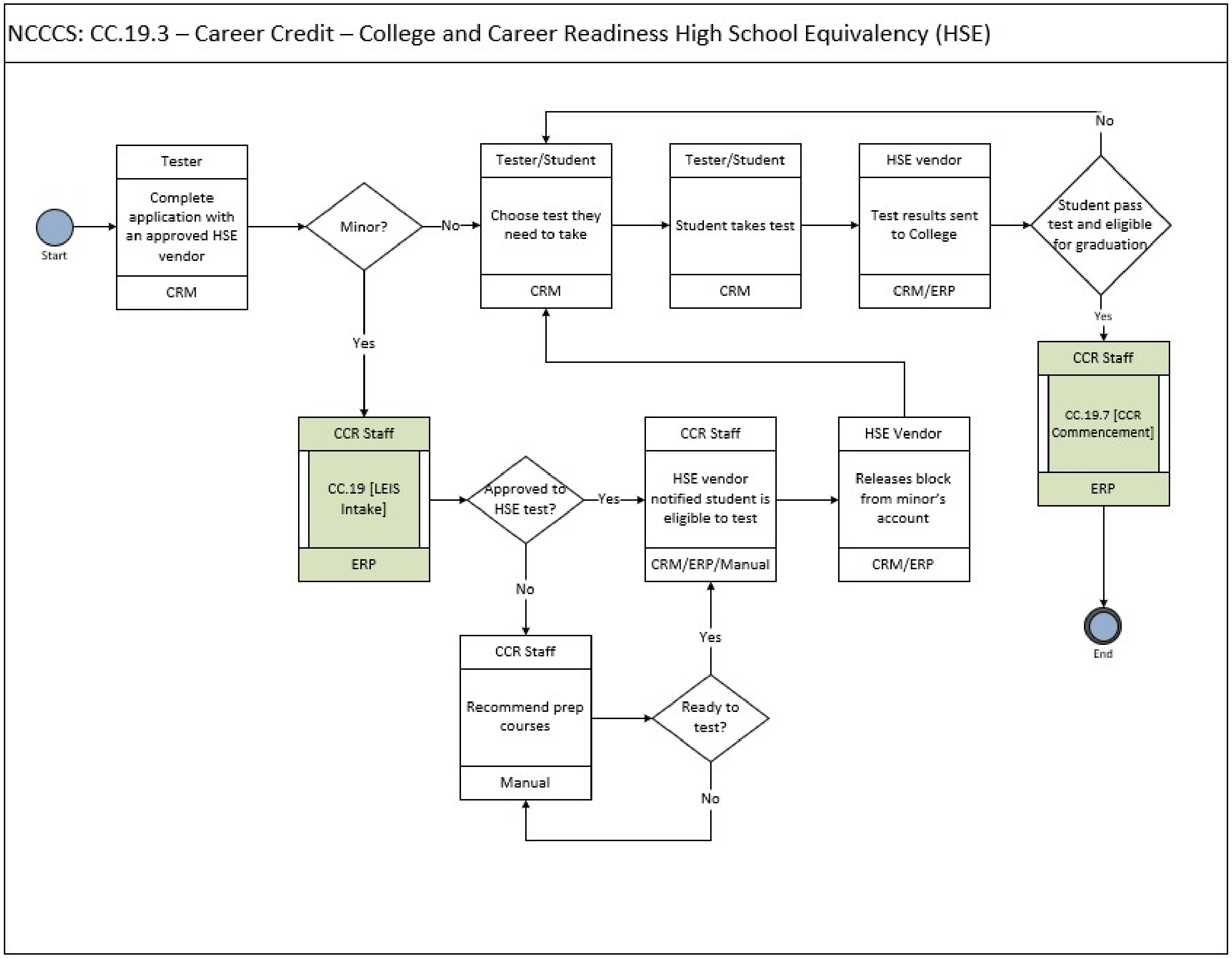
CC.19.2 Career Credit – College & Career Readiness LEIS Personnel

Description: LEIS Personnel information is reported to the National Reporting System (NRS), annually. The personnel information maintains qualification(s) and Personnel Survey data. The survey data is completed and recorded for active personnel/instructors who are also not on contract during the reporting period. The reporting period is from July 1 through Jun 30.

Process Notes:

1. Continue to Subprocess HR.01A/B (Position Request and Hiring Operation) process
2. Is this a "faculty" member?
   2.1. Yes. Continue to 3
   2.2. No. Continue to 4
3. Continue to Subprocess CC.25 (Career Credit Instructor Assignment)
4. System Office delivers Basic Skills Personnel Survey to colleges with notification using LMS/ERP Portal
5. CCR Staff notifies LEIS Personnel to complete survey using LMS/ERP Portal
6. LEIS personnel complete survey
7. Did all LEIS Personnel complete survey?
   7.1. Yes. Continue to 10
   7.2. No. Continue to 8
8. ERP sends automated reminder to LEIS Personnel to complete survey
9. ERP Portal provide "dashboards" of reports on completion status
10. CCR Staff will review and modify survey report (as needed)
11. Career Credit/CCR Director transmits survey report to System Office
12. Proceed to "end"

Career Credit Process Maps



Career Credit Process Maps

CC.19.3 Career Credit – College & Career Readiness HSE

Description: This process of College and Career Readiness identifies the Hight School Equivalency (HSE) process of its students

Process Notes

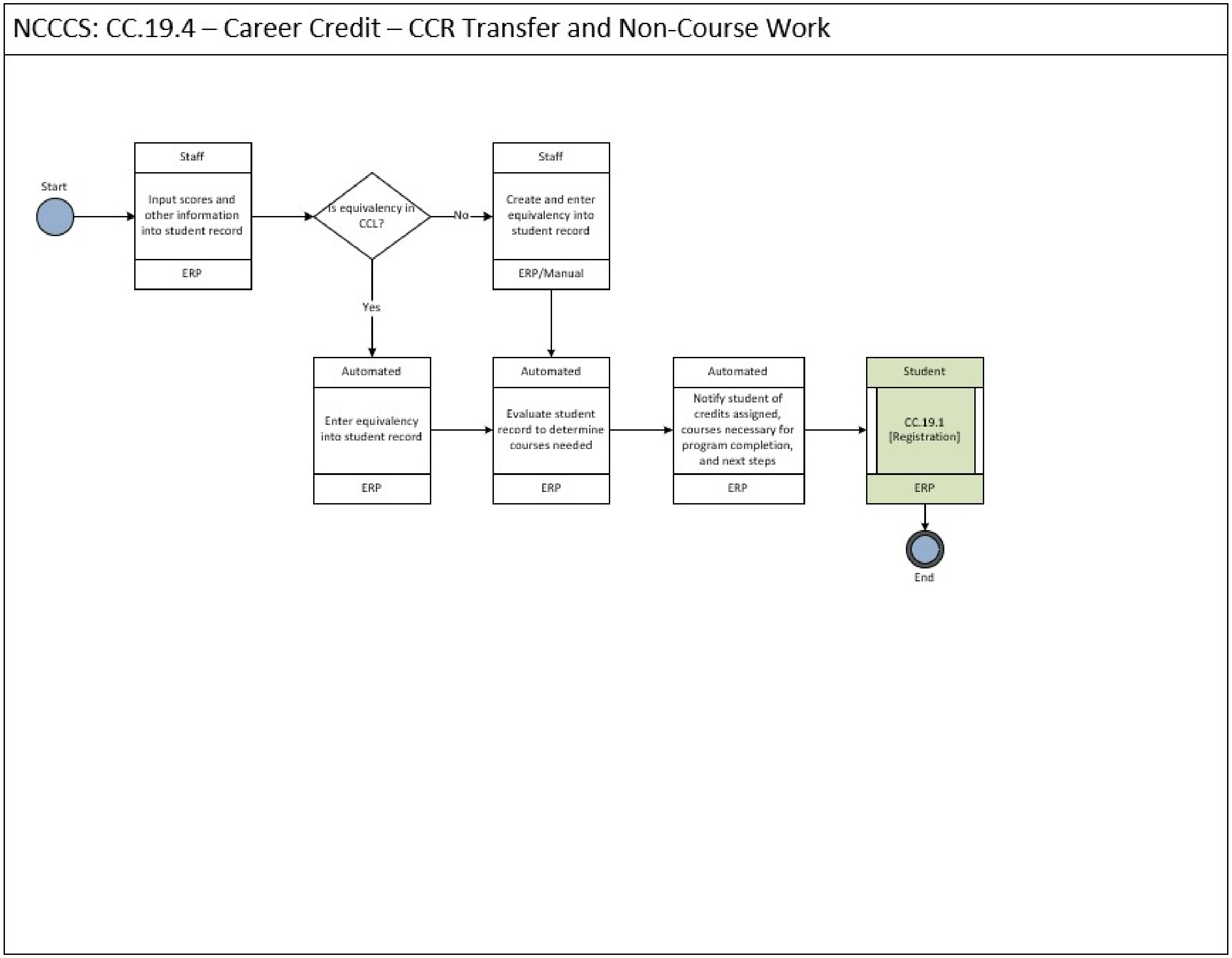
1. Tester completes application with an approved HSE vendor CRM
2. Is the tester a Minor?
   2.1. Yes. Continue to 7
   2.2. No. Continue to 3
3. Tester/Student choose test they need to take using vendor's CRM
4. Tester/Student takes test using vendor's CRM
5. HSE Vendor sends test results to college using vendors CRM/ERP
6. Did student pass the test and eligible for graduation?
   6.1. Yes. Continue to 13
   6.2. No. Continue to 3
7. Continue to Subprocess CC.19 – LEIS Intake
8. Is student approve to HSE test?
   8.1. Yes. Continue to 9
   8.2. No. Continue to 11
9. CCR Staff notifies HSE vendor student is eligible to test

Career Credit Process Maps

Process Notes Cont.:

10. HSE Vendor releases block from minor's account
11. CCR Staff Recommend Prep course for student
12. Is student "ready to test?"
    12.1. Yes. Continue to 9
    12.2. No. Continue to 12
13. Continue to Subprocess CC.19.7 CCR Graduation
14. Process to "end"

Career Credit Process Maps



Career Credit Process Maps

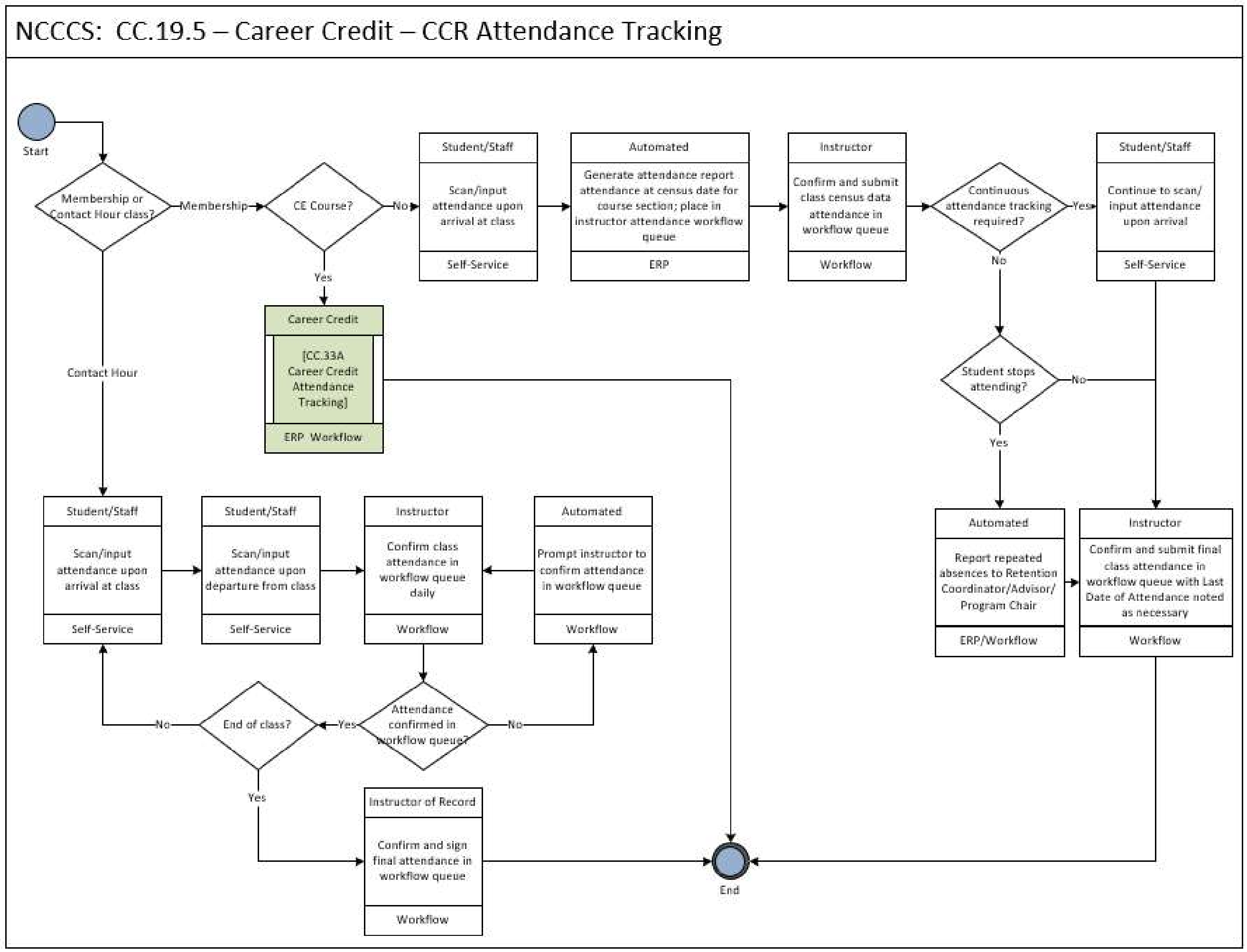
CC.19.4 Career Credit – CCR Transfer and Non-Course Work

Description: This process outlines the Transfer and Non-Course Work workflow used by College and Career Readiness. This information will be entered into the ERP to support student successful completion of the program selected.

Process Notes:

1. Using the ERP, CCR Staff will input scores and other information into Student academic record
2. Is equivalency in CCL?
   2.1. Yes. Continue to 3
   2.2. No. Continue to 4
3. ERP automatically enter "equivalency" into student record
4. CCR Staff create and enter equivalency into student record
5. ERP will automatically evaluate student record to determine courses needed
6. ERP will notify student of credits assigned, courses necessary for program completion, and next steps
7. Continue to Subprocess (CC.19.1 Registration)
8. Process "End."

Career Credit Process Maps



Career Credit Process Maps

CC.19.5 Career Credit – CCR Attendance Tracking

Description: This process captures the steps undertaken to track student attendance.

Process Notes:

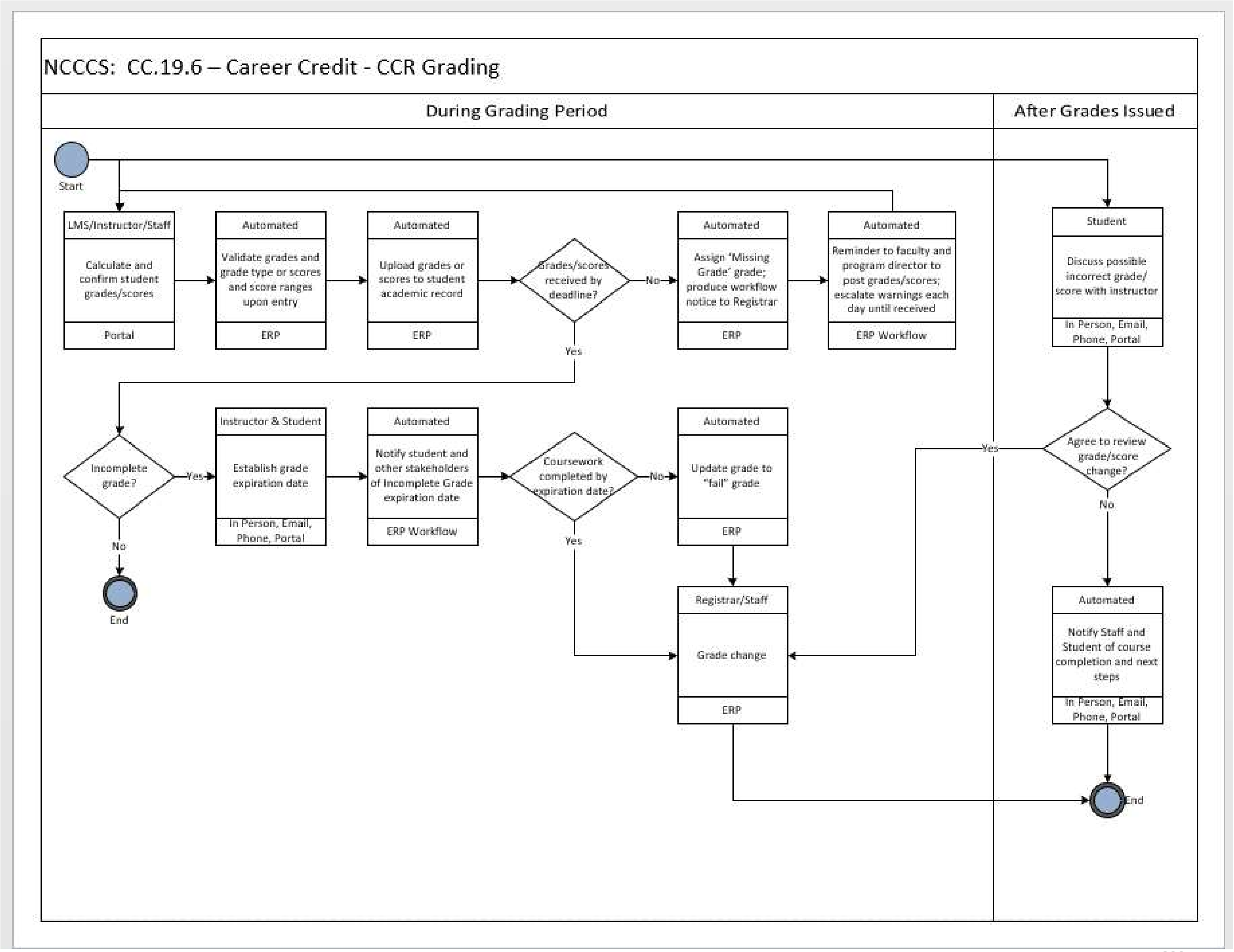
1. Is section for a membership or contact hour class?
   - 1.1 Membership: Continue to 2
   - 1.2 Contact Hour: Continue to 12
2. Is the section for a CE course?
   - 2.1 Yes: Continue to 3
   - 2.2 No: Continue to 4
3. Go to CE.32 Career Credit Attendance Tracking; End
4. Student scans or inputs attendance upon arrival class
5. System generates attendance report at census date for course sections and routes to instructor attendance workflow queue
6. Instructor confirms and submits class census data attendance in workflow queue
7. Is continuous attendance tracking required?
   - 7.1 Yes: Continue to 8
   - 7.2 No: Continue to 10
8. Student continues to scan/inputs attendance upon arrival each class meeting
9. Instructor confirms and submits final class attendance in workflow queue with last date of attendance noted if necessary; End
10. If student is not a veteran, has student stopped attending?
    - 10.1 Yes: Continue to 11
    - 10.2 No: Return to 9

Career Credit Process Maps

Process Notes Cont.:

11. System reports repeated absences to Retention Coordinator/Advisor/Program chair; Return to 9
12. If section is clock hours, student scans/inputs attendance upon arrival at class
13. Student also scans/inputs attendance upon departure from class
14. Instructor confirms class attendance and workflow queue daily
15. Has attendance been updated in workflow queue?
    - 15.1 Yes: Continue to 17
    - 15.2 No: Continue to 16
16. System prompts instructor to confirm attendance and workflow queue; Return to 14
17. Has the end of the class/term been reached?
    - 17.1 Yes: Continue to 18
    - 17.2 No: Return to 12
18. Instructor confirms and certifies final attendance in workflow queue; End

Career Credit Process Maps



Career Credit Process Maps

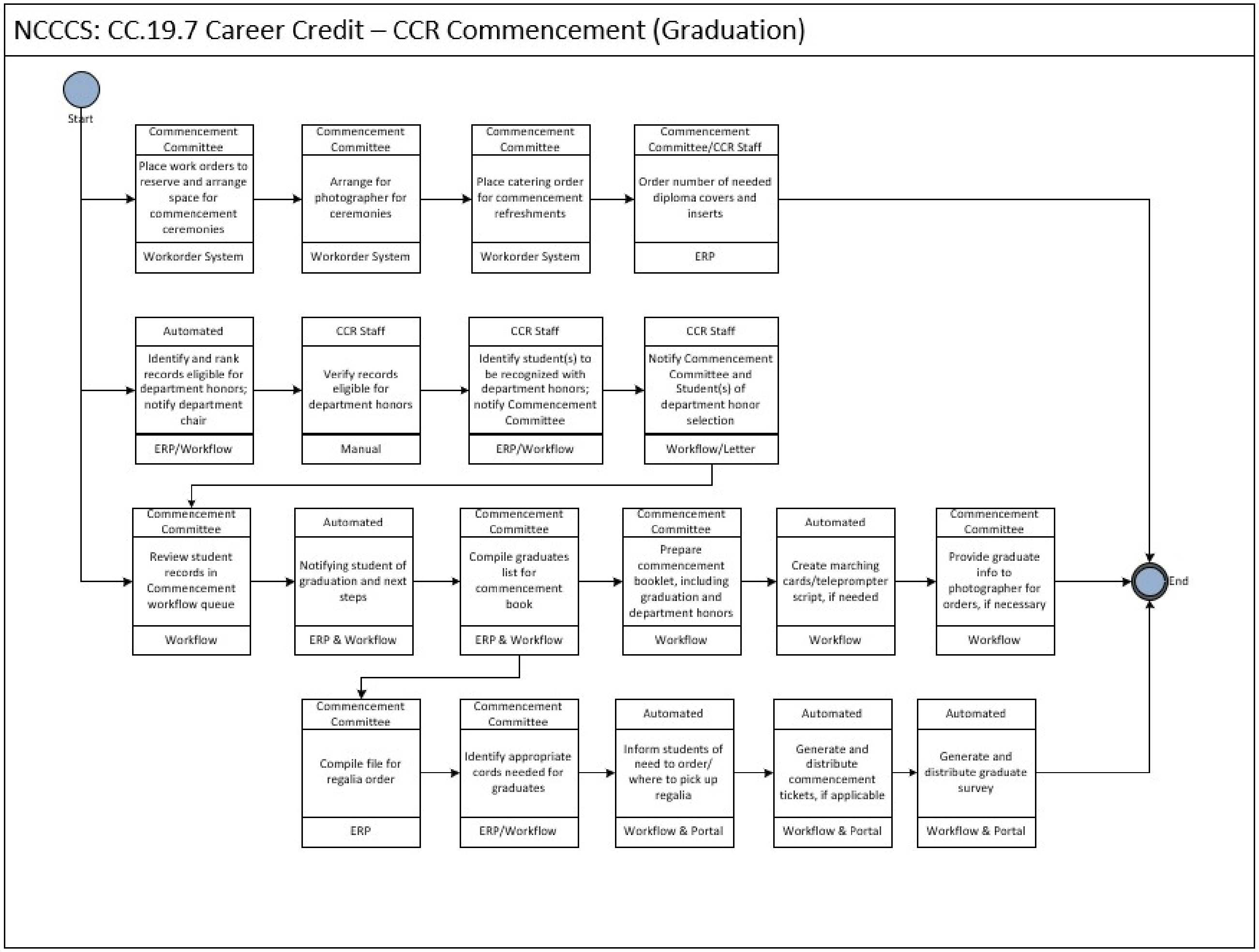
CC.19.6 Career Credit – CCR Grading

Description: This process captures the steps undertaken to grade a student during grading period and a process to correct a grade after the grading period has ended.

Process Notes:

1. Instructor calculates and confirms grades/scores
2. System validates grade type/score range upon entry by instructor
3. System uploads grades/scores to students' records
4. Are all grades/scores received by deadline?
   4.1 Yes: Continue to
   4.2 No: Continue to 5
5. If grades/scores are not received by deadline, system assigns 'missing grade' grade and creates a workflow queue to the Registrar
6. System reminds faculty to post grades/scores, escalating warning each day until received
7. During grading, did instructor give an incomplete grade?
   7.1 Yes: Continue to 8
   7.2 No: End
8. Instructor assigns grade expiration date
9. System notifies student and other stakeholders of incomplete grade and expiration date
10. Has coursework been completed by expiration date?
    10.1 Yes: Continue to 12
    10.2 No: Continue to 11
11. If coursework is not completed by deadline, system updates grade to failing grade
12. Go to AC.42 Grade Change Management to appeal failing grade; End
13. After grades/scores are posted and student questions grade given, student discusses possible incorrect grade with instructor
14. Does instructor agree to review grade change?
    14.1 Yes: Return to 11
    14.2 No: End

Career Credit Process Maps



Career Credit Process Maps

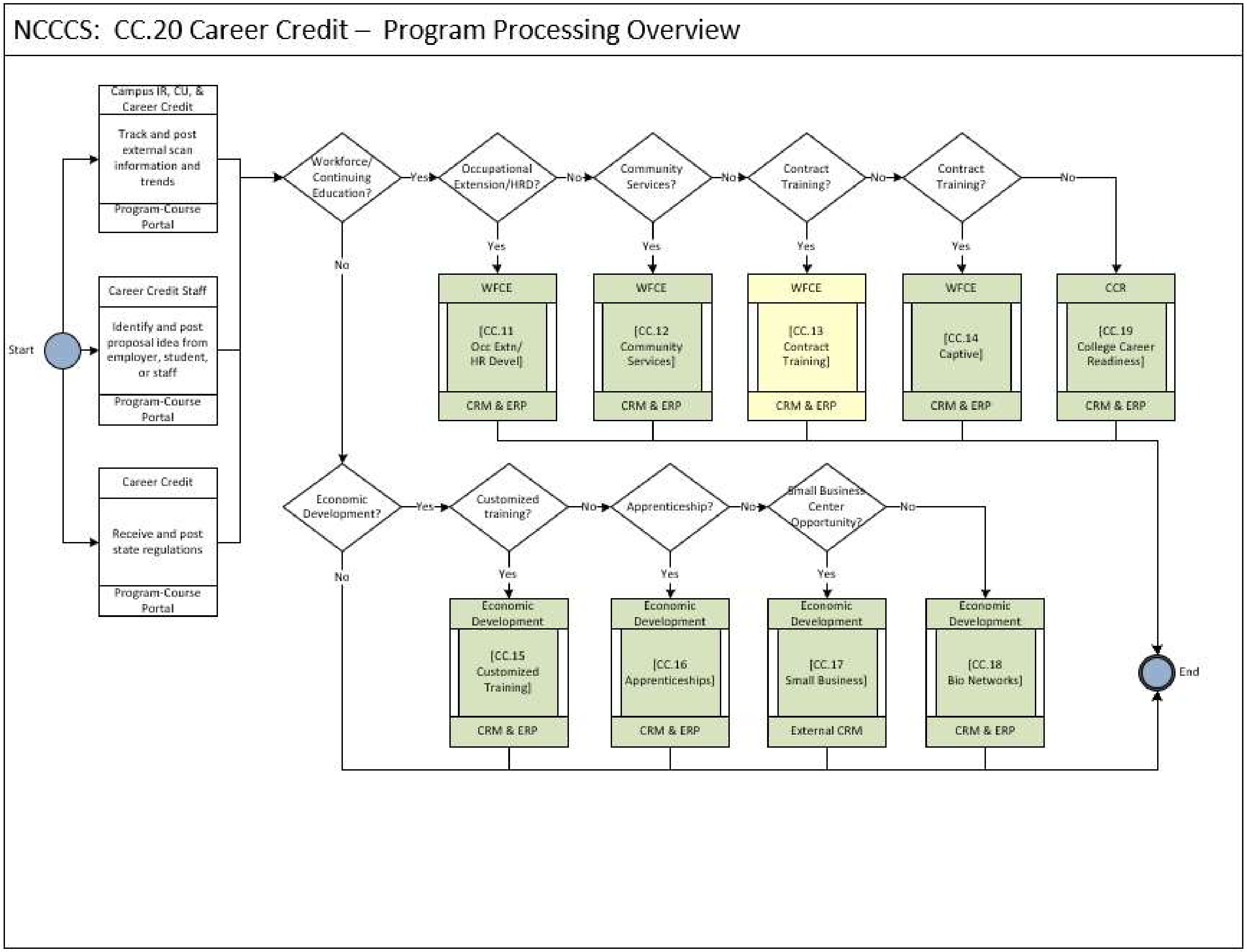
CC.19.7 Career Credit – CCR Commencement (Graduation)

Description: This process captures the steps undertaken in setup and processing of CCR Commencement (Graduation) ceremonies.

Process Notes:

1. Commencement committee places work orders to reserve and arrange space for commencement ceremonies
2. Commencement committee arranges for photographer for ceremonies
3. Commencement committee places catering order for commencement refreshments
4. Registrar orders diploma covers and inserts as needed; End
5. System identifies and ranks records eligible for department honors; notifies department chair via workflow
6. CCR Staff verify records eligible for department honors
7. CCR Staff identifies students to be recognized for department honors and notifies commencement committee via workflow
8. CCR Staff notifies commencement committee and students of department honor selection via workflow
9. Commencement committee reviews student records in Commencement workflow queue
10. System notifies student of graduation and next steps
11. Commencement committee compiles graduates list for commencement book; Continue to 15
12. Commencement committee prepares commencement booklet, including graduation and department honors
13. System/Commencement committee prepares marching cards/Teleprompter script
14. Commencement committee provides graduate information to photographer for orders, if necessary; End
15. Commencement committee compiles file for regalia order
16. Commencement committee identifies appropriate cords needed for graduates
17. System informs students of need to order/where to pick up regalia
18. System generates and distributes commencement tickets if applicable;
19. System generates and distribute graduation survey; End

Career Credit Process Maps



Career Credit Process Maps

CC.20 Career Credit – Program Processing Overview

Description: This captures the process used to determine which Career Credit area will be responsible for servicing a new idea or proposal. Note: at the time of this report, Career Credit was undergoing a reorganization, with detailed discussions focused on differed areas of service to students and internal responsibilities. This process map includes several functional areas that have not yet been mapped (yellow sub-process boxes) but will be mapped in the future by the NCCCS team. Placeholder maps have been included in this document to facilitate the future mapping.

Process Notes:

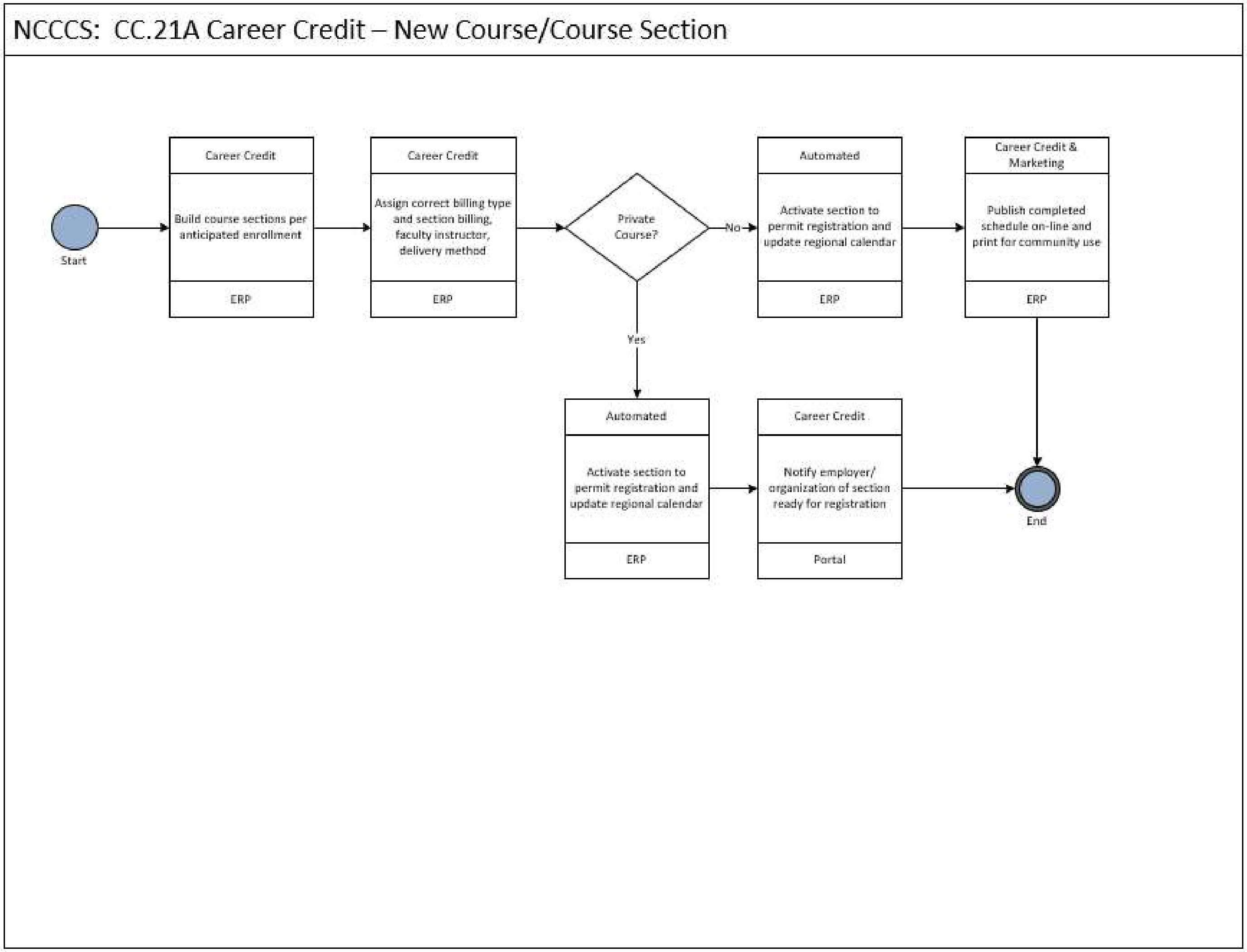
1. College IR, CU, and Career Credit personnel track and post external scan information to the Program-Course Portal in order to share information across campuses and colleges; Continue to 4.
2. Career Credit staff posts proposal ideas on Program-Course Portal, to share across all 58 colleges; Continue to 4.
3. As Career Credit staff receives notifications of changes to state regulations, Career Credit staff posts state regulations to the Program-Course Portal; continue to 4.
4. Is the course a Workforce/Continuing Education course opportunity?
   - 4.1. Yes: Continue to 5
   - 4.2. No: Continue to 12
5. Will the course be for occupational extension or human resource development?
   - 5.1. Yes: Continue to 6
   - 5.2. No: Continue to 7
6. Go to CC.11 Occupational Extension/Human Resource Development; End
7. Will the course be offered as part of services to the community?
   - 7.1. Yes: Continue to 8
   - 7.2. No: Continue to 9
8. Go to CC.12 Community Services; End
9. Will the course be for contracted training?
   - 9.1. Yes: Continue to 10
   - 9.2. No: Continue to 11
10. Go to CC.13 Contract Training; End

Career Credit Process Maps

Process Notes Cont.:

11. Will the course be for captive, co-opted?
    11.1. Yes: Continue to 12
    11.2. No: Continue to 13
12. Go to CC.14 Captive; End
13. If course will not be for Captive, go to CC.19 College and Career Readiness; End
14. If the course will not be Workforce/Continuing Education, will it be for Economic Development?
    14.1. Yes: Continue to 15
    14.2. No: Go to End
15. Will the course be offered as customized training?
    15.1. Yes: Continue to 16
    15.2. No: Continue to 17
16. Go to CC.15 Customized Training; End
17. Will the offering be for an apprenticeship?
    17.1. Yes: Continue to 18
    17.2. No: Continue to 19
18. Go to CC.16 Apprenticeships; End
19. Will the course be offered through the Small Business Center?
    19.1. Yes: Continue to 20
    19.2. No: Continue to 21
20. Go to CC.17 Small Business; End
21. If the course will not be offered through Small Business, go to CC.18 Bio Networks; End

Career Credit Process Maps



Career Credit Process Maps

CC.21A Career Credit – New Course/Course Section

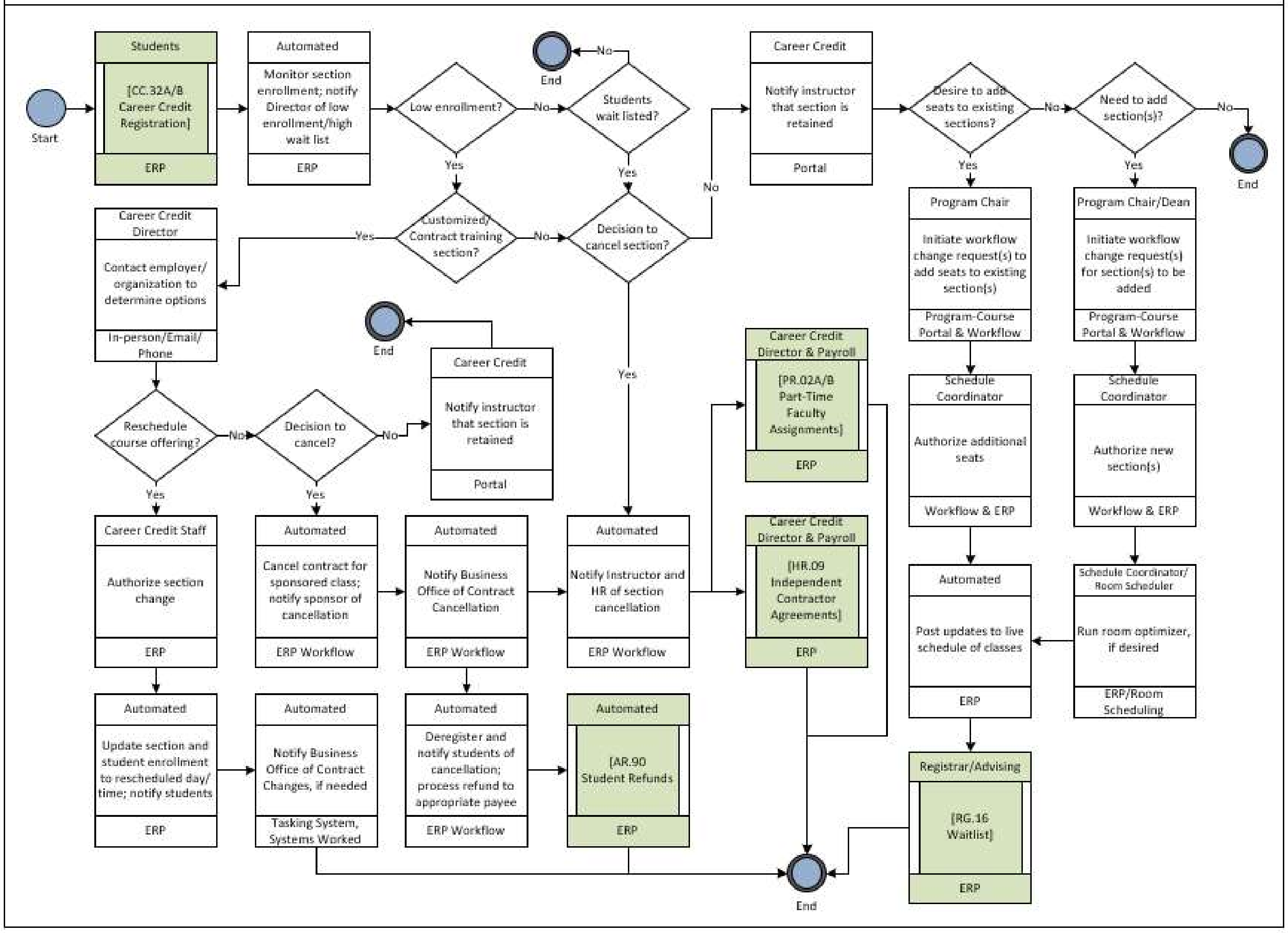
Description: This process captures the steps undertaken to build and offer course sections through Career Credit.

Process Notes:

1. During the scheduling period, Career Credit builds course sections based on anticipated enrollment
2. Career Credit assigns billing type, billing method, section billing, faculty instructor, delivery method
3. Is this course private (not open to public)?
   3.1 Yes: Continue to 4
   3.2 No: Continue to 5
4. If the course is a private course, the system activates sections for registration and updates regional calendar
5. Career Credit notifies employer/organization of section ready for registration; End
6. If the course is an open enrollment course, the system activates sections for registration and updates regional calendar
7. Career Credit and Marketing publishes completed schedule online and in print for community use; End

Career Credit Process Maps

NCCCS: CC.21B Career Credit – Career Credit Schedule Changes after Registration



Career Credit Process Maps

CC.21B Career Credit – Schedule Changes after Registration

Description: This process captures the steps undertaken to manage changes to course section offerings after registration has opened.

Process Notes:

1. CC.32A/B Career Credit Registration
2. After registration has begun, the system continuously monitors section enrollment and notifies the Director of low section enrollment or high wait list enrollment
3. Does a section have low enrollment?
   3.1 Yes: Continue to 4
   3.2 No: Continue to 5
4. Does the section have students wait listed?
   4.1 Yes: Continue to 19
   4.2 No: End
5. Is the section a customized training section?
   5.1 Yes: continue to 6
   5.2 No: continue to 19
6. If course is customized training, Career Credit contacts employer/organization to determine options
7. Is the decision to reschedule the course offering?
   7.1 Yes: Continue to 8
   7.2 No: Continue to 11
8. Career Credit authorizes section change
9. System updates section and students to reschedules day/time; notifies student of change
10. System notifies Business Office of Contract Changes, if needed; End
11. Is the decision to cancel the customized training course?
    11.1 Yes: Continue to 13
    11.2 No: Continue to 12
12. Career Credit notifies instructor that section is retained; End

Career Credit Process Maps

Process Notes Cont.:

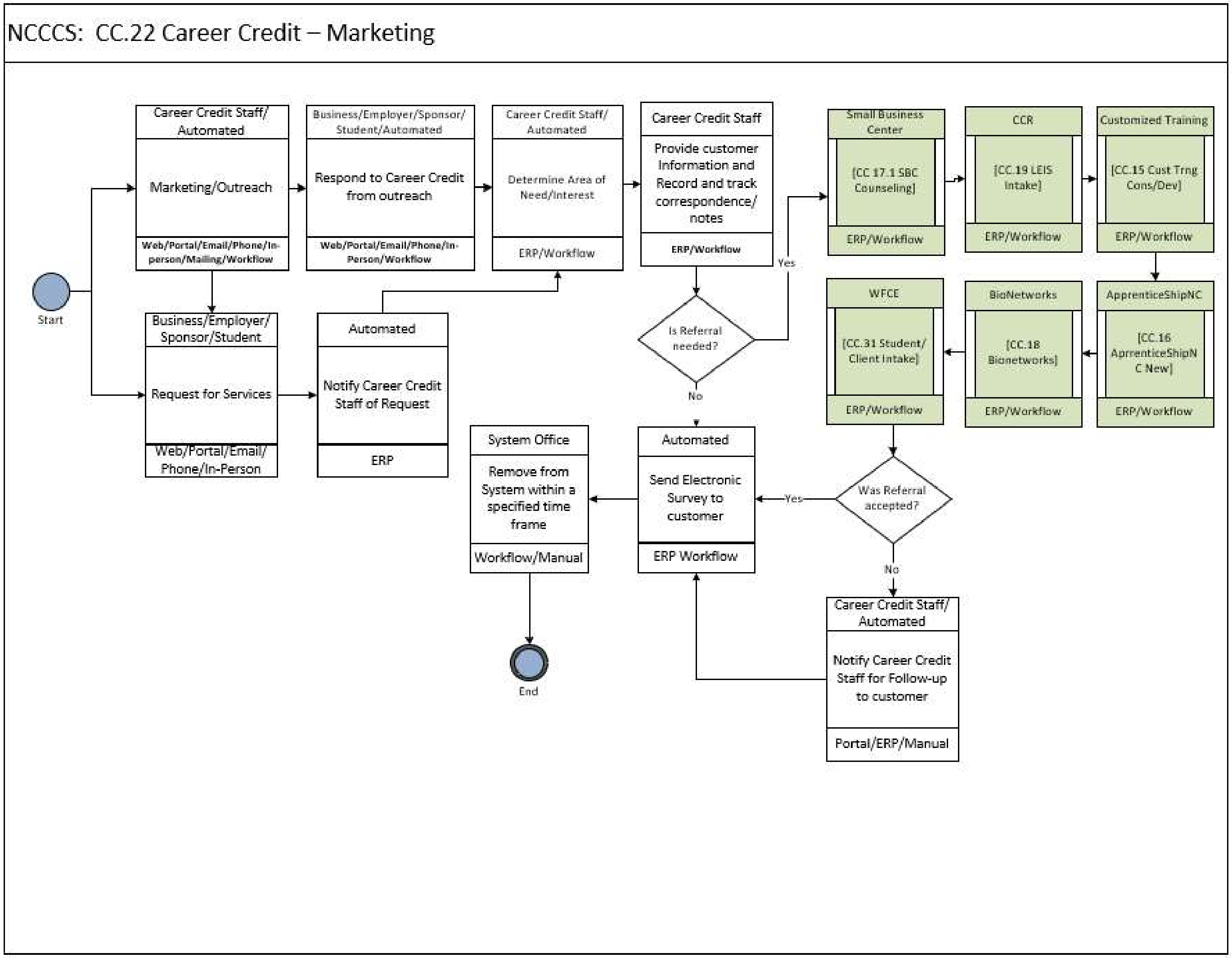
13. System cancels contract for sponsored class; notifies sponsor of cancellation
14. System notifies Business Office of contract cancellation
15. System notifies the instructor and HR of section cancellation
16. System deregisters and notifies students of cancellation; processes refund to registered students/organization
17. Go to AR.90 Student Refunds
18. Go to PR.02A/B Part-Time Faculty Assignments
19. Go to HR.09 Independent Contractor Agreements; End
20. Is the decision to cancel the low enrollment section?
    20.1 Yes: Continue to 15
    20.2 No: Continue to 21
21. Career Credit notifies instructor that section is retained
22. Is the decision to add seats to existing sections?
    22.1 Yes: Continue to 23
    22.2 No: Continue to 27

Career Credit Process Maps

Process Notes Cont.:

23. If the decision is to add seats, Program Chair initiates a workflow change requesting to add seats to existing section(s)
24. Schedule Coordinator authorizes additional seats to existing sections
25. System posts updates to the live schedule of classes
26. Go to RG.16 Waitlist
27. If the decision is to not add seats to existing section(s), is the decision to add section(s)?
    27.1 Yes: Continue to 28
    27.2 No: End
28. If the decision is to add sections, Program Chair or Dean initiates a workflow change requesting section(s) to be added to the schedule
29. Schedule Coordinator authorizes additional sections to the schedule
30. Schedule Coordinator or Room Scheduler runs the room optimizer, as needed; continue to 25. End

Career Credit Process Maps



Career Credit Process Maps

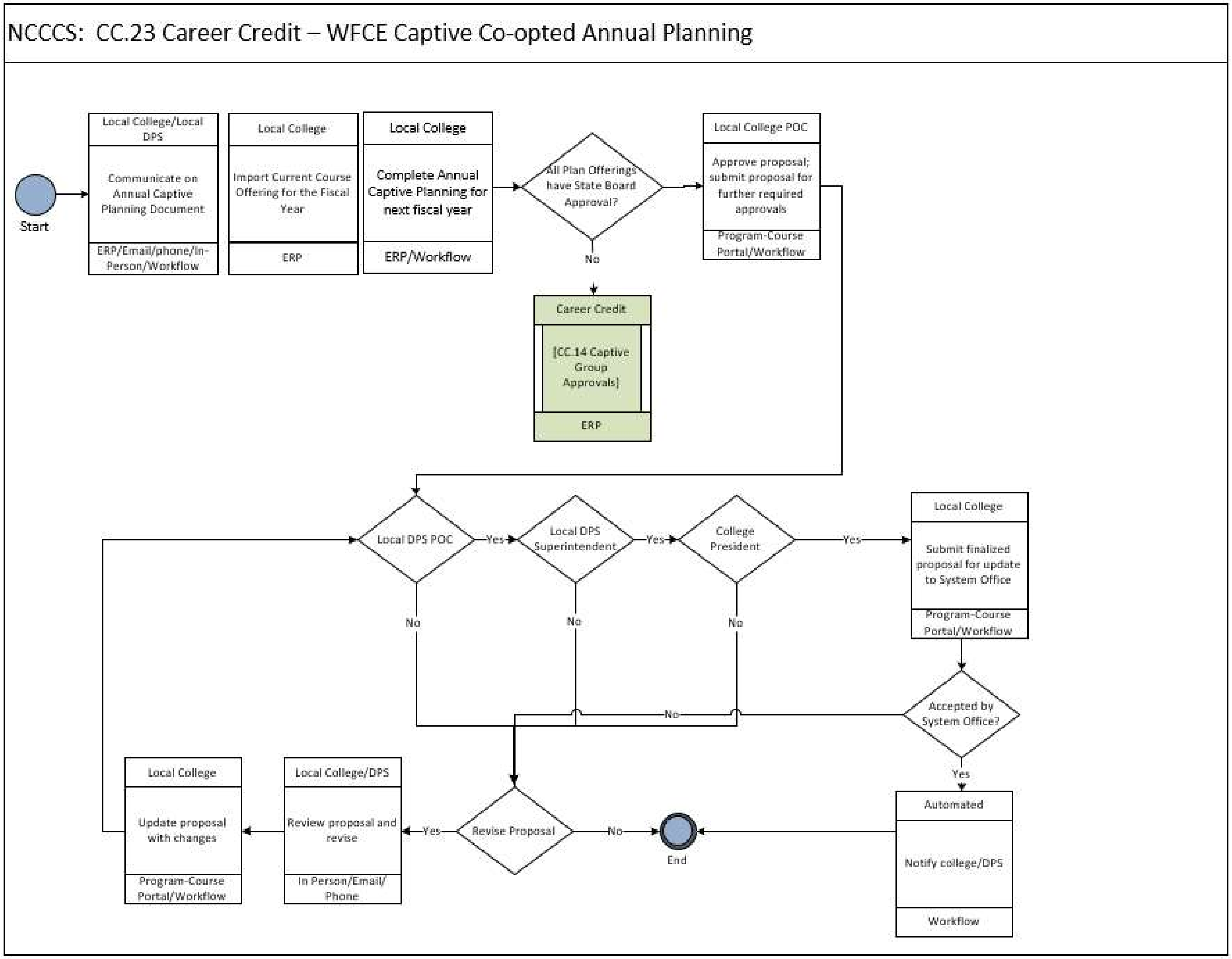
CC.22 Career Credit – Marketing

Description: This process of Career Credit support the Marketing tool for course advertising and subsequent registration.

Process Notes:

1. Career Credit Staff/Automated conducts Marketing/Outreach using Web/Portal/Email/Phone/In-person/Mailing/Workflow
2. Business/Employer/Sponsor/Student/Automated respond to Career Credit using Web/Portal/Email/Phone/In-person/Mailing/Workflow
3. Business/Employer/Sponsor/Student "request for services" using Web/Portal/Email/Phone/In-Person
4. Automated Notify Career Credit Staff of Request
5. Career Credit Staff/Automated determine Area of need/interest using ERP/Workflow
6. Career Credit Staff provides customer information/record and tracks correspondence/notes using ERP/Workflow
7. Is Referral needed?
   7.1. Yes. Continue to 8
   7.2. No Continue to 16
8. Go to subprocess [CC.17.1 SBC Counseling]
9. Go to subprocess [CC.19 LEIS Intake]
10. Go to subprocess [CC.15 Cust Trng Cons/Dev]
11. Go to subprocess [CC.16 Apprenticeship NC New]
12. Go to subprocess [CC.18 Bionetworks]
13. Go to Subprocess [CC.31 WFCE Student/Client Intake]
14. Was Referral accepted?
    14.1. Yes. Continue to 16
    14.2. No. continue to 15
15. Career Credit Staff/Automated notify appropriate stockholder for follow-up with student/client using the Portal/ERP/Workflow
16. Automated Send Electronic Survey to customer using ERP/Workflow
17. Career Credit Staff using ERP to remove Surveys from System within a specified time frame
18. Process "ends"

Career Credit Process Maps



Career Credit Process Maps

CC.23 WFCE – Captive Co-opted Annual Planning

Description: This support the Captive Co-opted Annual Planning process for Career Credit.

Process Notes:

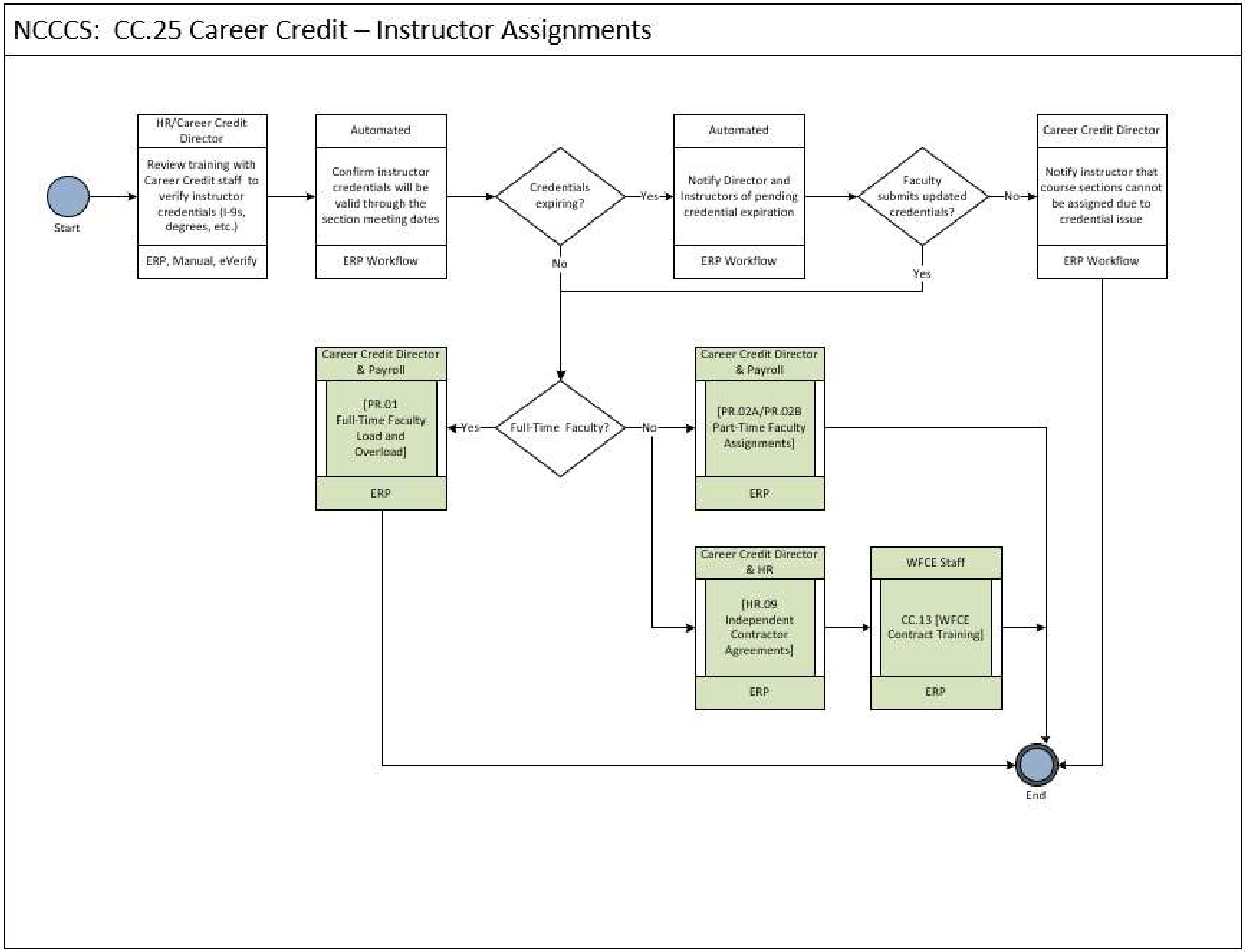
1. Local College/Local DPS communicate on Annual Captive Planning document using ERP/Email/Phone/In Person/Workflow
2. Local College Import Current Course Offering for the Fiscal Year using the ERP
3. Local College Complete Annual Captive Planning for next fiscal year using ERP/Workflow.
4. Are all Plan Offerings State Board Approved?
5. Yes. Continue to 5
6. No. Continue to 6
7. Local College POC approve proposal submit proposal for further required approval using Program-Course Portal/Workflow
8. Go to subprocess [CC.14 Captive Group Approvals]
9. Local DPS POC Approval?
   9.1. Yes. Continue to 8
   9.2. No. Continue 12
10. Local DPS Superintendent Approval?
    10.1. Yes. Continue to 9
    10.2. No. Continue to 12

Career Credit Process Maps

Process Notes Cont.:

11. College President Approval?
    11.1. Yes. Continue to 10
    11.2. No. Continue to 12
12. Local College submit finalized proposal for update to System Office using Program-Course Portal/Workflow
13. Accepted by System Office?
    13.1. Yes. Continue to 15
    13.2. No. Continue to 12
14. Does Proposal need revising?
    14.1. Yes. Continue to 13
    14.2. No. Continue to 16
15. Local College/DPS Review proposal and revise using ERP/Email/Phone/In person
16. Local College Update proposal with changes using Program-Course Portal/Workflow, Continue to 7.
17. Automated – Notify college/DPS using ERP/Workflow
18. Process "end"

Career Credit Process Maps



Career Credit Process Maps

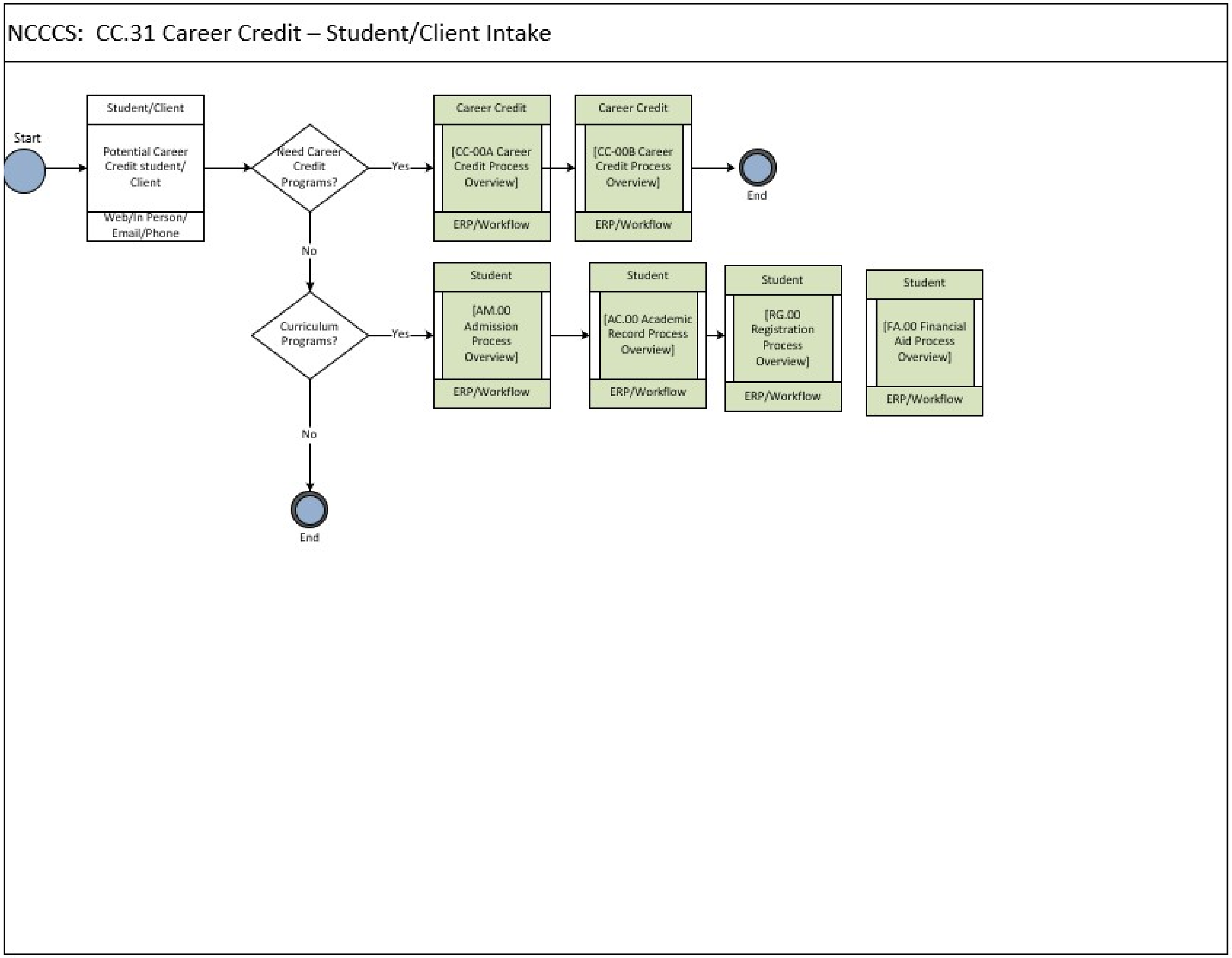
CC.25 Career Credit – Instructor Assignments

Description: This process captures the steps undertaken to assign instructors to Career Credit course sections.

Process Notes:

1. HR and Career Credit directors review training with Career Credit staff on how to verify instructor credentials (I-9s, degrees, etc.)
2. System confirms instructor credentials based on ERP information
3. Are the instructor's credentials expiring?
   - 3.1 Yes: Continue to 4
   - 3.2 No: Continue to 7
4. System notifies director and instructor of pending credential expiration
5. Has the instructor submitted acceptable document to update credentials?
   - 5.1 Yes: Continue to 7
   - 5.2 No: Continue to 6
6. Career Credit notifies instructor the course sections cannot be assigned due to credential issue; End
7. If credential documentation is acceptable, is the instructor a full-time faculty member?
   - 7.1 Yes: Continue to 8
   - 7.2 No: Continue to 9
8. Go to PR.01 Full-Time Faculty Load and Overload; End
9. Go to PR.02A/PR.02B Part-time Faculty Assignments; End
10. Go to HR.09 Independent Contractor Agreements; End

Career Credit Process Maps



Career Credit Process Maps

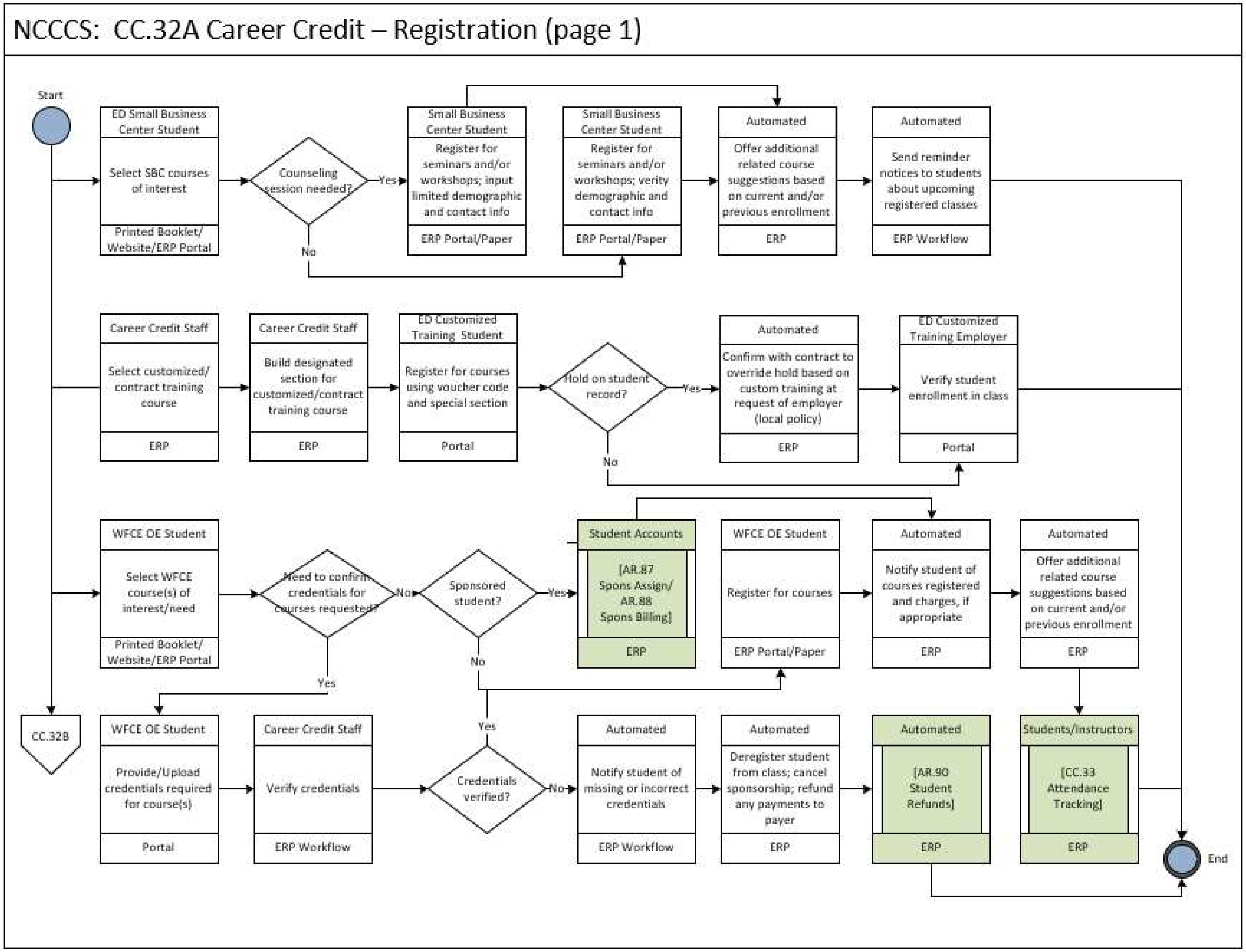
CC.31 Career Credit – Student/Client Intake

Description: The processes of Student/Client Intake for the variety of Career Credit students cover many options; during the PRR sessions, some intake techniques were mentioned; more discussion is needed to determine the details of these processes, which will be mapped in the future by the NCCCS team.

Process Notes:

1. Student/Client notify college through Marketing/Outreach using Web/In Person/Email/Phone
2. Does Student/Client need Career Credit Programs?
   1.1. Yes. Continue to 4
   1.2. No. Continue to 3
3. Does Student/Client need Curriculum Programs?
   3.1 Yes. Continue to 7
   3.2 No. Continue to 11
4. Go to Subprocess [CC-00A Career Credit Process Overview]
5. Go to Subprocess [CC-00B Career Credit Process Overview]
6. Process "end"
7. Go to Subprocess [AM.00 Admission Process Overview]
8. Go to Subprocess [AC.00 Academic Record Process Overview]
9. Go to Subprocess [RG.00 Registration Process Overview]
10. Go to Subprocess [FA.00 Financial Aid Process Overview]
11. Process "ends"

Career Credit Process Maps



Career Credit Process Maps

CC.32AB Career Credit – Registration

Description: This process captures the steps of guiding Career Credit student through registration.

Process Notes CC.32A:

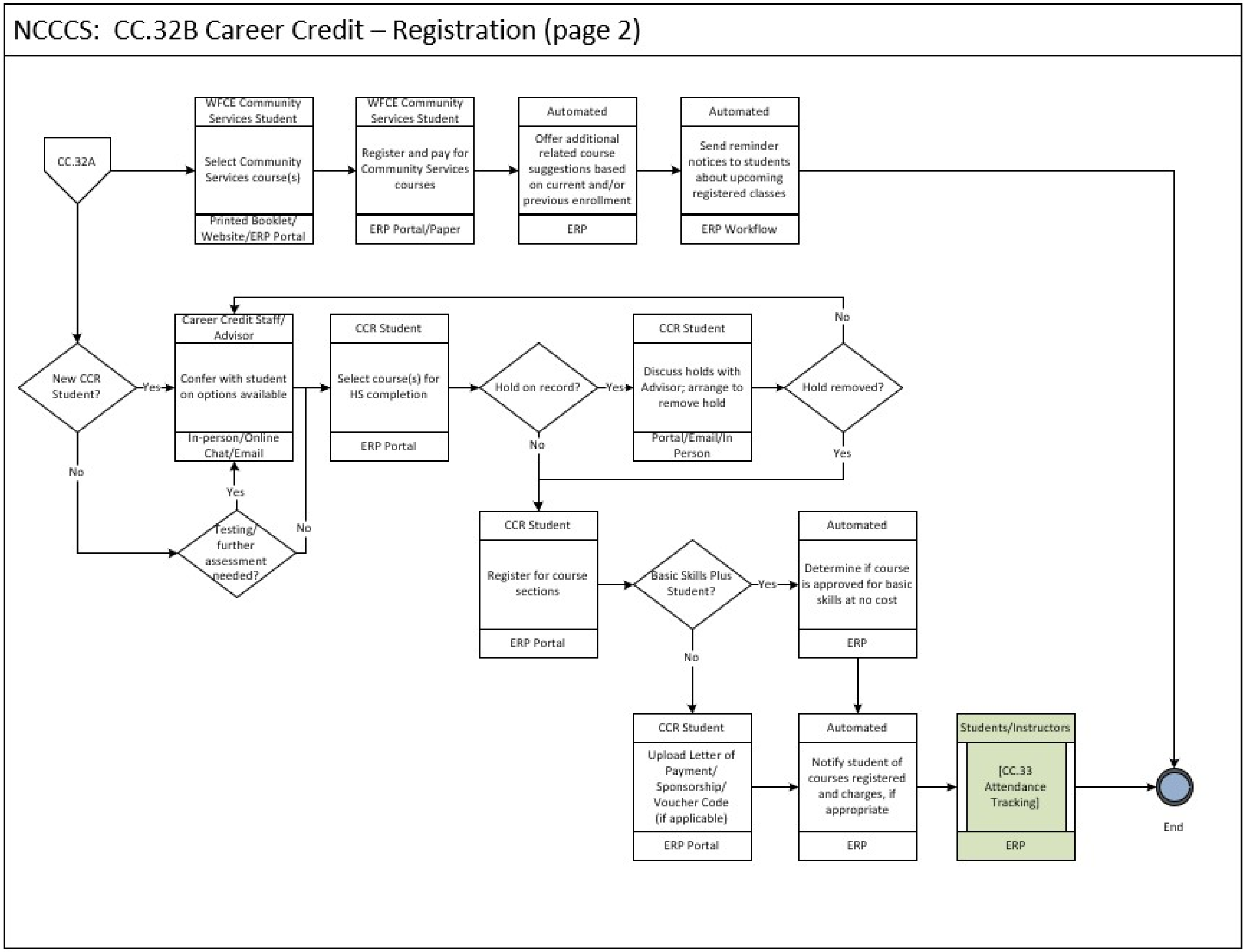
1. SBC student selects SBC course
2. SBC counseling session needed?
   - 2.1 Yes: Continue to 3
   - 2.2 No: Continue to 4
3. SBC student registers for seminars and or workshops; inputs limited demographic and contact information. Paper forms may be used as an option for students, if needed, based on the students' accessibility to electronic formats.
4. SBC student registers for seminar and or workshops; verifies demographic and contact information. Paper forms may be used as an option for students, if needed, based on the students' accessibility to electronic formats.
5. System offers additional related course suggestions based on student's current and previous enrollment
6. System sends reminder notices about upcoming registered classes; End
7. For customized/contract training courses, Career Credit staff selects the appropriate courses
8. Career Credit staff builds designated section for customized/contract training course
9. ED Customized Training student or employer/organization registers for courses on portal
10. Is there a hold on student record?
    - 10.1 Yes: continue to 11
    - 10.2 No: Continue to 12
11. System confirms with contract to override hold at the request of employer/organization
12. ED Customized Training employer verifies student enrollment in class on portal; End
13. WFCE OE student selects courses of interest/need

Career Credit Process Maps

Process Notes Cont.:

14. Does WFCE need to confirm student credentials before registration?
    14.1 Yes: Continue to 22
    14.2 No: Continue to 15
15. Is student a sponsored student?
    15.1 Yes: Continue to 16
    15.2 No: Continue to 17
16. Go to AR.11 Sponsored Billing
17. WFCE OE student registers for courses
18. Notify student of courses registered and charges if appropriate
19. System offers additional related course suggestions based on student's current and previous enrollment
20. Go to CC.33 Attendance Tracking; End
21. WFCE OE student submits or uploads documentation of credentials via portal
22. Career Credit staff verifies credentials
23. Is documentation of credentials acceptable and verified?
    23.1 Yes: Continue to 17
    23.2 No: Continue to 24
24. If credentials are not verified, notify student of missing or incorrect credential
25. Deregister student from class; cancel sponsorship; process refund of any payments to payer;
26. Go to AR.90 Student Refunds; End

Career Credit Process Maps



Career Credit Process Maps

CC.32AB Career Credit – Registration

Description: This process captures the steps of guiding Career Credit student through registration.

Process Notes CC.32B:

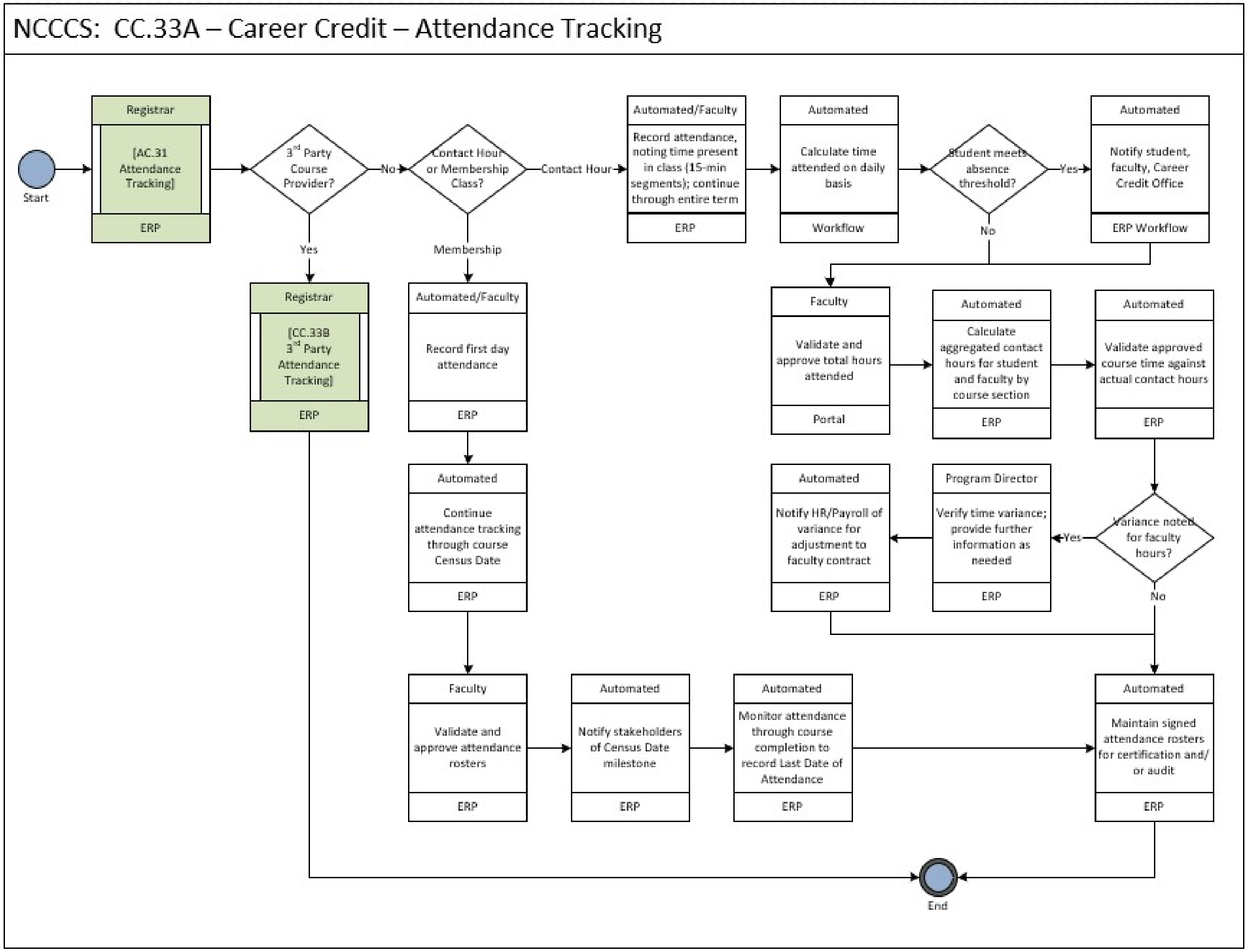
1. WFCE Community Services student selects community service course
2. WFCE Community Services student registers and pays for community services courses at time of registration on portal or via paper
3. System offers additional related course suggestions based on current and/or previous enrollment
4. System sends reminder notice to students about upcoming registered class; End
5. New CCR student?
   - 5.1 Yes: Continue to 7
   - 5.2 No: Continue to 6
6. Are testing or further assessment needed?
   - 6.1 Yes: Continue to 7
   - 6.2 No: Continue to 8
7. Career Credit staff confers with student on available options
8. CCR student selects courses for HS completion
9. Is there a hold on student record?
   - 9.1 Yes: Continue to 10
   - 9.2 No: Continue to 12
10. CCR student discusses holds with advisor

Career Credit Process Maps

Process Notes Cont.:

11. Have the holds been removed?
    - 11.1 Yes: Continue to 12
    - 11.2 No: Return to 7 to confer with student
12. CCR student registers for course sections on portal
13. Basic Skills Plus student?
    - 13.1 Yes: Continue to 14
    - 13.2 No: Continue to 15
14. System determines if course is approved as Basic Skills Plus
15. CCR uploads approval letter of payment, sponsorship, or voucher code via portal
16. System notifies student of registered courses and charges, if applicable
17. Go to CC.33 Attendance Tracking; End

Career Credit Process Maps



Career Credit Process Maps

CC.33A Career Credit – Attendance Tracking

Description: This process captures the steps undertaken to track Career Credit student attending course sections.

Process Notes:

1. From AC.31 Attendance Tracking
2. Is the course provided by a third-party course provider?
   - 2.1 Yes: Continue to 3
   - 2.2 No: Continue to 4
3. If the course is provided by a third-party provider, go to CC.33B 3rd Party Attendance Tracking
4. Is the course-based Contact Hours or Membership Class?
   - 4.1 Membership: Continue to 5
   - 4.2 Contact Hour: Continue to 10
5. If the course is offered on a membership basis, system records first day attendance based on student entry/scan
6. System continues to track attendance based on student entry/scan
7. Faculty validates and approves attendance roster
8. Stakeholders are notified of attendance as of Census date
9. System monitors attendance through course, recording last day of attendance; continue to 20
10. If the course is offered on a contact hour basis, system records contact hour attendance based on student entry/scan and records last date of attendance if needed
11. System calculates daily hours based on hours attended

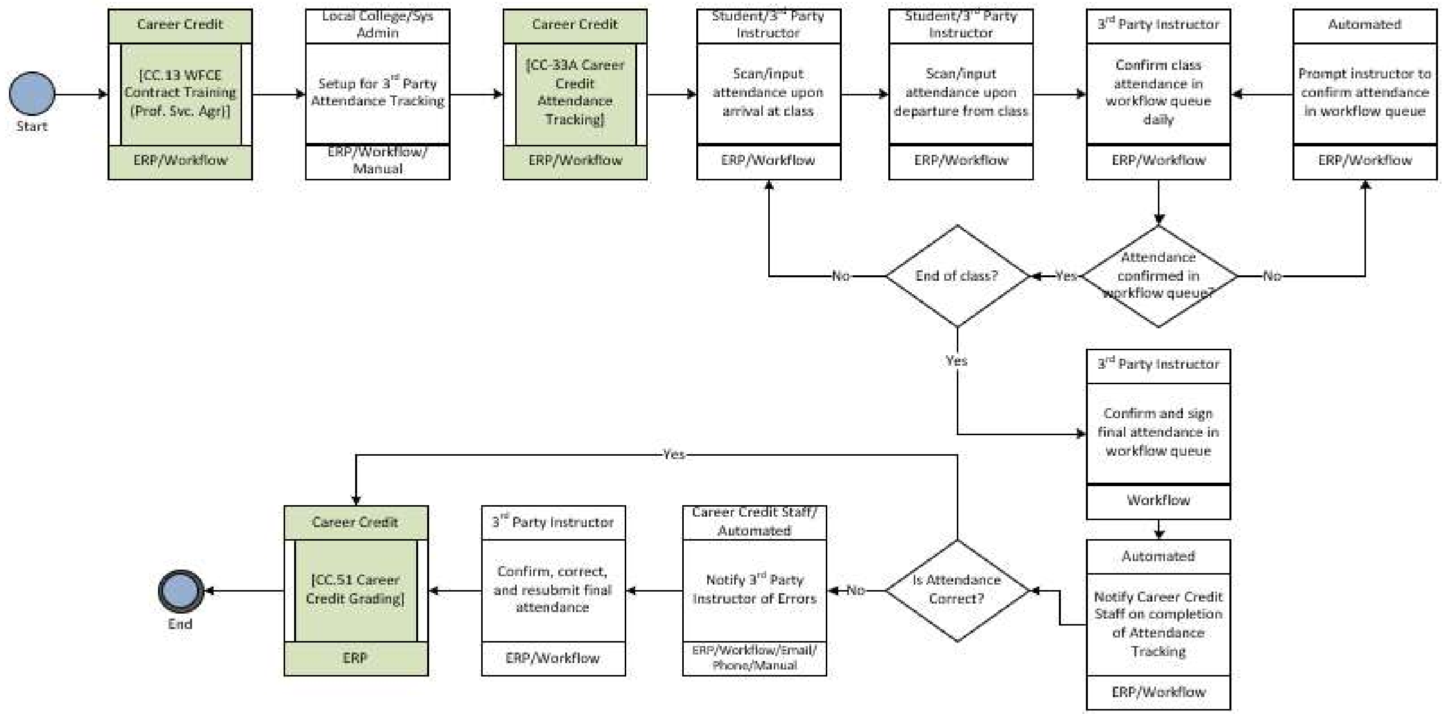
Career Credit Process Maps

Process Notes Cont.:

12. Has the student met or surpassed the defined absence threshold?
    12.1 Yes: Continue to 13
    12.2 No: Continue to 14
13. System notifies student, faculty, and Career Credit of student absences
14. If student is below the defined absence threshold, faculty validates total contact hours
15. System calculates aggregate contact hours
16. System validates total course times against actual contact hours
17. Is there a variance in hours for faculty?
    17.1 Yes: Continue to 18
    17.2 No: Continue to 20
18. Program Director verifies time variance, providing any further information needed by HR
19. System notifies HR/Payroll of faculty variance
20. System maintains signed attendance rosters for certification and/or audit; End

Career Credit Process Maps

NCCCS: CC.33B Career Credit – Third-Party Attendance Tracking



Career Credit Process Maps

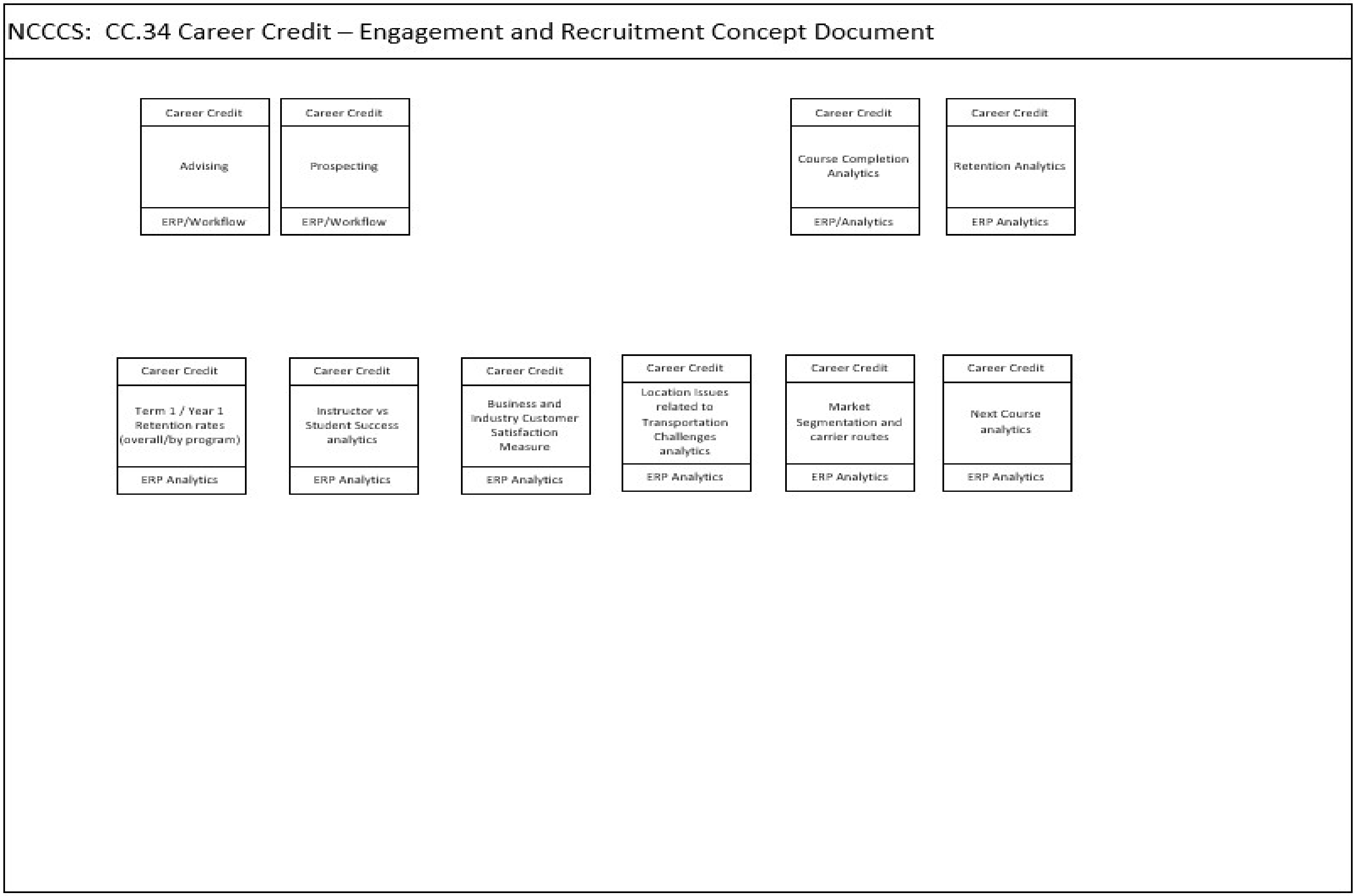
Process Notes:

1. From CC.13 WFCE Contract Training (Prof. Svc. Agr)
2. Local College/Sys Admin setup for 3rd Party Attendance Tracking using ERP/Workflow/Manual
3. From CC.33A Career Credit Attendance Tracking
4. Student/3rd Party Instructor Scan/Input attendance upon arrival at class using ERP/Workflow
5. Student/3rd Party Instructor Scan/Input attendance upon departure from class using ERP/Workflow
6. 3rd Party Instructor confirm class attendance in workflow queue daily using ERP/Workflow
7. Automated prompt instructor to confirm attendance in workflow queue using ERP/Workflow.
8. Attendance confirmed in workflow queue
   - 8.1 Yes. Continue to 9
   - 8.2 No. Continue to 7
9. End of class?
   - 9.1. Yes. Continue to 10
   - 9.2. No. Continue to 4
10. 3rd Party Instructor confirm and sign final attendance in workflow queue using ERP/Workflow
11. Automated to notify Career Credit staff on completion of Attendance Tracking using ERP/Workflow
12. Is Attendance correct?
    - 12.1. Yes. Continue to 15
    - 12.2. No. Continue to 13
13. Career Credit Staff/Automated notify 3rd Party Instructor of Errors using ERP/Workflow/Phone/Email/Manual
14. 3rd Party Instructor Confirm, correct, and resubmit final attendance using ERP/Workflow
15. Career Credit Staff/3rd Party Instructor Go to subprocess [CC.51 Career Credit Grading]
16. Process "end"

Desired Functional Requirements:

1. See functional requirements listed under "Desired overall functional requirements".

Career Credit Process Maps



Career Credit Process Maps

Process Notes:

1. No process notes.

Career Credit Process Maps

NCCCS: CC.41 Career Credit – Sponsor Billing and Payment

January, 2018

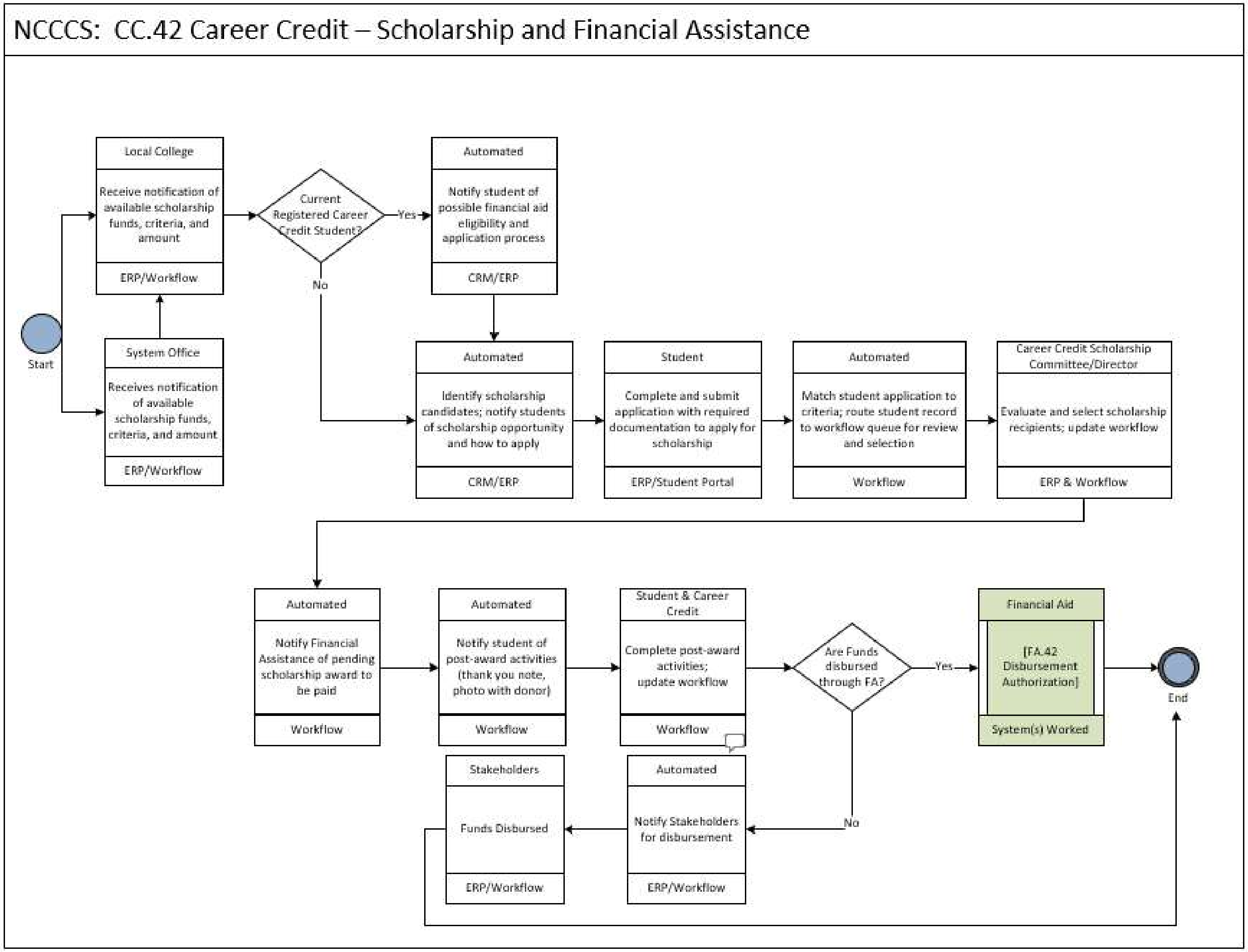
See Finance Process Documents
AR.87 – Sponsorship Assignment and
AR.88 – Sponsorship Billing
for information related to
Sponsor Billing and Payment

Career Credit Process Maps

Process Notes:

1. No process notes.

Career Credit Process Maps



Career Credit Process Maps

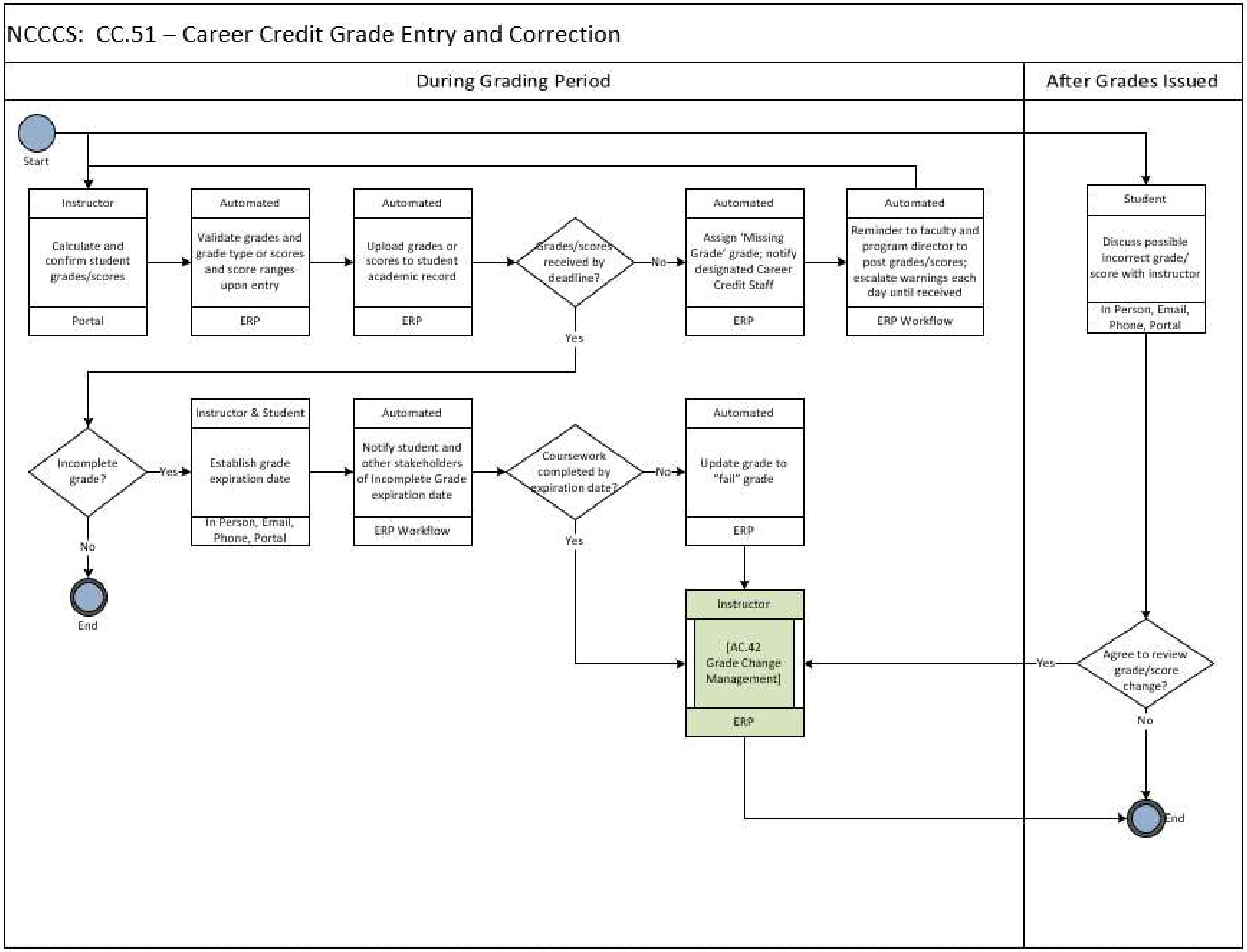
CC.42 Career Credit – Scholarship and Financial Assistance

Description: This process captures the steps undertaken to guide Career Credit students who may be eligible for scholarship and financial aid.

Process Notes:

1. Career Credit director receives notification of scholarship funds
2. CCR student?
   2.1 Yes: Continue to 3
   2.2 No: Continue to 4
3. If CCR student, system notifies student of how to apply for FA
4. If not a CCR student, system identifies scholarship candidates and notifies students to apply
5. Students complete scholarship application
6. System matches application to criteria; identifies candidates and routes to work queue
7. Committee or Career Credit director selects scholarship recipients and updates workflow to notify student and financial aid office
8. System notifies Financial Aid Office of pending scholarship award in workflow
9. System notifies student of post-award activities that need to be completed
10. Student and Career Credit staff complete post-award activities
11. Go to FA.42 Disbursement Authorization; End

Career Credit Process Maps



Career Credit Process Maps

CC.51 Career Credit – Grade Entry and Correction

Description: This process will capture the steps undertaken when entering and/or correcting grades/scores for Career Credit students.

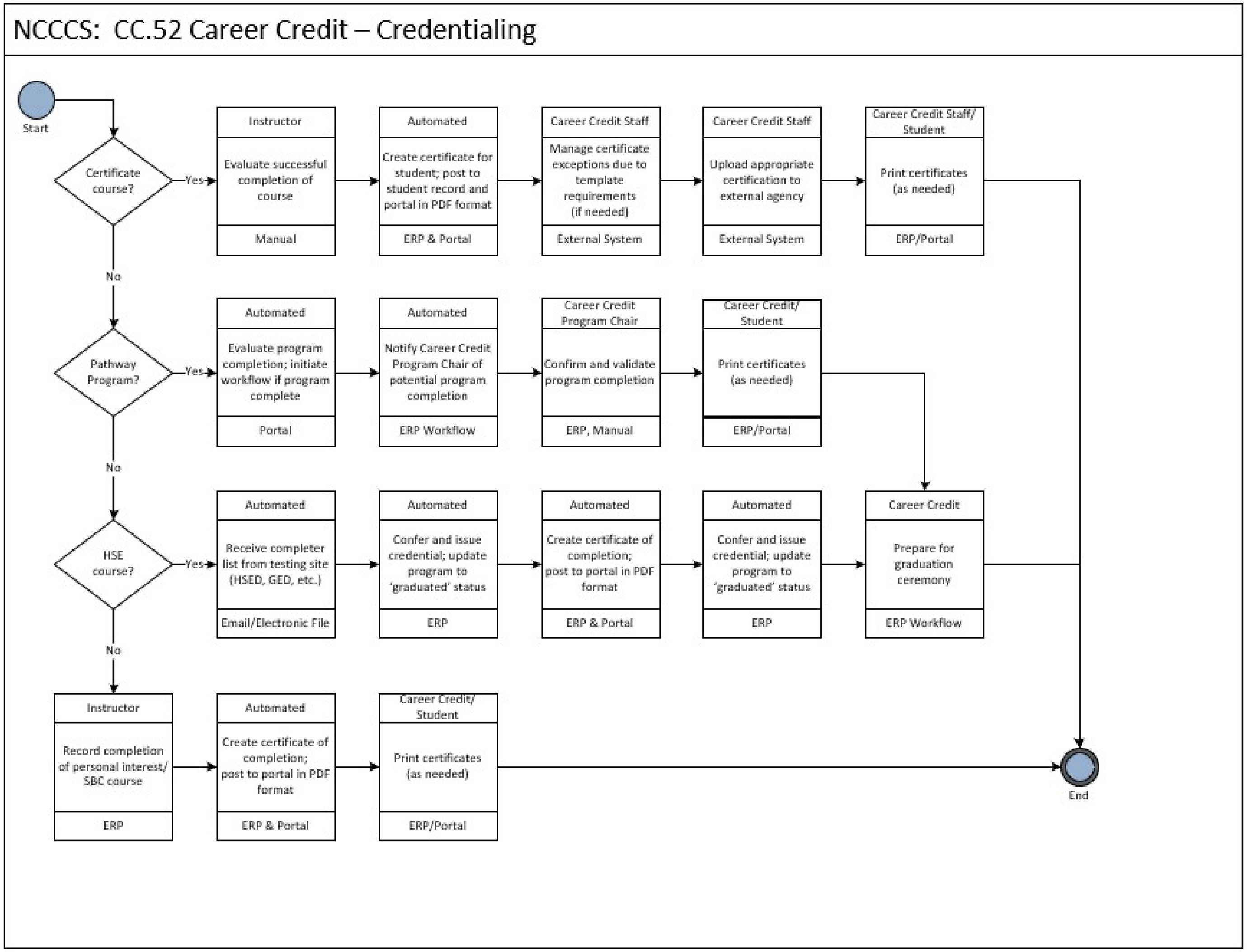
Process Notes

1. Instructor calculates and confirms grades/scores
2. System validates grade type/score range upon entry by instructor
3. System uploads grades/scores to students' records
4. Are all grades/scores received by deadline?
   4.1 Yes: Continue to
   4.2 No: Continue to 5
5. If grades/scores are not received by deadline, system assigns 'missing grade' grade and creates a workflow queue to the Registrar
6. System reminds faculty to post grades/scores, escalating warning each day until received
7. During grading, did instructor give an incomplete grade?
   7.1 Yes: Continue to 8
   7.2 No: End
8. Instructor assigns grade expiration date
9. System notifies student and other stakeholders of incomplete grade and expiration date
10. Has coursework been completed by expiration date?
    10.1 Yes: Continue to 12
    10.2 No: Continue to 11
11. If coursework is not completed by deadline, system updates grade to failing grade
12. Go to AC.42 Grade Change Management to appeal failing grade; End
13. After grades/scores are posted and student questions grade given, student discusses possible incorrect grade with instructor
14. Does instructor agree to review grade change?
    14.1 Yes: Return to 11
    14.2 No: End

Desired Functional Requirements:

1. Workflow to escalate grades/scores missing after grading deadline (recorded per section).
2. Ability to maintain date for student's last date of attendance per course section.
3. Mechanism to prevent invalid grades/scores, such as inappropriate grade based on withdrawal date, or after recording Last Date of Attendance.
4. Provide prompts to students and instructors for expiration of grade
5. Provide prompts to students and instructors for testing timeframe for licensure courses.
6. Ability to extract/export course completion information to external agencies for certification/licensure purposes.

Career Credit Process Maps



Career Credit Process Maps

CC.52 Career Credit - Credentialing

Description: This process captures the steps for assigning credentials for Career Credit students.

Process Notes:

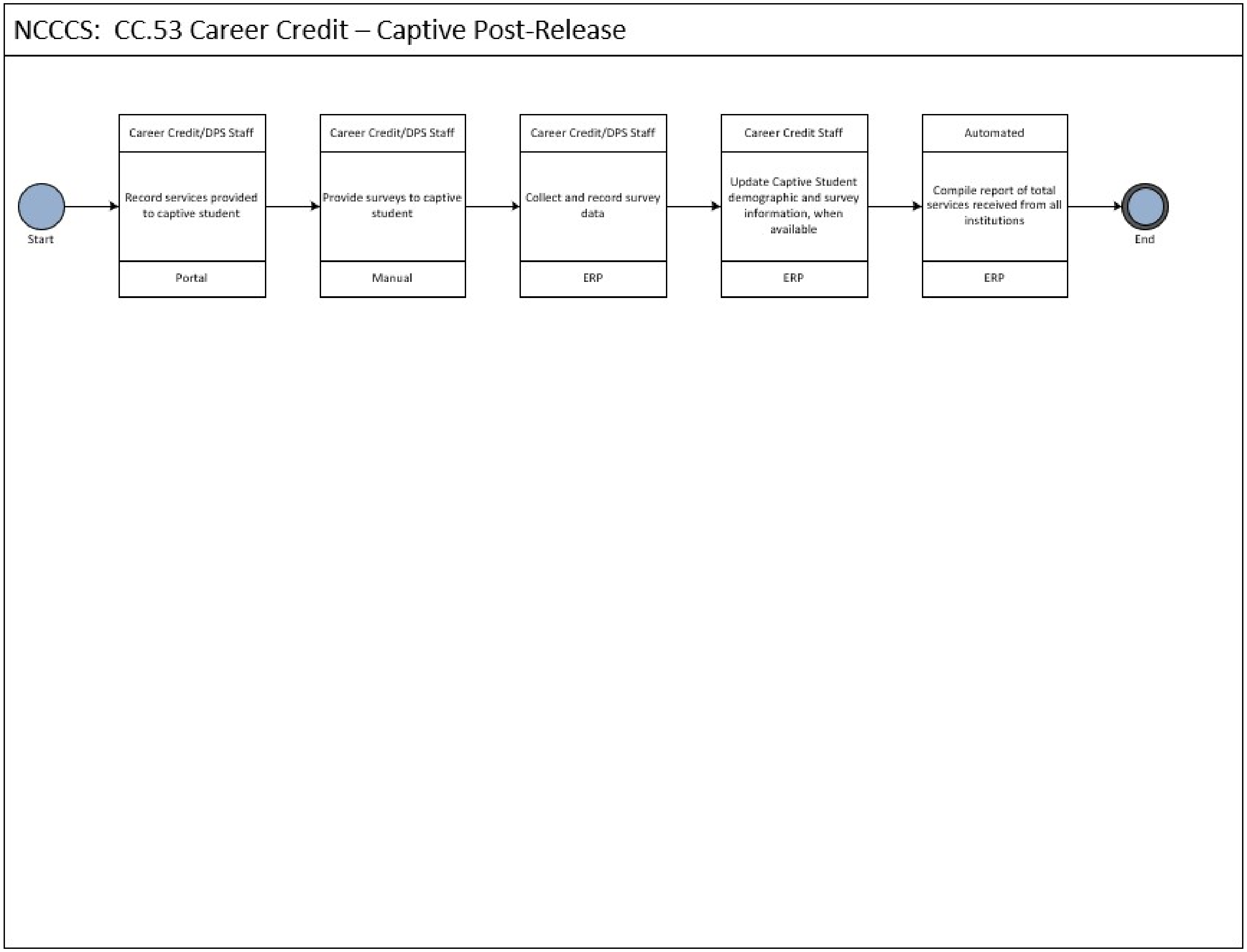
1. Has student completed a certificate course?
   1.1 Yes: Continue to 2
   1.2 No: Continue to 7
2. If student completed a certificate course, instructor evaluates successful complete of course
3. System creates certificate for student and posts to student record
4. Career Credit manages certificate exceptions as needed
5. Career Credit staff uploads certificate to external agency upon request
6. Career Credit staff prints certificates as needed; End
7. Has student completed a Pathways program?
   7.1 Yes: Continue to 8
   7.2 No: Continue to 13
8. If student completed a Pathway program, system evaluates program completion and initiates workflow if complete
9. System notifies Career Credit Chair/Director of potential program completion
10. Career Credit confirms program completion
11. System confers and issues credential, updating graduation status

Career Credit Process Maps

Process Notes Cont.:

12. Career Credit prepares diplomas with signatures; Continue to 18
13. Has student completed a HSE course?
    - 13.1 Yes: Continue to 14
    - 13.2 No: Continue to 19
14. If student completed a HSE courses, system receives complete file from testing site
15. System confers and issues credential on student record, updating completion status
16. System creates certificate of completion and posts to portal
17. Career Credit prints certificates, as needed
18. Career Credit prepares for graduation ceremony; End
19. If student completed a community service or Small Business Center course, Instructor records completion of course
20. System creates certificate of complete and posts to portal
21. Career Credit or student prints certificate as needed; End

Career Credit Process Maps



Career Credit Process Maps

CC.53 Career Credit – Captive Post-Release

Description: This process captures the steps for documenting services offered to Career Credit student who were captive and are now in post-release.

Process Notes:

1. Career Credit records services provided to student
2. Career Credit provides surveys to captive student
3. Career Credit/DPS collects and records survey data
4. Career Credit updates student demographic and survey information
5. System compiles report of total services received from all institutions; End

Career Credit Process Maps

NCCCS: CC.54 Career Credit – Transcript Request

See Academic Records Process Documents
AC.24 – Academic Records Requests for information related to Transcript Requests

Career Credit Process Maps

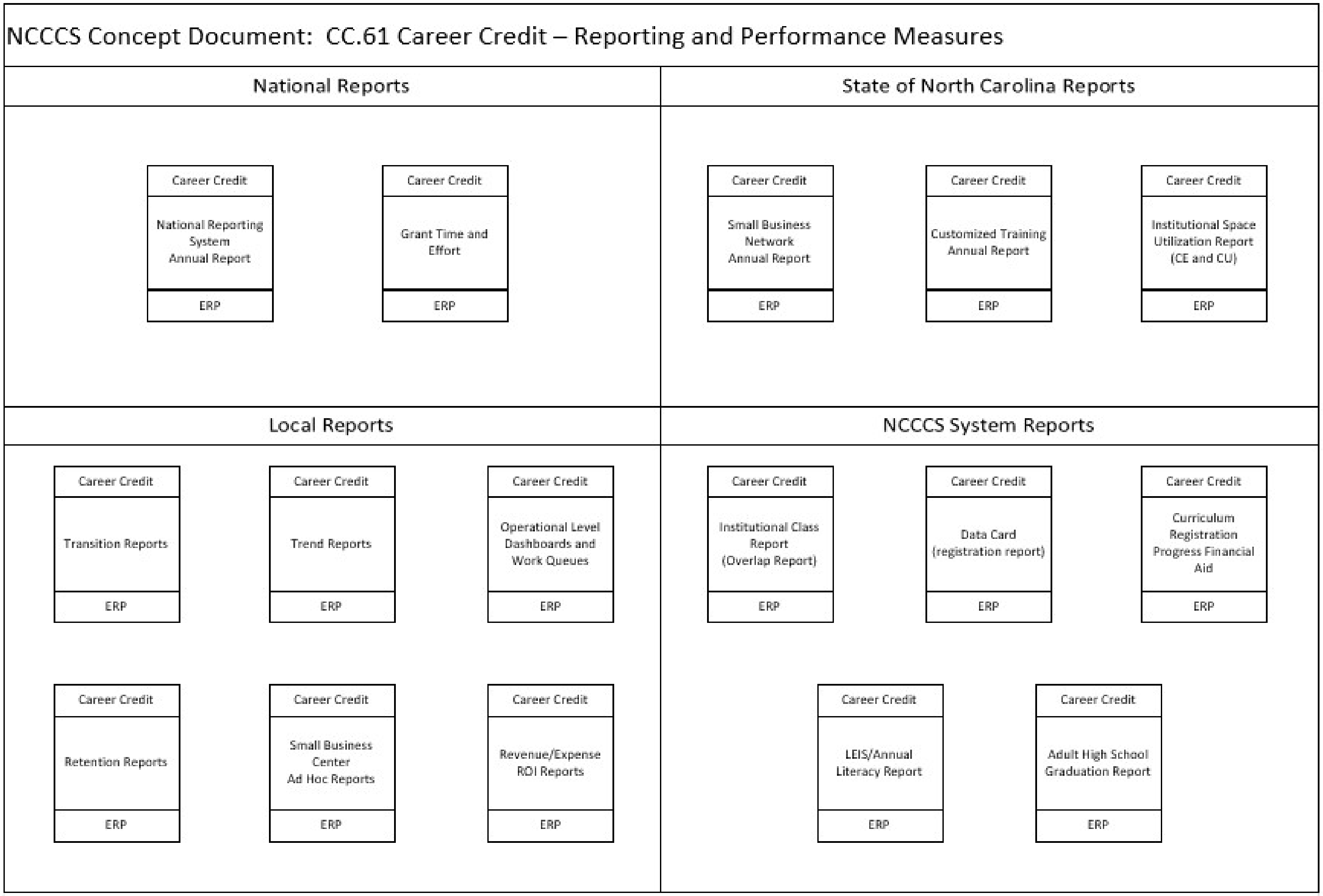
CC.54 Career Credit – Transcript Request

Description: This process was mapped within the Academic Records PRR as AC.24 – Academic Records Requests.

Process Notes:

1. See AC.24 Academic Records Requests for Process Notes.

Career Credit Process Maps



Career Credit Process Maps

CC.61 Career Credit – Reporting and Performance Measures

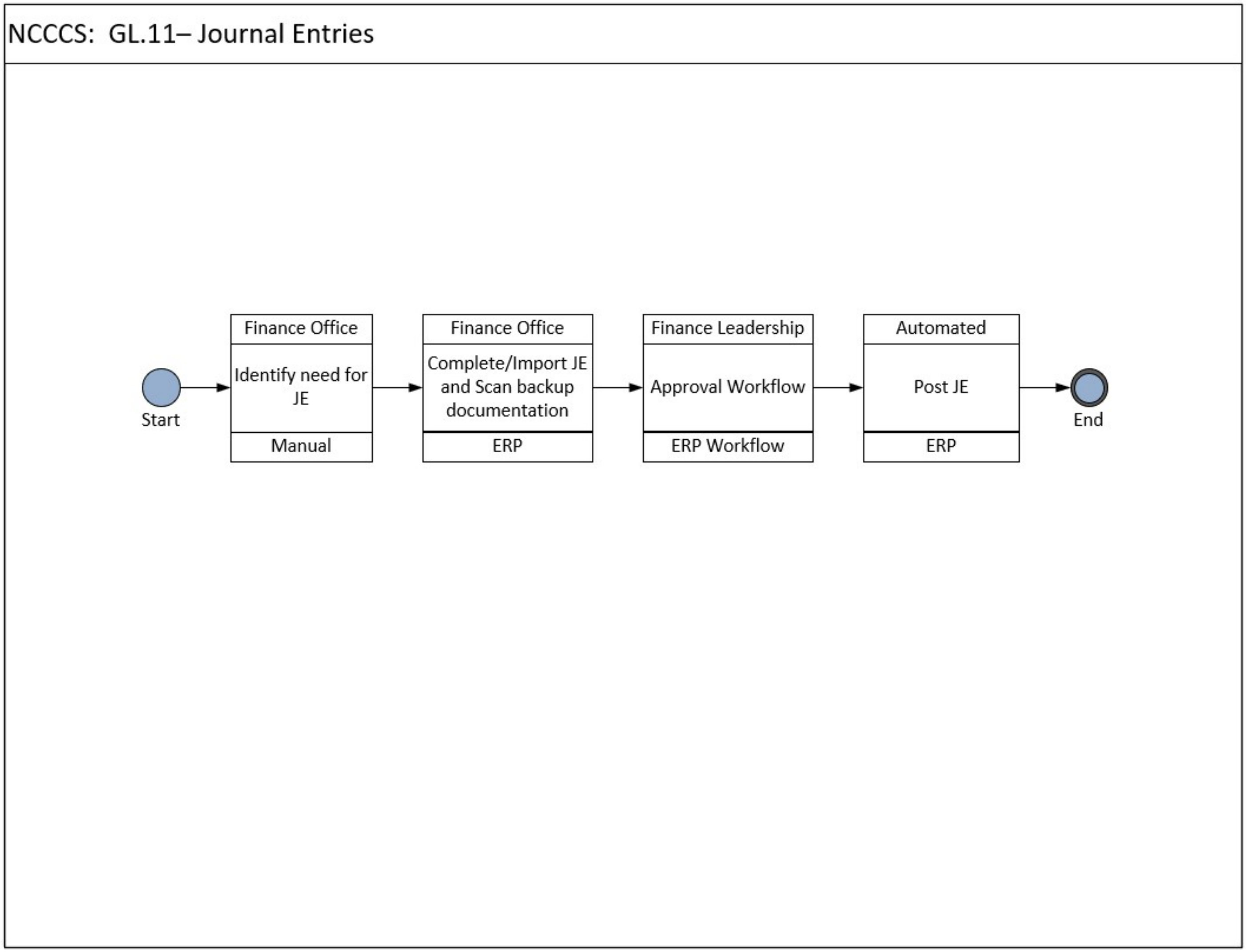
Description: This concept document identifies items for National, State of North Carolina, Local, and NCCCS reports.

Process Notes:

1. No process notes.

Institutional Support Process Maps

Budgeting and Financials



GL.11 Journal Entries

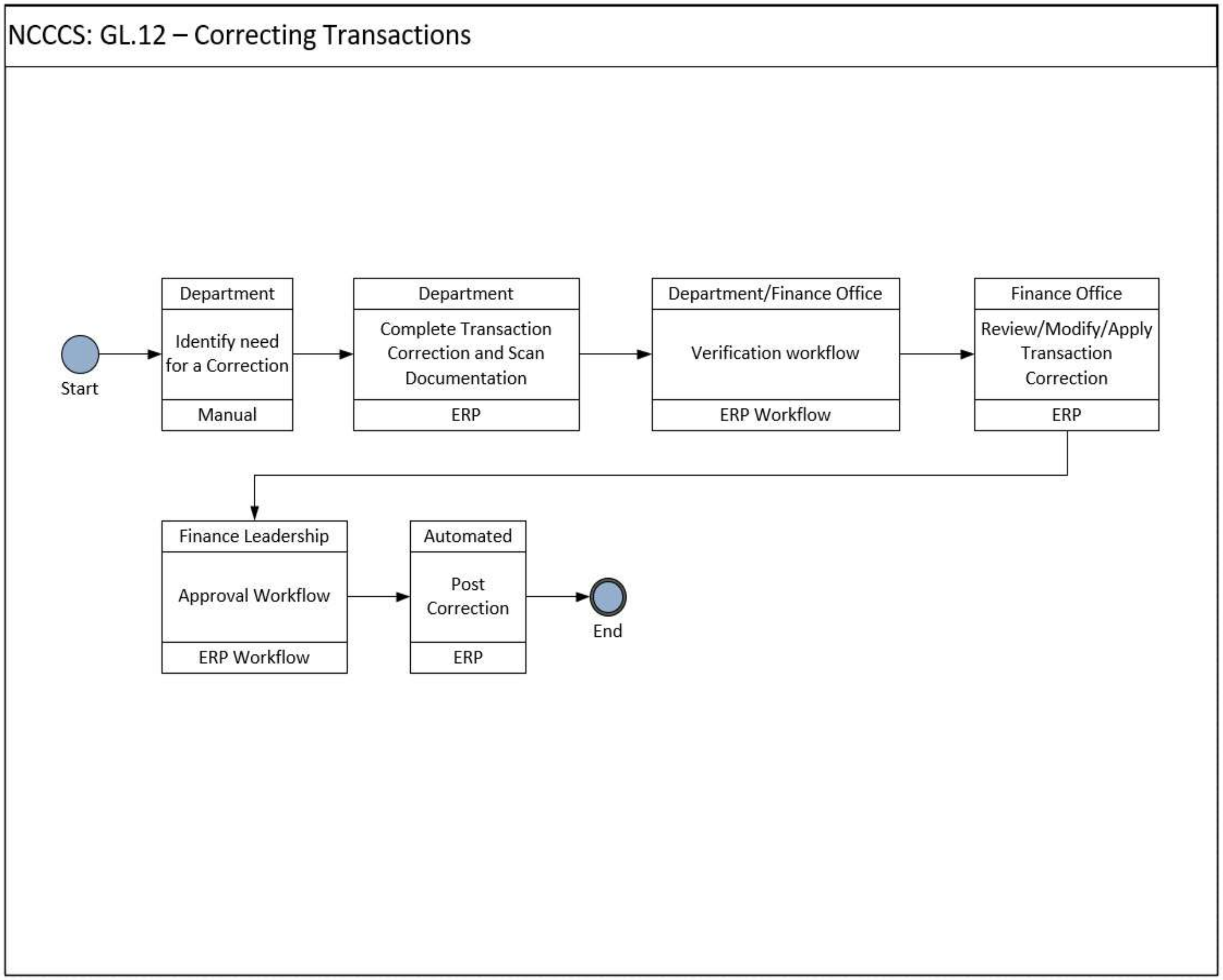
Description: Identifying and processing general ledger journal entries (not correcting entries).

Process Notes:

1. The appropriate individual identifies the need for a journal entry – Finance Office.
   1.1. Manual journal entries should not be used for correcting transactions. Legitimate manual journal entries include bank fees, interest income, etc.
2. Import or enter the journal entry information and scan appropriate backup documentation – Finance Office.
3. Send the journal entry through the appropriate approval workflow – Finance Office Leadership.
   3.1. If approval is not granted, appropriate edits are made.
   3.2. If approval is granted, the process continues.
4. The journal entry is posted to the general ledger – Automated in ERP.

Institutional Support Process Maps

Budgeting and Financials



GL.12 Correcting Transactions

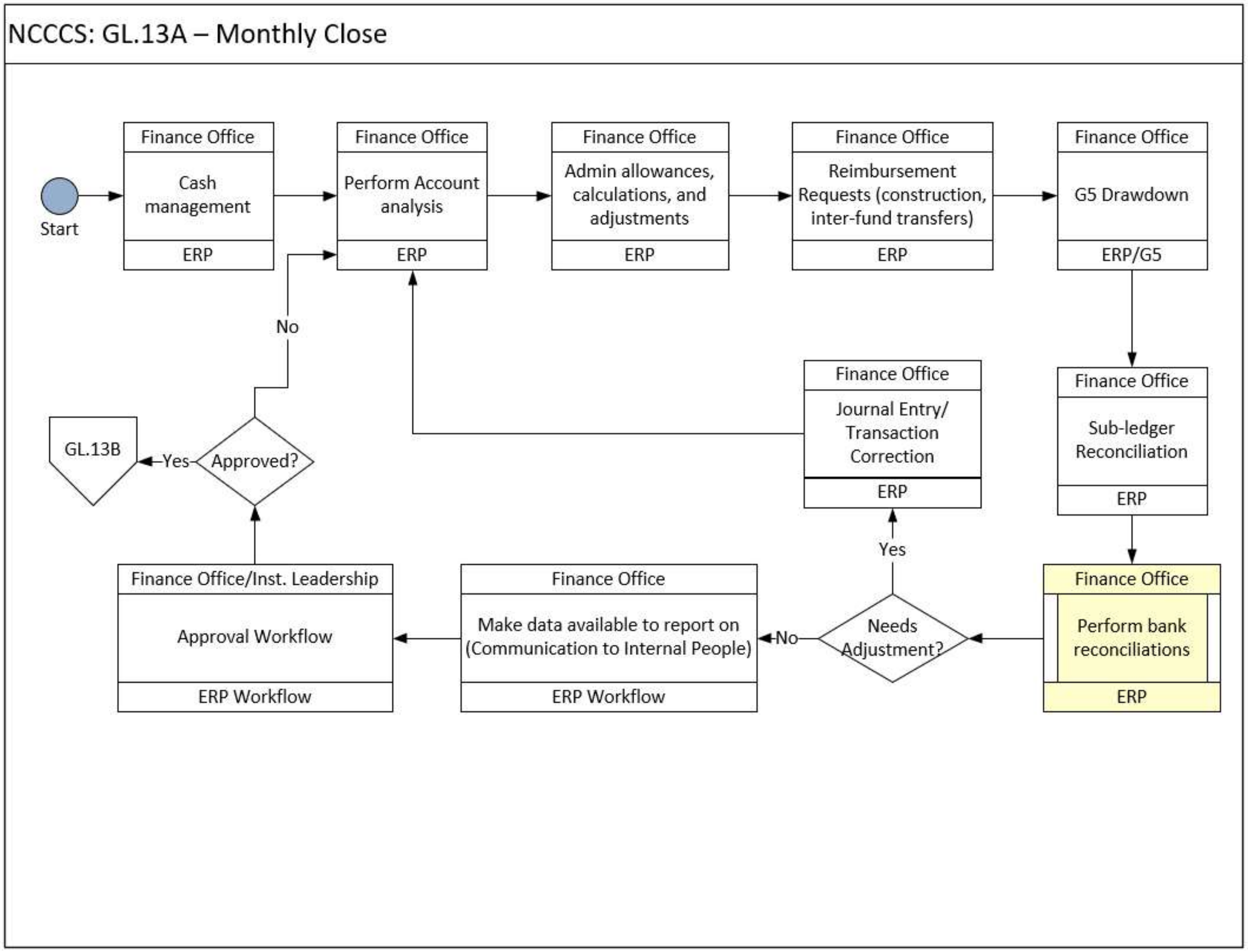
Description: Correcting erroneous entries in the general ledger.

Process Notes:

1. Identify the need to correct a transaction in the general ledger – Department users.
2. Complete the transaction correction in the ERP workflow and upload any supporting documentation – Department users.
3. Validation workflow – Department and Finance Leadership.
4. Data from the transaction correcting form is reviewed, modified, and applied – Finance Office.
5. Approval workflow – Finance Leadership.
   5.1. If not approved, back to review, modification, and application.
   5.2. If approved, continue.
6. Post correction to subsidiary ledger – Automated in ERP.

Institutional Support Process Maps

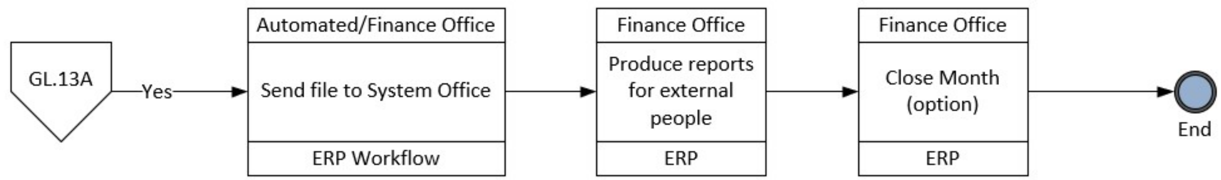
Budgeting and Financials



Institutional Support Process Maps

Budgeting and Financials

NCCCS: GL.13B – Monthly Close



GL.13 Monthly Close

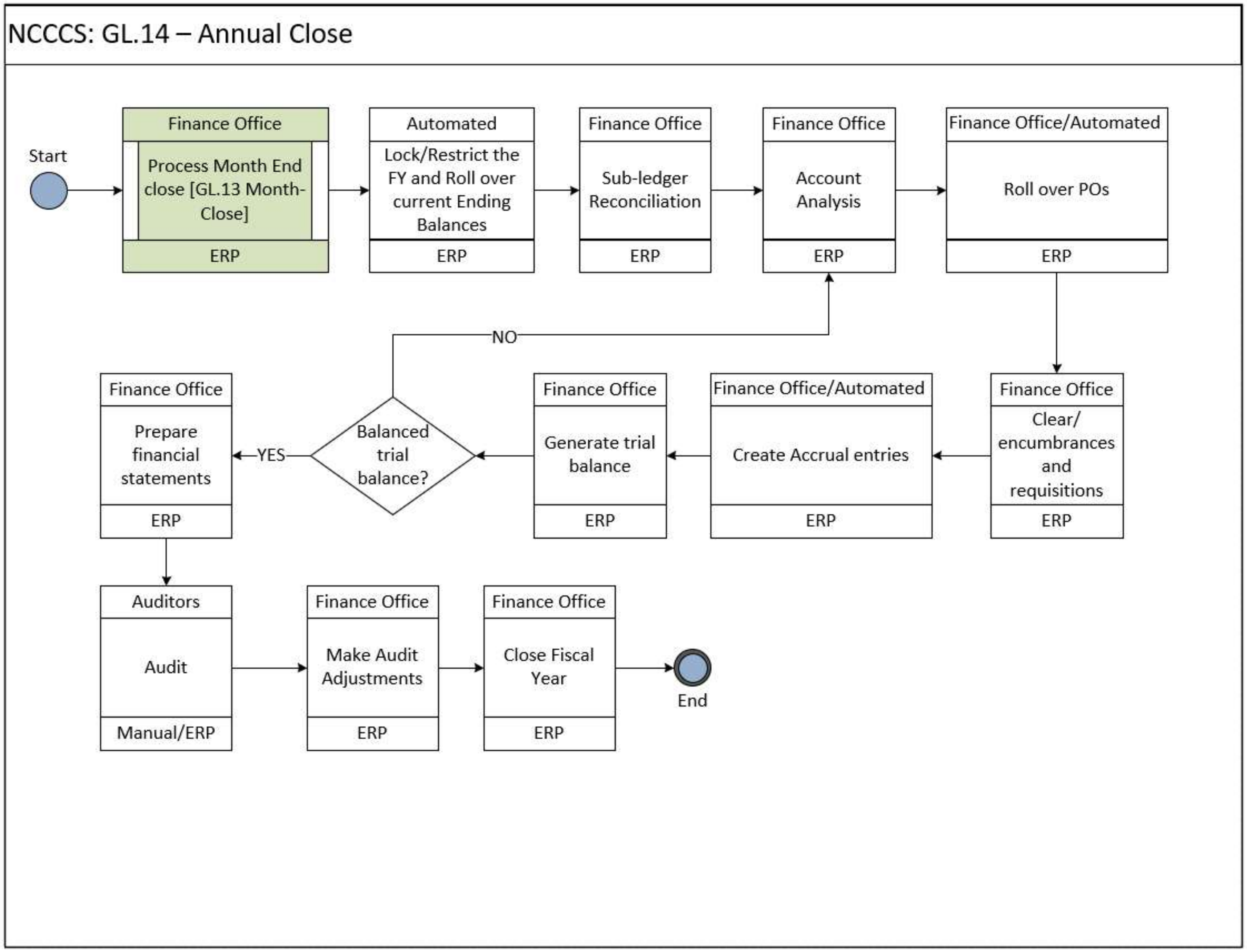
Description: Closing the monthly accounting period in the general ledger.

Process Notes:

1. Complete monthly cash management – Finance Office.
2. Perform account analysis to identify outstanding issues such as due to/from, non-state payroll, daily cash analysis, refunds, etc. – Finance Office.
3. Process administration allowances, accrual calculations, and adjustments – Finance Office.
4. Process reimbursement requests – Finance Office.
5. Complete necessary G5 drawdowns – Finance Office.
6. Complete sub-ledger reconciliations – Finance Office.
7. Perform bank reconciliations – Finance Office.
8. Are adjustments needed?
   8.1. If yes, return to step 2 (account analysis).
   8.2. If no, continue.
9. Communicate availability of draft financial information to internal stakeholders – Finance Office.
10. Approval workflow – Finance and Institutional Leadership.
11. Is financial information approved?
    11.1. If yes, continue.
    11.2. If no, return to step 2 (account analysis).
12. Transmit file to system office – Finance Office/Automated in ERP.
    12.1. This could also be a notification to the system office that the data is available for the system office to pull.
13. Produce report for external stakeholders – Finance Office.
14. Close month in ERP – Finance Office.
    14.1. Actual system close of the month may occur later.

Institutional Support Process Maps

Budgeting and Financials



GL.14 Annual Close

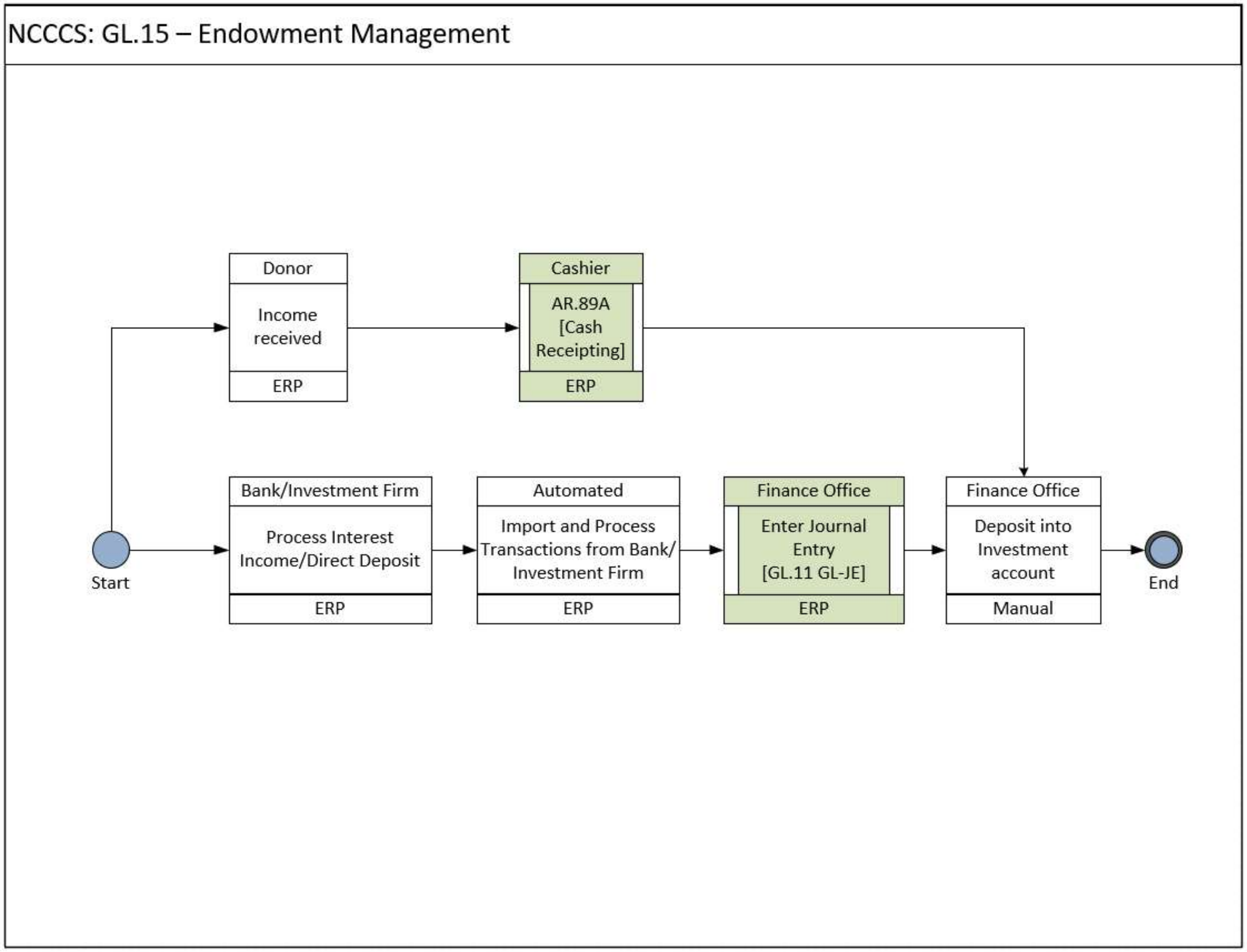
Description: Closing the fiscal year and preparing audited financial statements.

Process Notes:

1. Process the month-end close for the final month of the fiscal year – Finance Office.
2. Lock the fiscal year and rollover ending balances – Finance Office.
3. Complete sub-ledger reconciliations – Finance Office.
4. Perform account analysis to identify variances and/or potential issues – Finance Office.
5. Rollover legitimately open POs – Finance Office/Automated in ERP.
6. Clear encumbrances and outstanding requisitions – Finance Office.
7. Create accrual entries – Finance Office.
8. Generate trial balance/draft financial statements – Finance Office.
9. Do draft financial statements balance?
   - 9.1. If no, return to step 4 (perform account analysis).
   - 9.2. If yes, continue.
10. Prepare financial statements – Finance Office.
11. Audit financial statements – Auditors.
12. Make audit adjustments – Finance Office.
13. Close fiscal year – Finance Office.

Institutional Support Process Maps

Budgeting and Financials



GL.15 Endowment Management

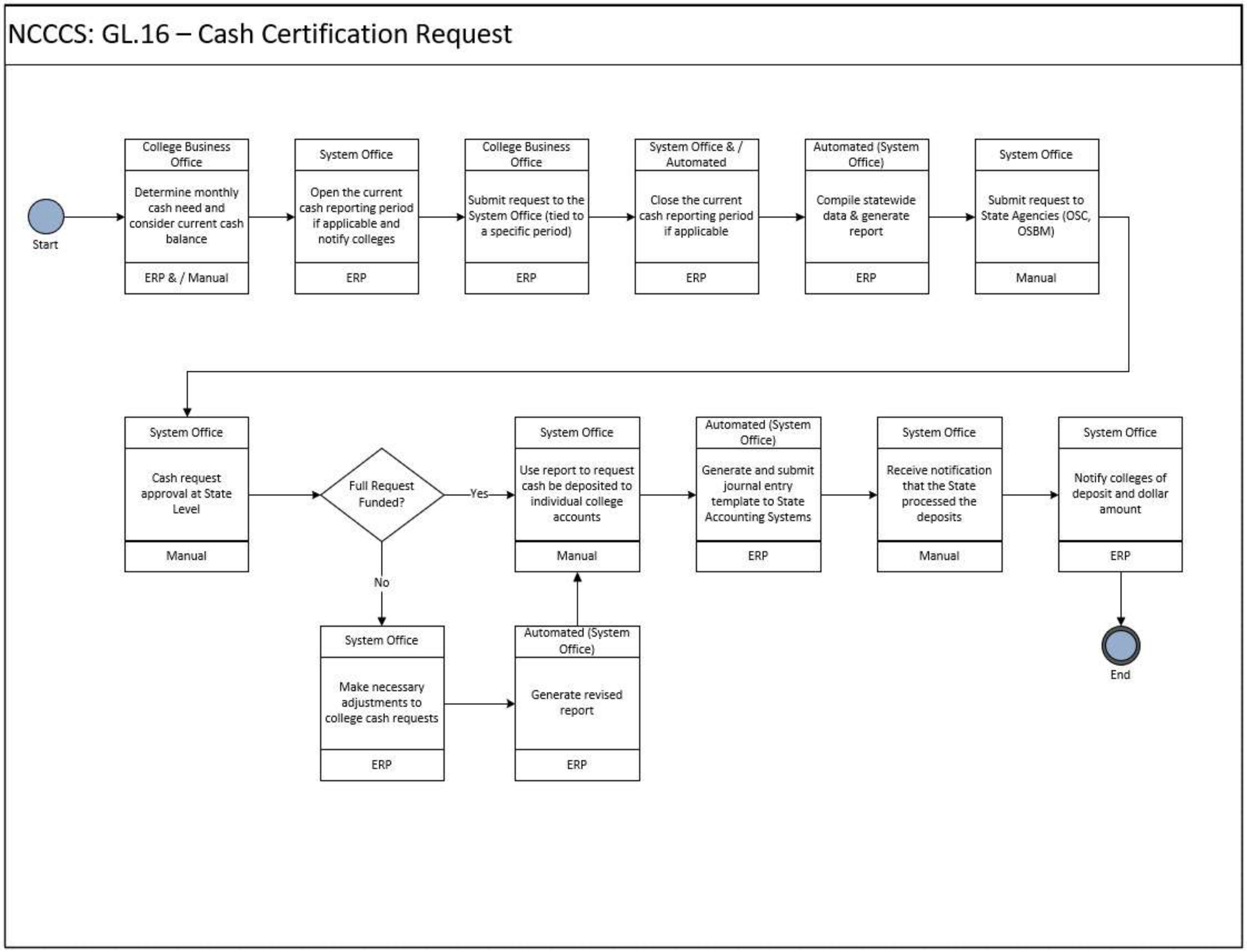
Description: Managing endowment income, from receipt of interest/gift to deposit into investment account.

Process Notes:

1. Income is received directly from donor or as interest/direct deposit at the bank – Finance Office.
    1.1. If income is received directly from the donor, the payment needs to be processed via the cash receipting process – Cashier.
        1.1.1. After receipt, move to step 4.
2. Import and process transactions from the bank – Automated in ERP.
3. Enter journal entry and post to general ledger – Finance Office and Automated in ERP.
4. Deposit funds into investment account – Finance Office.

Institutional Support Process Maps

Budgeting and Financials



GL.16 Cash Certification Request

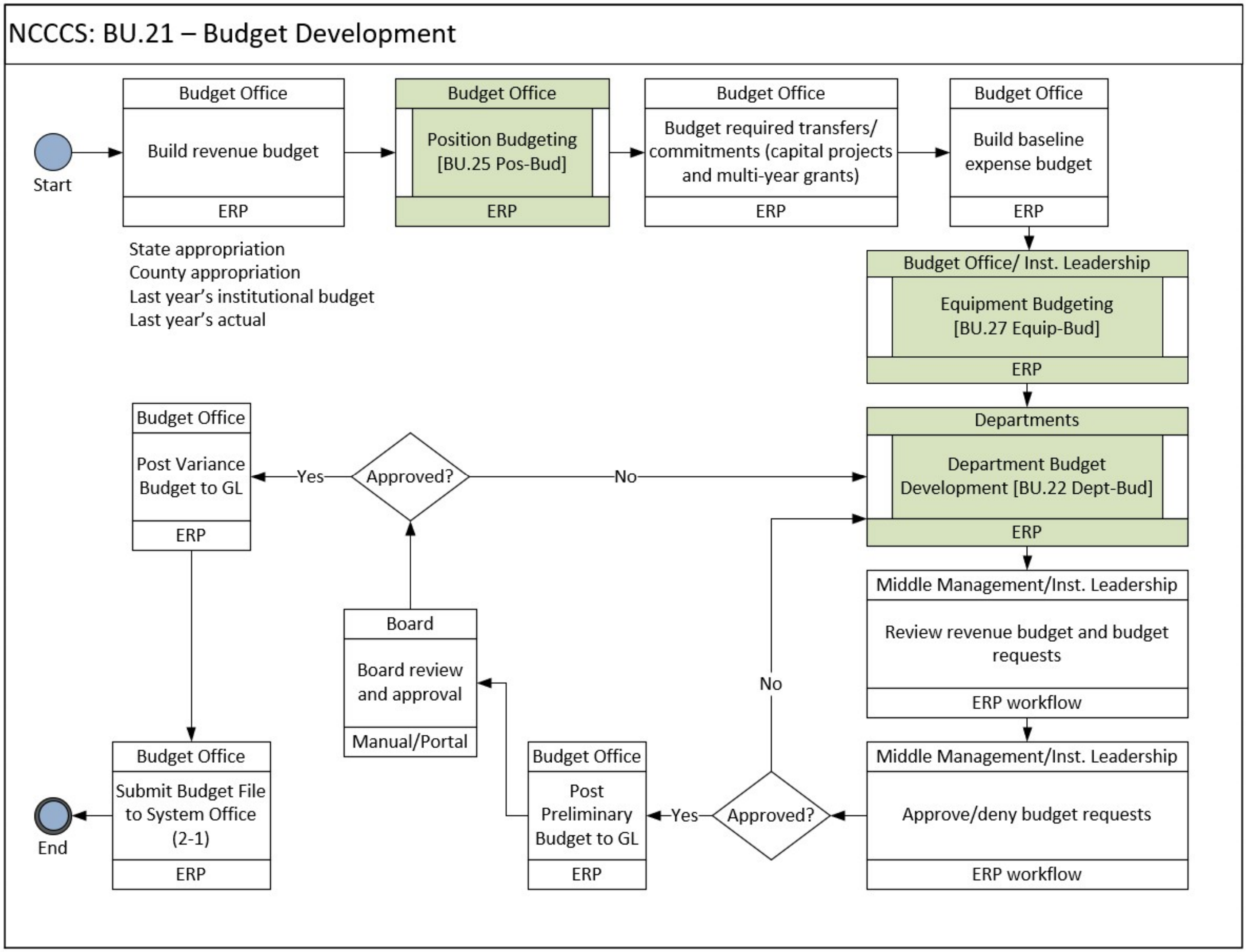
Description: Colleges are required to submit requests for state funds to the System Office monthly, with supplementals requested throughout the month as needed. Cash certification requests include general expenses and payroll.

Process Notes:

1. Determine monthly cash need and consider current cash balance – College Business Office.
2. Open the current cash reporting period if applicable and notify colleges – System Office.
3. Submit request to the System Office (tied to a specific period) – College Business Office.
4. Close the current cash reporting period if applicable – System Office and/or Automated.
5. Compile statewide data & generate report – Automated at System Office.
6. Submit request to State Agencies (OSC, OSBM) – System Office.
7. Cash request approval at State Level – System Office.
8. Is the full request funded?
   - 8.1. If yes, continue to step 11.
   - 8.2. If no, continue to step 9.
9. Make necessary adjustments to college cash requests – System Office.
10. Generate revised report – Automated at System Office.
11. Use report to request cash be deposited to individual college accounts – System Office.
12. Generate and submit journal entry template to State Accounting Systems – Automated at System Office.
13. Receive notification that the State processed the deposits – System Office.
14. Notify colleges of deposit and dollar amount – System Office.

Institutional Support Process Maps

Budgeting and Financials



Institutional Support Process Maps
Budgeting and Financials

BU.21 Budget Development

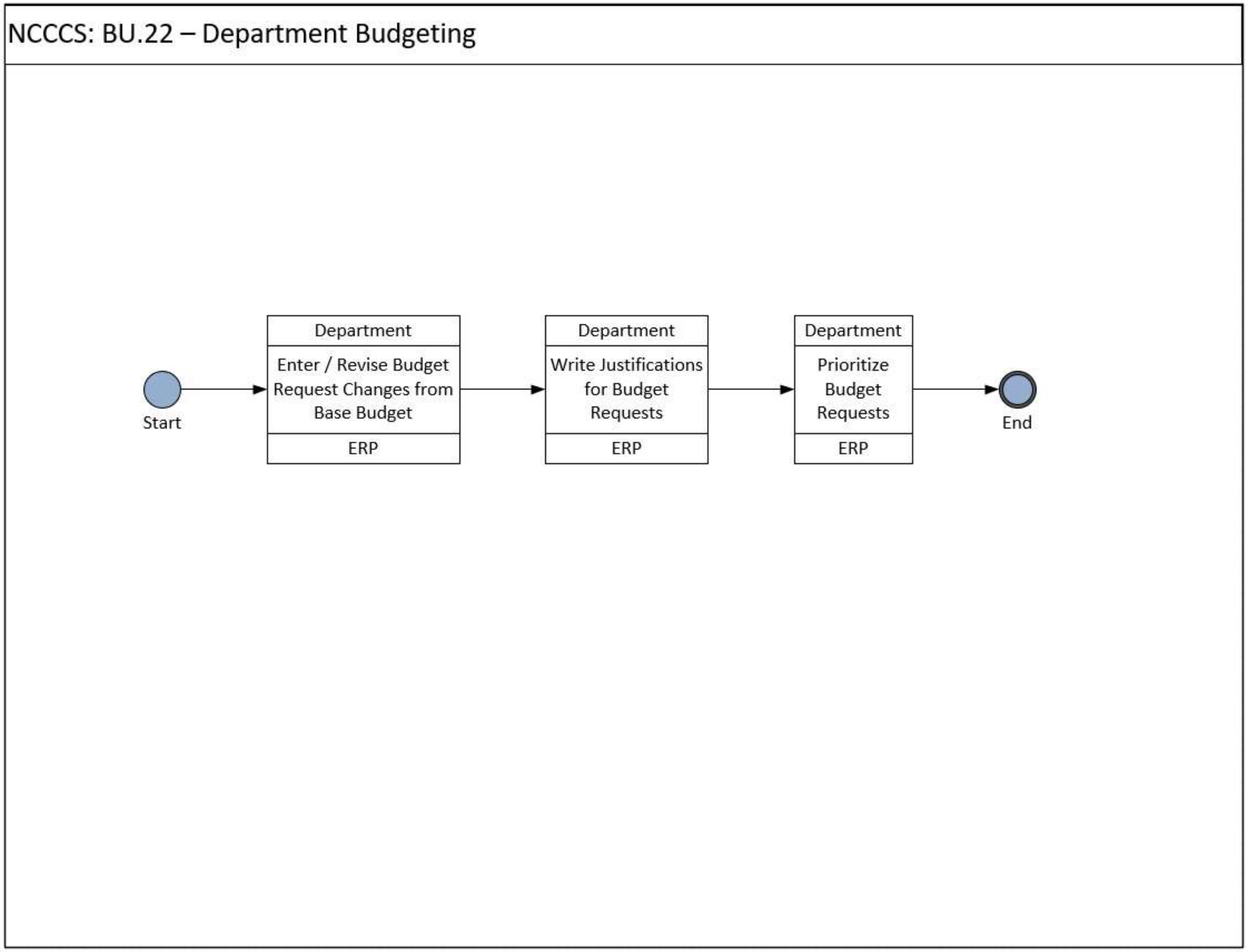
Description: Centralized development of the fiscal year operating budget.

Process Notes:

1. Build a revenue budget – Budget Office.
   1.1. All sources of funds are included in a revenue budget (state and county funds) and a common starting point for building a budget is the prior years' actual revenue and the prior years' budgeted revenue.
2. Complete position budgeting sub-process – Budget Office.
3. Budget in required transfers and commitments, such as capital projects and multi-year grants – Budget Office.
4. Build baseline expense budget – Budget Office.
5. Complete equipment budgeting sub-process – Budget Office.
6. Complete department budgeting sub-process – Departments.
7. Review revenue budget for reasonableness and budget requests from departments – Budget Office/Institutional Leadership.
8. Approve or deny budget requests – Budget Office/Institutional Leadership.
   8.1. If approved, continue.
   8.2. If denied, send back to departments to revise or withdraw request.
9. Post preliminary budget to the general ledger – Budget Office.
10. Board review and approval – Board.
    10.1. If approved, continue.
    10.2. If not approved, return to department budget sub-process.
11. Post variance budget to general ledger – Budget Office.
12. Submit budget file to the system office – Budget Office.

Institutional Support Process Maps

Budgeting and Financials



BU.22 Department Budgeting

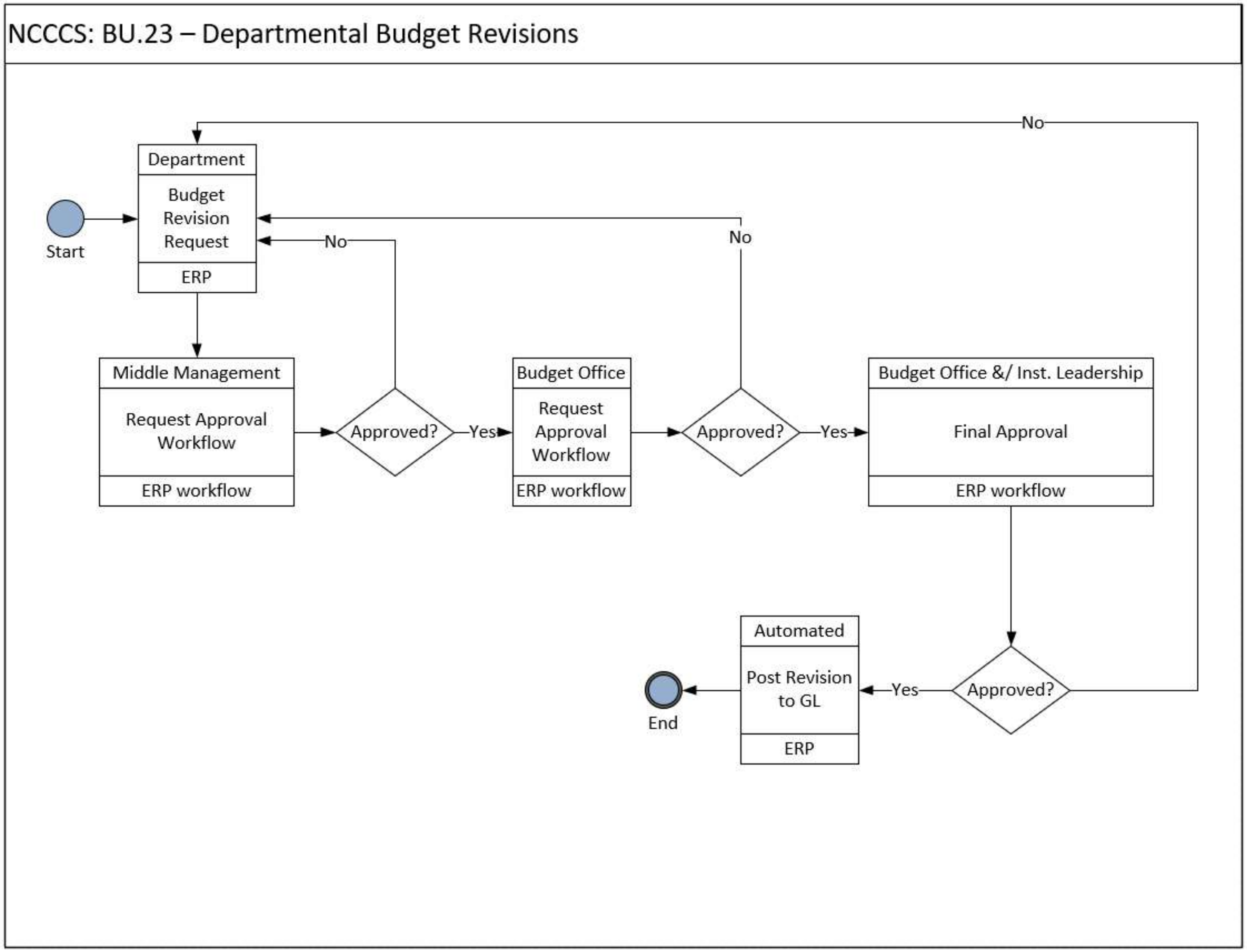
Description: Department-level planning for budget requests.

Process Notes:

1. Enter budget requests and changes to baseline budget developed by the Budget Office – Departments.
2. Justify purpose for budget requests and changes – Departments.
3. Prioritize budget requests and changes – Departments.

Institutional Support Process Maps

Budgeting and Financials



BU.23 Departmental Budget Revisions

Description: Revising the annual operating budget based on requests from departments.

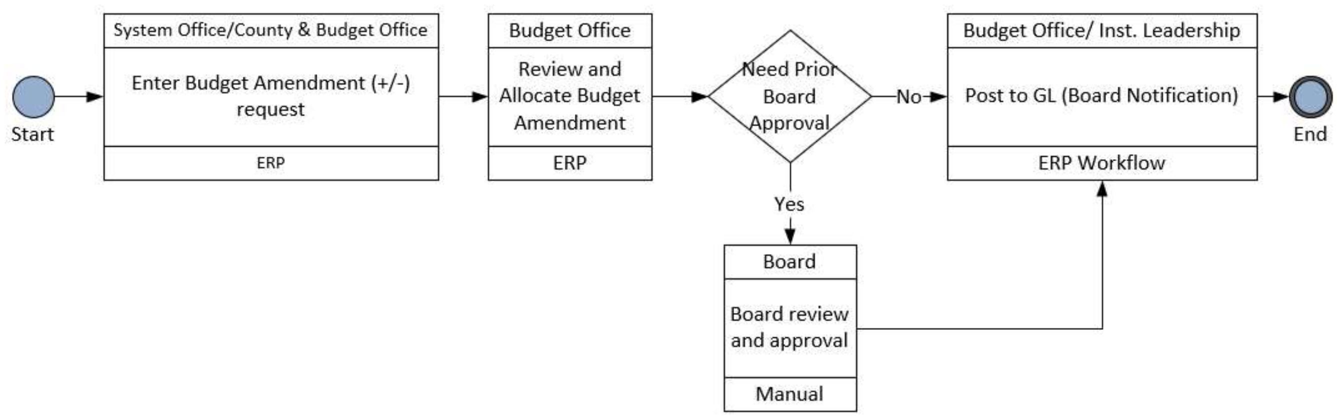
Process Notes:

1. Submit budget revision request – Departments.
2. Budget revision approval workflow – Department Leadership.
   2.1. If budget revision is approved, continue.
   2.2. If not approved, return to revision submission for changes or withdrawal.
3. Budget revision approval workflow – Budget Office.
   3.1. If budget revision is approved, continue.
   3.2. If not approved, return to revision submission for changes or withdrawal.
4. Budget revision final approval workflow – Budget Office and/or Institutional Leadership.
   4.1. If budget revision is approved, continue.
   4.2. If not approved, return to revision submission for changes or withdrawal.
5. Post revised budget to general ledger – Budget Office.

Institutional Support Process Maps

Budgeting and Financials

NCCCS: BU.24 – Budget Amendments



BU.24 Budget Amendments

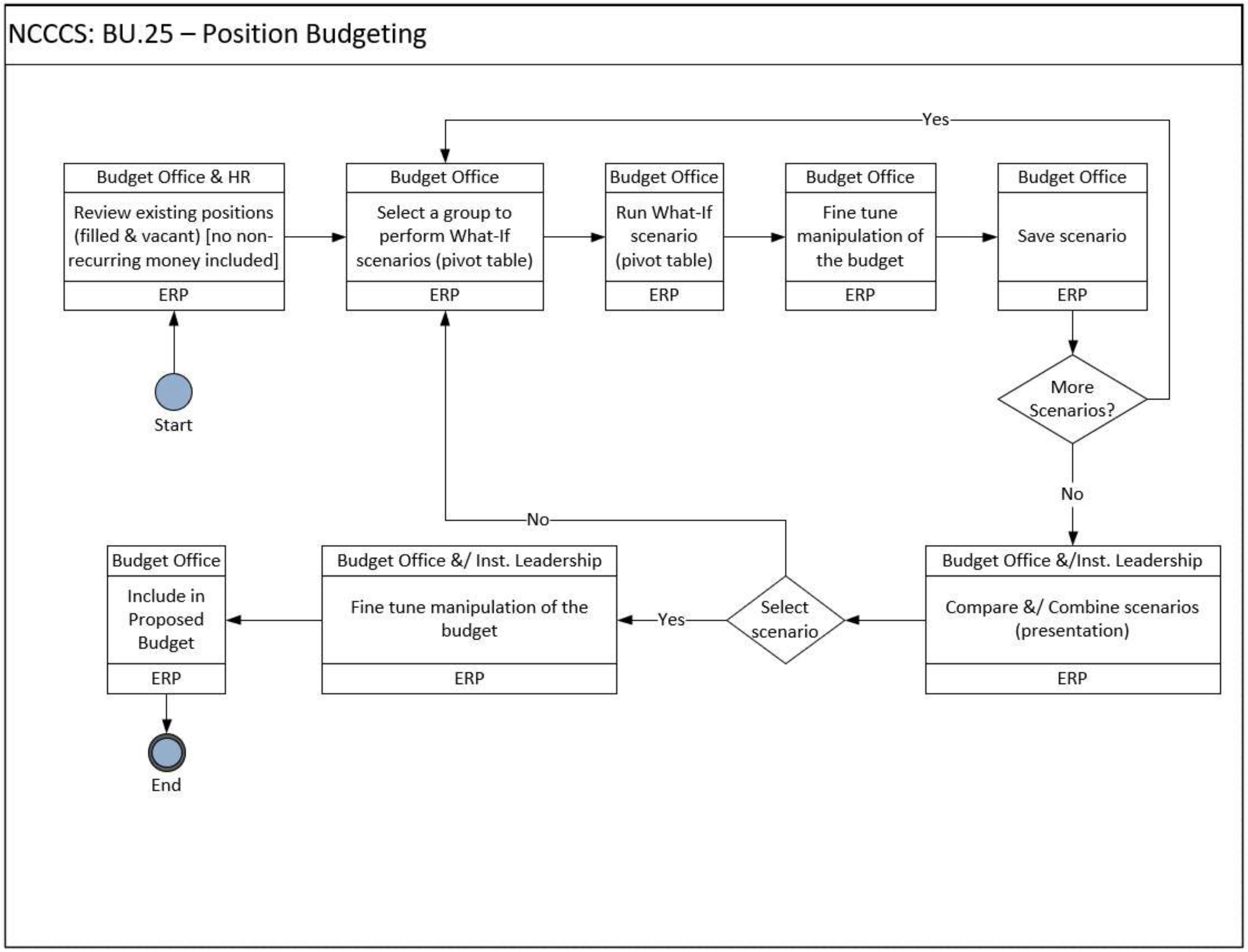
Description: Amending the college's annual operating budget based on changes to funding or expenses.

Process Notes:

1. Enter budget amendment based on information from system office or county – Budget Office.
2. Review and allocate (or adjust) budgets to reflect amendment – Budget Office.
3. Does the Board need to review the new budget?
   3.1. If yes, submit to Board for approval.
   3.2. If no, continue.
4. Post amended budget to general ledger – Budget Office.
   4.1. If Board approval was not required, notify Board of new budget.

Institutional Support Process Maps

Budgeting and Financials



BU.25 Position Budgeting

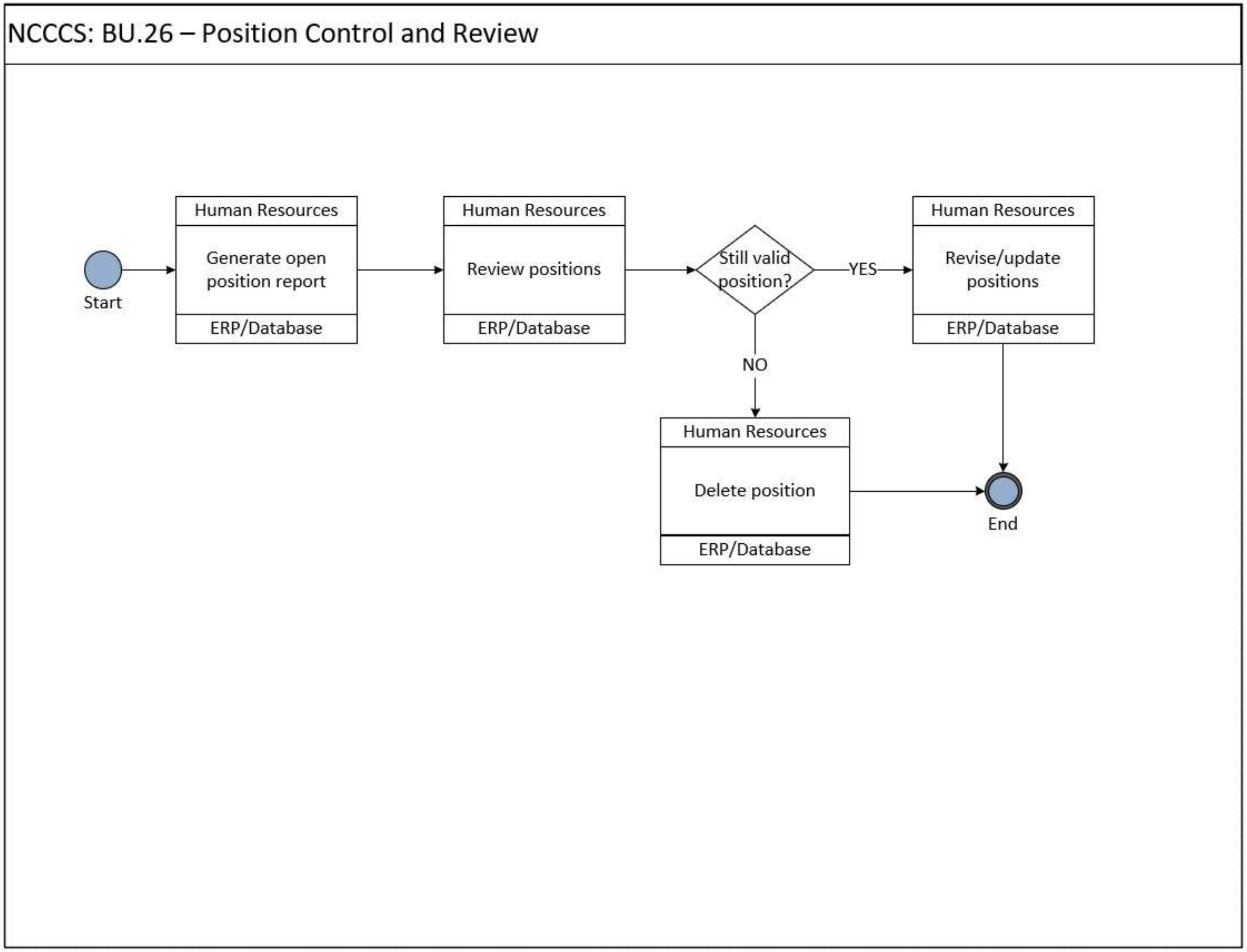
Description: Creating new/modify existing positions and reflect those updates in the budget.

Process Notes:

1. Review existing positions, both filled and vacant – Budget Office and Human Resources.
   1.1. Do not include positions funded by nonrecurring money, as those are one-time expenses.
2. Select a subpopulation of positions to use for what-if and scenario analysis – Budget Office.
3. Address individuals within the population to finetune the position budget – Budget Office.
4. Save the scenario created in steps 2 and 3 – Budget Office.
5. Are more scenarios desired?
   5.1. If yes, repeat steps 2-4 until sufficient scenarios are saved.
   5.2. If no, continue.
6. Compare, combine, and present scenarios – Budget Office and Institutional Leadership.
7. Select a scenario to apply. Is there an acceptable scenario?
   7.1. If yes, continue.
   7.2. If no, return to step 2 and creating new scenarios.
8. Include the selected scenario in the proposed budget – Budget Office.

Institutional Support Process Maps

Budgeting and Financials



BU.26 Position Control and Review

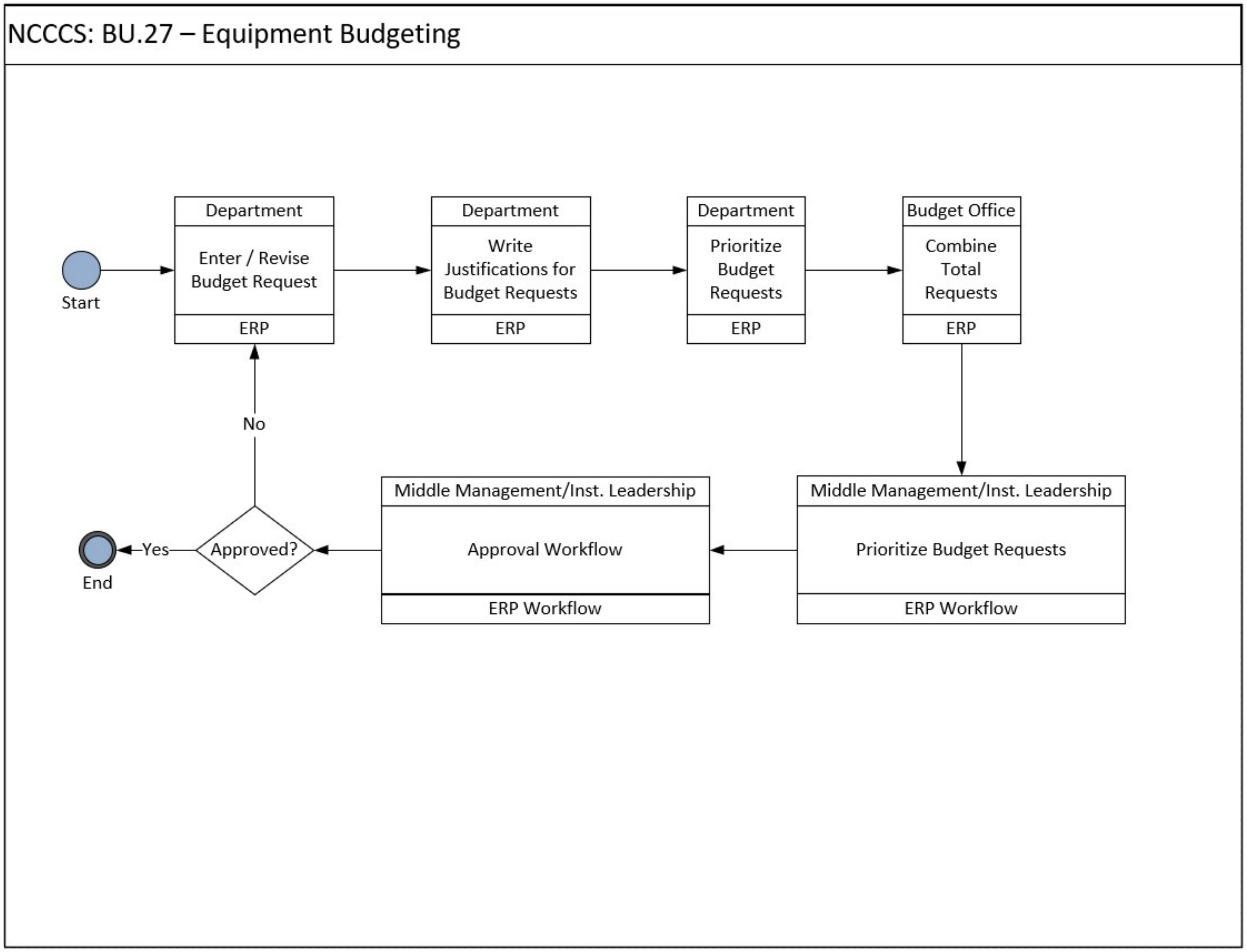
Description: Review open positions and update/delete as needed.

Process Notes:

1. Generate an open position report from the ERP – Human Resources.
2. Review positions to see if they are still needed – Human Resources/Departments.
3. Is the position still valid?
   3.1. If yes, continue.
   3.2. If no, delete position.
4. Revise and update position description and attributes – Human Resources.

Institutional Support Process Maps

Budgeting and Financials



BU.27 Equipment Budgeting

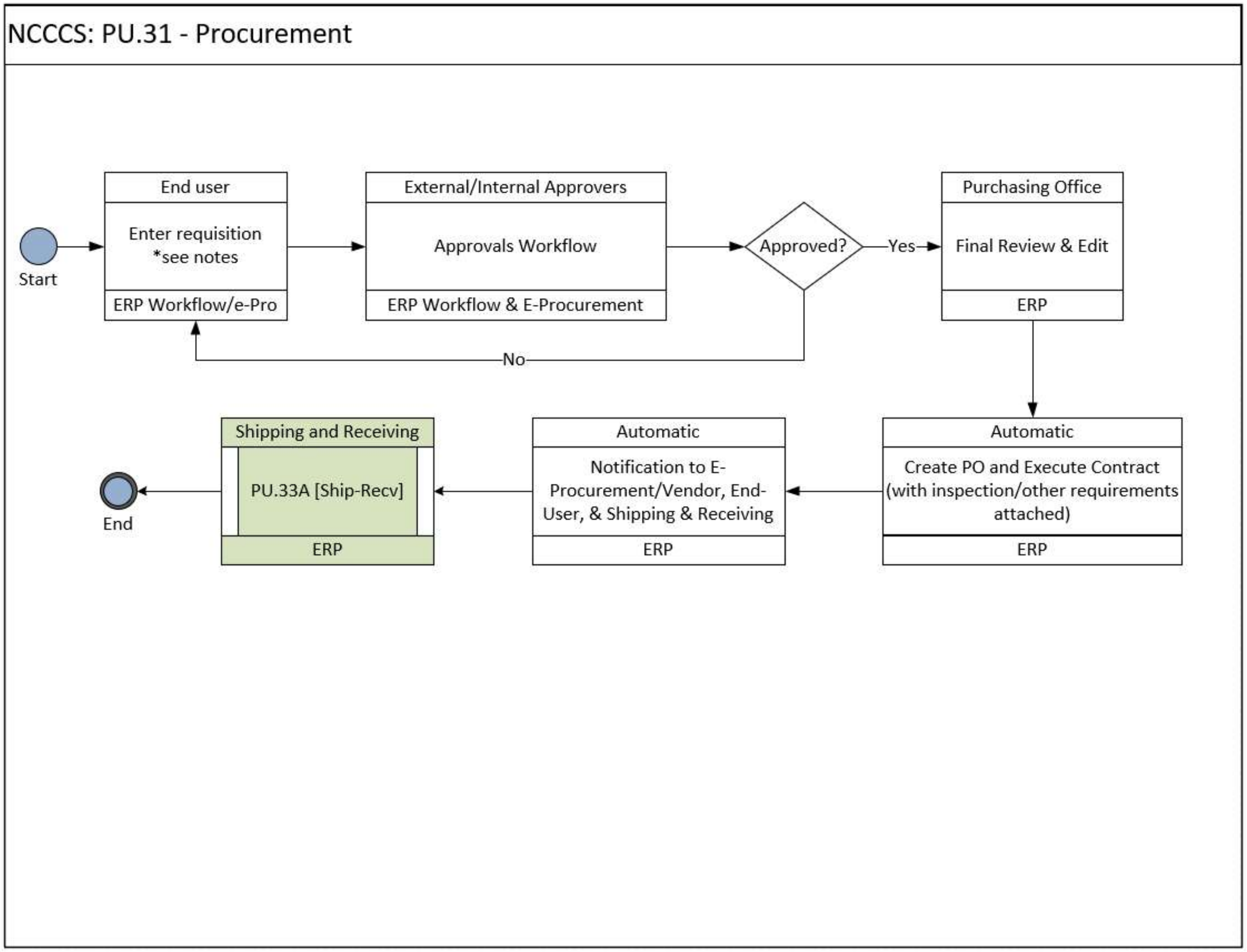
Description: Review, prioritize, and approve budget requests for new equipment purchases.

Process Notes:

1. Enter equipment information into budget request form. Revise if needed – Departments.
2. Include justification into equipment request – Departments.
3. Review and prioritize equipment requests – Department Leadership.
4. Combine all equipment requests from all departments – Budget Office.
5. Prioritize all equipment requests from all departments – Institutional Leadership.
6. Send prioritized requests through approval workflow – Institutional Leadership.
7. Is prioritized list approved?
   7.1. If yes, approved equipment budget exists.
   7.2. If no, send individual items back to departments for revision.

Institutional Support Process Maps

Budgeting and Financials



PU.31 Procurement

Description: Purchase goods and services via a purchase requisition.

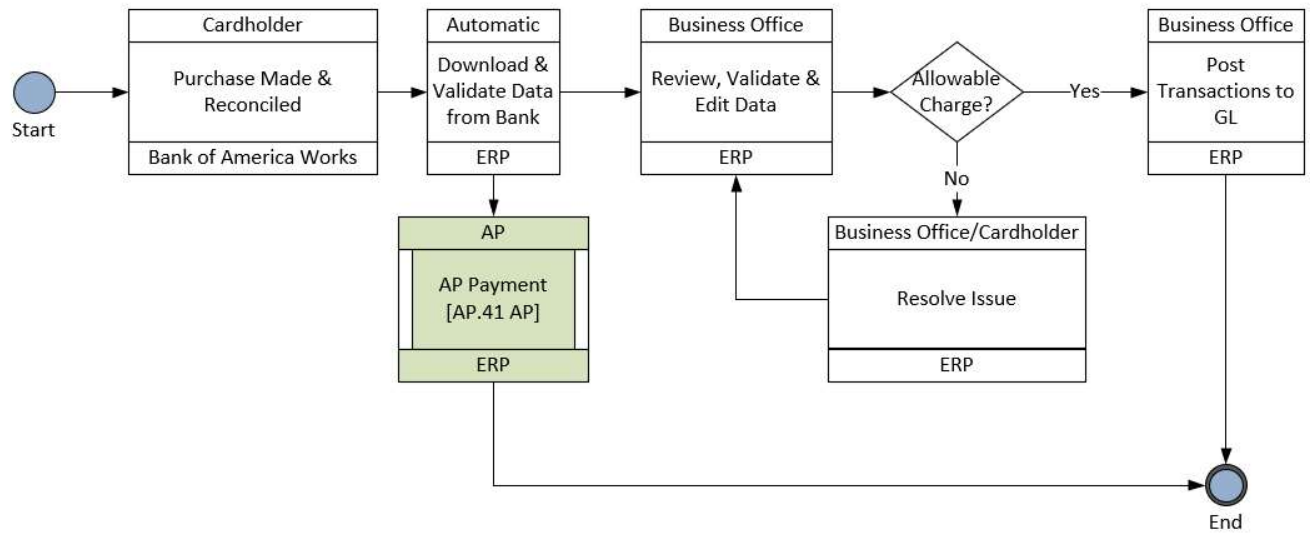
Process Notes:

1. Enter/import requisition into ERP – Originator.
   1.1. "See notes" refers to "desired functional requirements" #1, below. The source of the requisition information is the state e-Procurement system, so an interface to import the requisition information should exist.
2. Requisition approval workflow – External/internal approvers.
3. Is the requisition approved?
   3.1. If yes, continue.
   3.2. If no, return to step 1 to revise or withdraw the requisition.
4. Final review and edit – Purchasing Office.
5. Create purchase order and execute contract – Purchasing Office.
   5.1. Inspections or other contractual requirements may exist that would occur at this time.
6. Send notification to e-Procurement/vendor of purchase order. Notify originator and shipping and receiving order has been placed – Automated in ERP.
7. Subprocess PU.33A [Shipping and Receiving] – Shipping and Receiving.

Institutional Support Process Maps

Budgeting and Financials

NCCCS: PU.32 – Purchasing Cards



PU.32 Purchasing Cards

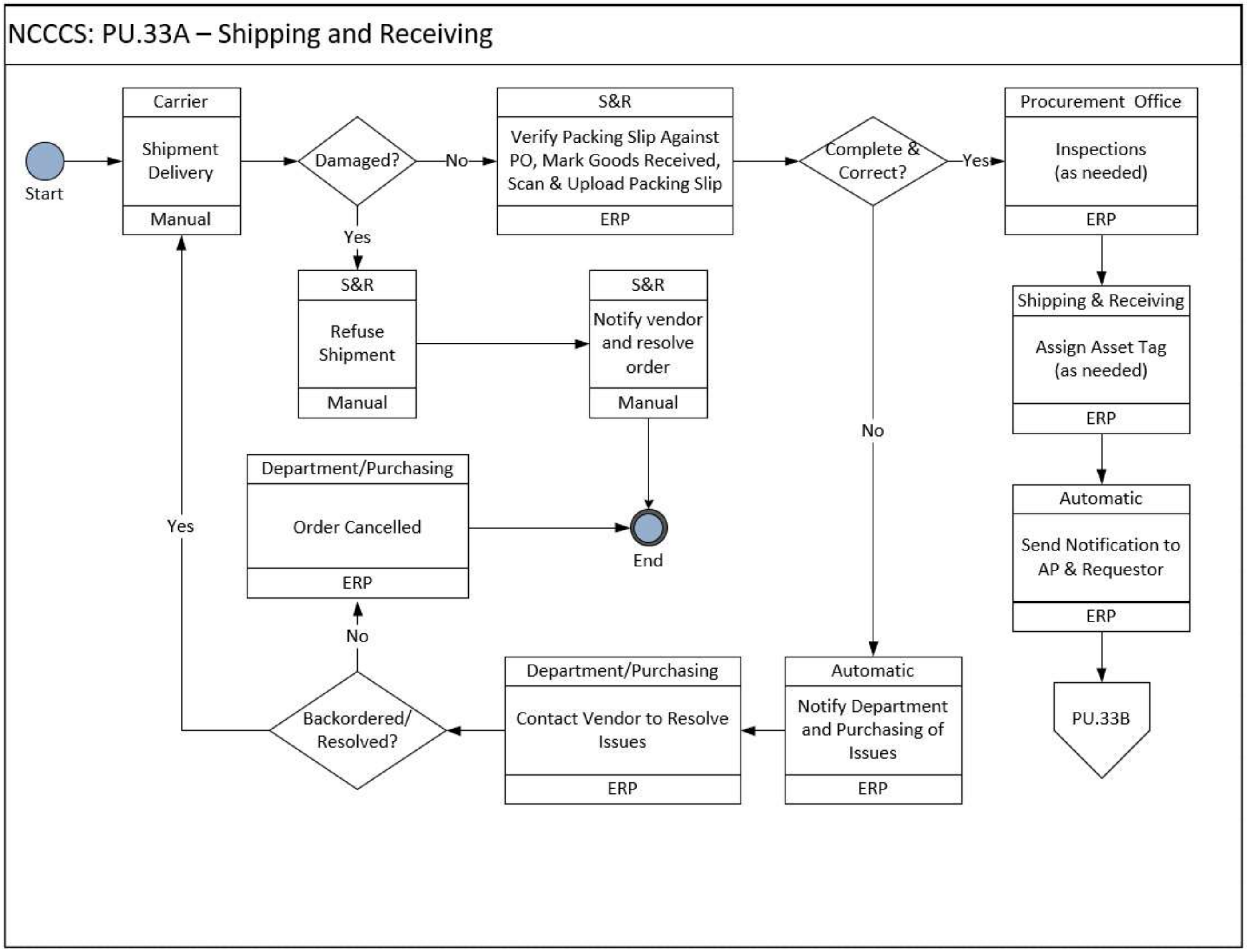
Description: Using purchasing cards as payment and posting purchasing card transactions to the general ledger.

Process Notes:

1. Purchases are made according to purchasing card policy and cardholder's authority and purchases are reconciled – Cardholder.
2. Download and validate transaction information from the bank – Automated in ERP.
3. Accounts payable issues batch payment to the bank for transactions – Accounts Payable.
4. Review, validate, audit, and edit purchasing card transactions – Business Office.
5. Are charges allowable?
   - 5.1. If yes, continue.
   - 5.2. If no, resolve the issue and return to step 4.
6. Post purchasing card transactions to general ledger – Business Office.

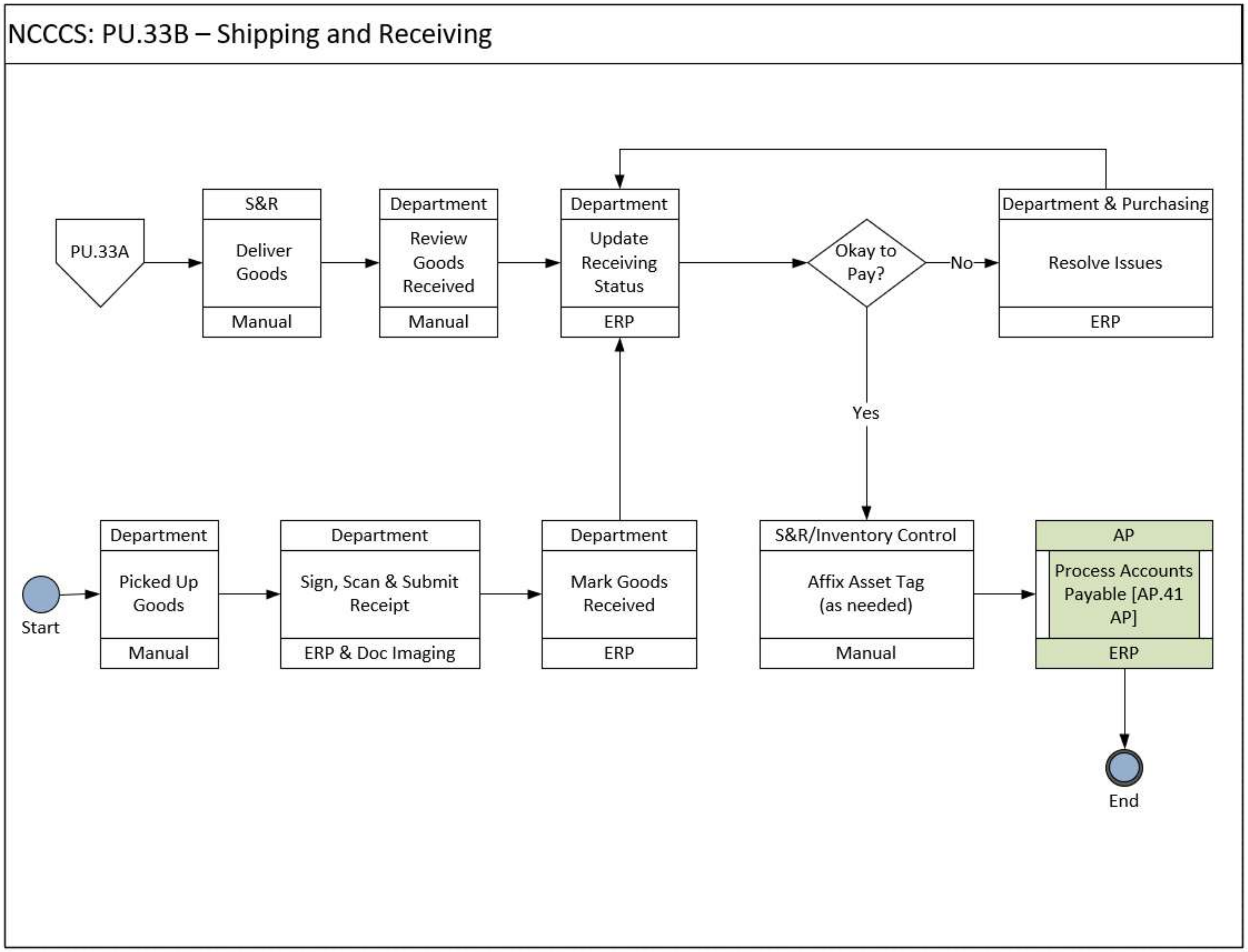
Institutional Support Process Maps

Budgeting and Financials



Institutional Support Process Maps

Budgeting and Financials



PU.33 Shipping and Receiving

Description: Receiving goods and services into the system when they are physically received by a central receiving location or by individual departments.

Process Notes:

1. Goods are delivered – Carrier.
2. Check the delivery for damage – Shipping and Receiving.
3. Is the delivery damaged?
   - 3.1. If yes, refuse delivery.
     - 3.1.1. Notify vendor and resolve order.
   - 3.2. If no, continue.
4. Verify packing slip against PO, mark goods received, scan and upload packing slip – Shipping and Receiving.
5. Is the order complete and correct?
   - 5.1. If yes, continue.
   - 5.2. If no, notify originator and purchasing department of issues.
     - 5.2.1. Contact vendor to resolve issues.
     - 5.2.2. Are issues resolved?
       - 5.2.2.1. If no, cancel order.
       - 5.2.2.2. If yes, revise purchase order and await delivery (return to step 1).
6. Perform inspections, as needed – Purchasing Office/Originator.
7. Assign (do not affix) asset tag, as needed – Shipping and Receiving.
8. Send notification to AP and department – Automated in ERP.
9. Deliver goods to department – Shipping and Receiving.
10. Review goods received – Department.
11. Update receiving status (mark received if department is designated to do so) – Department.

Process Notes Cont.:

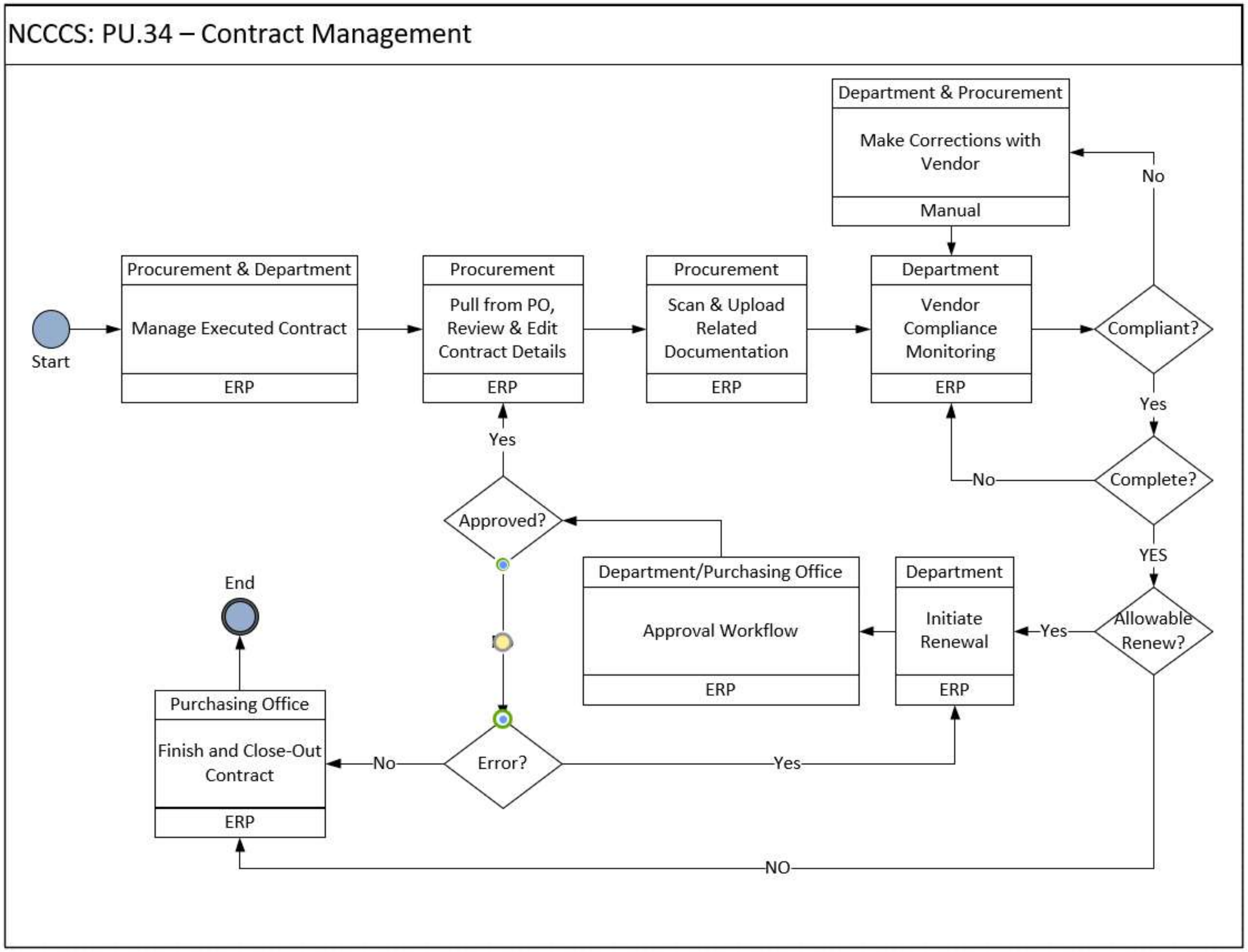
12. Is the invoice okay to pay?
    - 12.1. If yes, continue.
    - 12.2. If no, resolve issues then return to step 11 (updating receiving status).
13. Affix asset tag, if needed – Shipping and Receiving.
14. Process payment – Accounts Payable.

If Department is picking up goods:

1. Pick up goods – Department.
2. Sign, scan, and submit receipt – Department.
3. Mark goods received in system – Department.
4. Continue to step 11 (update receiving status) – Department.

Institutional Support Process Maps

Budgeting and Financials



Institutional Support Process Maps

Budgeting and Financials

PU.34 Contract Management

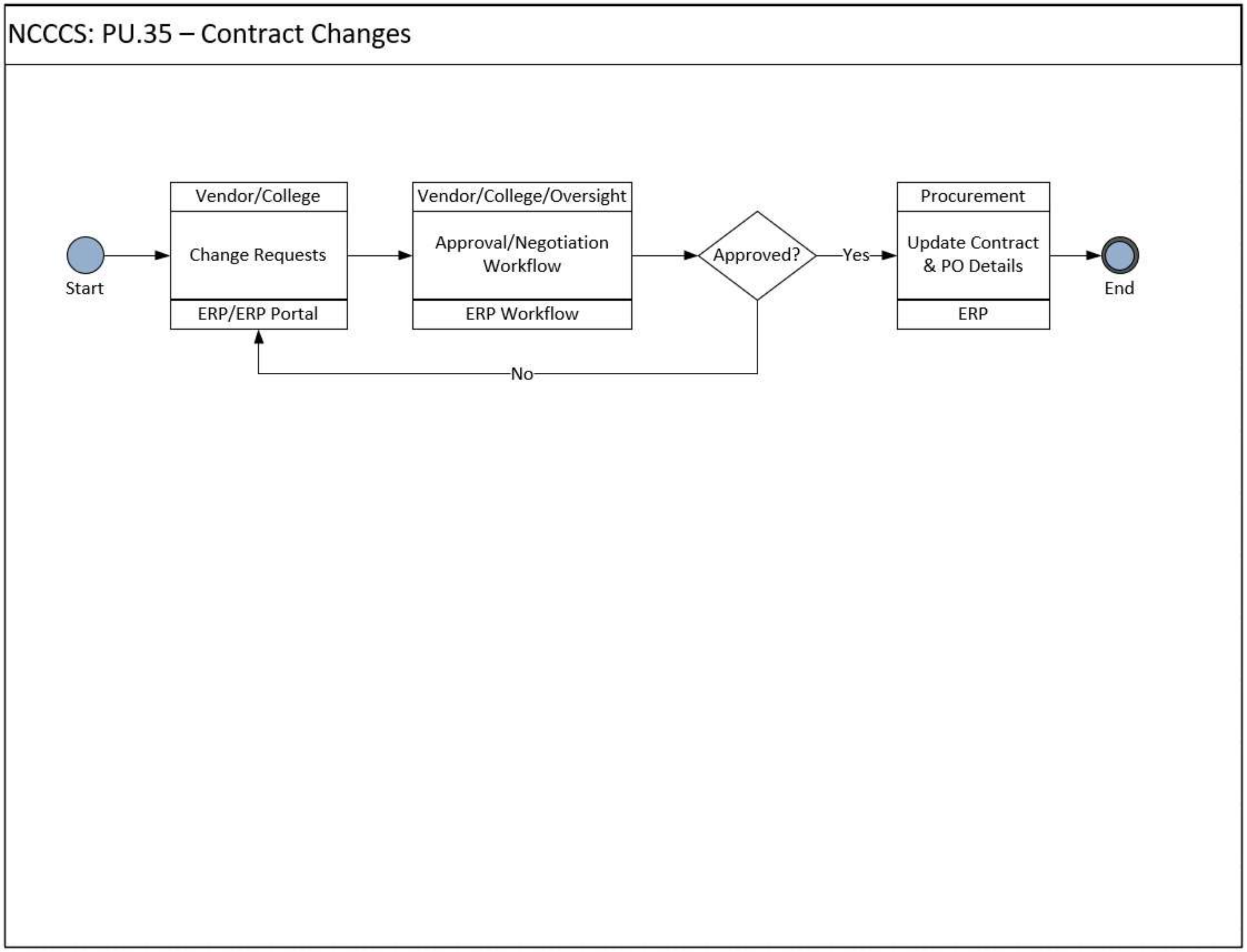
Description: Make purchases from a contract and manage contract extensions, amendments, and close-outs.

Process Notes:

1. Manage executed contract – Department/Purchasing Office.
    1.1. The contracts referred to in this process are those that occur outside of North Carolina's e-Procurement system
2. Review and edit contract details in PO – Purchasing Office.
3. Scan and upload related documentation – Purchasing Office.
4. Monitor order/contract for vendor compliance – Department.
5. Is the vendor meeting the terms of the contract?
    5.1. If yes, continue.
    5.2. If no, resolve issues and return to step 4.
6. Is the contract complete?
    6.1. If yes, continue.
    6.2. If no, continue monitoring and return to step 4.
7. Is there an allowable renewal?
    7.1. If yes, continue.
    7.2. If no, complete and close-out the contract – Department.
8. Initiate renewal process – Department.
9. Renewal approval workflow – Department/Purchasing Office.
10. Is the renewal approved?
    10.1. If yes, return to step 2.
    10.2. If no, is there an error?
        10.2.1. If no error and renewal is denied, complete and close-out contract – Purchasing Office.
        10.2.2. If error exists, resolve error and return to step 8 – Department.

Institutional Support Process Maps

Budgeting and Financials



PU.35 Contract Changes

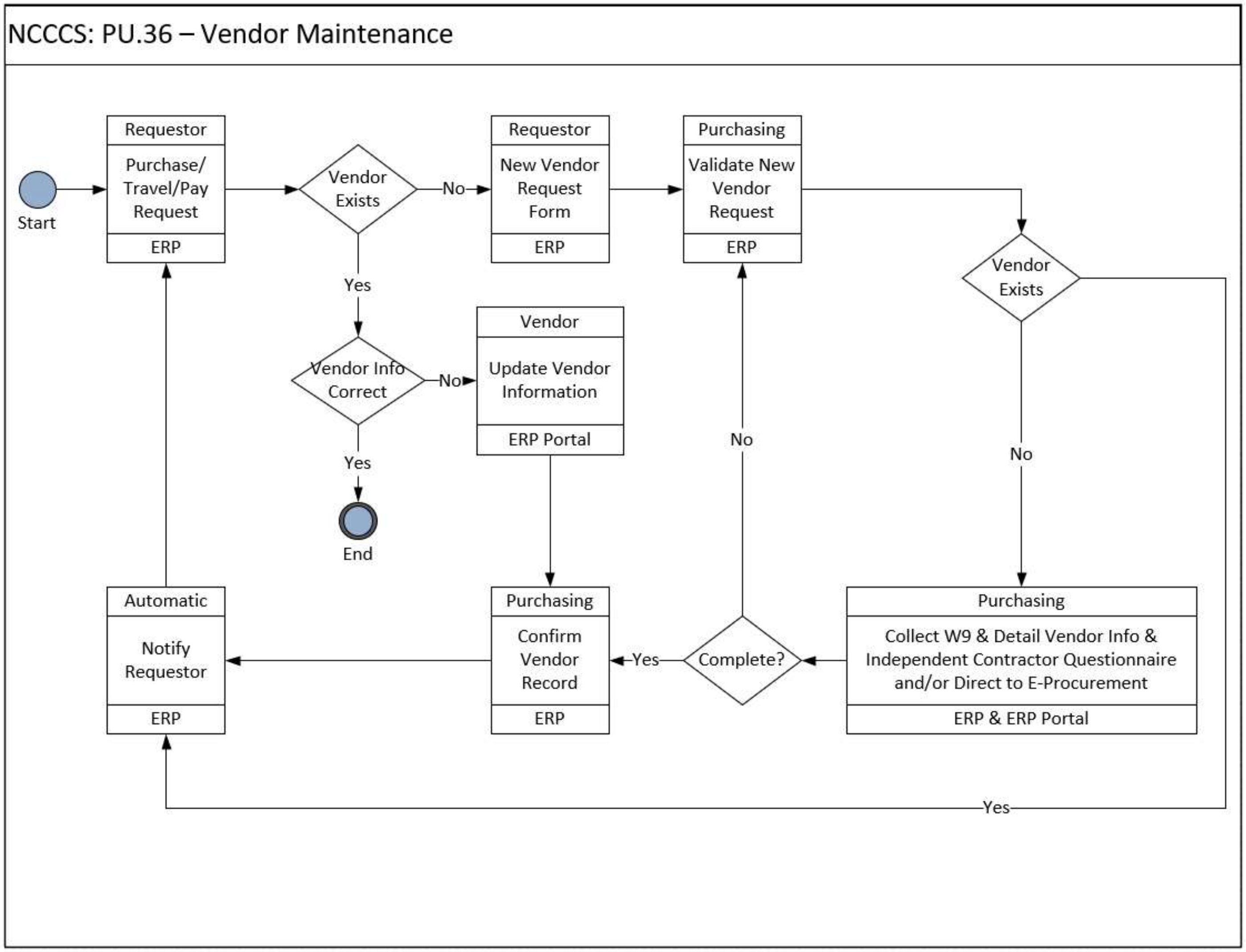
Description: Update changes to contracts based on vendor/college requests.

Process Notes:

1. Changes requested by college or vendor and entered into the ERP – Purchasing.
2. Contract change approval workflow – Vendor/Purchasing.
3. Is the change accepted and approved?
   3.1. If yes, continue
   3.2. If no, return to step 1.
4. Update contract details and associated purchase orders.

Institutional Support Process Maps

Budgeting and Financials



PU.36 Vendor Maintenance

Description: Add new/modify existing vendors to maintain an accurate vendor master file.

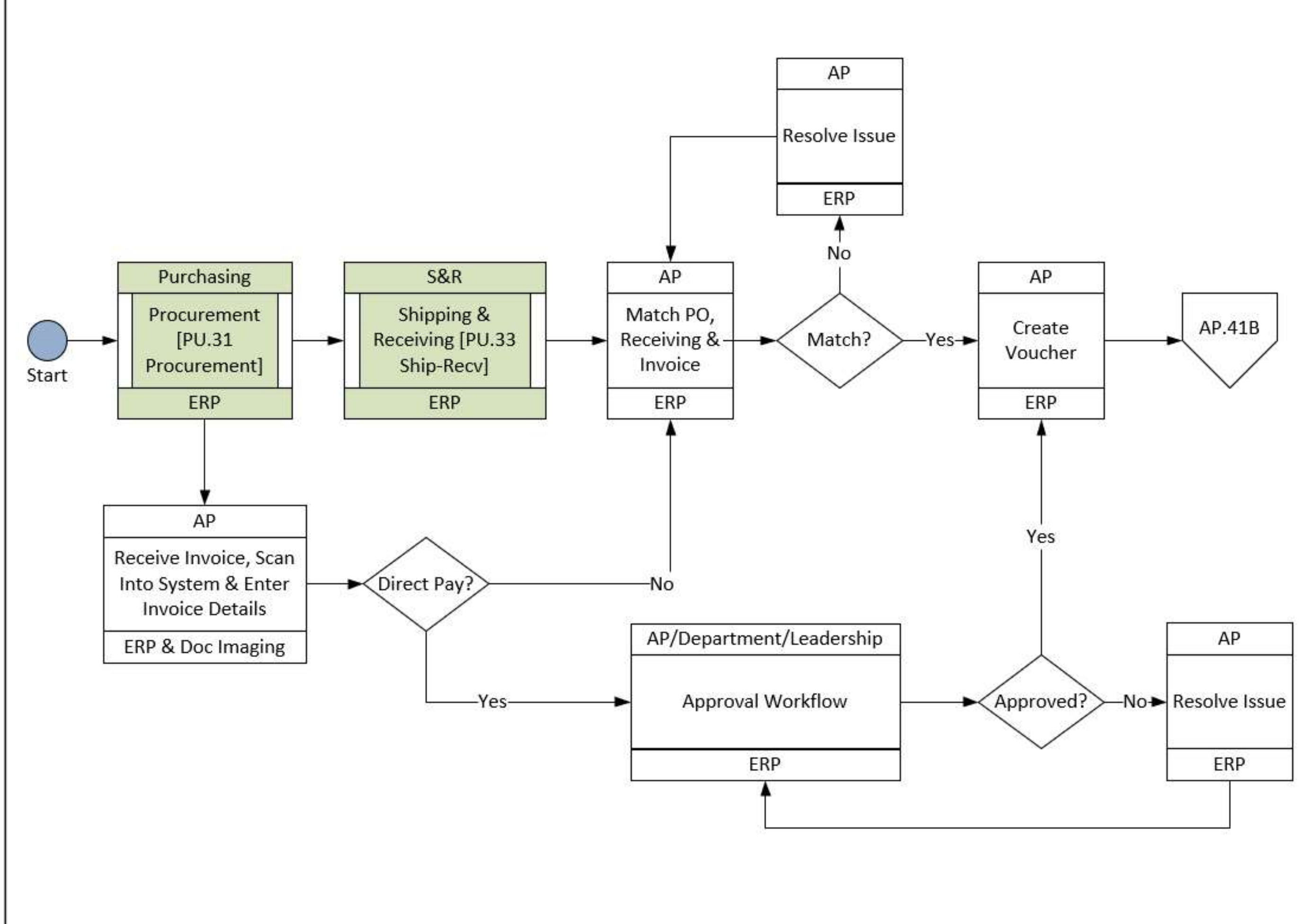
Process Notes:

1. Purchase made or payment requested – Originator.
2. Does the vendor exist?
   2.1. If yes, is the vendor information correct?
      2.1.1. If yes, vendor file is current; no further action needed.
      2.1.2. If no, update vendor information - Vendor.
         2.1.2.1. Confirm vendor record – Purchasing Office.
         2.1.2.2. Notify requestor vendor record is updated – Purchasing Office.
         2.1.2.3. Return to step 1.
   2.2. If no vendor exists, continue.
3. Complete new vendor request form – Originator/Vendor.
4. Validate new vendor request form – Purchasing Office.
5. Does the vendor exist?
   5.1. If yes, return to step 2.1.2.2 (notify requestor of vendor record).
   5.2. If no, continue.
6. Collect vendor documentation, including W-9, detail vendor information, independent contractor questionnaire, and direct to e-Procurement (if applicable) – Purchasing Office.
7. Complete vendor information received?
   7.1. If no, return to step 4 (validate new vendor request) – Purchasing Office.
   7.2. If yes, return to step 2.1.2.1 (confirm vendor record) – Purchasing Office.

Institutional Support Process Maps

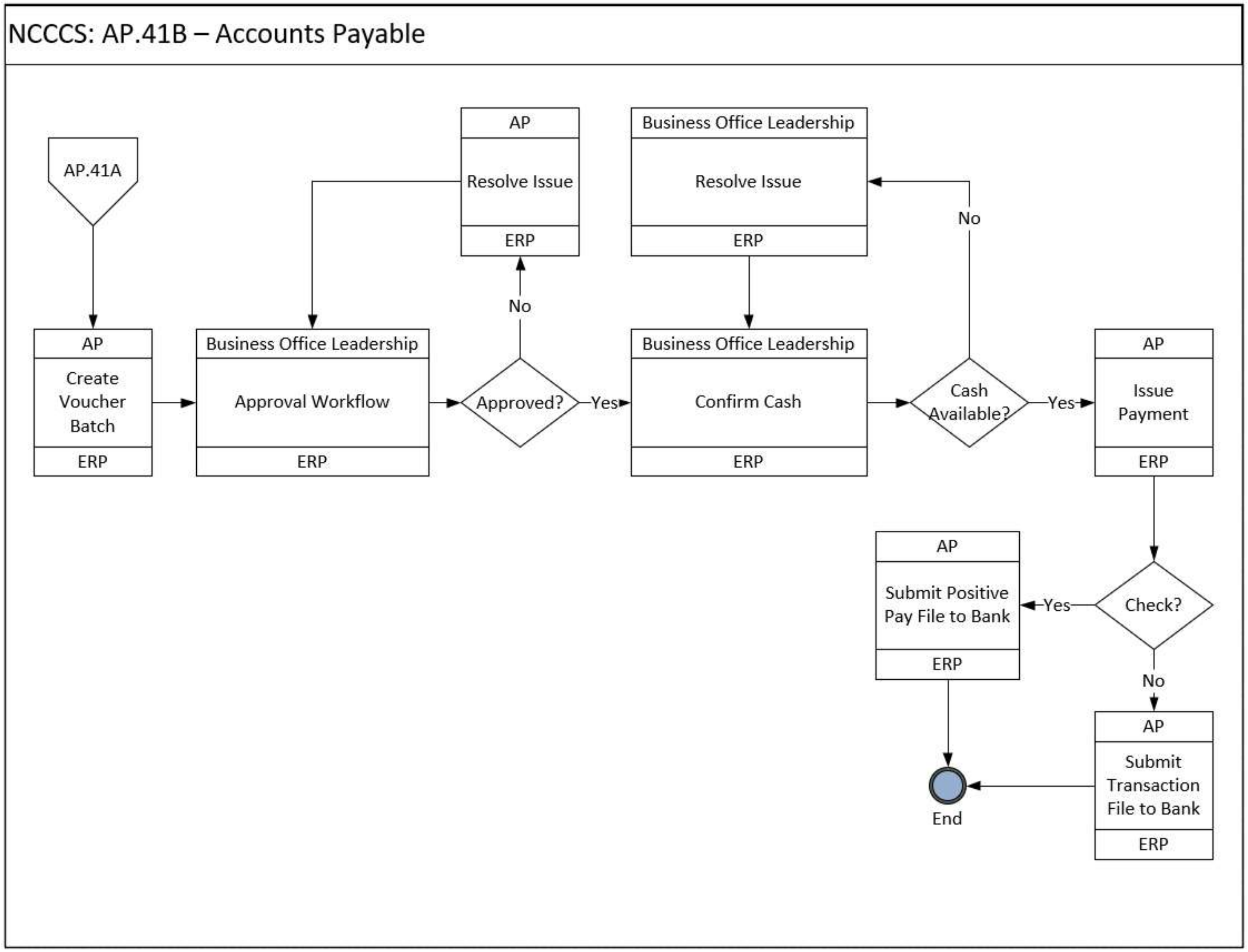
Budgeting and Financials

NCCCS: AP.41A – Accounts Payable



Institutional Support Process Maps

Budgeting and Financials



AP.41 Accounts Payable

Description: Issuing payment for goods, services, and other payables and recording associated transactions in the general ledger.

Process Notes:

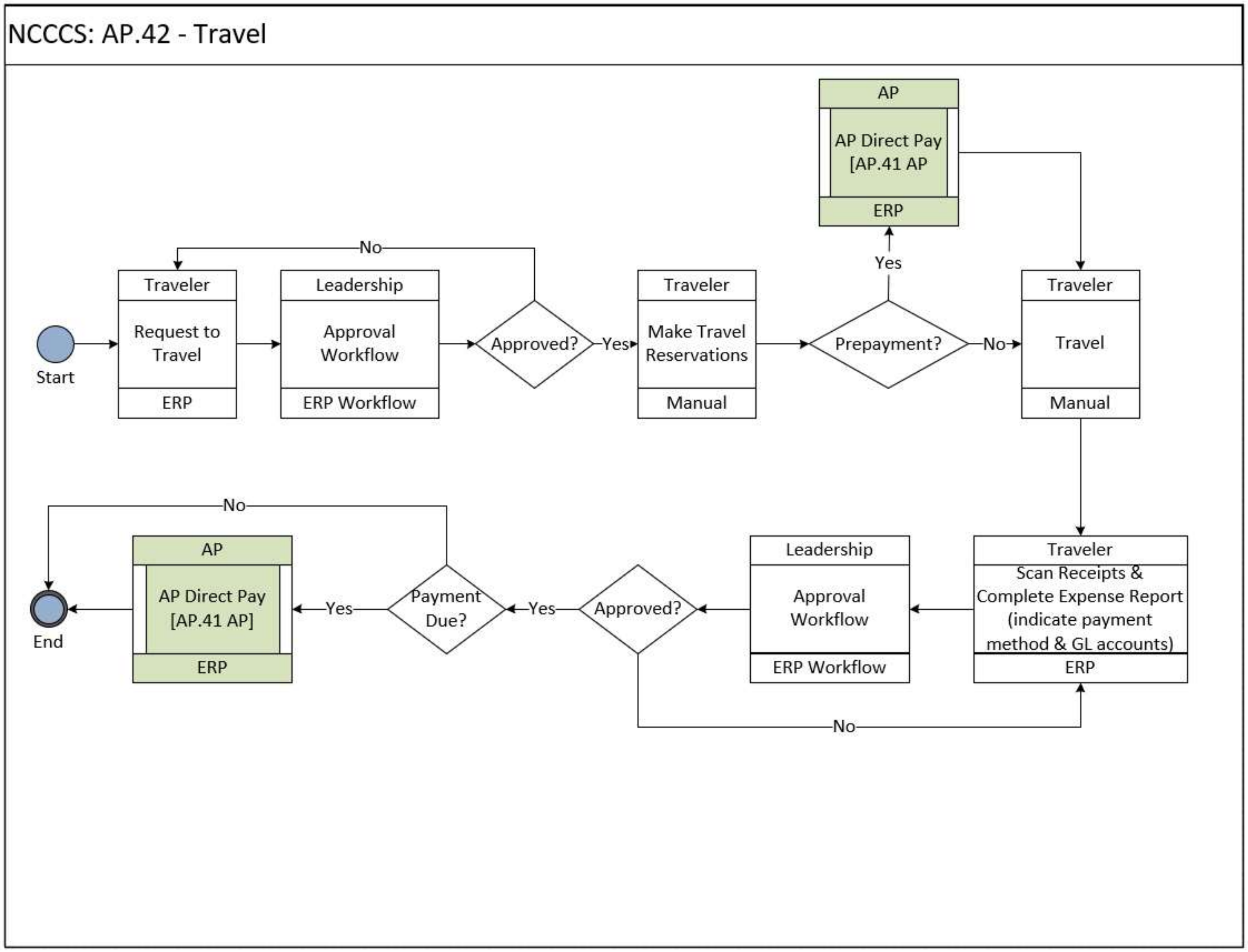
1. Complete procurement process.
   - 1.1. If invoice is first notification of payment, scan into system and enter payment details – Accounts Payable.
   - 1.2. Is the invoice a direct pay?
     - 1.2.1. If no, continue to step 3.
     - 1.2.2. If yes, enter invoice into approval workflow.
       - 1.2.2.1. Is payment approved?
         - 1.2.2.1.1. If yes, continue to step 5.
         - 1.2.2.1.2. If no, resolve issue and return to step 1.2.2 (approval workflow).
2. Complete shipping and receiving process.
3. Match purchase order, receiving document, and invoice – Accounts Payable/Automated in the ERP.
4. Does description and detail match?
   - 4.1. If no, resolve issue and return to step 3.
   - 4.2. If yes, continue.
5. Create payment voucher – Accounts Payable.
6. Create voucher batch – Accounts Payable.
7. Enter voucher into approval workflow – Business Office Leadership.
8. Is voucher batch approved?
   - 8.1. If yes, continue.
   - 8.2. If no, resolve issues and return to step 7 (voucher batch approval workflow).
9. Confirm cash is available to make payment – Business Office Leadership.

Process Notes Cont.:

10. Is cash available?
    - 10.1. If yes, continue.
    - 10.2. If no, resolve cash management issues and return to step 9.
11. Issue payment – Accounts Payable.
12. Is the payment a check?
    - 12.1. If yes, submit positive pay to bank.
    - 12.2. If no, continue.
13. Submit transaction file to bank for electronic payment – Accounts Payable.

Institutional Support Process Maps

Budgeting and Financials



Institutional Support Process Maps

Budgeting and Financials

AP.42 Travel

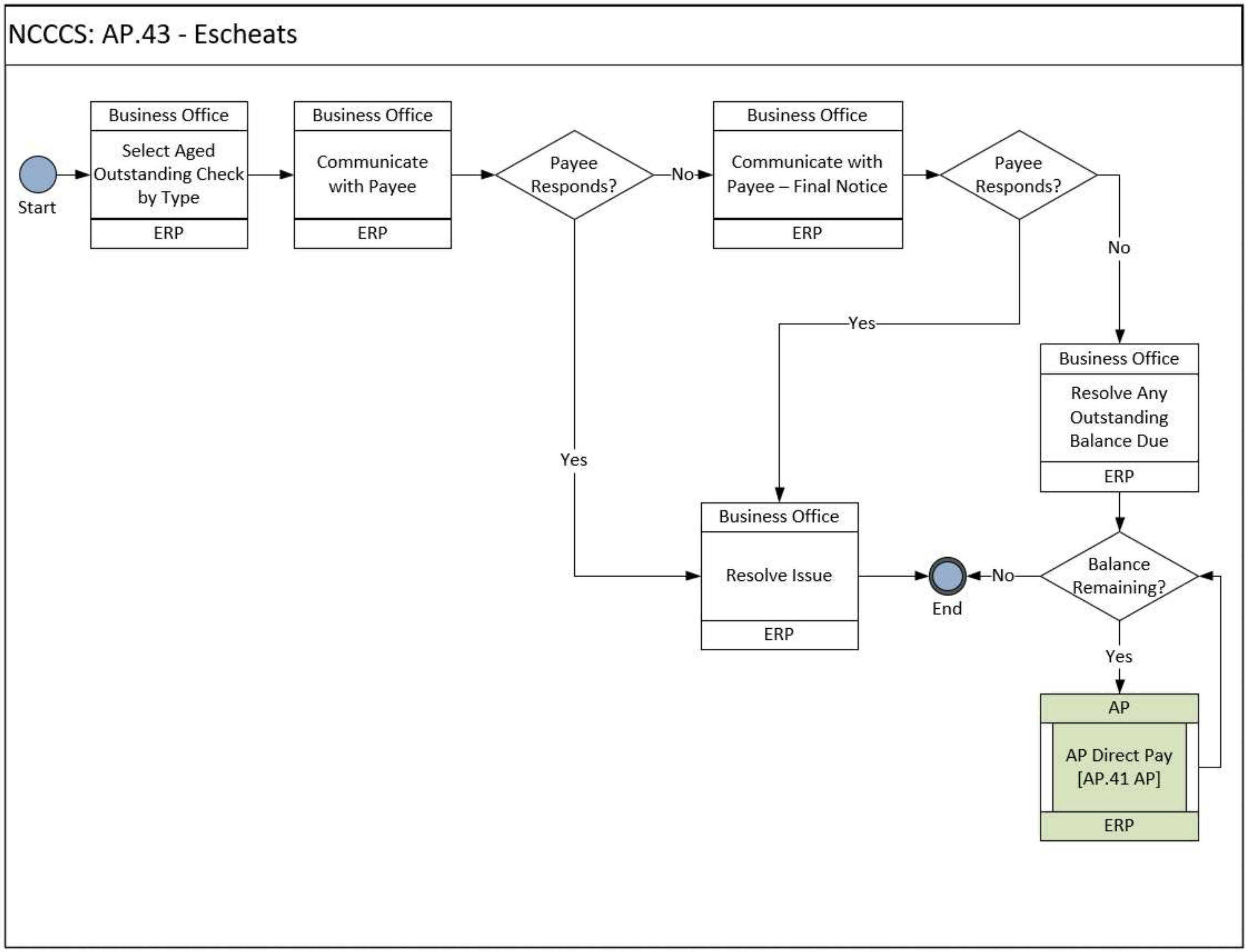
Description: Planning and approving work-related travel, including processing cash advances and reimbursement requests.

Process Notes:

1. A request for travel is created and submitted – Traveler.
2. Travel request approval workflow – Department Leadership.
3. Is the travel approved?
   - 3.1. If no, return to step 1 to revise or withdraw travel request.
   - 3.2. If yes, continue.
4. Make travel reservations and plans – Traveler.
5. Are any reservations going to be prepaid?
   - 5.1. If yes, use AP Payment process (AP.41), then continue.
   - 5.2. If no, continue.
6. Travel occurs – Traveler.
7. Scan receipts, complete expense reports, and submit travel report/reimbursement request – Traveler.
8. Travel reimbursement approval workflow – Department Leadership.
9. Is the travel reimbursement approved?
   - 9.1. If yes, continue.
   - 9.2. If no, return to step 7 to address issues with reimbursement request.
10. Is reimbursement due to the traveler?
    - 10.1. If yes, issue payment via AP Payment process (AP.41), then end of process.
    - 10.2. If no, end of process.

Institutional Support Process Maps

Budgeting and Financials



AP.43 Escheats

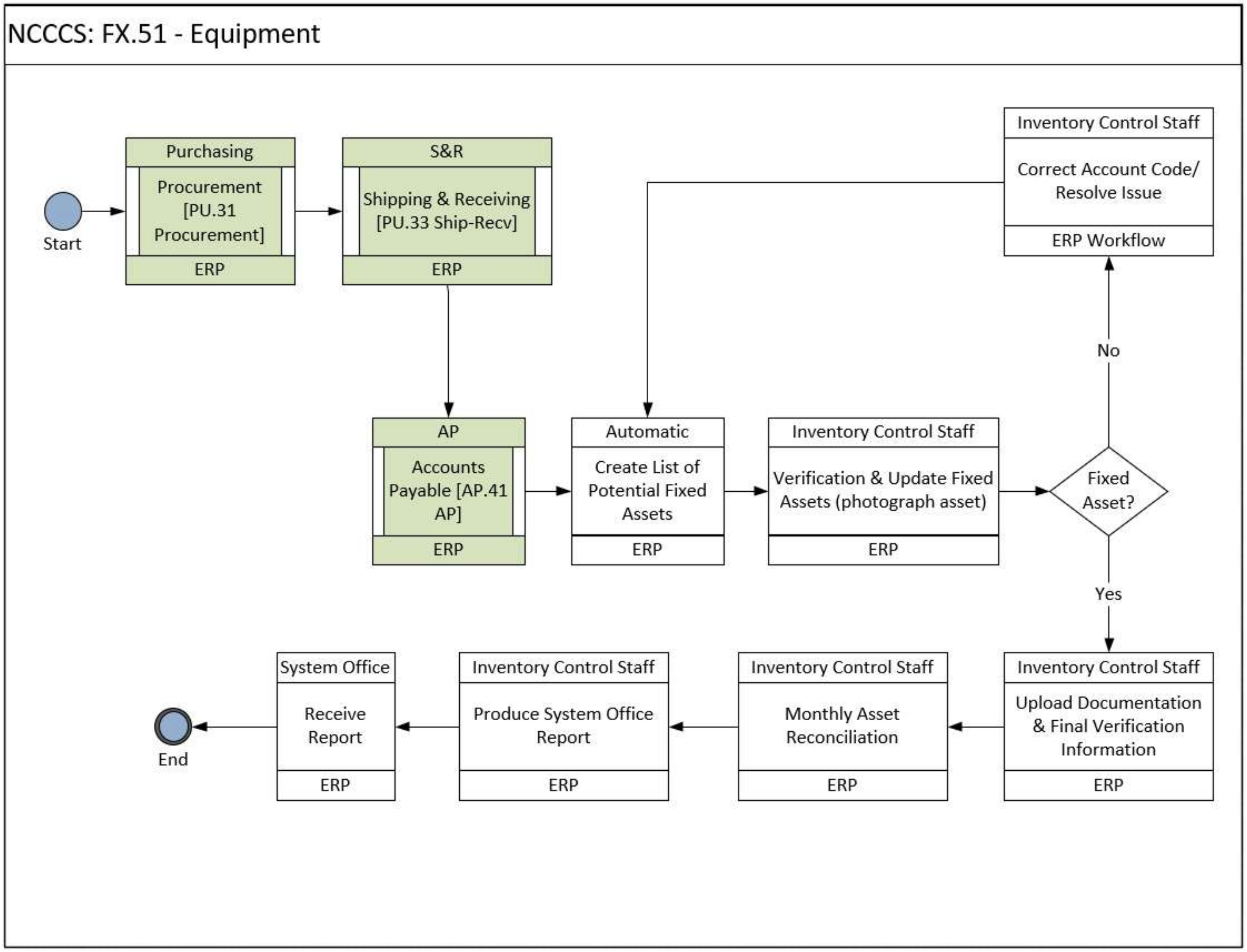
Description: Identifying outstanding checks that have not been cashed and contacting the payees to resolve payment. When payees do not respond or cannot be found, turn over to the state's office of unclaimed property.

Process Notes:

1. Generate outstanding checks by age and vendor type – Business Office.
2. Send notification to payee requesting check be cashed – Business Office.
3. Does the payee respond?
   - 3.1. If no, continue.
   - 3.2. If yes, resolve payment issue and end process.
4. Attempt to contact the payee again – Business Office.
5. Does the payee respond?
   - 5.1. If no, continue.
   - 5.2. If yes, resolve payment issue and end process.
6. Use escheated funds to resolve any outstanding debt the payee may have with the college – Business Office.
7. Is there a balance remaining?
   - 7.1. If no, end process.
   - 7.2. If yes, reissue balance due via AP.41 with state unclaimed property office as payee.

Institutional Support Process Maps

Budgeting and Financials



FX.51 Equipment

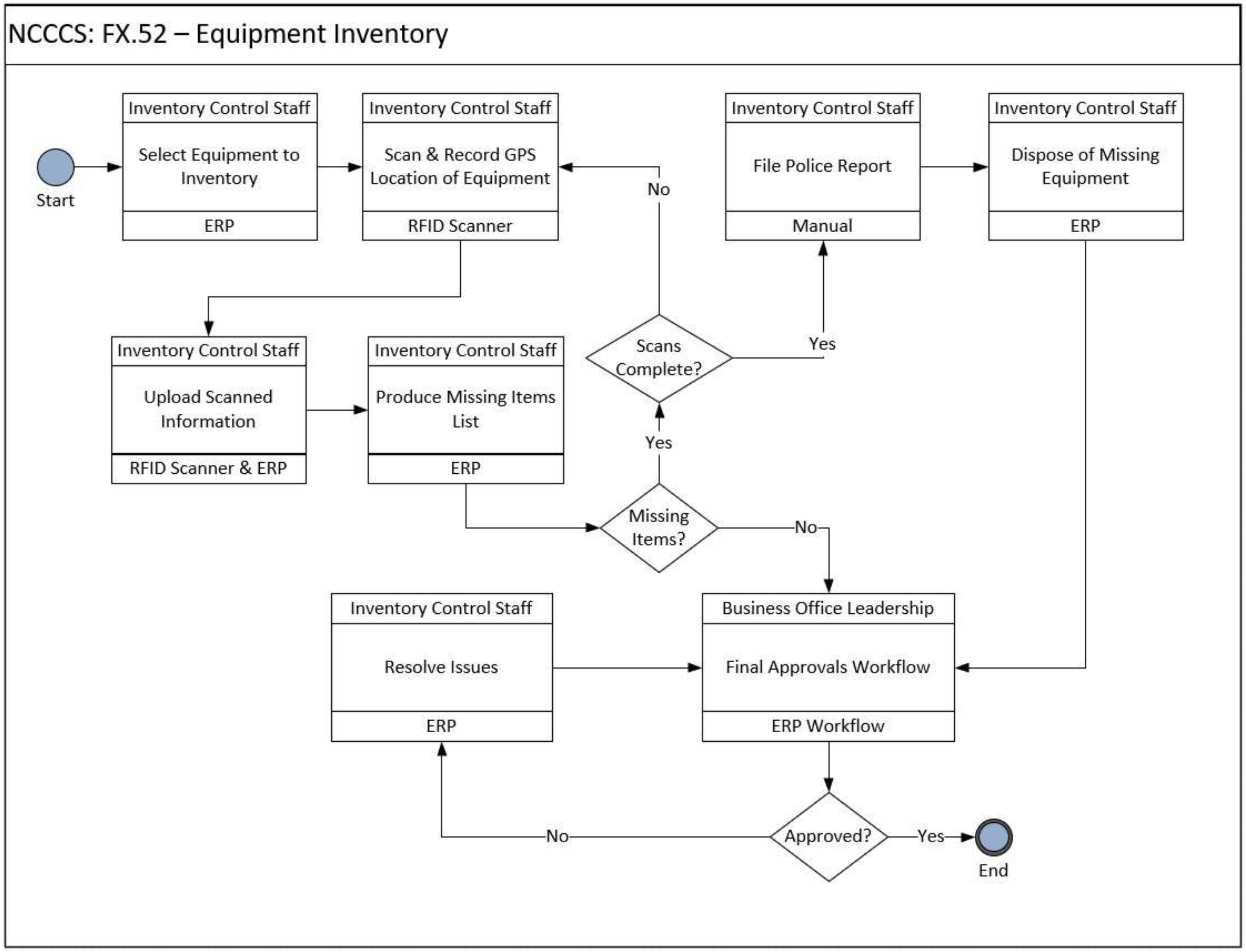
Description: Receiving new equipment and fixed asset, updating the fixed asset inventory, and submitting required reports to the system office.

Process Notes:

1. Equipment is purchased through procurement process (PI.31) – Purchasing Office.
2. Equipment is received through shipping and receiving process (PU.33) – Shipping and Receiving.
3. Payment is made through accounts payable process (AP.41) – Accounts Payable.
4. Create list of potential fixed assets – Automated in ERP.
5. Verification and update of fixed asset record (including attachments such as photographs) – Inventory Control Staff.
6. Is the item a fixed asset?
   6.1. If no, correct general ledger coding and resolve issue.
   6.2. If yes, continue.
7. Upload documentation and final verification information – Inventory Control Staff.
8. Perform monthly reconciliation of fixed assets – Inventory Control Staff.
9. Produce system office fixed asset report – Inventory Control Staff.
10. Receive and review fixed asset report – System Office.

Institutional Support Process Maps

Budgeting and Financials



FX.52 Equipment Inventory

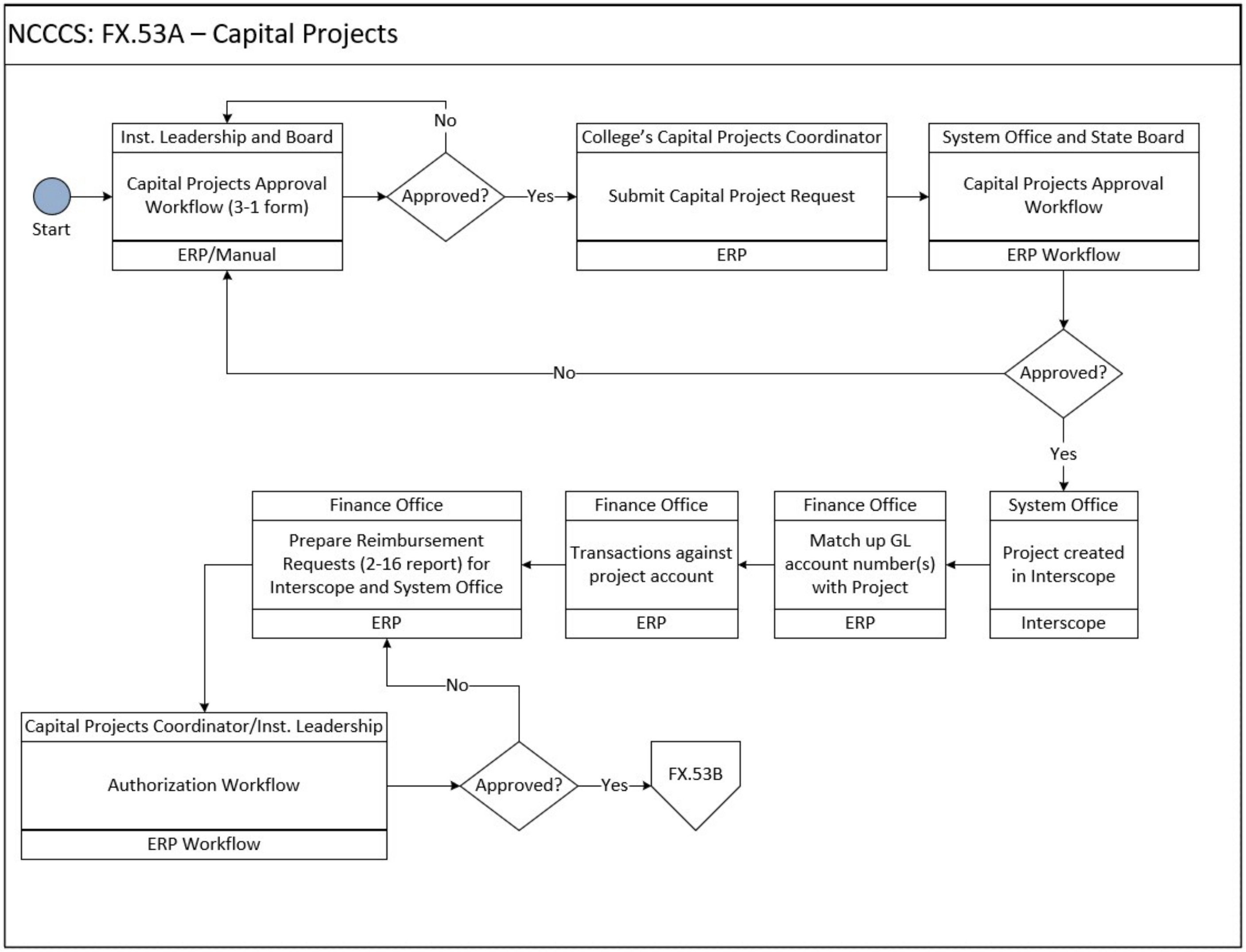
Description: Performing periodic inventory on equipment and fixed assets, including updating disposition of assets.

Process Notes:

1. Select equipment to inventory from system-generated fixed asset list – Inventory Control Staff.
2. Scan and record GPS location of equipment – Inventory Control Staff.
3. Upload information from GPS scanners to fixed asset system – Inventory Control Staff.
4. Generate a list of missing items – Inventory Control Staff.
5. Are there any items missing?
   - 5.1. If no, continue (step 6).
   - 5.2. If yes, is scanning complete?
     - 5.2.1. If scanning is not complete, return to step 2 (scanning and recording location of equipment).
     - 5.2.2. If scanning is complete, file police report on missing items – Inventory Control Staff.
       - 5.2.2.1. Dispose of missing equipment – Inventory Control Staff.
6. Equipment inventory approval workflow – Business Office Leadership.
7. Is the equipment inventory approved?
   - 7.1. If no, resolve issues and then return to step 6 (approval workflow).
   - 7.2. If yes, end of process.

Institutional Support Process Maps

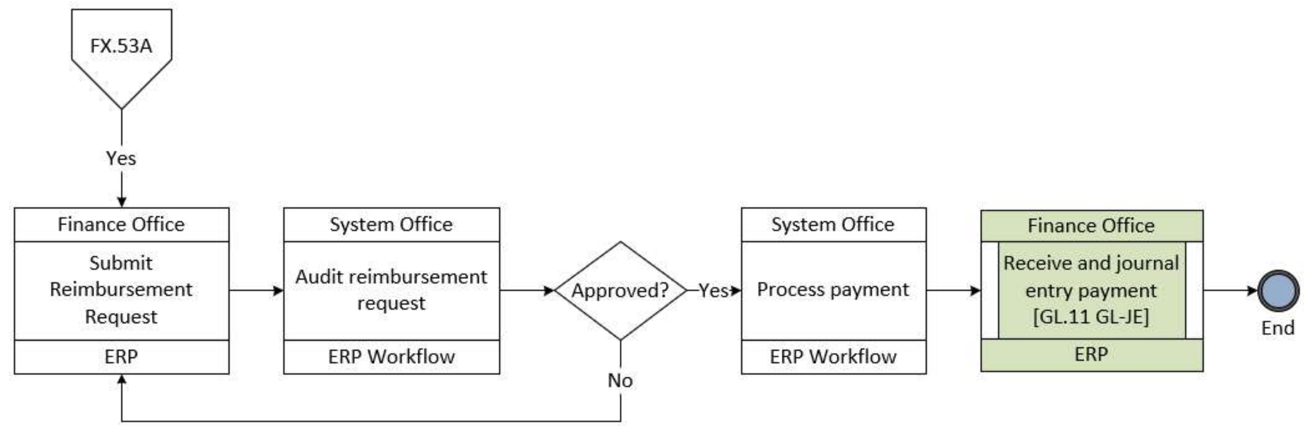
Budgeting and Financials



Institutional Support Process Maps

Budgeting and Financials

NCCCS: FX.53B – Capital Projects



FX.53 Capital Projects

Description: Managing requests for capital projects, including approval workflow, processing payments, and posting payments to general ledger.

Process Notes:

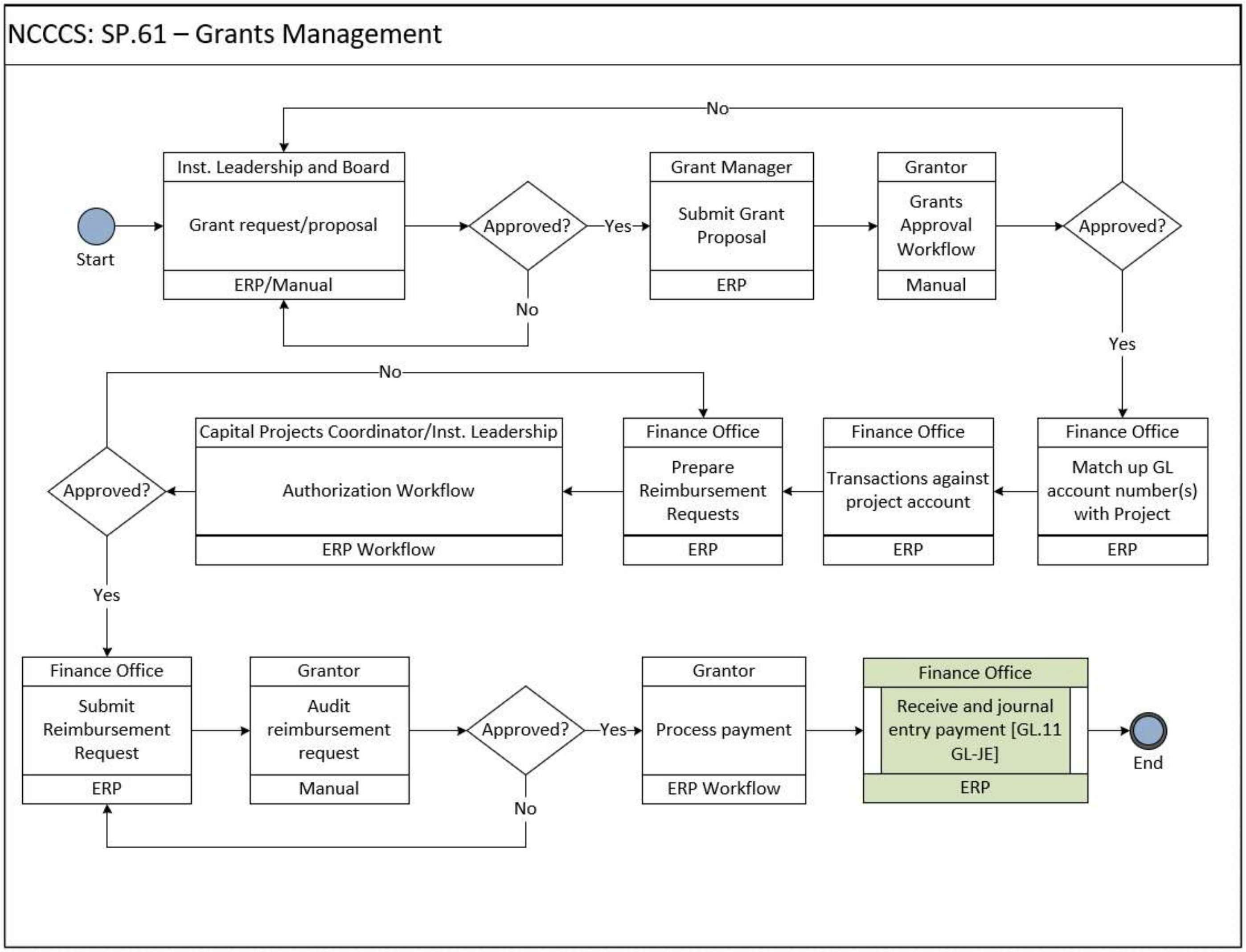
1. Complete capital projects approval workflow (3-1 form) – Institutional Leadership and Board.
2. Is the capital project approved?
   2.1. If no, return to step 1 for revision or withdrawal of capital project.
   2.2. If yes, continue.
3. Submit capital project request – College Capital Projects Coordinator.
4. Capital project request workflow – System Office and State Board.
5. Is the capital project approved?
   5.1. If no, return to step 1 for revision or withdrawal of capital project.
   5.2. If yes, continue.
6. Project record created in Interscope – System Office.
7. Match general ledger numbers in ERP with Interscope – Finance Office.
8. Bill transactions against capital project in ERP – Finance Office.
9. Prepare reimbursement requests (2-16 report) for Interscope and System Office – Finance Office.
10. Reimbursement request approval workflow – Capital Projects Coordinator and Leadership Team.
11. Is the reimbursement request approved?
    11.1. If no, return to step 9 to revise request.
    11.2. If yes, continue.

Process Notes Cont.:

12. Submit capital project reimbursement request – Capital Projects Coordinator.
13. Review, audit, and approve reimbursement request – System Office.
14. Is the reimbursement request approved?
    14.1. If no, return to step 9 to revise reimbursement request.
    14.2. If yes, continue.
15. Process reimbursement payment – System Office.
16. Receive payment and process journal entry – Finance Office.

Institutional Support Process Maps

Budgeting and Financials



SP.61 Grants Management

Description: Managing the proposal, performance, and accounting transactions for grants and sponsored programs.

Process Notes:

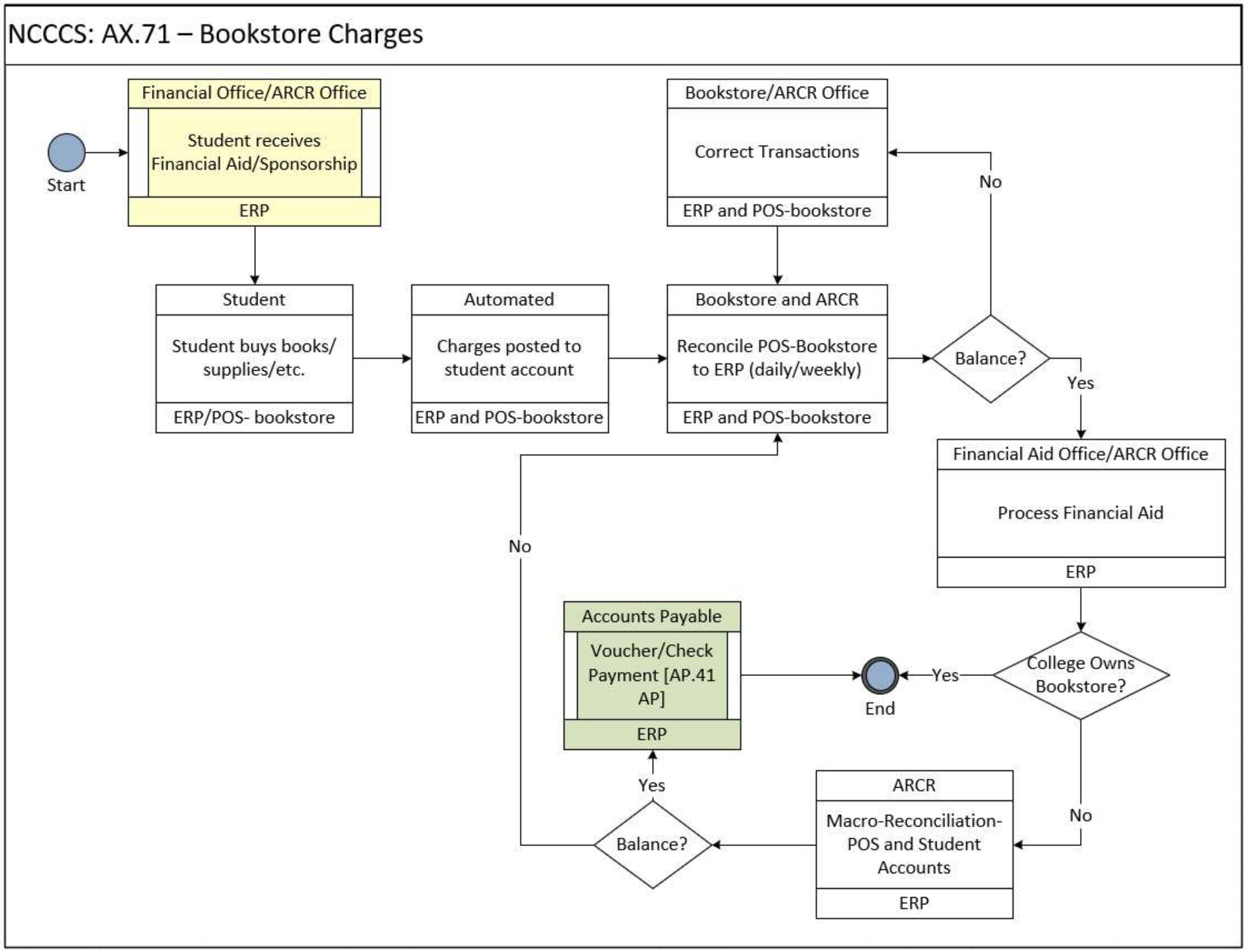
1. Complete grant approval workflow – Institutional Leadership and Board.
2. Is the grant approved?
    2.1. If no, return to step 1 for revision or withdrawal of grant.
    2.2. If yes, continue.
3. Submit grant proposal – Grants Manager.
4. Grant request workflow – Grantor.
5. Is the grant approved?
    5.1. If no, return to step 1 for revision or withdrawal of grant.
    5.2. If yes, continue.
6. Match general ledger numbers in ERP with project data – Finance Office.
7. Bill transactions against grant in ERP – Finance Office.
8. Prepare reimbursement requests – Finance Office.
    8.1. Beginning with step 8, this process map assumes the grant is billed on a reimbursement basis. If the grant is funded upfront, charges will be incurred against the grant budget and any excess funds will be returned per the instructions of the grantor.
9. Reimbursement request approval workflow – Grants Coordinator and Leadership Team.

Process Notes Cont.:

10. Is the reimbursement request approved?
    10.1. If no, return to step 9 to revise request.
    10.2. If yes, continue.
11. Submit grant reimbursement request – Finance Office.
12. Review, audit, and approve reimbursement request – Grantor.
13. Is the reimbursement request approved?
    13.1. If no, return to step 9 to revise reimbursement request.
    13.2. If yes, continue.
14. Process reimbursement payment – Grantor.
15. Receive payment and process journal entry – Finance Office.

Institutional Support Process Maps

Budgeting and Financials



AX.71 Bookstore Charges

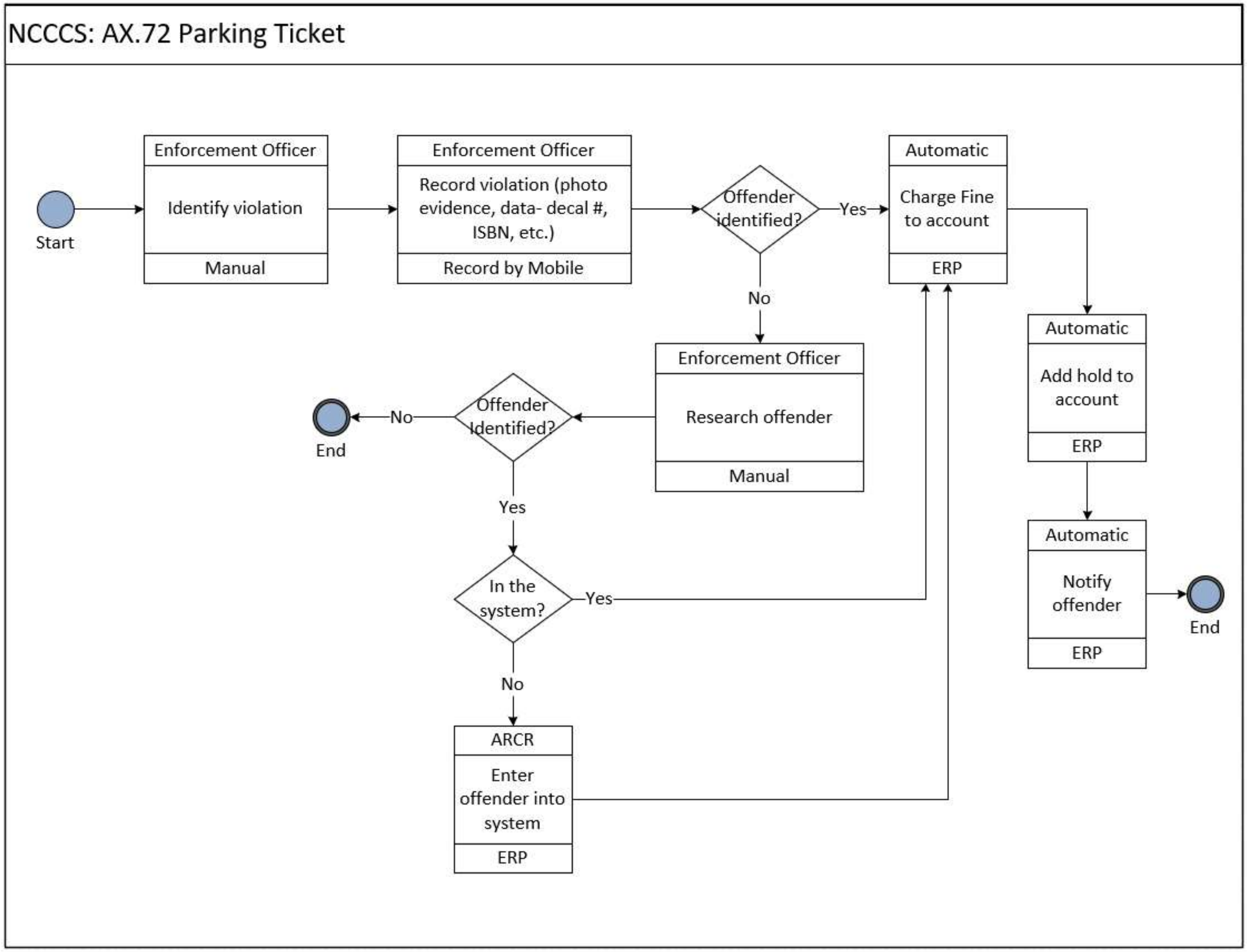
Description: Managing student financial aid charges at the bookstore for both college-owned and outsourced bookstore operations.

Process Notes:

1. Student receives financial aid/sponsorship – Financial Aid Office/ARCR Office.
2. Student purchases books/supplies at bookstore – Student.
3. Charges posted to student account – Automated in ERP/Bookstore POS.
4. Reconcile Bookstore POS to ERP (daily or weekly) – Bookstore and ARCR.
5. Does reconciliation balance?
   - 5.1. If yes, continue.
   - 5.2. If no, correct transactions and return to step 4 (reconciliation).
6. Process financial aid – Financial Aid Office/ARCR.
7. Does the college own the bookstore?
   - 7.1. If yes, end process.
   - 7.2. If no, continue.
8. Reconcile Bookstore POS and student accounts – ARCR.
9. Does reconciliation balance?
   - 9.1. If yes, continue.
   - 9.2. If no, return to step 4 (first reconciliation).
10. Voucher/check payment process to submit payment for student charges (AP.41) – Accounts Payable.

Institutional Support Process Maps

Budgeting and Financials



AX.72 Parking Ticket

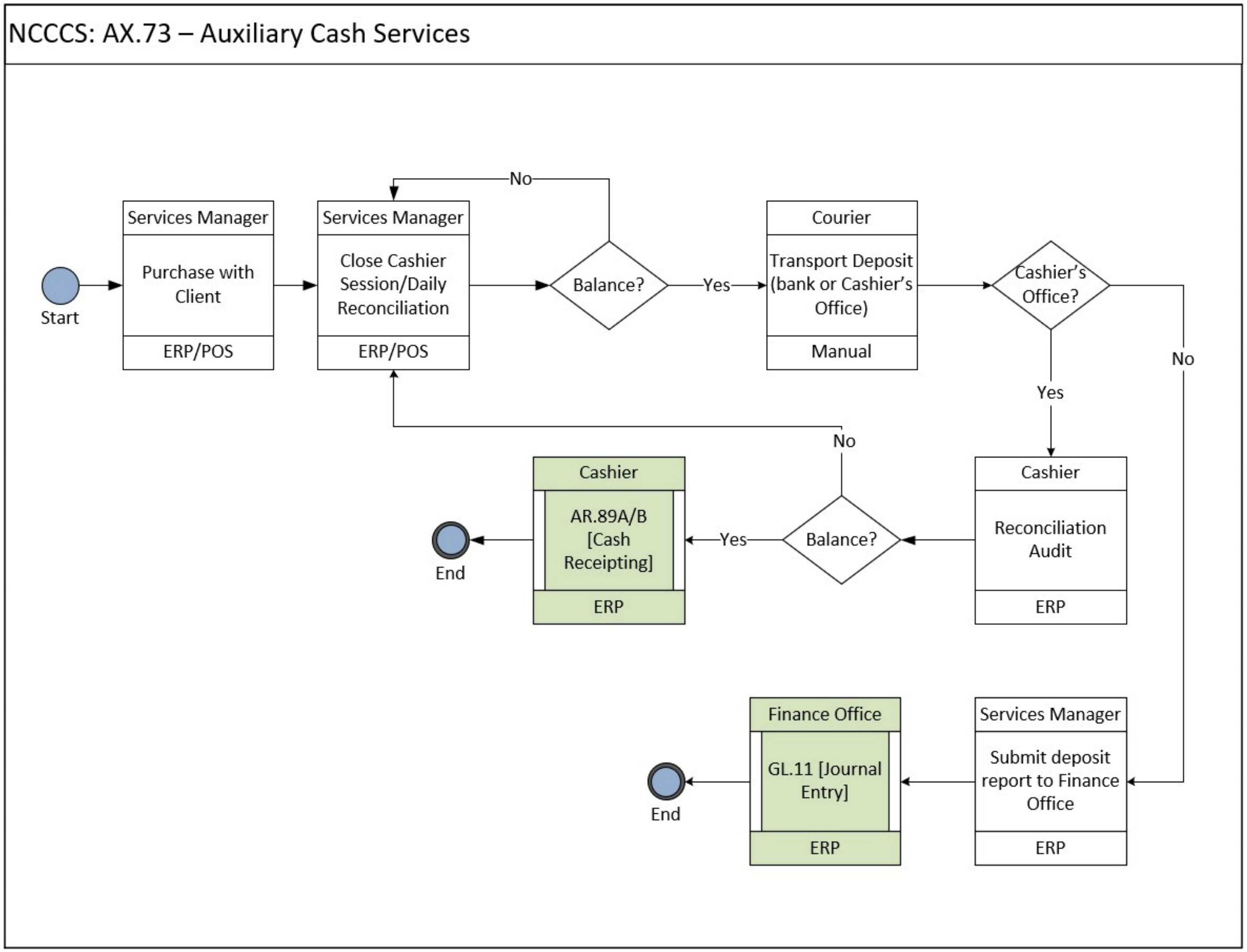
Description: Issuing parking tickets and collecting payment for associated fees.

Process Notes:

1. Identify violation – Enforcement Officer.
2. Record violation, including detail, photograph, etc. – Enforcement Officer.
   - 2.1. This documentation should be able to be collected and retained via mobile device, integrated into the ERP.
3. Is the offender known/identified?
   - 3.1. If no, research offender – Enforcement Officer.
     - 3.1.1. Can the offender be identified?
       - 3.1.1.1. If no, end of process.
       - 3.1.1.2. If yes, is the offender in the system?
         - 3.1.1.2.1. If no, enter offender into system – ARCR.
           - 3.1.1.2.1.1. Continue to step 4.
         - 3.1.1.2.2. If yes, continue to step 4.
   - 3.2. If yes, continue to step 4.
4. Charge fine to offender's account – Automated in ERP.
5. Add hold to offender's account – Automated in ERP.
6. Notify offender of fine and payment instructions – Automated in ERP.

Institutional Support Process Maps

Budgeting and Financials



AX.73 Auxiliary Cash Services

Description: Collecting cash from auxiliary cash drawers, preparing bank deposit, and posting to the general ledger.

Process Notes:

1. Purchase is made by auxiliary customer – Auxiliary Services Manager.
2. Close cashier session and perform daily reconciliation – Auxiliary Services Manager.
3. Does the reconciliation balance?
   - 3.1. If yes, continue.
   - 3.2. If no, resolve issue and return to step 2.
4. Transport deposit to college cashier or bank – Courier/Public Safety.
5. Transported to Cashier's Office?
   - 5.1. If yes, continue.
   - 5.2. If no, deposit report submitted to Finance Office – Auxiliary Services Manager.
     - 5.2.1. Deposit posted as a journal entry to the General Ledger – Finance Office. (See GL.11 – Journal Entry)
6. Reconcile and audit deposit(s) – ARCR.
7. Does the reconciliation balance?
   - 7.1. If yes, continue.
   - 7.2. If no, return to step 2.
8. Process as a cash receipt – Cashier. (See AR.89 – Cash Receipting)

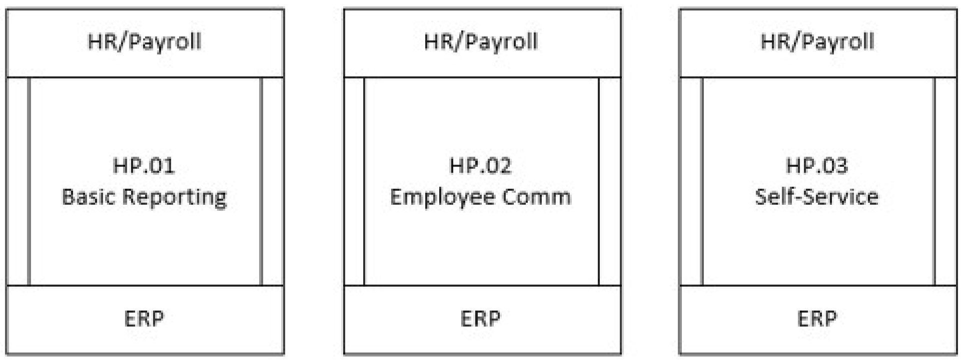
Institutional Support Process Maps

Human Resources & Payroll

HP.00 Human Resources/Payroll Process Overview

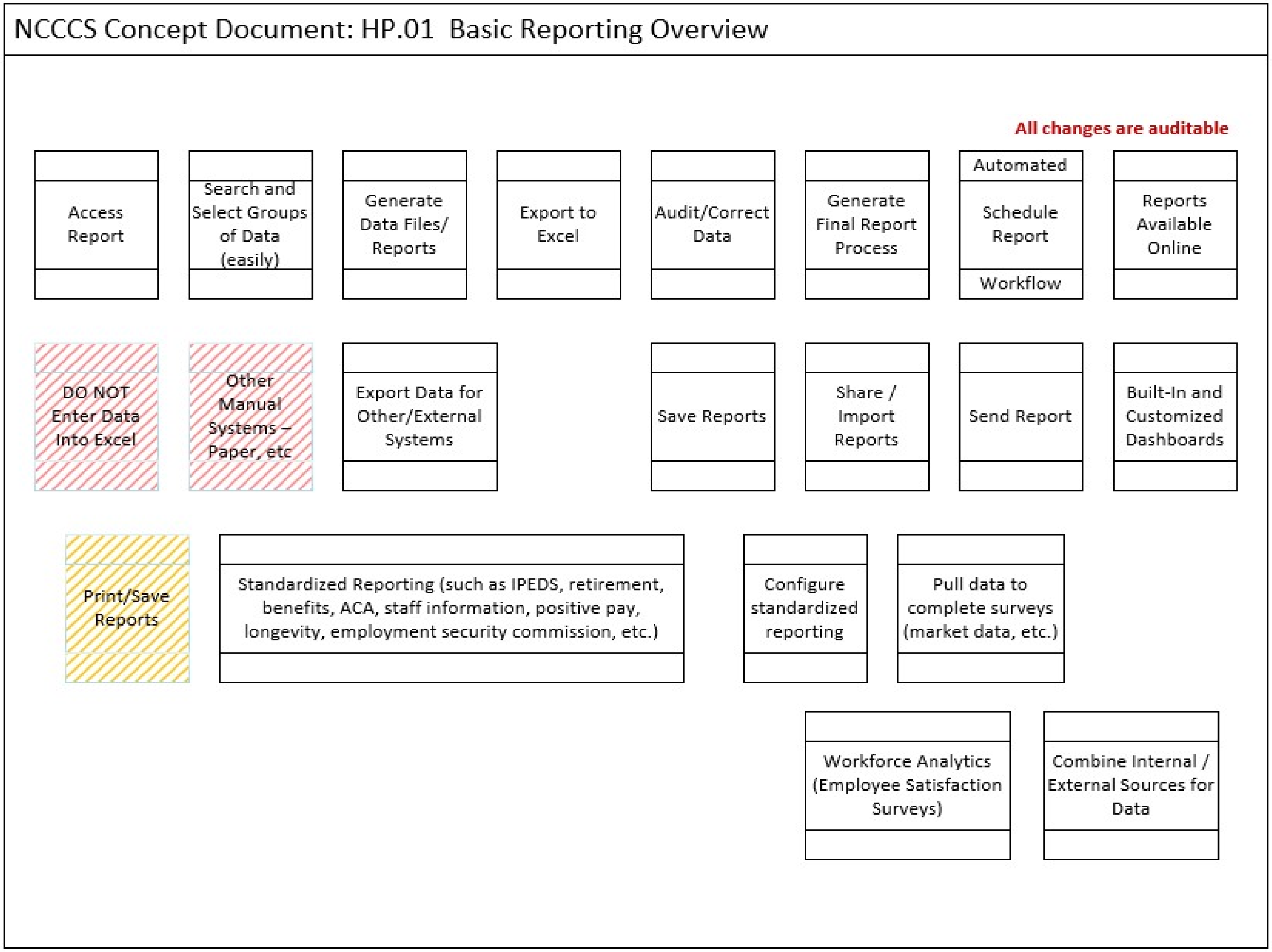
Description: Summary of processes appearing in this report.

NCCCS: HP.00 HR/Payroll Process Map Summary



Institutional Support Process Maps

Human Resources & Payroll



Institutional Support Process Maps

Human Resources & Payroll

HP.01 Basic Reporting Overview

Description: Built-in user-friendly reporting tools with usable delivered reports and ad hoc reporting.

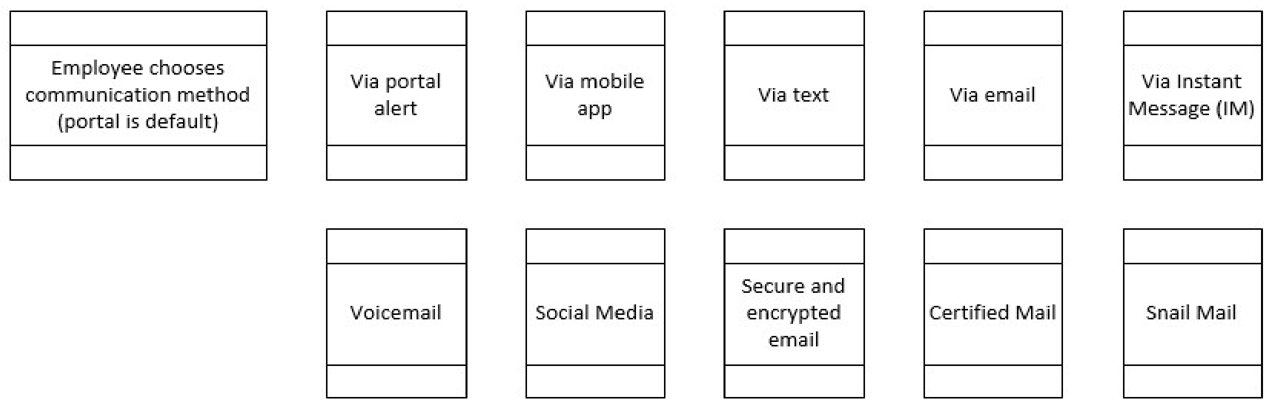
Process Notes:

1. Access desired report
2. Search and select groups of data (easily)
3. Generate data files/reports
4. Export to spreadsheet, Excel
   4.1. Do not enter data on spreadsheets
5. Audit/correct data in system
6. Generate final report process
7. Eliminate other manual systems as much as possible, i.e. paper
8. Set up schedule for report
9. Reports available on portal
10. Export data for other external systems as applicable
11. Save
12. Share/import reports
13. Send reports
14. Generate data to complete surveys (market data etc.)
15. Built-in and customized portal
16. Standardized reporting (IPEDS, retirement, benefits, ACA, staff information, positive pay, longevity, employment security commission, etc.)
17. Configure standardized reporting - Generate report process
18. Workforce analytics (employee satisfaction surveys, etc.)
19. Combine internal and external sources for data

Institutional Support Process Maps

Human Resources & Payroll

NCCCS Concept Document: HP.02 Employee Communications



Institutional Support Process Maps

Human Resources & Payroll

HP.02 Employee Communications

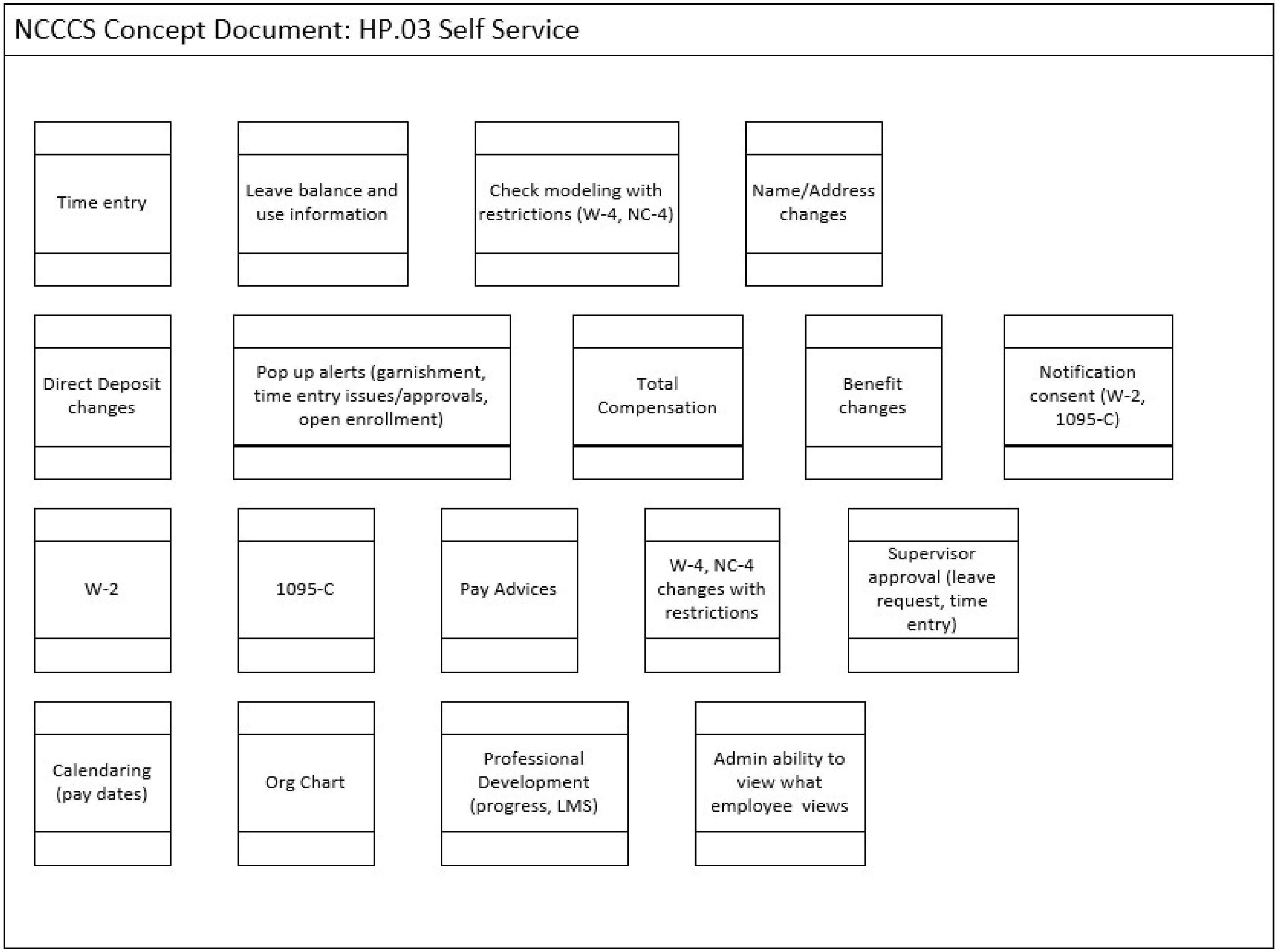
Description: The methods that can be used to communicate with employees.

Process Notes:

1. Employee chooses communication method (portal is the default)
2. Alerts on the portal
3. Mobile applications
4. Text
5. Email
6. Instant messaging
7. Voicemail
8. Social media
9. Secure and encrypted email
10. Certified mail
11. Snail mail

Institutional Support Process Maps

Human Resources & Payroll



Institutional Support Process Maps

Human Resources & Payroll

HP.03 Self Service

Description: Initial identification of the various desired self-service functions available to employees via a portal.

Process Notes:

1. Time entry
2. Leave balance and use information
3. Check modeling with restrictions (W-4 and NC-4)
4. Name and/or address changes
5. Direct deposit changes
6. Pop up alerts
   6.1. Garnishment notification
   6.2. Time entry issues
   6.3. Approvals
   6.4. Open enrollment
7. Total compensation statements
8. Benefit Changes
9. W-2 form and consent
10. 1095-C form and consent
11. Pay advices
12. W-4 and NC-4 changes with restrictions (i.e. can't change if IRS notified college of exemptions)
13. Supervisor approval
    13.1. Leave request
    13.2. Time entry
14. Calendar – pay dates
15. Organizational chart
16. Professional development – LMS
17. Human Resources and Payroll with administrative ability to view real time what the employee is viewing

Institutional Support Process Maps

Human Resources

HR.00 Human Resources Process Overview

Description: Summary of processes appearing in this report.

Institutional Support Process Maps

Human Resources

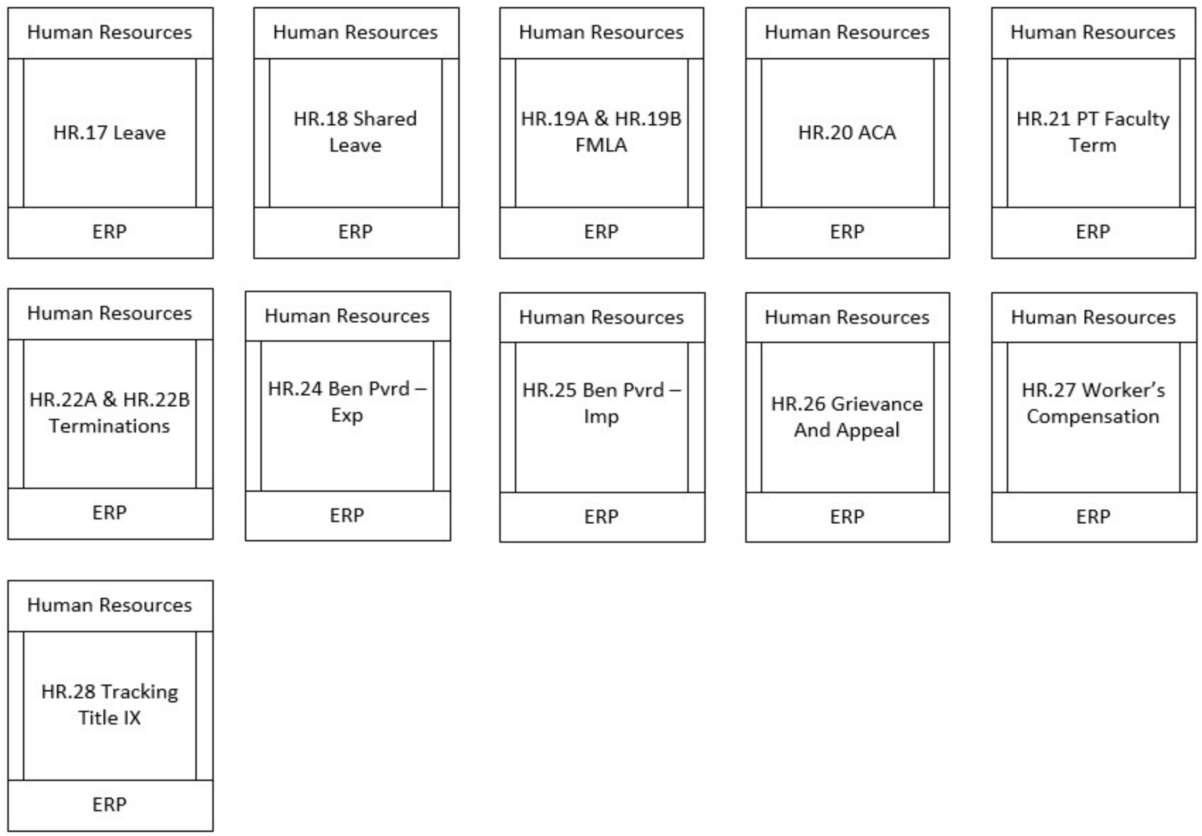
NCCCS: HR.00 Process Map Summary A

Human Resources HR.01A & HR.01B Pos Req & HIre ERP	Human Resources HR.02 Position Mgt ERP	Human Resources HR.03 Classification Review ERP	Human Resources HR.04A & HR.04B Onboarding ERP	Human Resources HR.05 Benefits Selection ERP
Human Resources HR.06 Federal Work Study ERP	Human Resources HR.07 Org Chart ERP	Human Resources HR.08 Org Chart Sandbox ERP	Human Resources HR.09 Indep Contractor ERP	Human Resources HR.10 Evaluations ERP
Human Resources HR.11 Career Develop ERP	Human Resources HR.12 Discipline ERP	Human Resources HR.13 Longevity ERP	Human Resources HR.14 Annual Increase ERP	Human Resources HR.15 Pers Action Form ERP

Institutional Support Process Maps

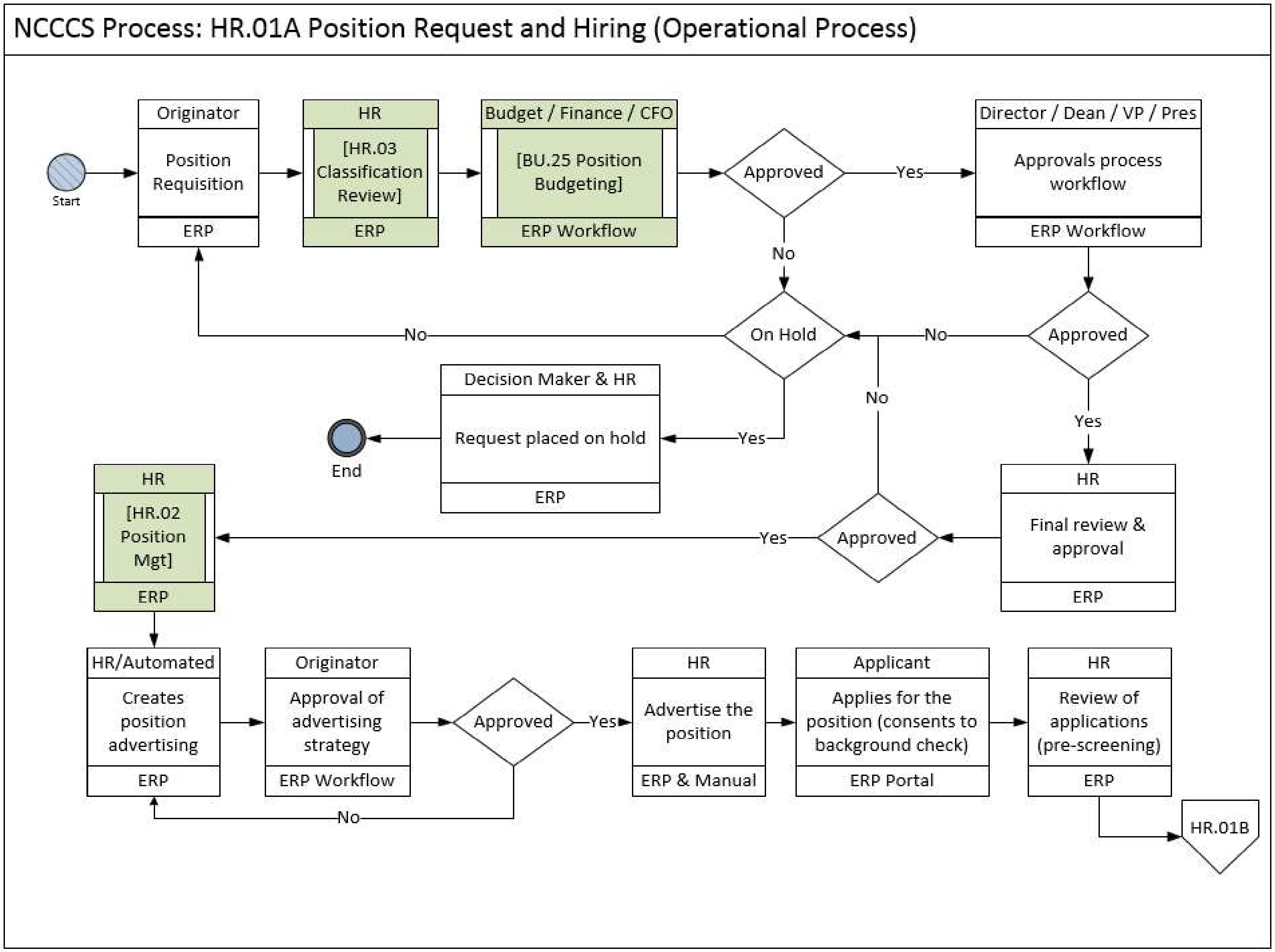
Human Resources

NCCCS: HR.00 Process Map Summary B



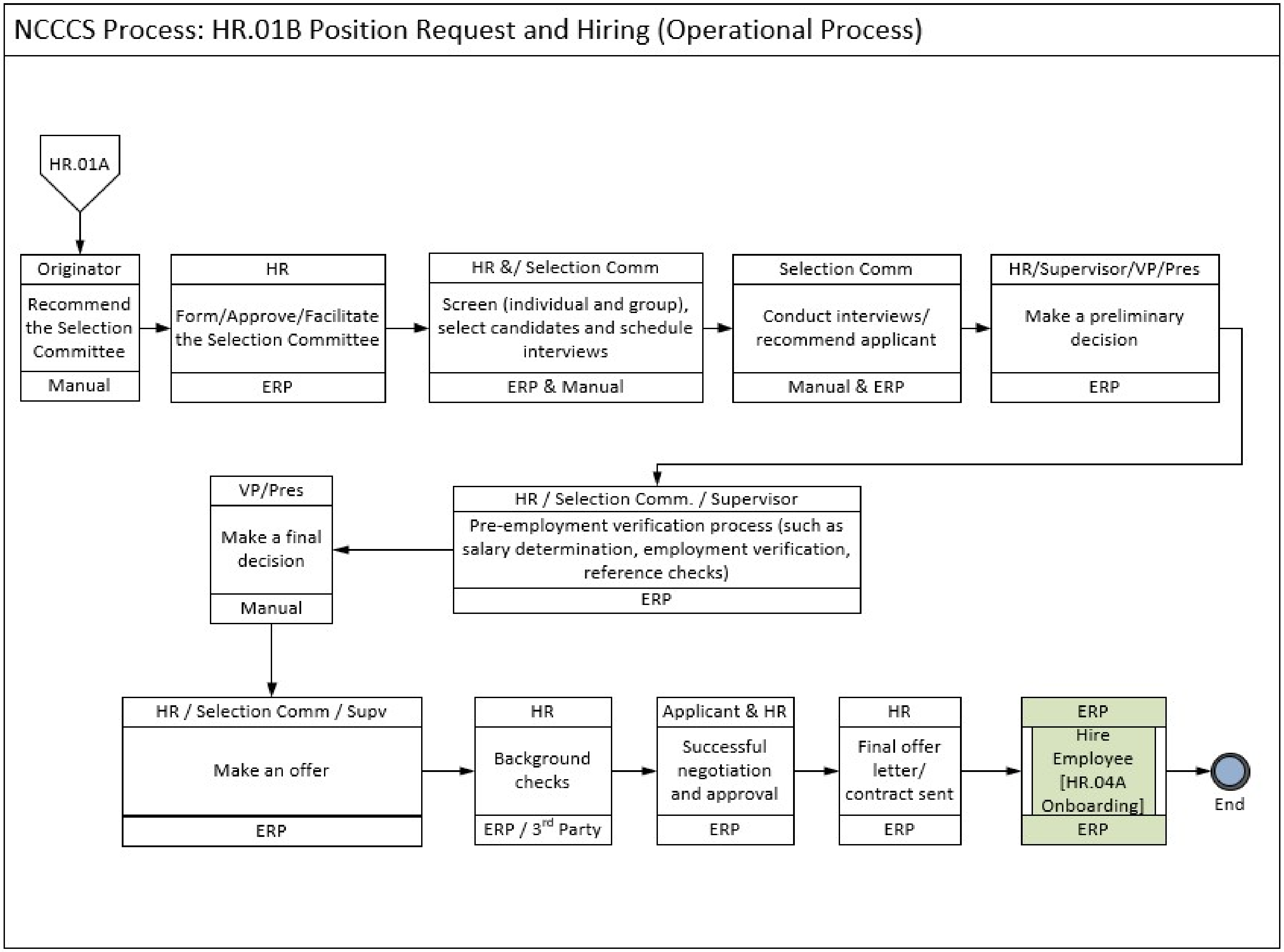
Institutional Support Process Maps

Human Resources



Institutional Support Process Maps

Human Resources



Institutional Support Process Maps

Human Resources

HR.01 Position Request and Hiring (Operational Process)

Description: Self-service initiated by authorized personnel to request a new position or to fill a vacant position.

Process Notes:

1. Position Requisition initiated via self-service – Originator
2. Position and Classification Review [HR.03] – Human Resources
3. Budget approval – Budget/Finance/CFO
4. Approved?
   - 4.1. Yes: Continue
   - 4.2. No: On Hold?
     - 4.2.1. Yes: Hold
     - 4.2.2. No: Return to Position Requisition – Originator
5. Approval process workflow – Director/Dean/VP/President
   - 5.1. Yes: Continue
   - 5.2. No: Return to Hold Decision
6. Final review/approval position creation – Human Resources
   - 6.1. Yes: Continue
   - 6.2. No: Return to Hold Decision
7. Creating Positions [HR.02] – Human Resources
8. Create position advertising – Human Resources/Automatic
9. Approval of advertising strategy – Originator
10. Approved?
    - 10.1. Yes: Continue
    - 10.2. No: Return to originator to discuss strategy – Human Resources
11. Applies for the position (consents to background check) – Applicant
12. Review of applications (pre-screening) – Human Resources

Institutional Support Process Maps

Human Resources

HR.01 Position Request and Hiring (Operational Process)

Description: Self-service initiated by authorized personnel to request a new position or to fill a vacant position.

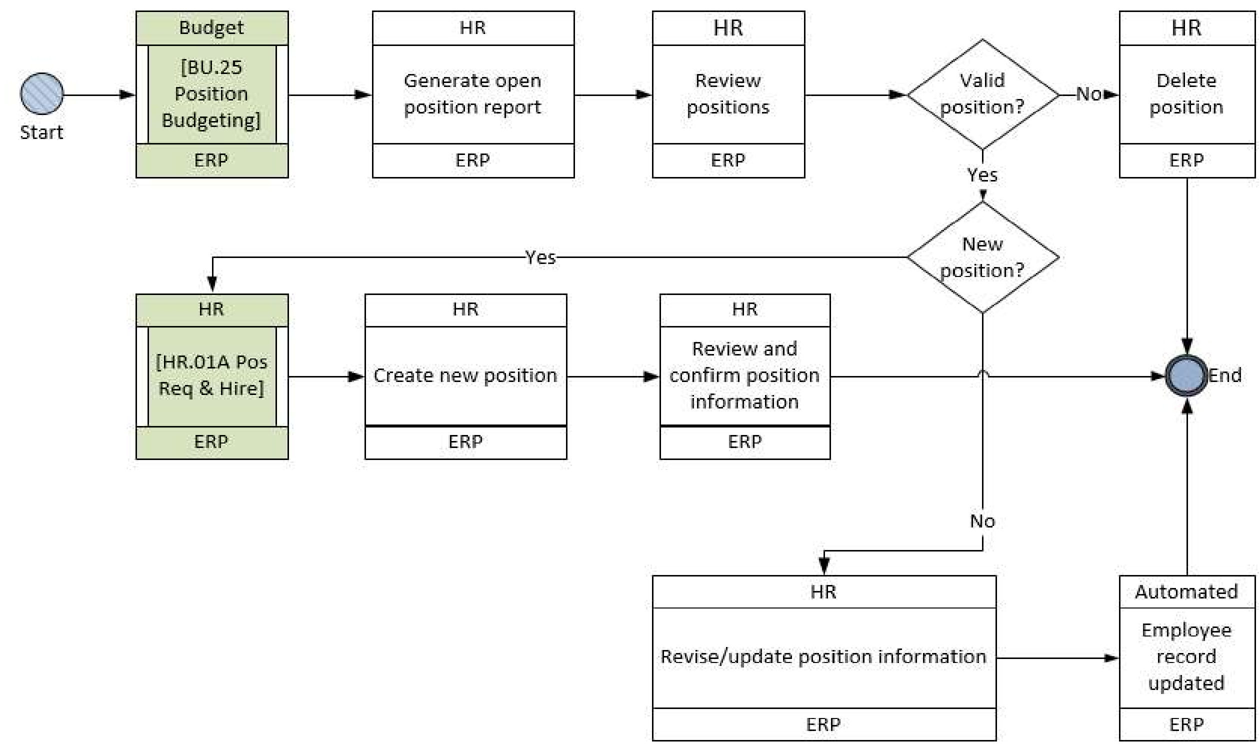
Process Notes Cont.:

13. Recommend the selection committee – Originator
14. Form/approve/facilitate selection committee – Human Resources
15. Screen (individual and group applications) select candidates and schedule interviews – Human Resources &/ Selection Committee
16. Conduct interviews and recommend top candidates – Selection Committee
17. Make preliminary decision on hire – Human Resources/Supervisor/VP/President
18. Pre-employment verification process – Selection Committee/Human Resources/Supervisor
    - 18.1. Salary determination
    - 18.2. Employment verification
    - 18.3. Education verification
    - 18.4. Reference checks
19. Make a final decision – VP/President
20. Make a verbal offer – Selection Committee/Human Resources/VP
21. Background Checks – Human Resources
22. Successful negotiation and approval – Applicant & Human Resources
23. Final offer letter/contract generated – Human Resources
24. Hire Employee [HR.04A Onboarding] – Human Resources/Employee

Institutional Support Process Maps

Human Resources

NCCCS Process: HR.02 Position Management



Institutional Support Process Maps

Human Resources

HR.02 Position Management

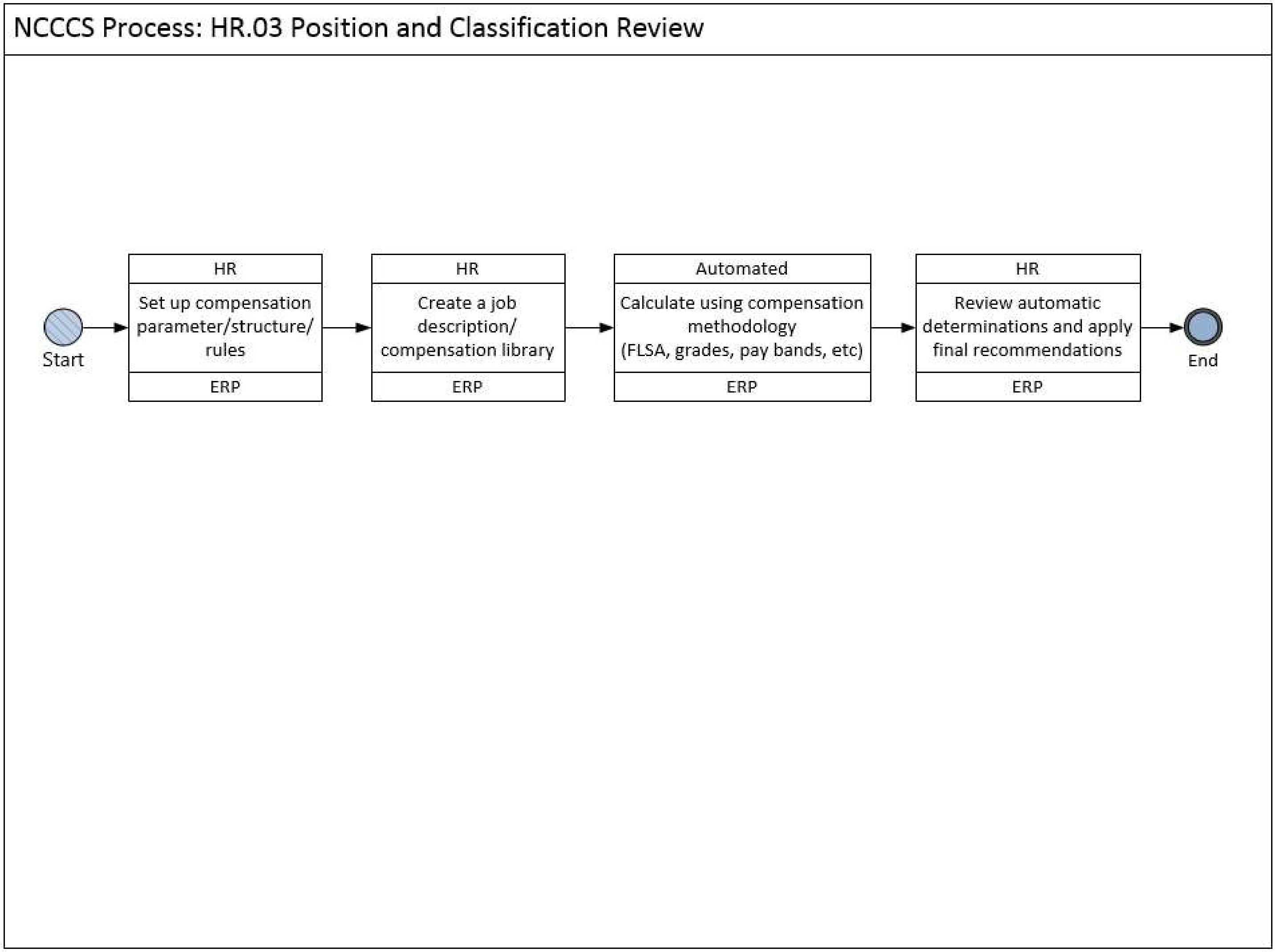
Description: Functionality to easily monitor position history, maintain existing positions and create new positions in the system.

Process Notes:

1. Position budget for both filled and vacant positions has been generated – Budget
2. Generate an open position report from the ERP – Human Resources.
3. Review positions to see if they are still needed – Human Resources/Departments.
4. Is the position still valid?
    4.1. If yes, continue
    4.2. If no, delete position
5. Is this a new position?
    5.1. If yes, continue to Position Requisition and Hire Process
    5.2. If no, continue to Revise/update position information
6. [HR.01A Position Requisition and Hire Process]- Human Resources
7. Complete required fields to create a new position – Human Resources
8. Revise and update position description information – Human Resources.
9. Review and confirm position information as applicable (title, status, SOC code, job description, dates, etc.) – Human Resources
10. Employee record updated to reflect current changes – Automatic

Institutional Support Process Maps

Human Resources



Institutional Support Process Maps

Human Resources

HR.03 Position and Classification Review

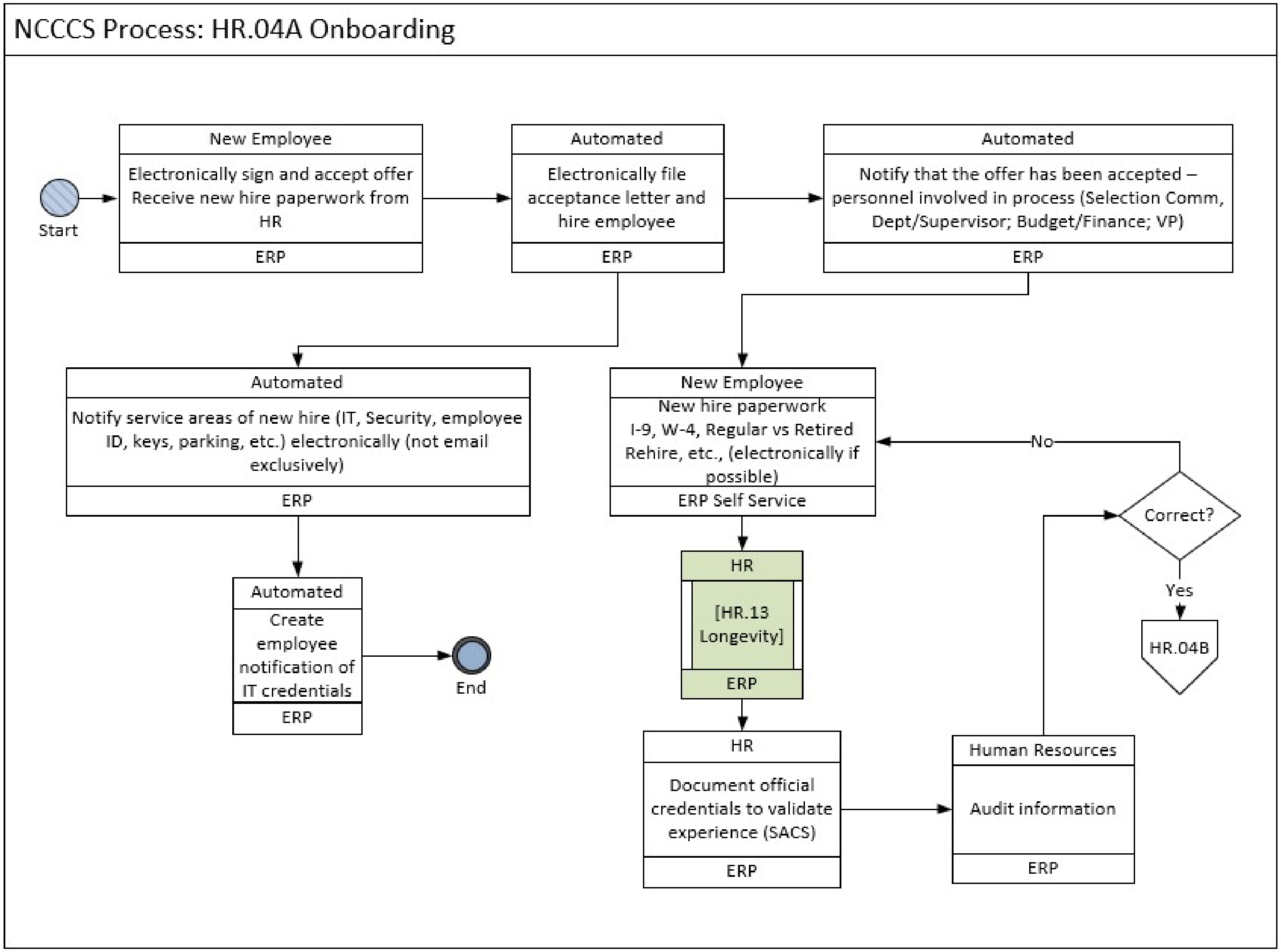
Description: Process for Human Resources to classify new and existing positions based on internal policy and external market data.

Process Notes:

1. Set up compensation parameter/structure/rules – Human Resources
2. Create a job description/compensation library – College/Human Resources
3. Determine classification using compensation methodology (FLSA state, grades, pay bands etc.) – Automatic
4. Review automatic determinations and apply final recommendations – Human Resources

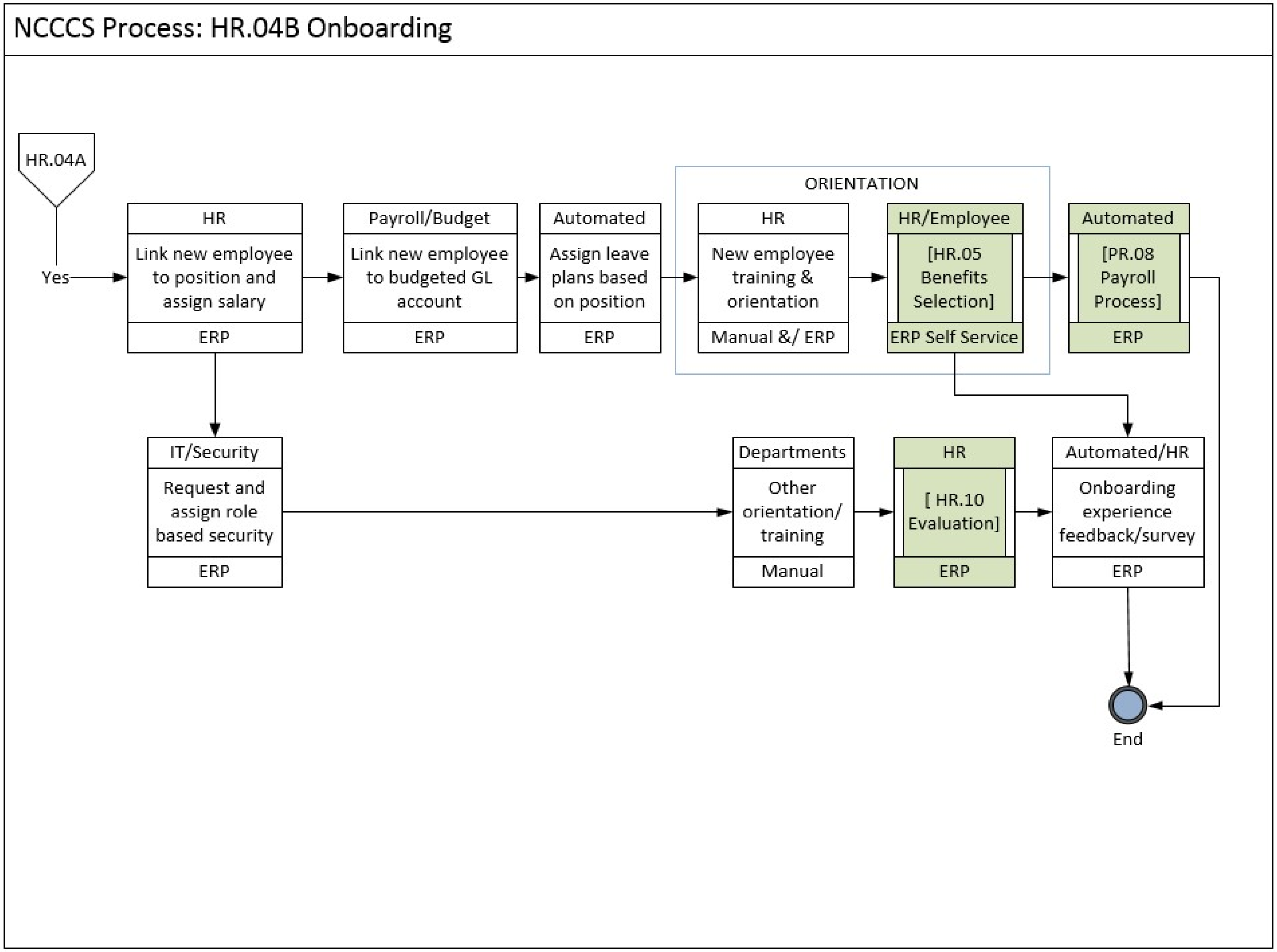
Institutional Support Process Maps

Human Resources



Institutional Support Process Maps

Human Resources



Institutional Support Process Maps

Human Resources

HR.04 Onboarding

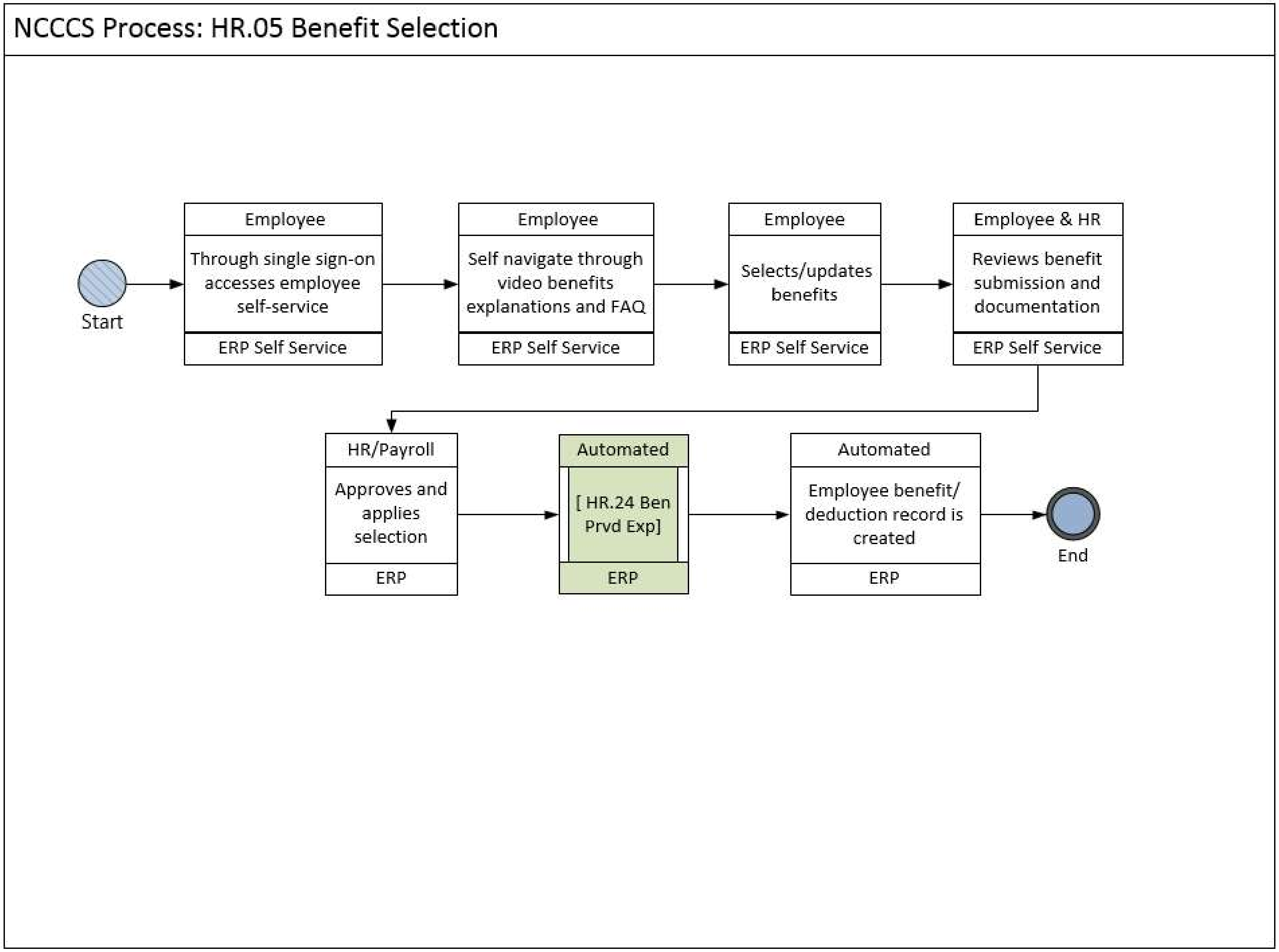
Description: Full recruiting capability in the system or seamless integration with third party vendor.

Process Notes:

1. Electronically sign and accept offer – New Employee
   1.1. Provide new hire access to onboarding system – Human Resources/Automatic
2. Electronically file acceptance letter and hire employee – Automatic
3. Notify that the offer has been accepted – personnel involved in process (selection committee, department/supervisor, budget, finance, VP, etc.) – Automatic
4. Notify service areas of new hire (IT, security, employee ID, keys, parking, etc.) electronically – Automatic
   4.1. Create employee notification of IT credentials – Automatic
5. Complete new hire paperwork (I-9, W-4, NC-4, regular vs retired rehire, direct deposit, etc.) electronically as much as possible – New Employee
6. [HR.13 Longevity]
7. Document official credentials to validate experience (SACS) – Human Resources/Workflow
8. Audit information – Human Resources
9. Decision information correct?
   9.1. Yes: Continue
   9.2. No: Return to new employee for correction
10. Link new employee to position and assign salary – Human Resources
    10.1. Request and assign role-based security – IT Security
    10.2. Other orientation/training – Department
    10.3. Setup performance evaluation cycles – Automatic
11. Link new employee to budgeted GL account – Payroll/Budget
12. Assign leave plans based on position - Automatic
13. New employee training and orientation – Human Resources
14. [HR.05 Benefit selection] – HR/Employee
15. Update payroll – Automatic
16. Onboarding experience feedback survey generated – Automatic/Human Resources

Institutional Support Process Maps

Human Resources



HR.05 Benefits Selection

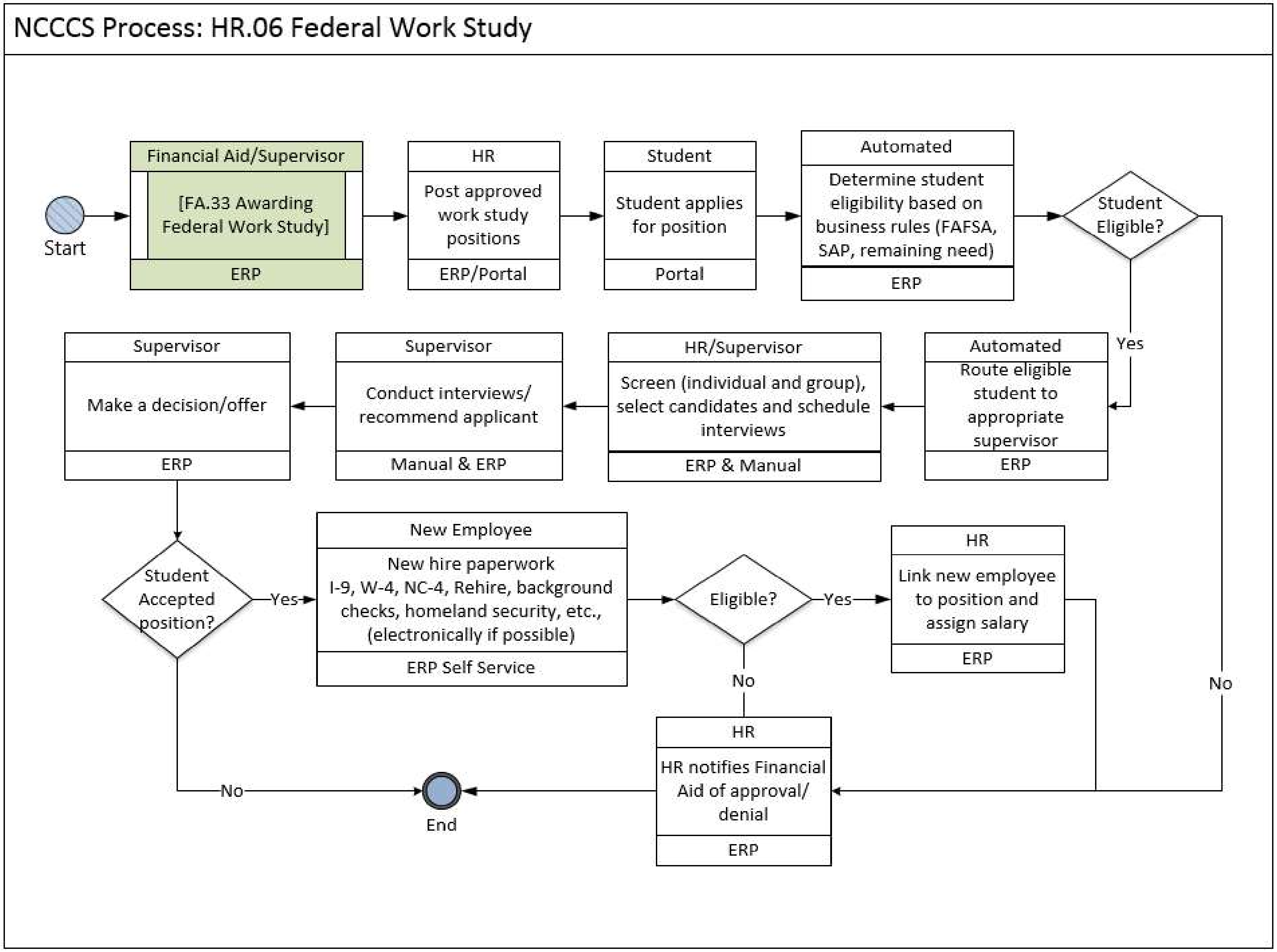
Description: Benefits selection covers new hire enrollment, maintaining benefit selections of current employees and the annual open enrollment process.

Process Notes:

1. Single sign-on for benefits selections through self-service - Employee
   1.1. Access to other providers from the same portal, as needed, i.e. the State health plan and to note State retirement beneficiaries, life insurance beneficiaries, etc.
2. Self-navigate through video benefits explanations and FAQ – Employee
3. Select and update benefits selections – Employee
4. Review of benefit selection and submit documentation, if applicable – Employee/Human Resources
5. Selections approved and applied – Human Resources/Payroll
6. Vendor files are updated – Automatic
7. Employee benefit/deductions record is created – Automatic

Institutional Support Process Maps

Human Resources



HR.06 Federal Work Study

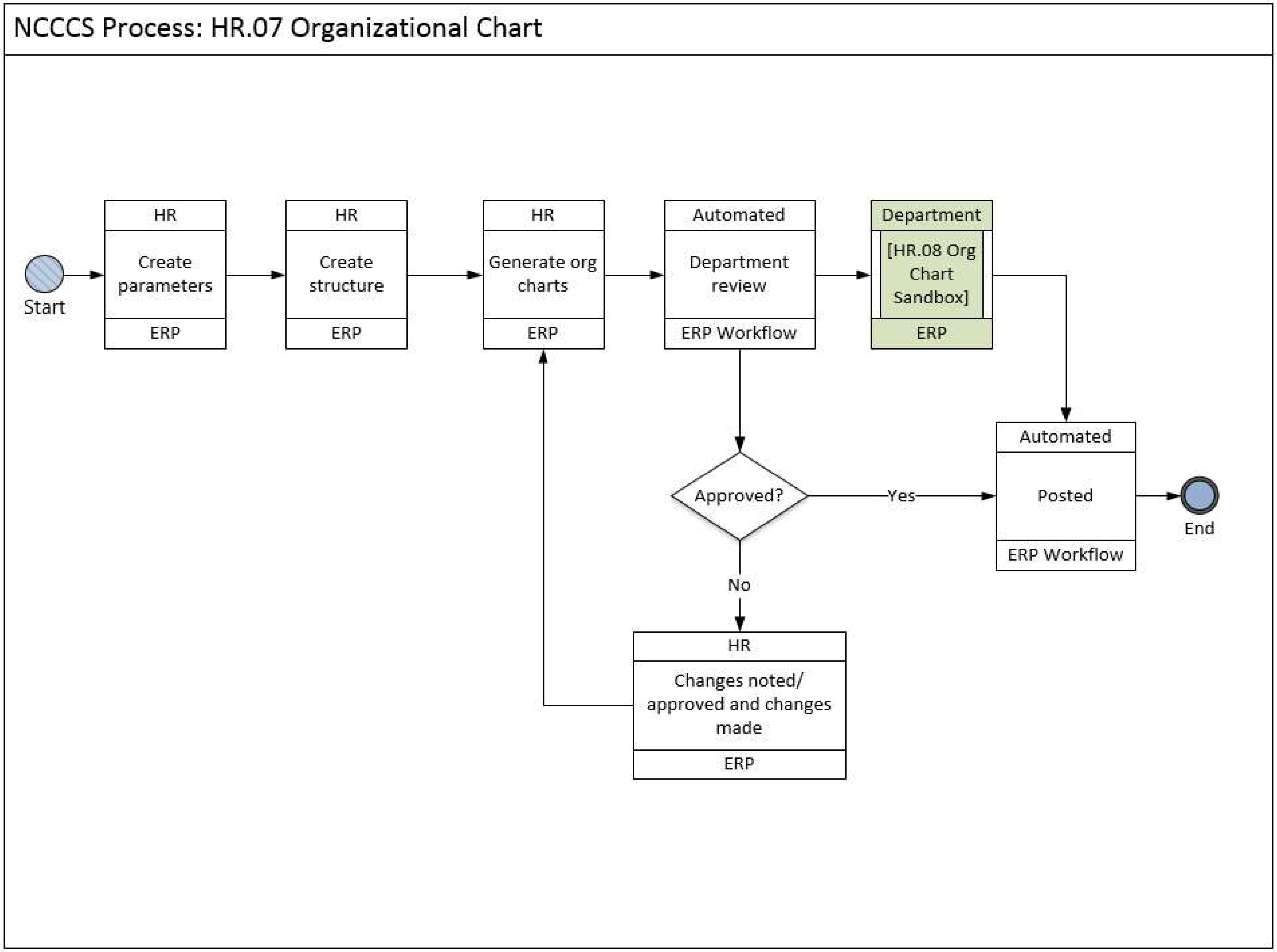
Description: Tracking and paying the award funds from financial aid that enable students to work for the college as a federal work study student.

Process Notes:

1. [FA.33 Awarding Federal Work Study] – Financial Aid/Supervisor
2. Post approved work study positions – Human Resources
3. Student applies for work study position – Student
4. Determine student eligibility based on business rules (FAFSA, SAP, remaining need) - Automated
   4.1. Yes: Continue
   4.2. No: HR notifies Financial Aid of denial
5. Route eligible student to appropriate supervisor – Automated
6. Screen (individual and group), select candidates and schedule interviews – Human Resources/Supervisor
7. Conduct interviews/recommend applicant – Supervisor
8. Make a decision/offer – Supervisor
9. Does the student accept the position?
   9.1. Yes: Fill out new hire paperwork – Employee/Self-service
   9.2. No: End
10. Based on paperwork, is the student eligible to work?
    10.1. Yes: Link employee to position and assign salary– Human Resources
        10.1.1. Notify Financial Aid of approval – Human Resources
    10.2. No: HR notifies Financial Aid of ineligibility

Institutional Support Process Maps

Human Resources



Institutional Support Process Maps

Human Resources

HR.07 Organizational Chart

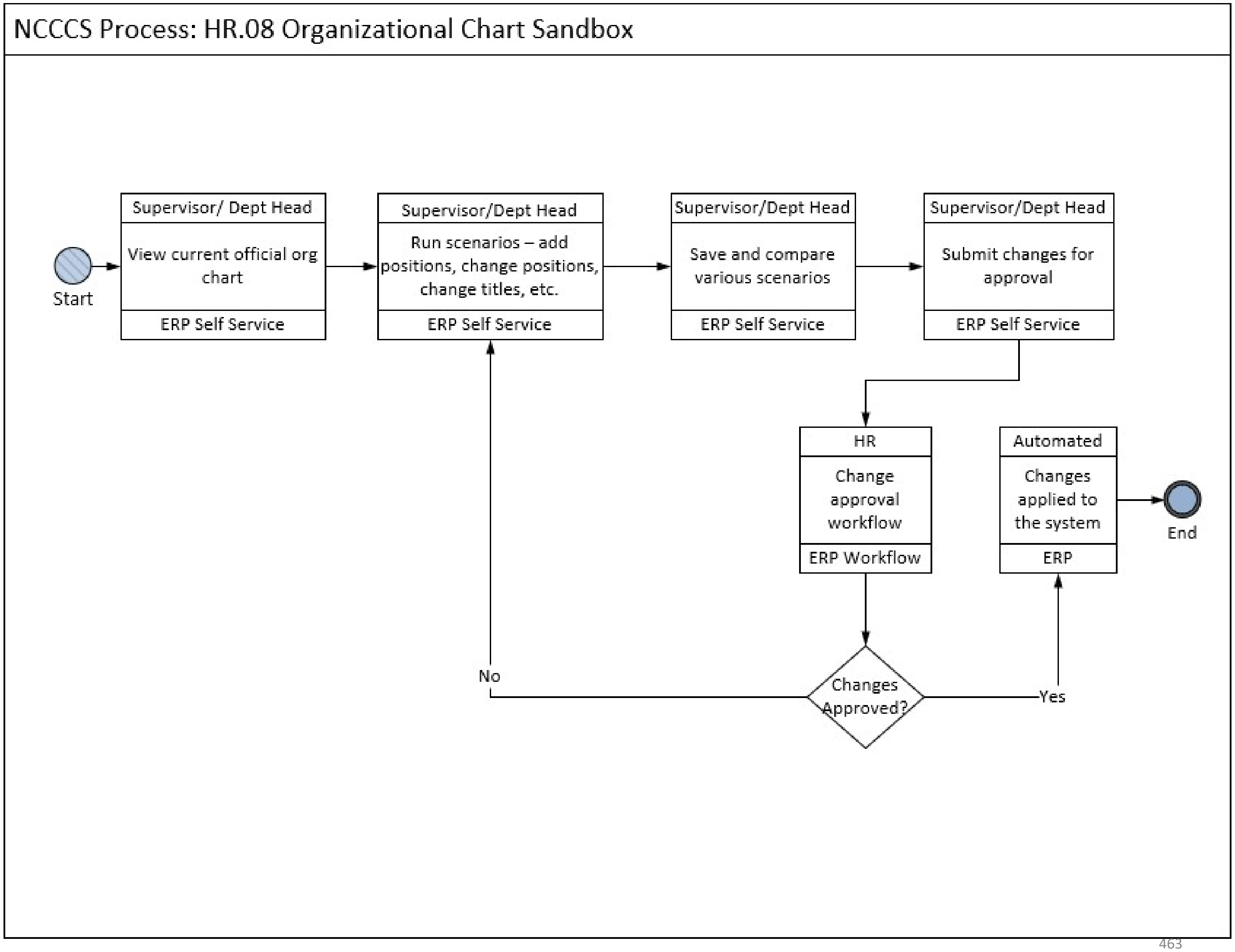
Description: Organizational chart for all areas of the college.

Process Notes:

1. Create organizational chart parameters – Human Resources
2. Create structure - Human Resources/Departments
3. Generate organizational charts - Human Resources
4. Department review of organizational charts for their areas – Automatic
5. Approved?
   5.1. Yes: Continue
   5.2. No: Return to Human Resources for correction and regeneration of organizational chart - Human Resources
6. [HR.08 Organizational chart sandbox] available - Departments
7. Organizational chart posted – Automatic

Institutional Support Process Maps

Human Resources



HR.08 Organizational Chart Sandbox

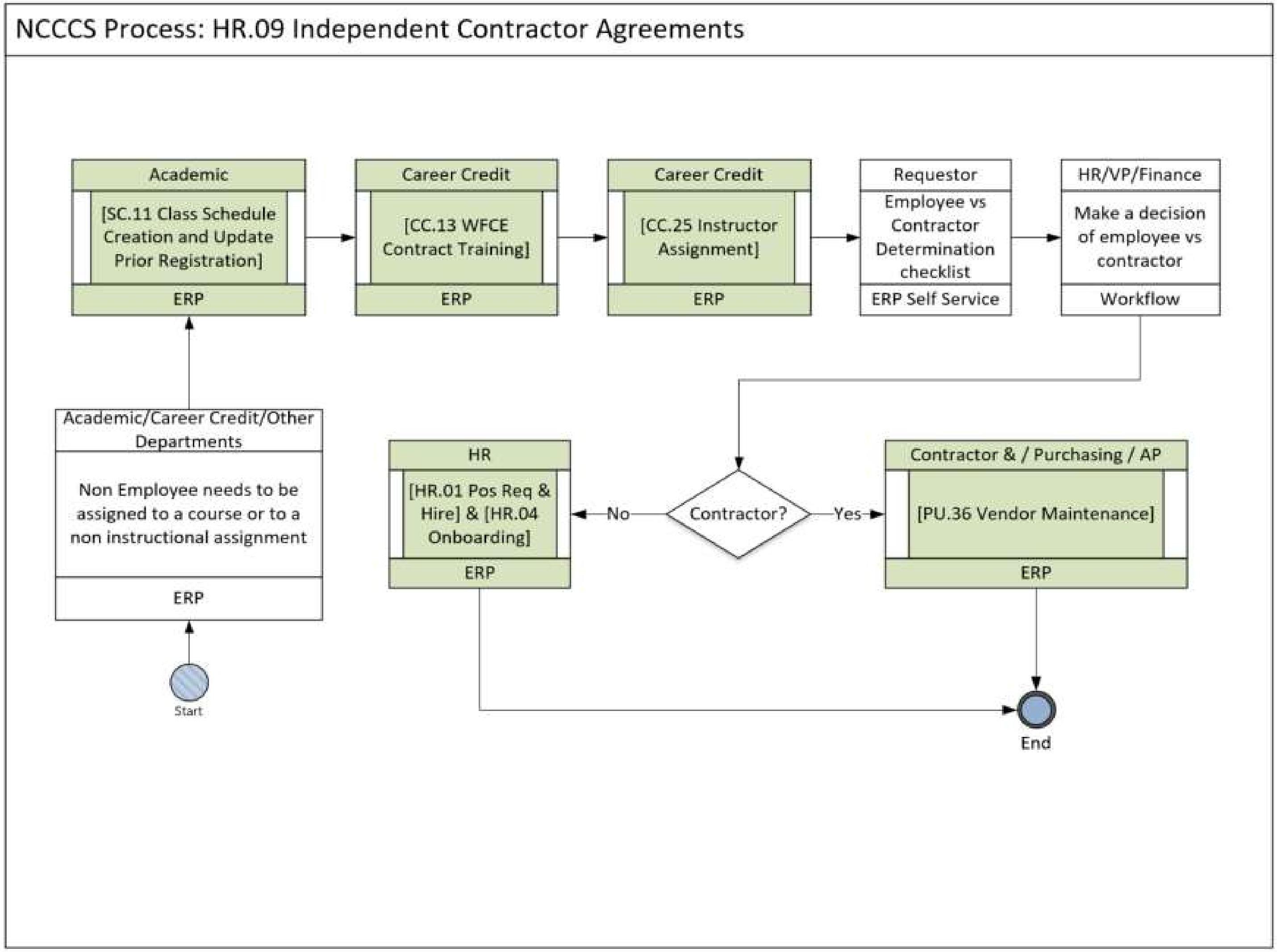
Description: An organization chart sandbox for decentralized, "what if" scenarios for managers.

Process Notes:

1. View current official organizational chart – Supervisor/Department Head
2. Run scenarios (add positions, change positions, reporting structure, change titles, etc.) – Supervisor/Department Head
3. Save and compare various scenarios – Supervisor/Department Head
4. Submit changes for approval – Supervisor/Department Head
5. Approved by HR?
   5.1. Yes: Continue
   5.2. No: Return to re-run scenarios
6. Changes applied/updated in the system – Automatic

Institutional Support Process Maps

Human Resources



Institutional Support Process Maps

Human Resources

HR.09 Independent Contractor Agreements

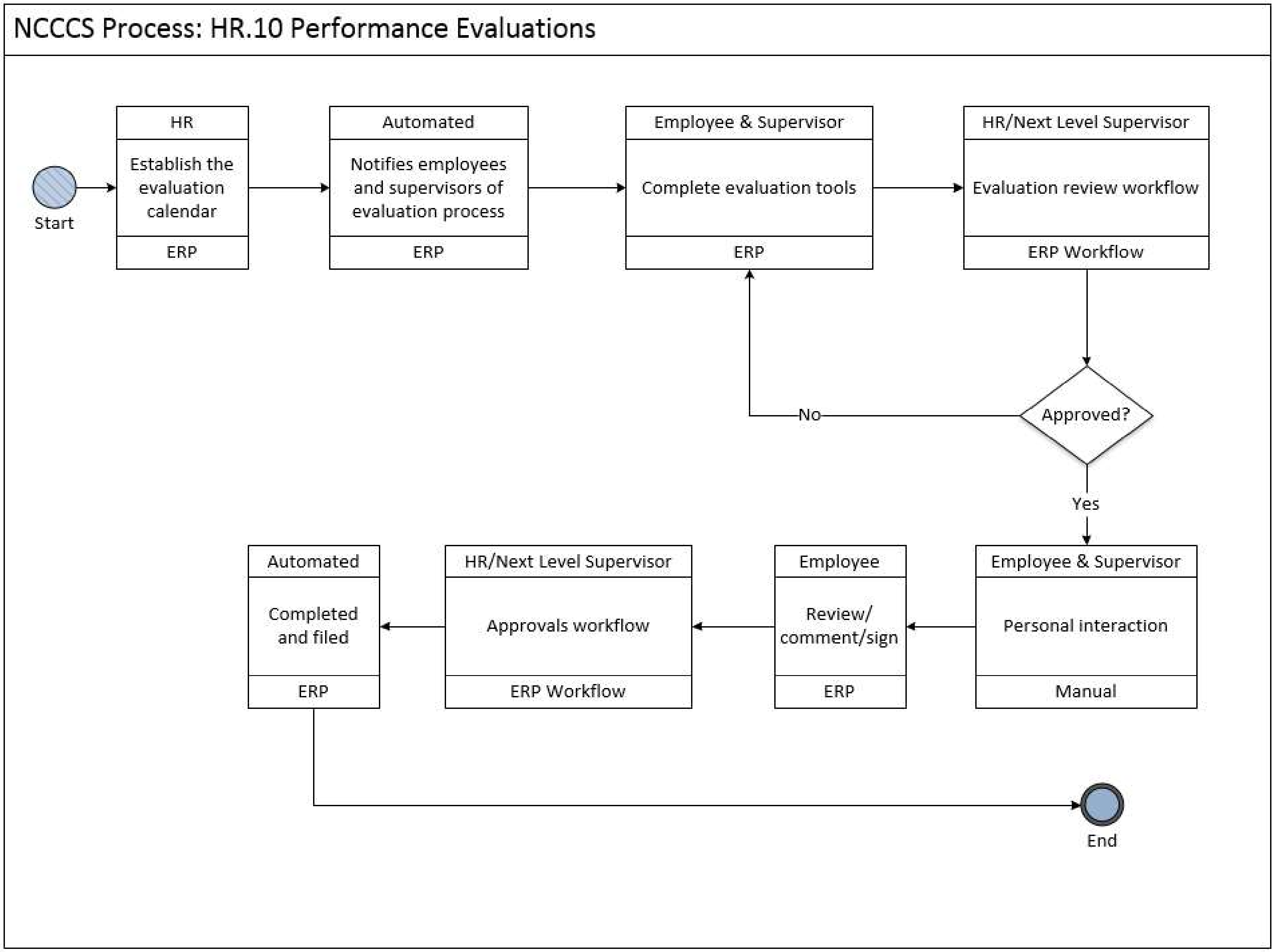
Description: Following the IRS common law rules, a determination must be made to classify an individual providing services, as an employee paid through Payroll with taxes withheld and reported on a W-2 form, or as an independent contractor (self-employed), processed through accounts payable, no taxes withheld and reported on a 1099 form.

Process Notes:

1. Non-employee needs to be assigned to a course section/class or to a non-instructional assignment – Academic/Career Credit/Other Departments
2. [SC.11 Class Schedule Creation and Update Prior Registration]
3. [CC.13 WFCE Contract Training]
4. [CC.25 Instructor Assignment]
5. Single sign-on to complete determination checklist – Requester
6. Make a decision of employee versus independent contractor – Human Resources/Vice President/Finance
7. Decision contractor?
   - 7.1. Yes: Fill out W-9 and complete independent contractor agreement and process through Accounts Payable [PU.36 Vendor Maintenance] to create/modify vendor – Contractor &/ Purchasing/Accounts Payable
   - 7.2. No: Continue
8. [HR.01 Pos Req & Hire] and [HR.04 Onboarding] process (to complete new hire paperwork) – Human Resources

Institutional Support Process Maps

Human Resources



HR.10 Performance Evaluations

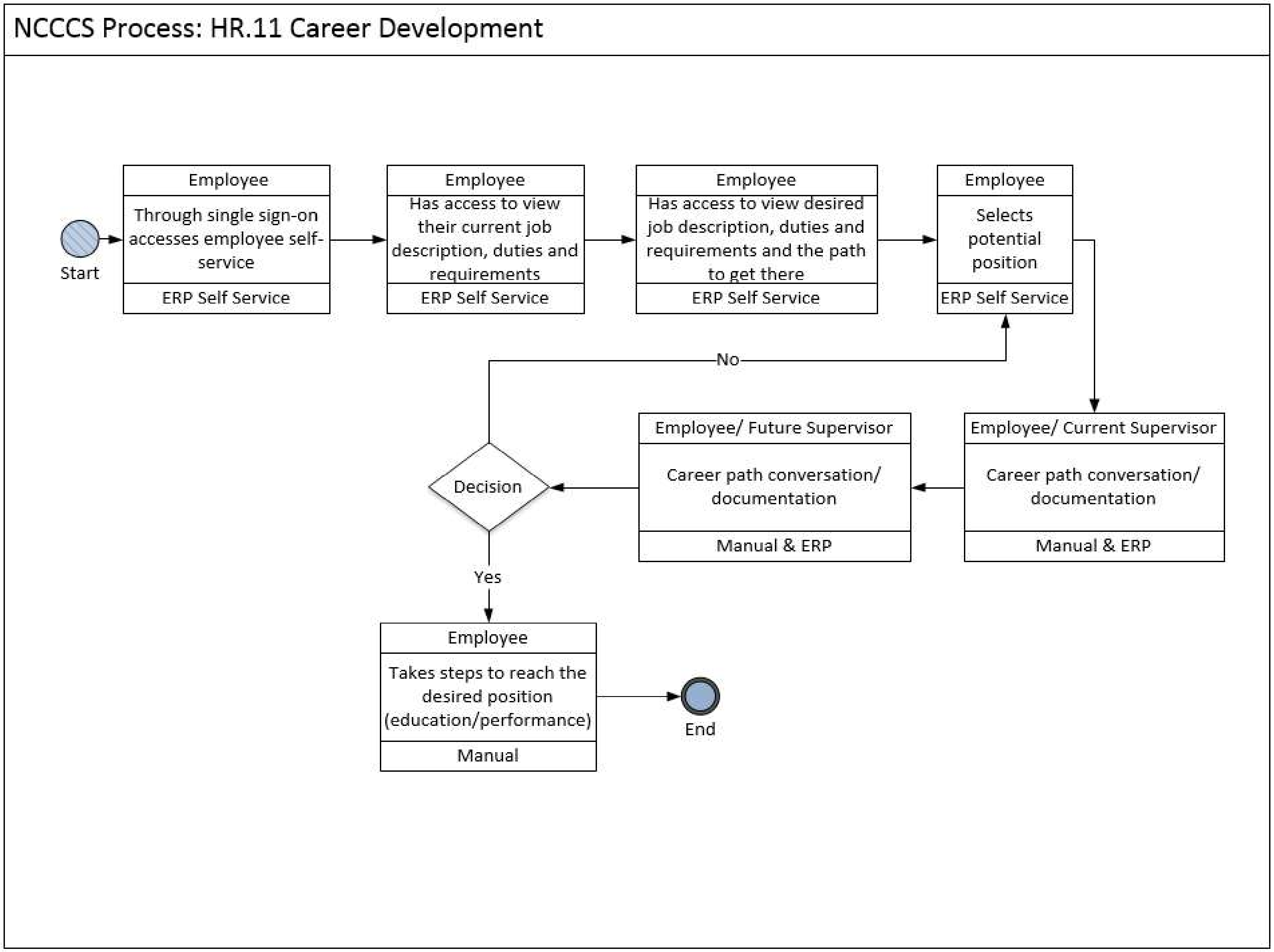
Description: To facilitate and track on-going communication between employees and their supervisors to maintain a pre-determined level to accomplish the job.

Process Notes:

1. Establish evaluation calendar/parameters – Human Resources
2. Notifies employee and supervisors of evaluation process – Automatic
3. Complete evaluation tools – Employee & Supervisor
4. Evaluation review workflow – Human Resources/Next Level Supervisor
5. Approved?
   - 5.1. Yes: Continue
   - 5.2. No: Returned to Employee & Supervisor for correction and resubmittal
6. Personal interaction/conversation – Employee & Supervisor
7. Review content, comment, sign – Employee
8. Approvals workflow – Human Resources/Next Level Supervisor
9. Completed and filed – Automatic

Institutional Support Process Maps

Human Resources



HR.11 Career Development

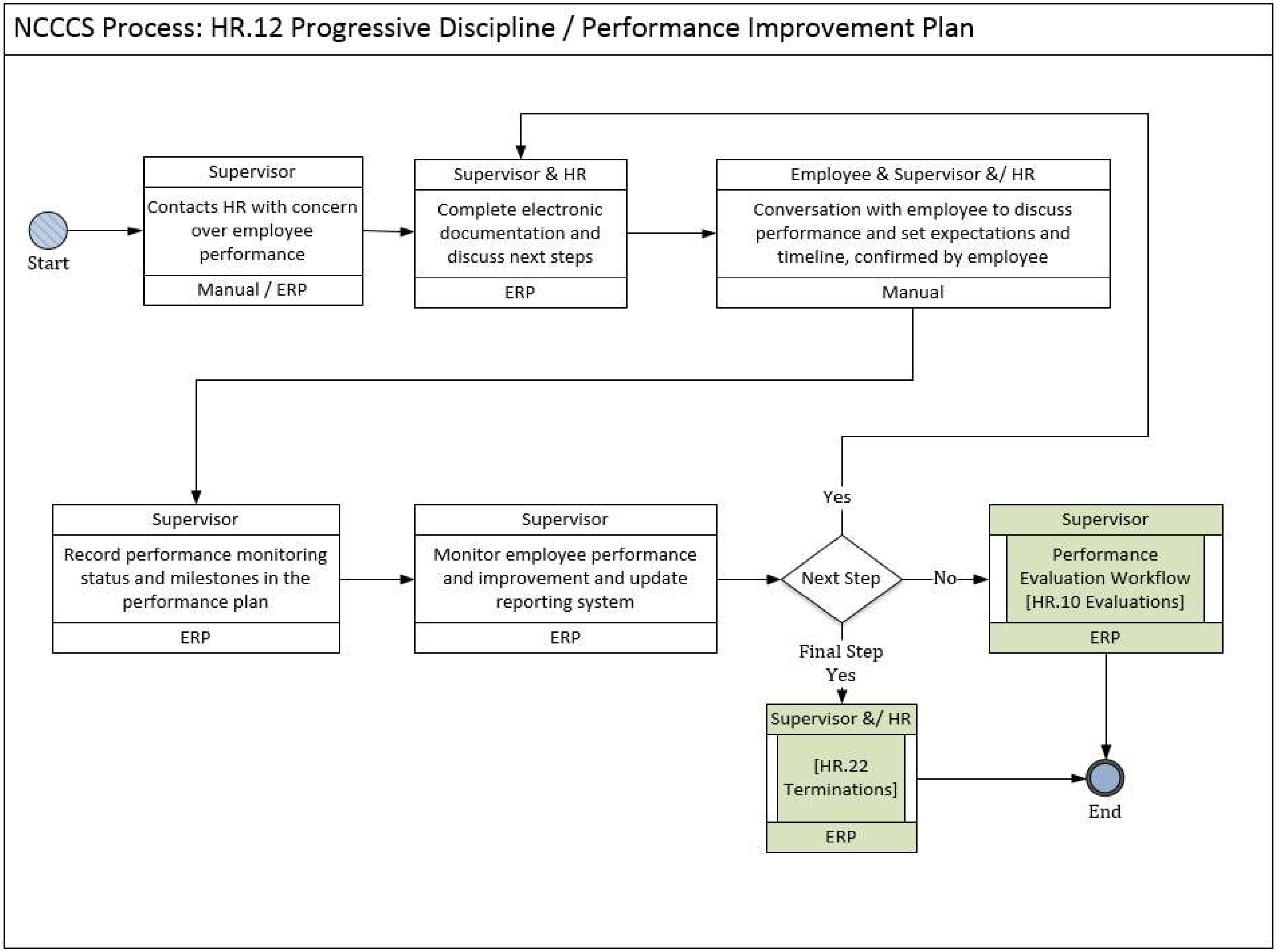
Description: Career development covers the employee's accomplishments and aspirations for their current and future career with the goal of employee growth and retention.

Process Notes:

1. Through single sign-on access employee self-service – Employee
2. Access to view current job description, duties, and requirements – Employee
3. Access to view desired job description, duties and requirements and the path to get there – Employee
4. Selects potential position/path – Employee
5. Career path conversation/documentation – Employee /Current Supervisor
6. Career path conversation/documentation – Employee/Future Supervisor
7. Decision to proceed?
   7.1. Yes: Continue
   7.2. No: Return to select potential position
8. Takes steps to reach the desired position (education/performance) – Employee

Institutional Support Process Maps

Human Resources



HR.12 Performance Improvement/Progressive Discipline

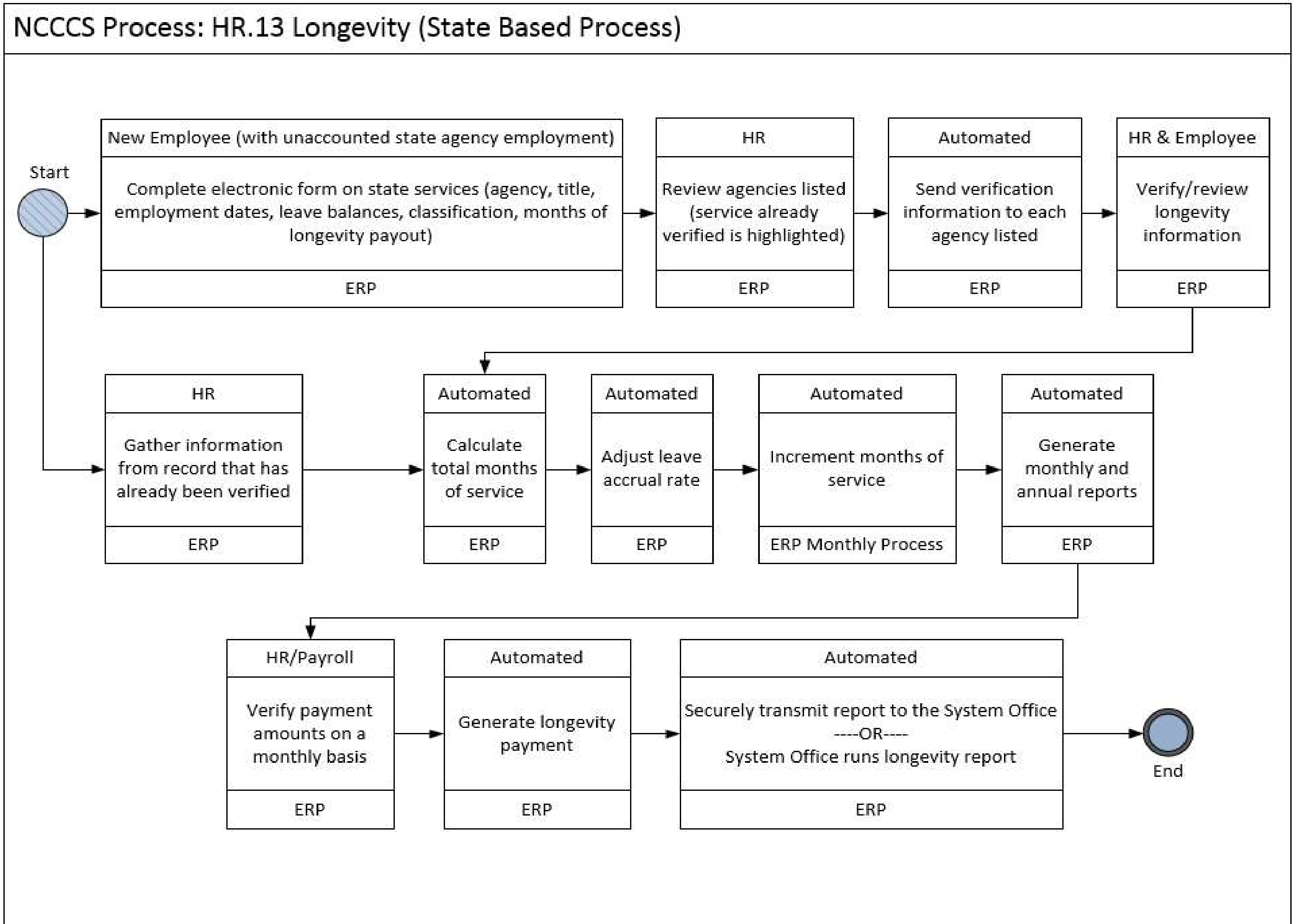
Description: To facilitate and track on-going communication between employees and their supervisors to document and correct performance issues.

Process Notes:

1. Human Resources contacted with concern over employee performance – Supervisor
2. Complete electronic documentation and discuss next steps – Supervisor & Human Resources
3. Conversation with employee to discuss performance and set expectations and timeline, confirmed by employee – Employee & Supervisor &/ Human Resources
4. Record performance monitoring status and milestones in the performance plan – Supervisor
5. Decision on next steps:
   5.1. No: Continue
   5.2. Yes: Final Step: [HR.22 Termination Process] – Supervisor/Human Resources
6. Performance evaluation workflow [HR.10 Evaluation] – Supervisor

Institutional Support Process Maps

Human Resources



HR.13 Longevity

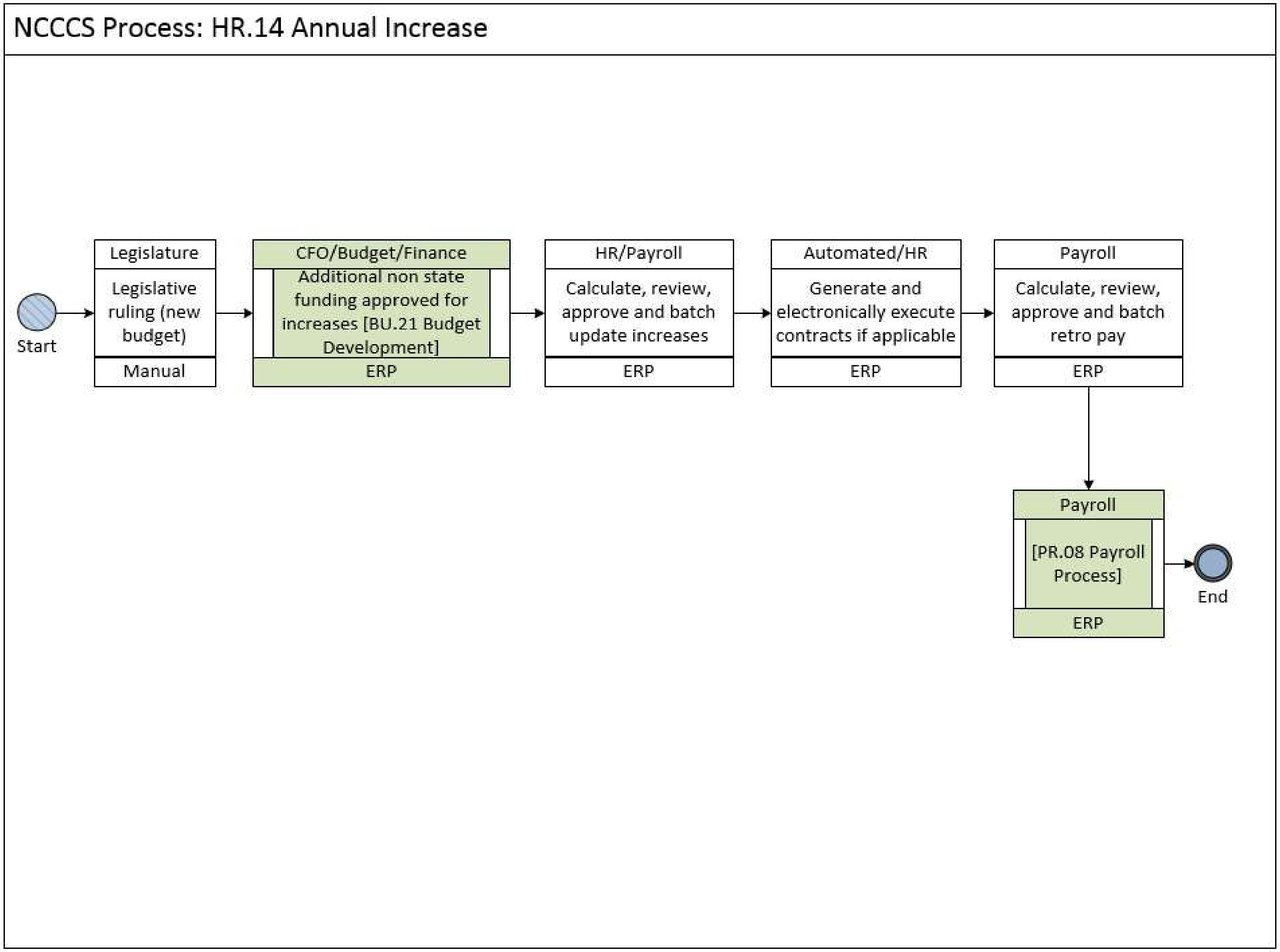
Description: Longevity pay is to recognize long-term service. An eligible employee who has at least ten (10) years of total State service shall receive a lump sum payment annually. An individual's first full time hire with the State of NC triggers the longevity date and the start of tracking longevity.

Process Notes:

1. Complete electronic form regarding State service (agency, title, employment dates, leave balances, classification, months of longevity payout, etc.) – New Employee
2. Review information/agencies listed (if service is already verified, highlighted) – Human Resources
3. Gather information from record that has been verified previously – Human Resources
4. Send verification information to each agency listed – Automatic
5. Verify/review longevity information – Human Resources & Employee
6. Calculate total months of service – Automatic
7. Adjust leave accrual rate, as applicable – Automatic
8. Increment months of services based on eligibility rules – Automatic
9. Generate monthly and annual reports – Automatic
10. Verify payment amounts monthly – Human Resources/Payroll
11. Generate longevity payment – Automatic
12. Payroll Process – Automatic
13. Securely transmit report to System Office or the System Office runs report – Automatic

Institutional Support Process Maps

Human Resources



HR.14 Annual Increase

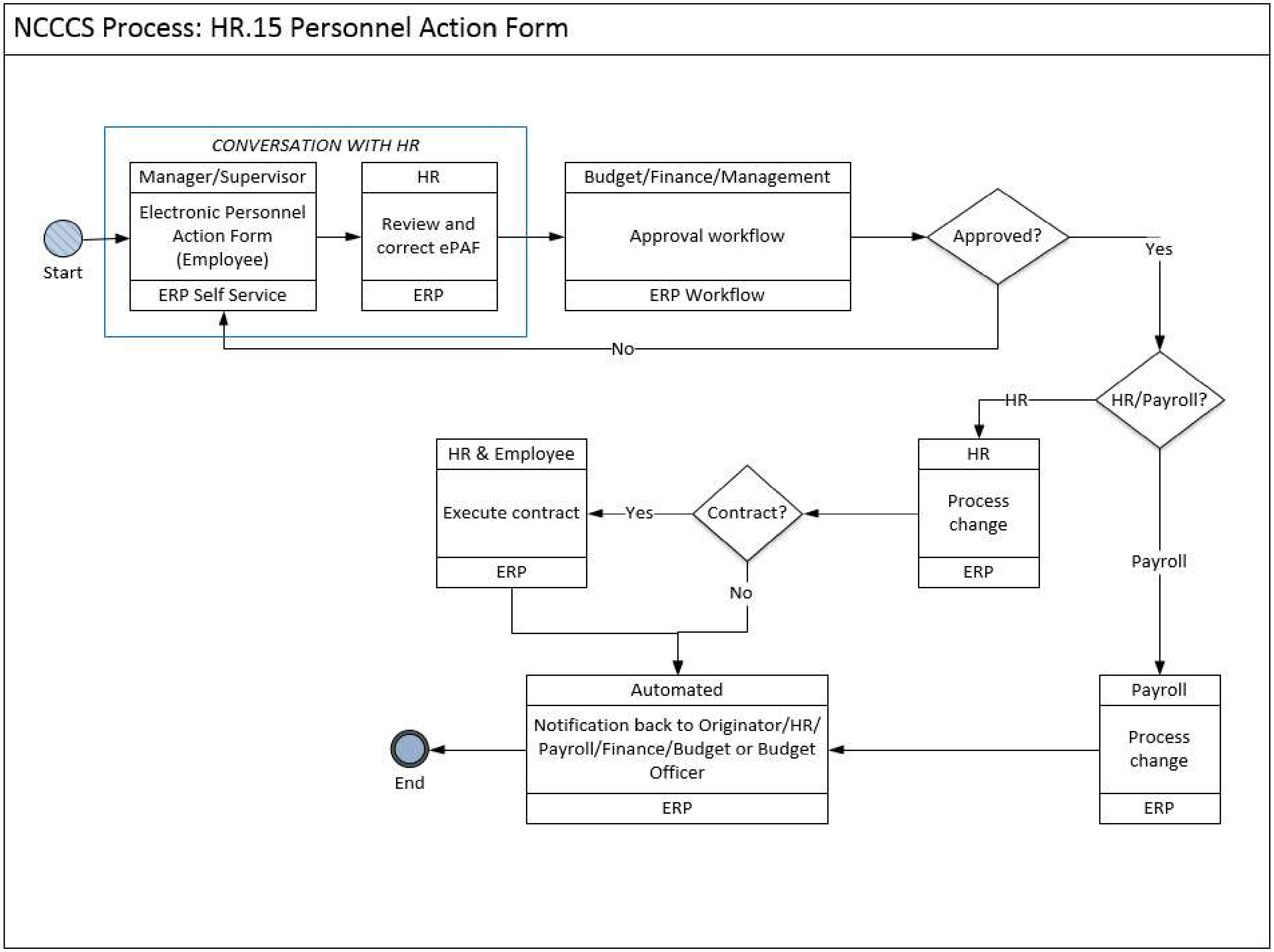
Description: Process for updating and notifying stakeholders of annual salary changes, including retroactive adjustments, if applicable.

Process Notes:

1. Legislative ruling regarding increase (new budget) – Legislature
2. Additional non-State funding approved for increases, as applicable – CFO/Budget/ Finance
3. Calculate, review, approve and batch update increases – Human Resources/Payroll
4. Generate and electronically execute contracts, if applicable – Automatic/HR
5. Calculate, review, approve and batch retroactive adjustments – Payroll
6. [PR.08 Payroll Process] – Payroll

Institutional Support Process Maps

Human Resources



HR.15 Personnel Action Form

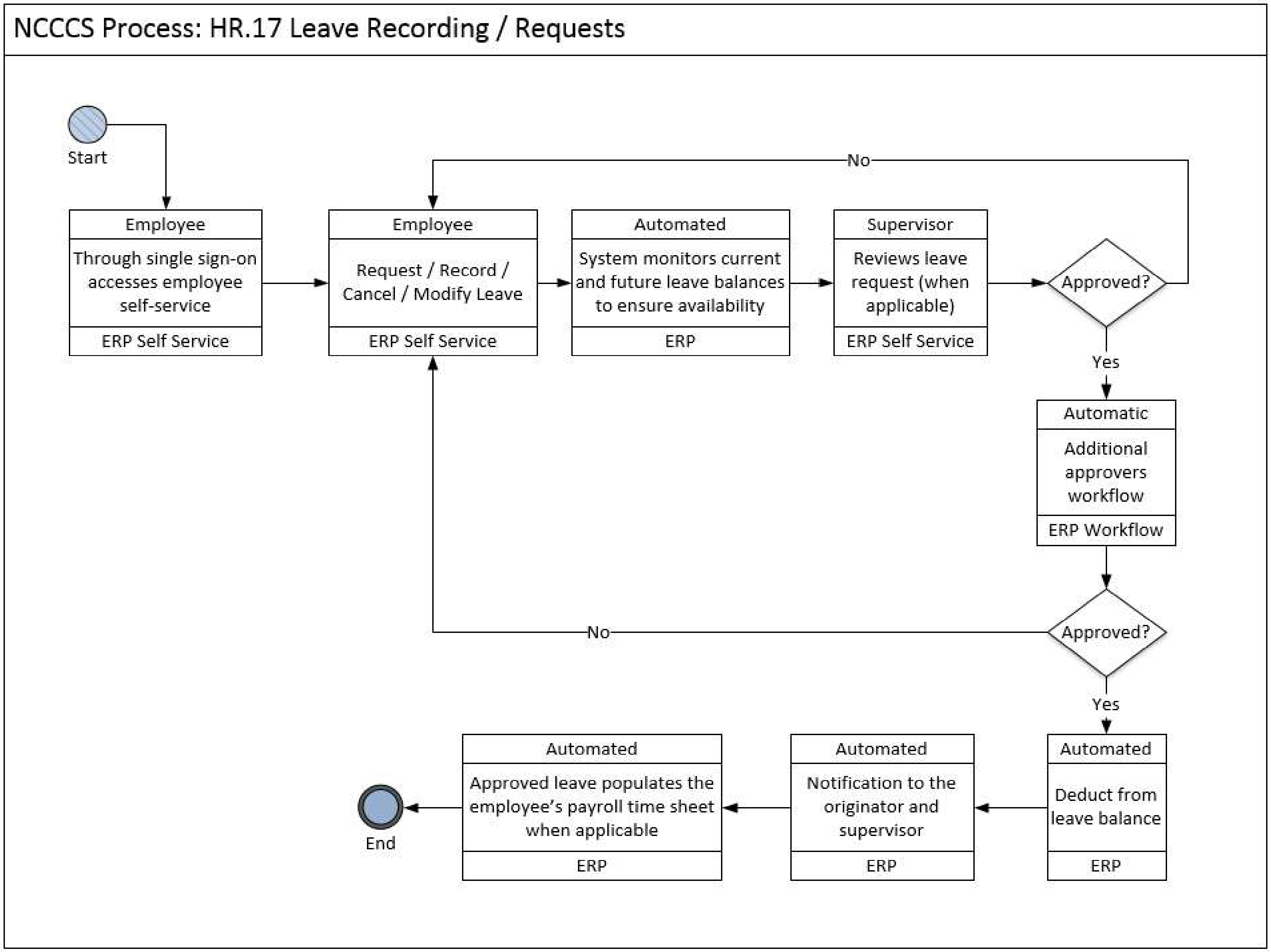
Description: Requesting a change concerning an employee's information regarding their status, salary, position, credentials, or other change.

Process Notes:

1. Electronic Personnel Action Request form completed – Manager/Supervisor
2. Review information and correct electronic PAF, as applicable – Human Resources
3. Approval workflow – Budget/Finance/Management
4. Approved?
   - 4.1. Yes: Continue
   - 4.2. No: Return to manager/supervisor
5. Workflow to Human Resources or Payroll?
   - 5.1. Payroll
     - 5.1.1. Process Change and continue - Payroll
   - 5.2. Human Resources
     - 5.2.1. Process change – results in a contract?
       - 5.2.1.1. Yes: Execute/generate contract – HR & Employee
       - 5.2.1.2. No: continue
6. Notification to originator/Human Resources/Payroll/Finance/Budget or Budget Officer – Automatic

Institutional Support Process Maps

Human Resources



HR.17 Leave Recording / Requests

Description: Management for full time exempt and non-exempt recording leave taken and requesting approval for leave, which can consist of the following and others:

1. Community service leave (amount varies by college)
2. Child involvement (amount varies by college)
3. Vacation (maximum roll over per year)
4. Sick (accumulated sick leave can be used toward retirement, each 20 days of sick counts toward one month of retirement. Sick leave stays on the books for 5 years if a person leaves (not retiring) and can be reinstated. After 5 years sick leave is lost.)
5. Personal (faculty)
6. Military (can have limits at some of the colleges)
7. Jury duty
8. General leave of absence i.e. sabbatical, administrative, education, exchange days
9. Worker's compensation.

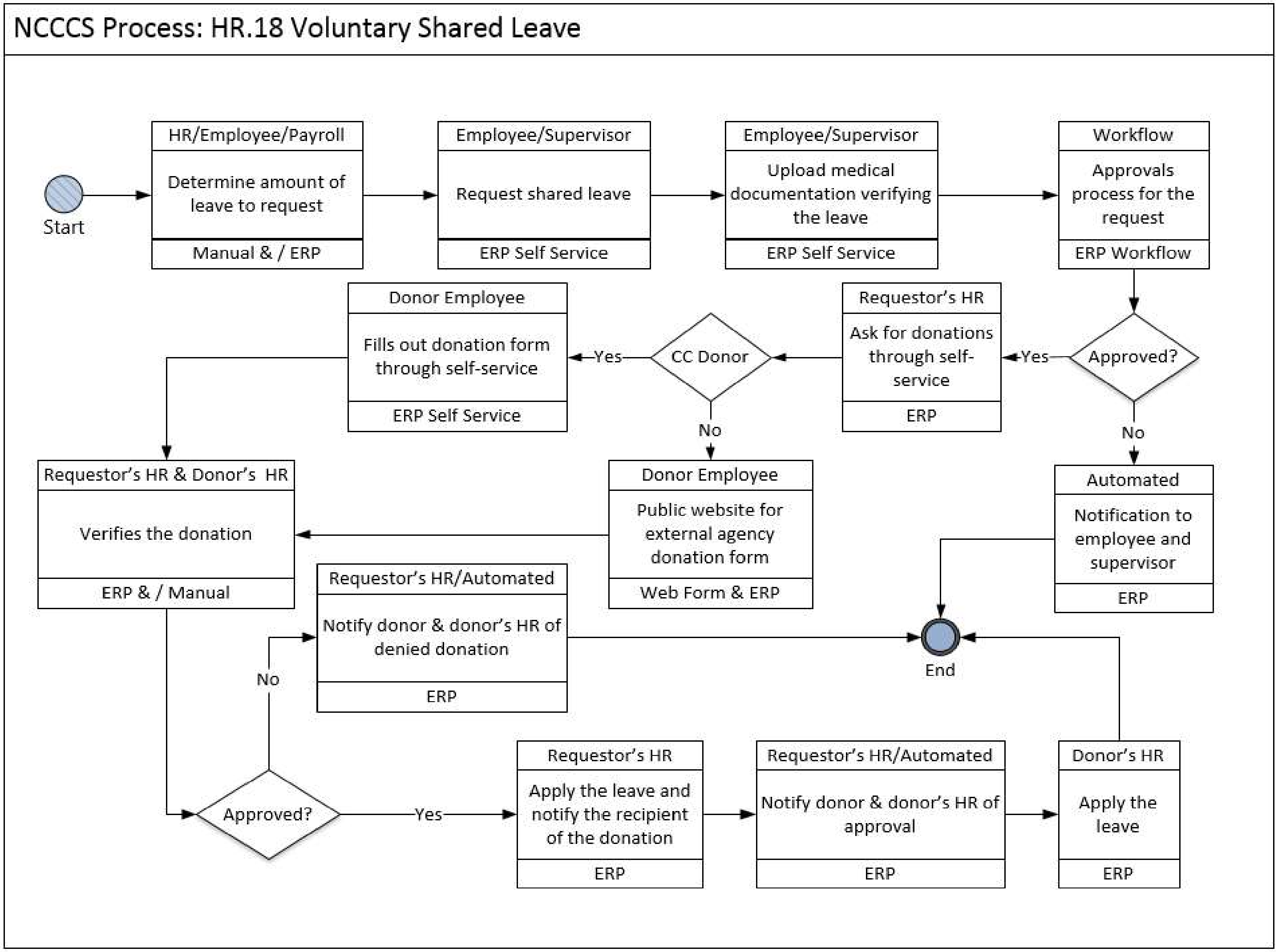
FMLA and Shared Leave are in separate processes.

Process Notes:

1. Single sign-on to self-service – Employee
2. Completes leave request – Employee
3. Current and future leave balances monitored to ensure availability - Automatic
4. Leave request triggers notification for review – Supervisor
5. Approved?
   - 5.1. Yes: Continue
     - 5.1.1. If applicable process through additional approval workflow - Automatic
   - 5.2. No: Return to employee for reprocessing - Automatic
6. Leave balances reduced when applicable – Automatic
7. Notification to the employee and supervisor – Automatic
8. Approved leave populates the employee's payroll time sheet when applicable – Automatic

Institutional Support Process Maps

Human Resources



HR.18 Voluntary Shared Leave

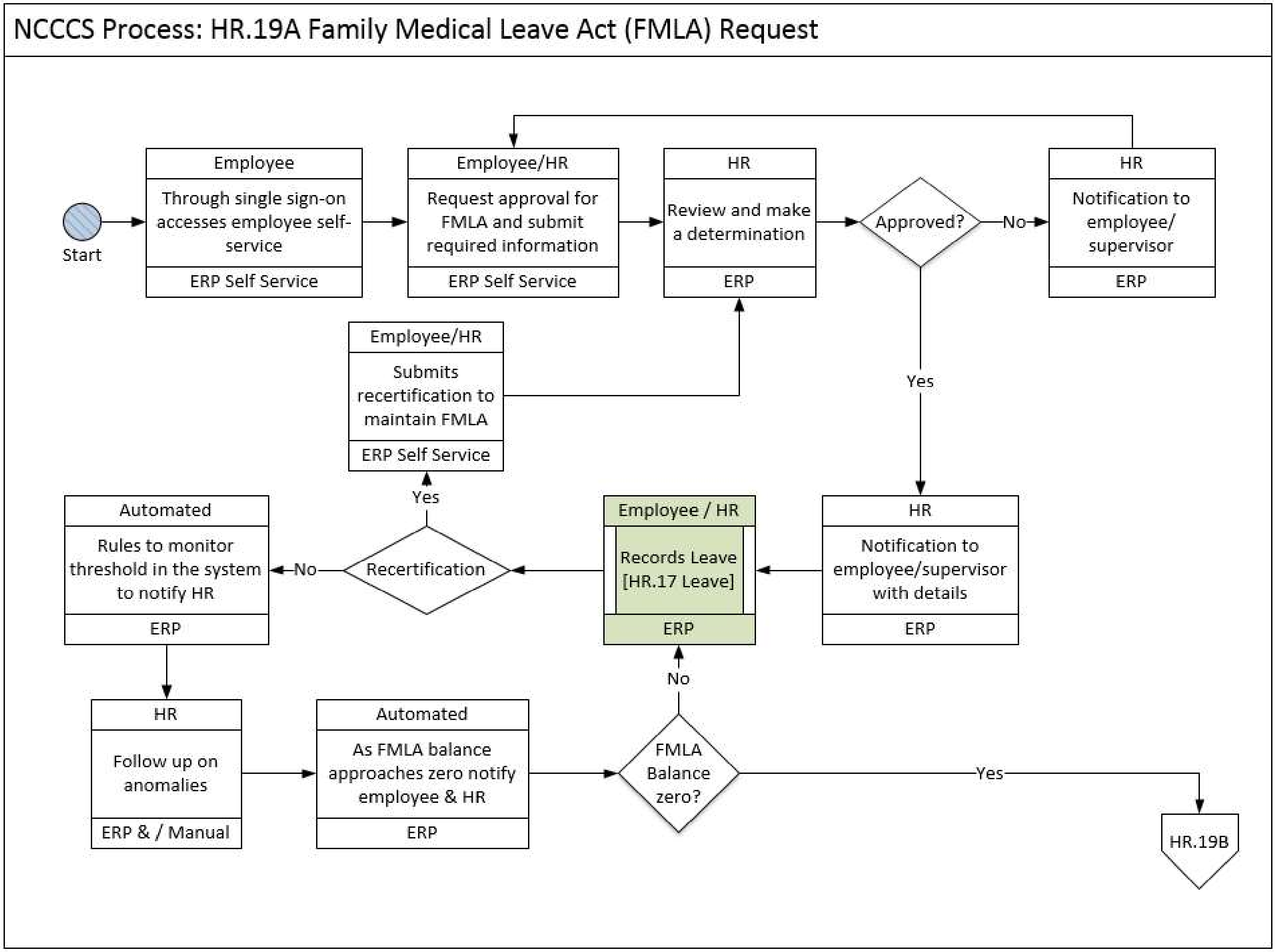
Description: Voluntary Shared leave can be requested by an employee in need of paid sick leave. Notifications for an employees' need for shared leave can be at the employee's college only or other state agencies.

Process Notes:

1. Determine the amount of shared leave to request – Human Resources/Employee/Payroll
2. Request shared leave – Employee/Supervisor
3. Upload medical documentation verifying/confirming need for leave – Employee/Supervisor
4. Request approval process – Workflow
   4.1. Yes: Continue
   4.2. No: Notification to employee and supervisor – Automatic / End
5. Ask for donation of time via self-service – Requester's Human Resources
6. Community College donor?
   6.1. Yes: Continue to self-service donation form – Donor Employee
   6.2. No: Continue to public website for external agency donation form – Donor Employee
7. Fill out donation form through self-service – Donor Employee
8. Donation verified – Requesters Human Resources & Donor's Human Resources
9. Approved?
   9.1. Yes: Continue
   9.2. No: Notify donor and donor's HR of denied donation – Requester's Human Resources/Automatic
10. Apply the leave and notify recipient of donation – Requester's Human Resources
11. Notify donor and donor's HR of approval – Requester's Human Resources/Automatic
12. Apply the leave – Donor's Human Resources

Institutional Support Process Maps

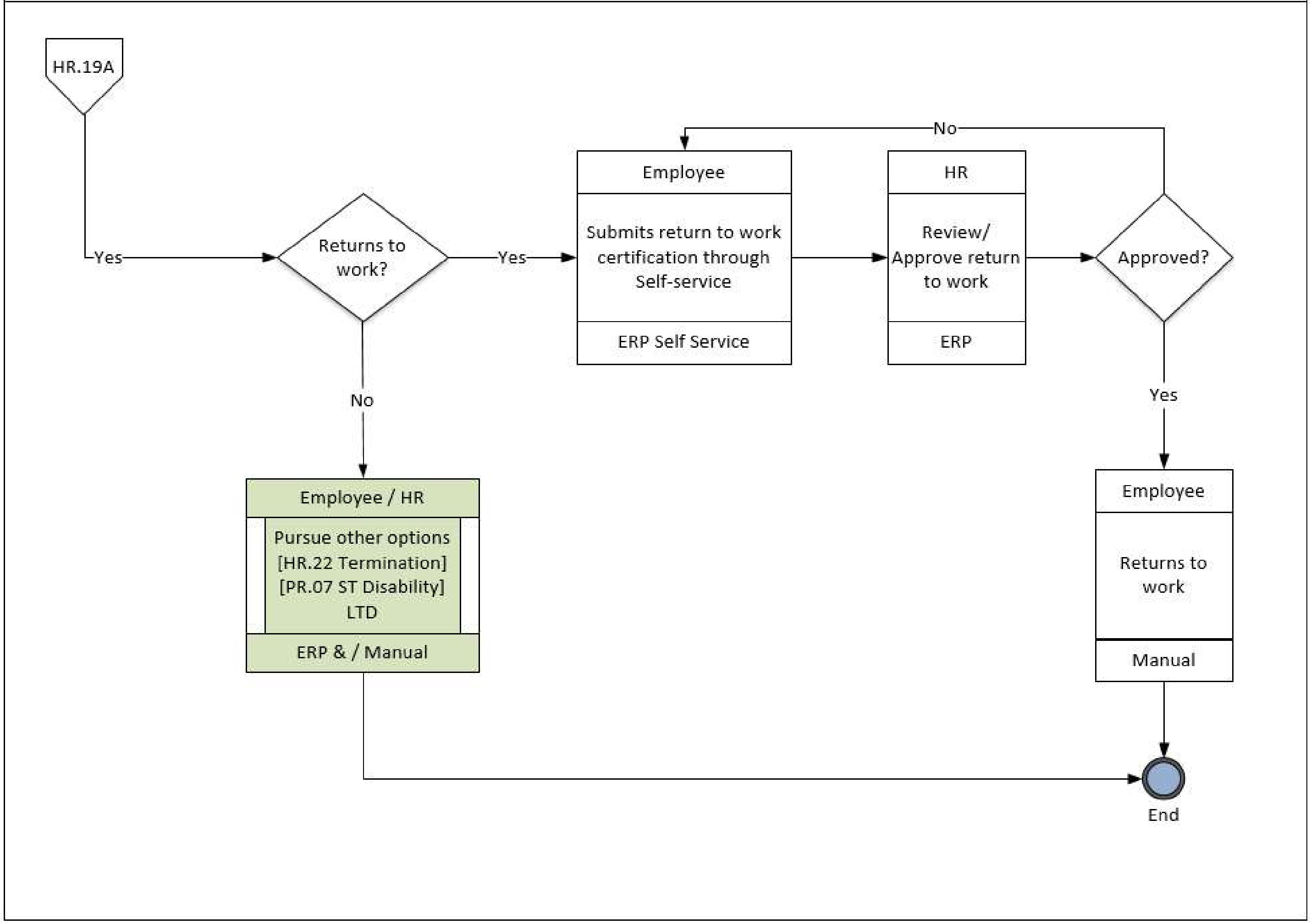
Human Resources



Institutional Support Process Maps

Human Resources

NCCCS Process: HR.19B Family Medical Leave Act (FMLA) Request



HR.19 Family Medical Leave Act (FMLA) Request

Description: FMLA provides certain employees with up to 12 weeks of unpaid, job-protected leave per year with the employee's group health benefits maintained during the leave. The following reasons could qualify for FMLA:

1. for the birth and care of the newborn child of an employee;
2. for placement with the employee of a child for adoption or foster care;
3. to care for an immediate family member (spouse, child, or parent) with a serious health condition; or
4. to take medical leave when the employee is unable to work because of a serious health condition.

Institutional Support Process Maps

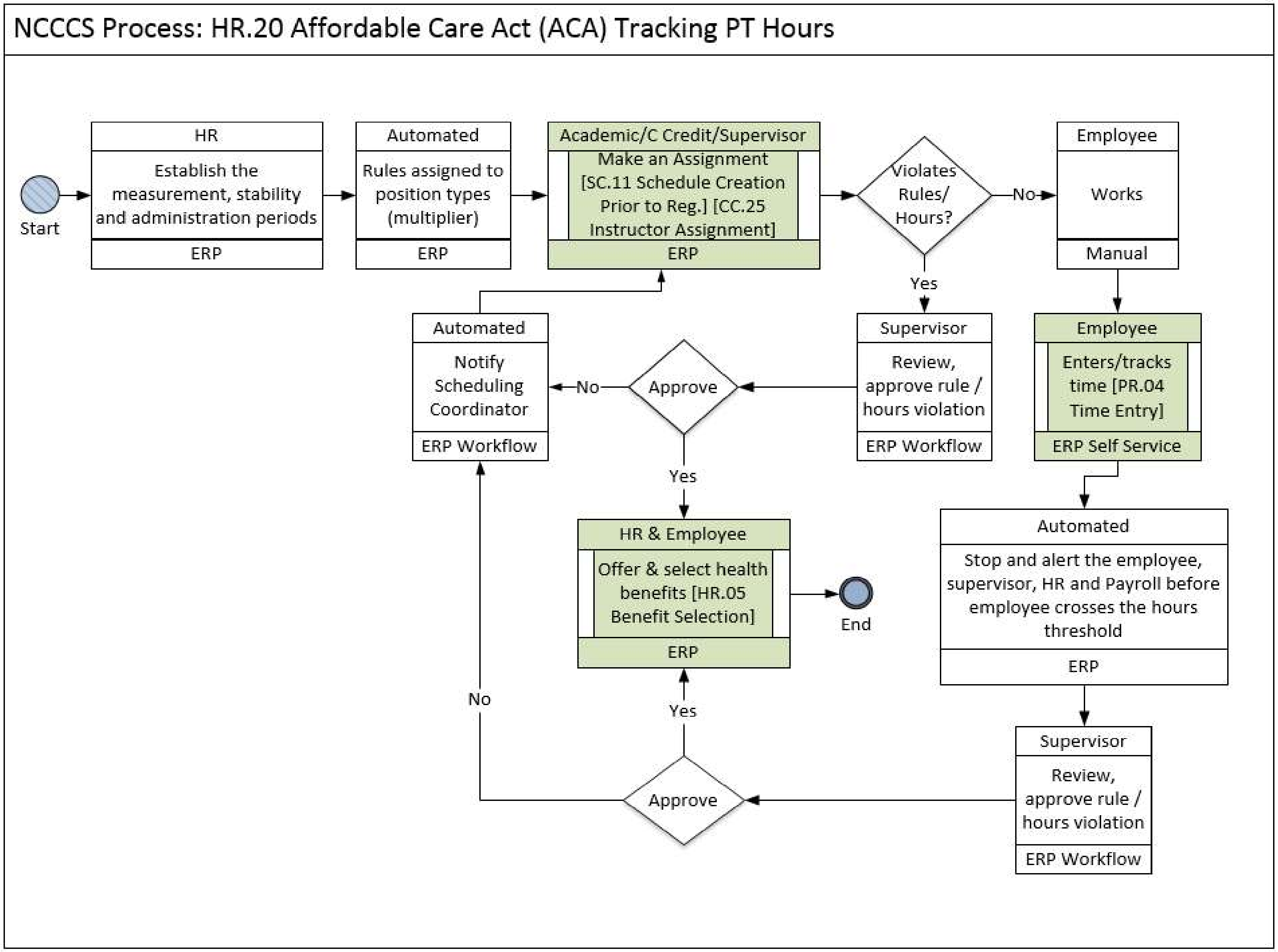
Human Resources

Process Notes:

1. Single sign-on access to self-service – Employee
2. Request approval for FMLA and submit required information – Employee/Human Resources
3. Review and make a determination – Human Resources
4. Approved?
   - 4.1. Yes: Continue
   - 4.2. No: Notification to employee and/or supervisor – Human Resources
5. Notification to employee and/or supervisor with details – Human Resources
6. Record leave [HR.17 Leave] to reduce appropriate leave balances – Employee/Human Resources
7. Recertification required?
   - 7.1. Yes: Submits recertification to maintain FMLA status – Employee/HR
   - 7.2. No: Continue
8. Rules monitor threshold in the system to notify Human Resources - Automatic
9. Anomalies followed up – Human Resources
10. As FMLA balance approaches defined threshold (zero), notify employee and Human Resources – Automatic
11. FMLA balance zero?
    - 11.1. Yes: Continue
    - 11.2. No: Return to record leave
12. Return to work decision:
    - 12.1. Yes: Continue
    - 12.2. No: Pursue other options:
      - 12.2.1. Termination [HR.22]
      - 12.2.2. Short Term Disability [PR.07]
      - 12.2.3. Long Term Disability
13. Submits return to work certification through self-service – Employee
14. Review return to work documentation – Human Resources
15. Approved?
    - 15.1. Yes: Continue
    - 15.2. No: Return to employee re-submit documentation
16. Returns to work – Employee

Institutional Support Process Maps

Human Resources



HR.20 Affordable Care Act (ACA) Tracking PT Hours

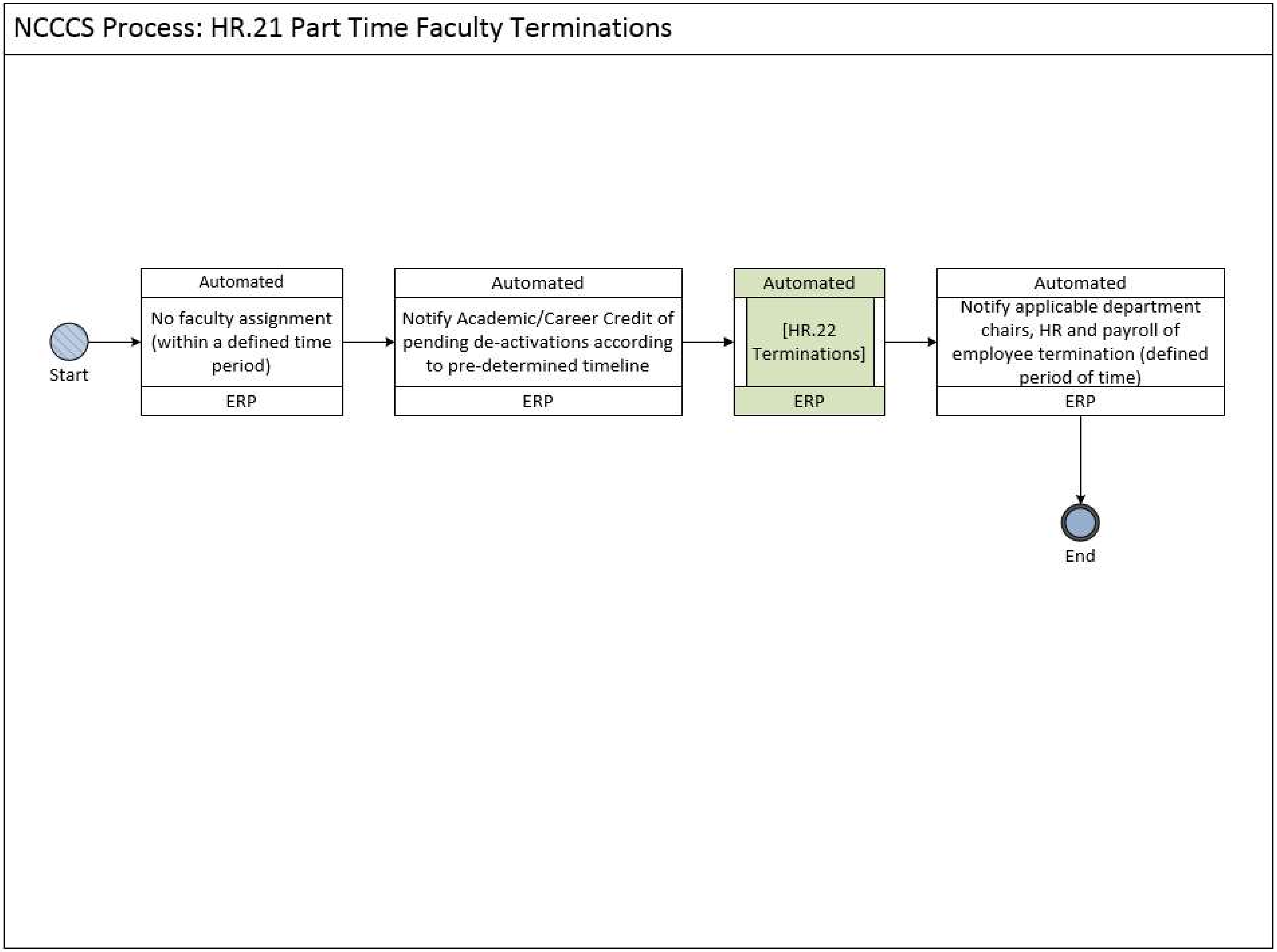
Description: ACA requires employees to track part-time employee's hour and offer the employee health insurance if the employee meets the threshold hours. Need to track the hours over a look-back measurement period - initial measurement to determine the employee's status during a future stability period, with an administrative period of no longer than 90 days, which starts after the initial period and ending before the stability period.

Process Notes:

1. Establish the measurement, stability, and administrative periods – Human Resources
2. Rules applied to position types (multiplier) – Automatic
3. Course sections/class are assigned – Academic/Career Credit
4. Violates Rules/hours threshold?
   - 4.1. No: Continue
   - 4.2. Yes: Review/Approve rule violation:
     - 4.2.1. Yes: Offer benefits [HR.05] – Human Resources & Employee
     - 4.2.2. No: Return to assignment
5. Work is done - Employee
6. Enter/track time [PR.04] – Employee
7. Stop and alert the employee, supervisor, Human Resources, and Payroll before they cross the hours threshold - Automatic
   - 7.1. Review/Approve rule/hours violation:
     - 7.1.1. Yes: Offer Benefits [HR.05] – Human Resources & Employee
     - 7.1.2. No: Return to assignment

Institutional Support Process Maps

Human Resources



Institutional Support Process Maps

Human Resources

HR.21 Part Time Faculty Terminations

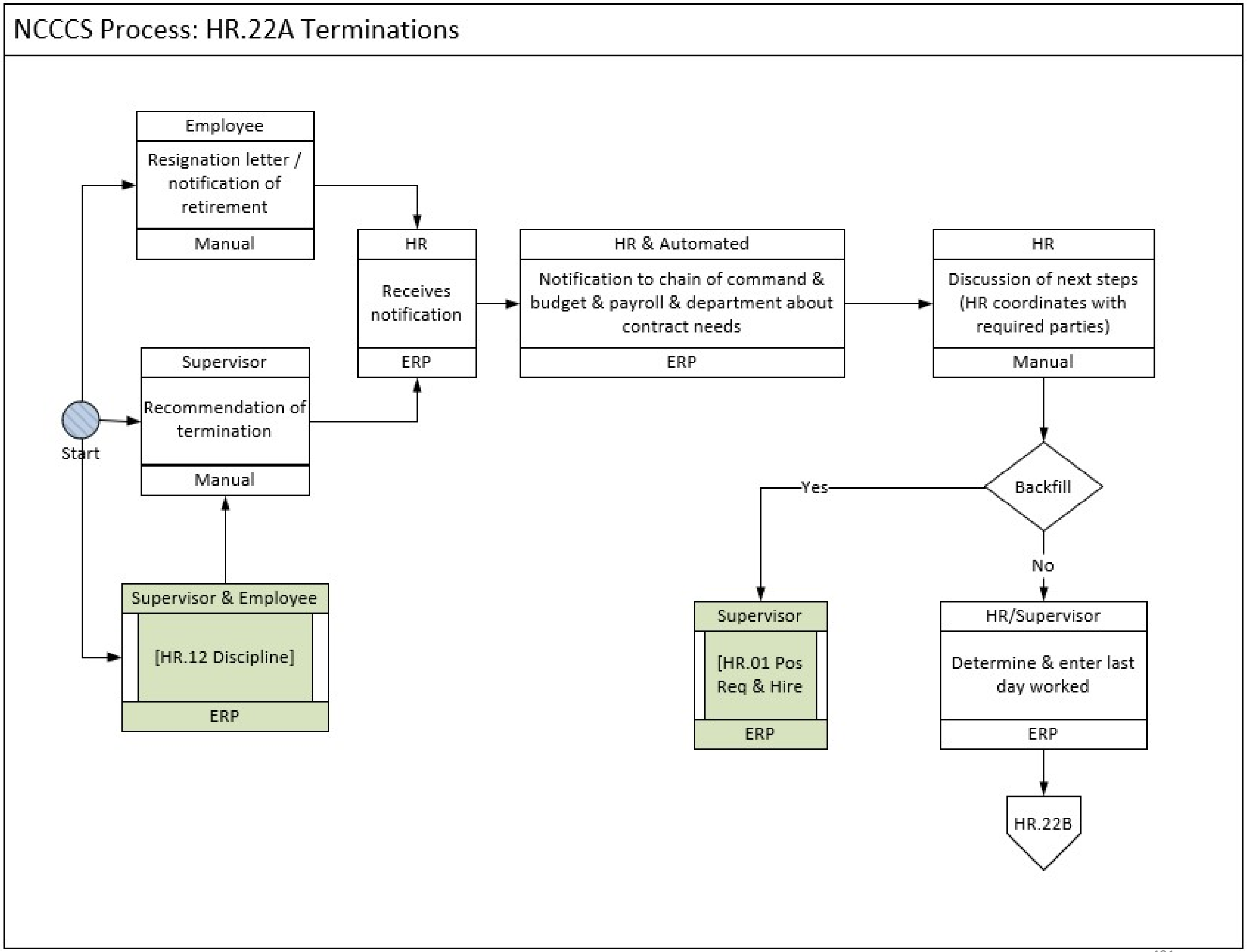
Description: Need a timely process to terminate part-time faculty so they are not counted toward the total employee count for the Affordable Care Act (ACA).

Process Notes:

1. No faculty assignments - (inaction within a defined time period) – Academic/Career Credit
2. Notify Academic/Career Credit of pending terminations according to pre-determined timeline – Automatic
3. No assignments in defined time period, terminate employee [HR.22] – Automatic
4. Notify applicable department chairs, Human Resources, and Payroll, confirming employee termination – Automatic

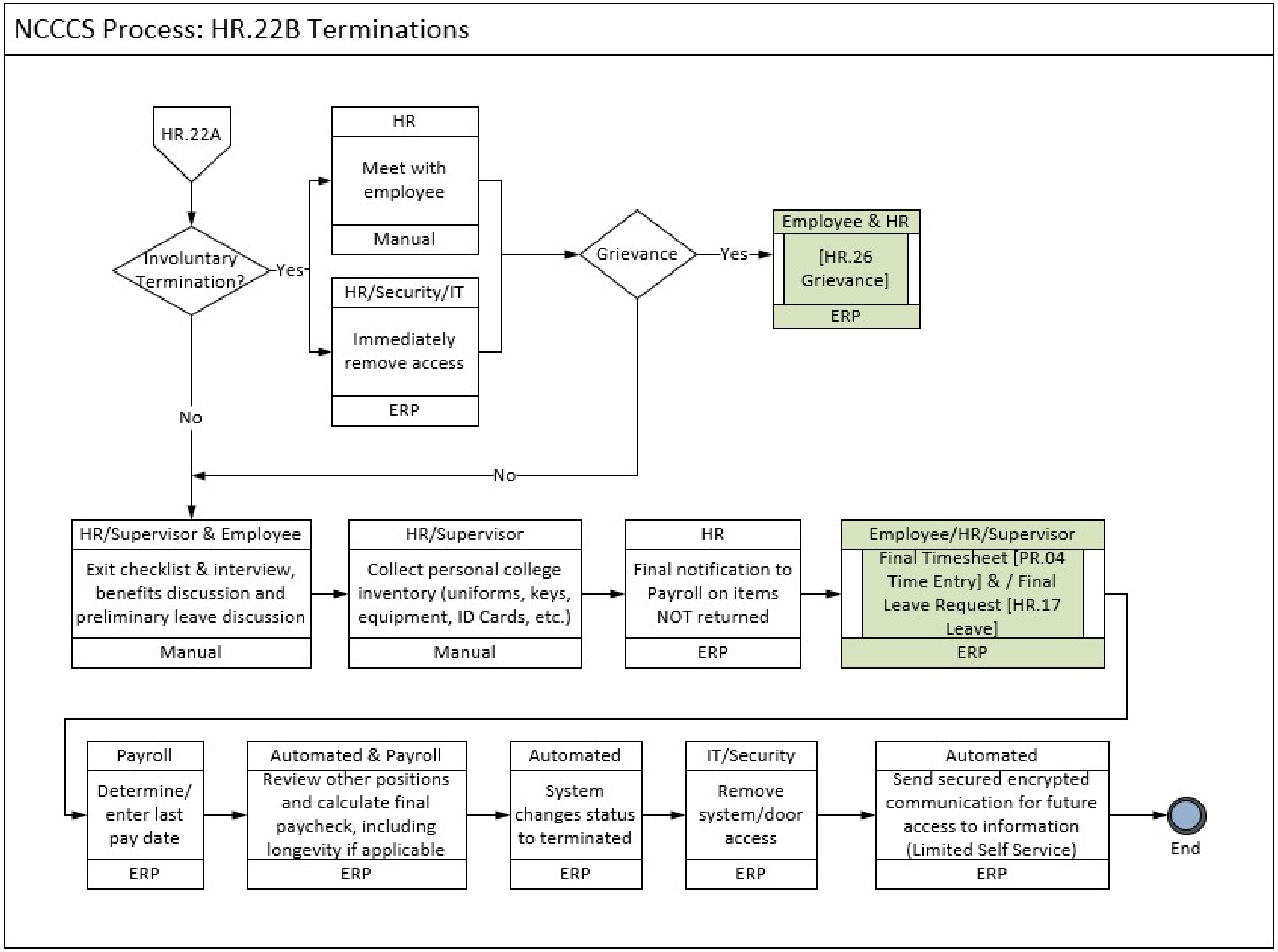
Institutional Support Process Maps

Human Resources



Institutional Support Process Maps

Human Resources



Institutional Support Process Maps

Human Resources

HR.22 Terminations

Description: Processing and tracking both voluntary and involuntary terminations with flexibility in timing since some involuntary terminations may need to be fast tracked through the process.

Institutional Support Process Maps

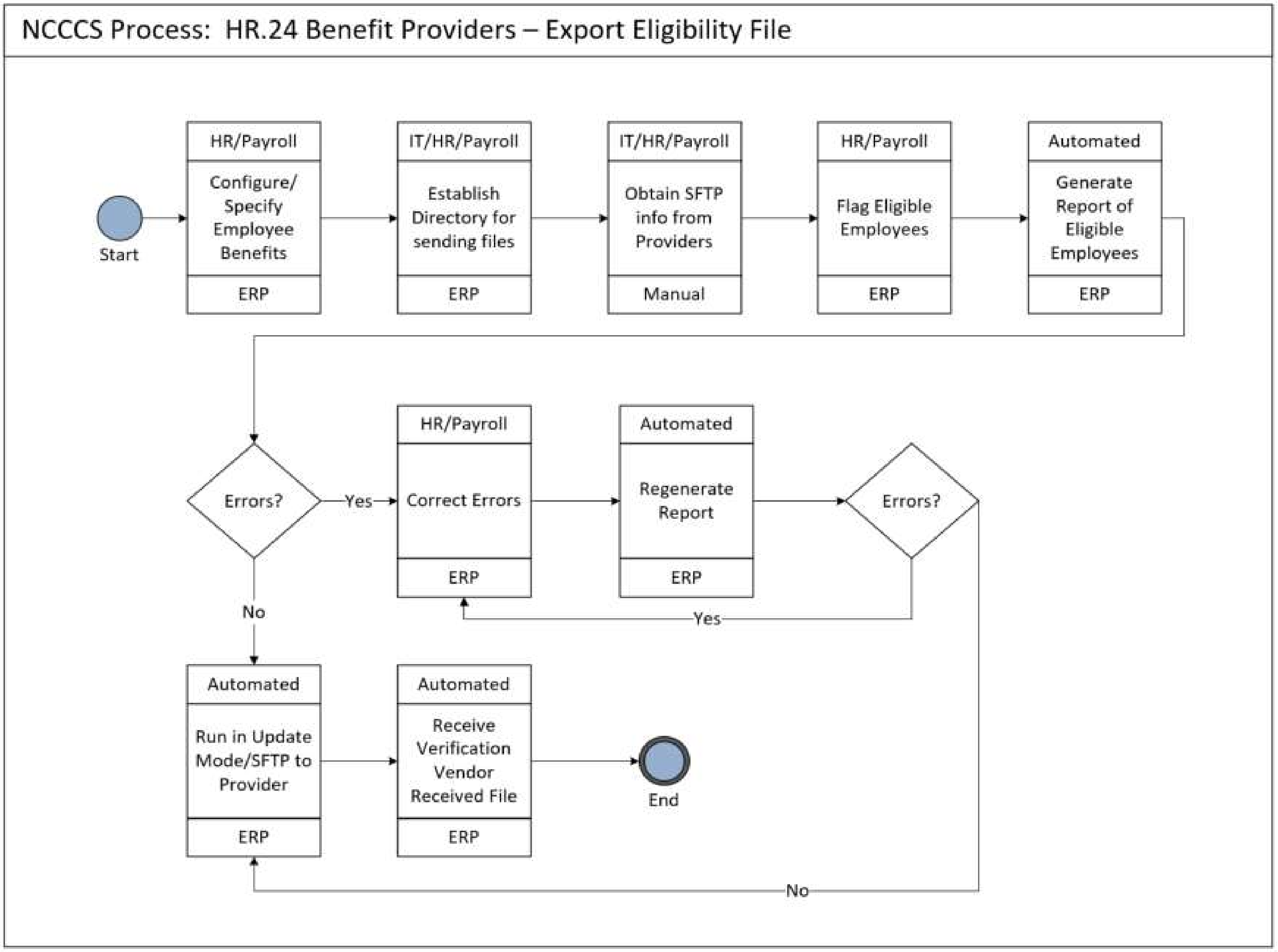
Human Resources

Process Notes:

1. Resignation letter or notification of retirement – Employee
2. Recommendation of termination – Supervisor
   2.1. [HR.12 Discipline] – Supervisor & Employee
3. Receives notification – Human Resources
4. Notification to chain of command, Budget and Payroll – Human Resources & Automatic
5. Discussion of next steps with required parties – Human Resources
6. Backfill?
   6.1. Yes: [HR.01 Position Requisition & Hire] Process – Supervisor
   6.2. No: Continue
7. Determine and enter last day worked – Human Resources/Supervisor
8. Involuntary termination?
   8.1. Yes: meet with employee and have IT remove access – Human Resources/IT Security
   8.2. Grievance?
      8.2.1. Yes: Grievance Process – Employee & Human Resources
      8.2.2. No: Continue
9. Exit checklist and interview, benefits discussion, and preliminary leave discussion – Human Resources/Supervisor & Employee
10. Collect personal college inventory (uniforms, keys, equipment, ID card, credit card, etc.) – Human Resources/Supervisor
11. Final notification to Payroll regarding items not returned – Human Resources/Automatic
12. Final timesheet [PR.04] and final leave request [HR.17] – Employee/Human Resources/Supervisor
13. Determine/enter last pay date – Payroll
14. Review all positions and calculate final paycheck, including longevity, if applicable – Payroll & Automatic
15. System changes status to terminated – Automatic
16. Remove system/door access (or provide secured limited access to portal) – IT Security
17. Send secured encrypted communication for future/limited access to self-service information – Automatic

Institutional Support Process Maps

Human Resources



HR.24 Benefit Providers - Export

Description: Process to export an eligibility file to various benefit providers.

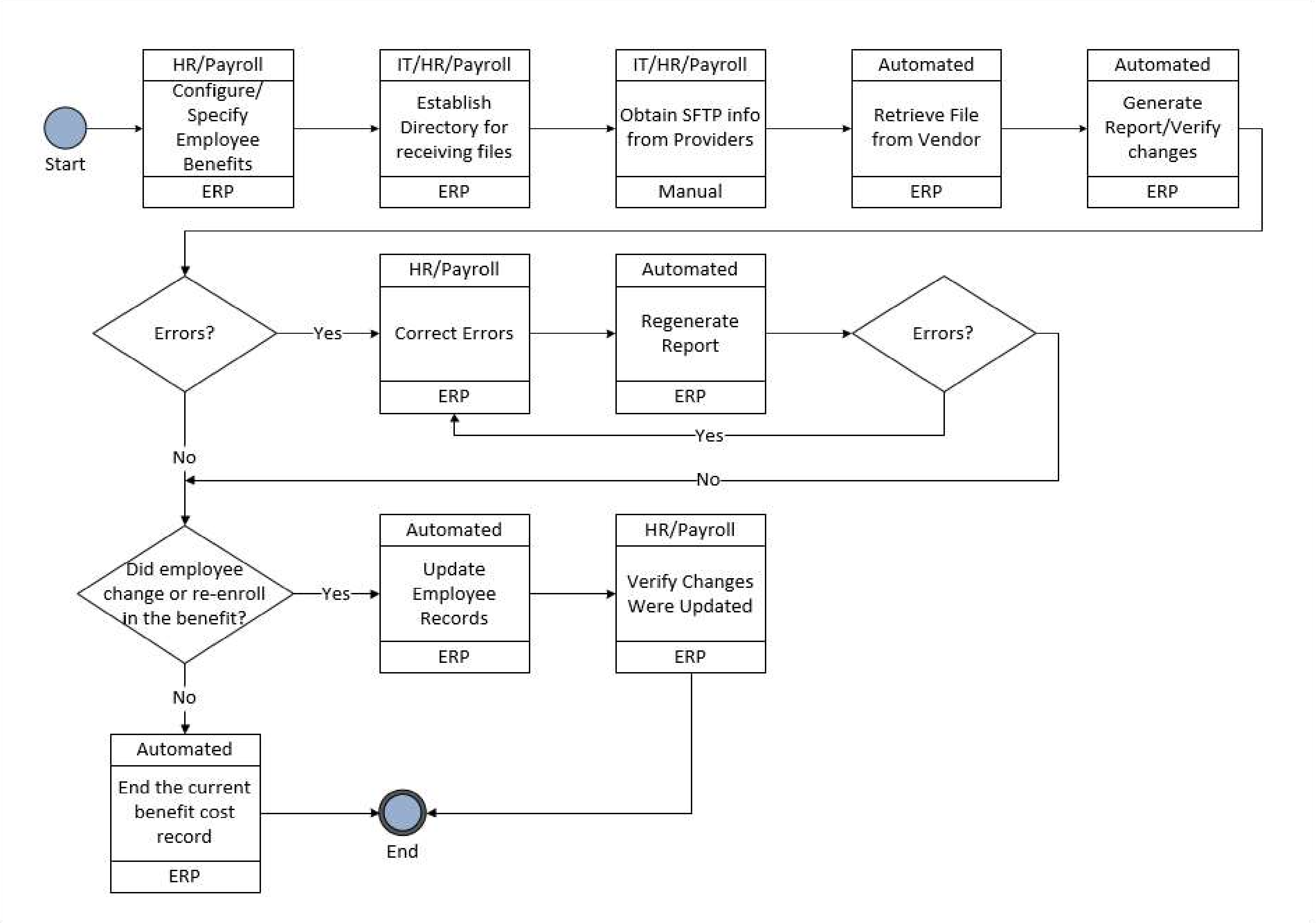
Process Notes:

1. Configure and specify employee benefits where data could be exported – Human Resources/Payroll
2. Establish a directory for sending files – IT/Human Resources/Payroll
3. Obtain SFTP information from providers – IT/Human Resources/Payroll
4. Flag employees that are eligible for benefits – Human Resources/Payroll
5. Generate a report of eligible employees - Automatic
6. Errors?
    - 6.1. Yes: Correct errors – Human Resources/Payroll
        - 6.1.1. Regenerate report – Automatic
        - 6.1.2. Errors?
            - 6.1.2.1. Yes: Correct errors – Human Resources/Payroll
            - 6.1.2.2. Regenerate report – Automatic
    - 6.2. No: Run in update mode and SFTP to Provider – Automated
        - 6.2.1. Receive verification that vendor received the file - Automated

Institutional Support Process Maps

Human Resources

NCCCS Process: HR.25 Benefit Providers – Import Changes/New enrollment



Institutional Support Process Maps

Human Resources

HR.25 Benefit Providers - Import

Description: Process to import changes and new enrollment information from various benefit providers.

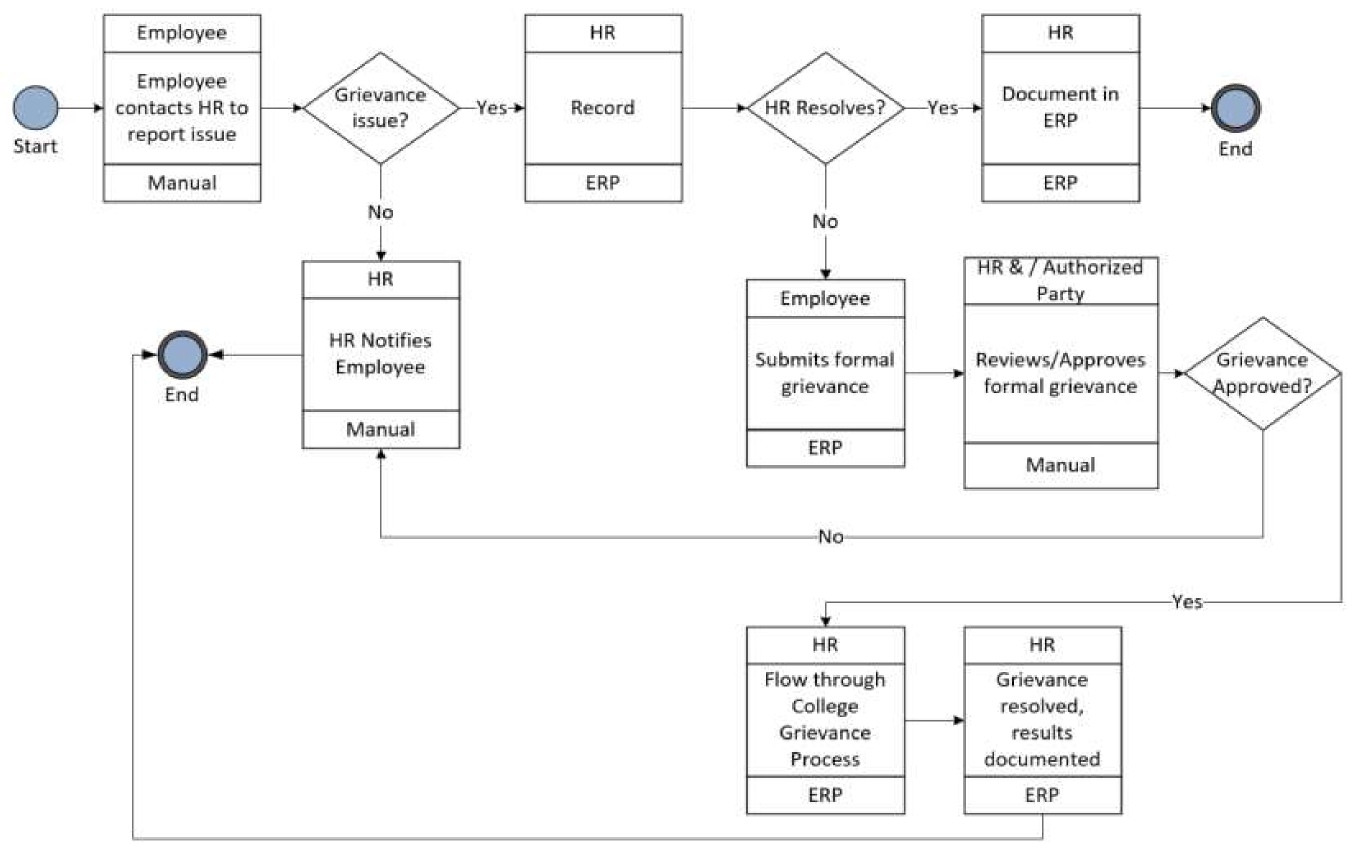
Process Notes:

1. Configure and specify employee benefits where data could be imported – Human Resources/Payroll
2. Establish a directory for receiving files – IT/Human Resources/Payroll
3. Obtain SFTP information from providers – IT/Human Resources/Payroll
4. Retrieve file from the vendor – Automatic
5. Generate report and verify the changes – Automatic
6. Errors?
    - 6.1. Yes: Correct errors – Human Resources/Payroll
        - 6.1.1. Regenerate report – Automatic
        - 6.1.2. Errors?
            - 6.1.2.1. Yes: Correct errors – Human Resources/Payroll
                - 6.1.2.1.1. Regenerate report – Automatic
    - 6.2. No: Did employee make a change or re-enroll in the benefit?
        - 6.2.1. Yes: Update employee records – Automatic
            - 6.2.1.1. Verify changes were updated – Human Resources/Payroll
        - 6.2.2. No: End the current benefit cost record - Automatic

Institutional Support Process Maps

Human Resources

NCCCS Process: HR.26 Grievance and Appeal Tracking



Institutional Support Process Maps

Human Resources

HR.26 Grievance and Appeal Tracking

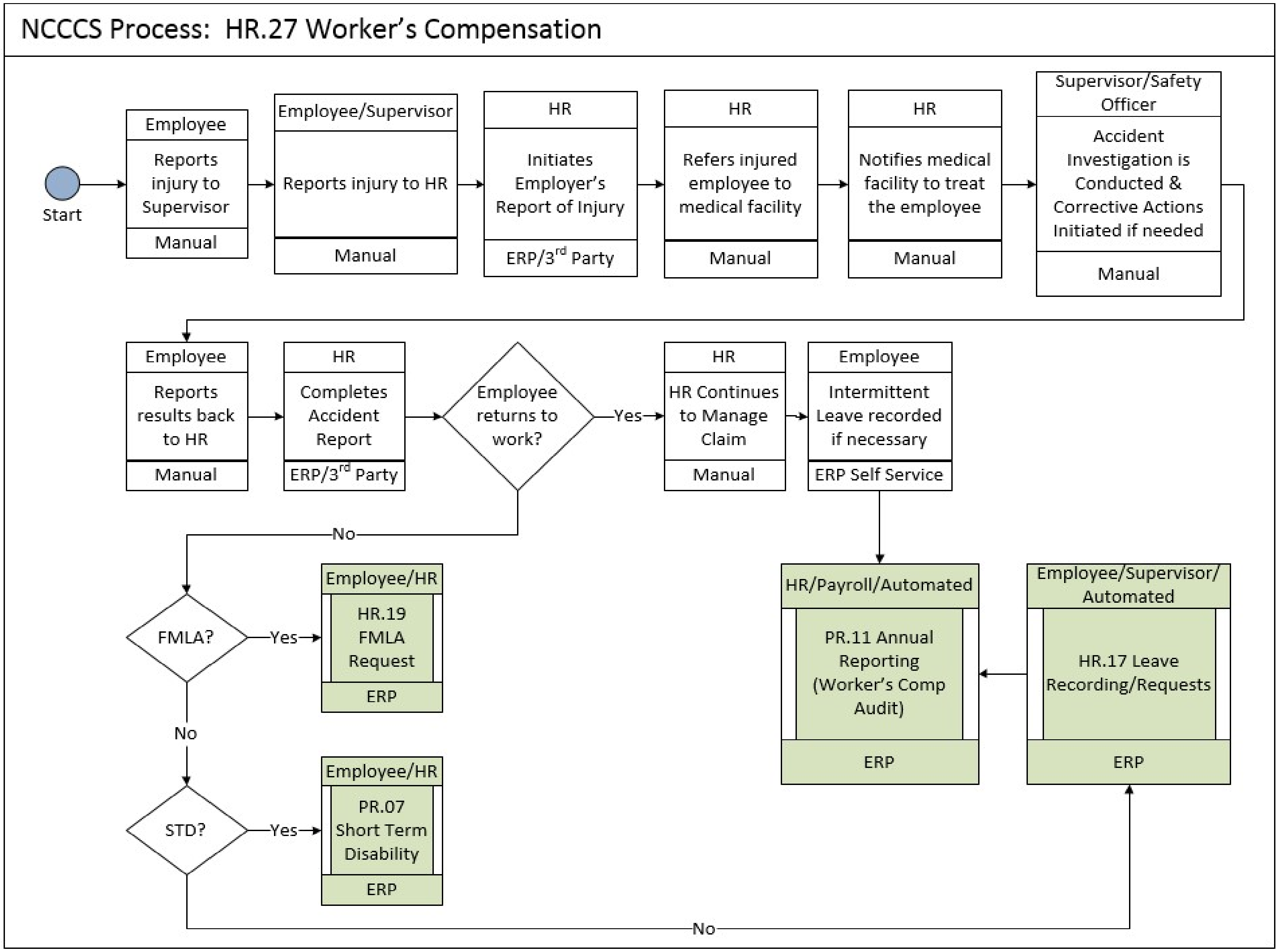
Description: Process the employee and employer follow when reporting a grievance.

Process Notes:

1. Issue is reported to HR – Employee
2. Is it a grievance issue?
   - 2.1. No: HR notifies employee
   - 2.2. Yes: Record
   - 2.3. Did HR resolve the issue?
     - 2.3.1. Yes: Document in the ERP
       - 2.3.1.1. No: Submit formal grievance – Employee
3. The formal grievance is reviewed and approved or denied – HR/Authorized Party
   - 3.1. Is the grievance approved?
     - 3.1.1. Yes: Flows through the college's grievance process – HR
       - 3.1.1.1. Grievance is resolved, and the results are documented – HR
       - 3.1.1.2. No: A notification is sent to the employee - HR

Institutional Support Process Maps

Human Resources



HR.27 Worker's Compensation

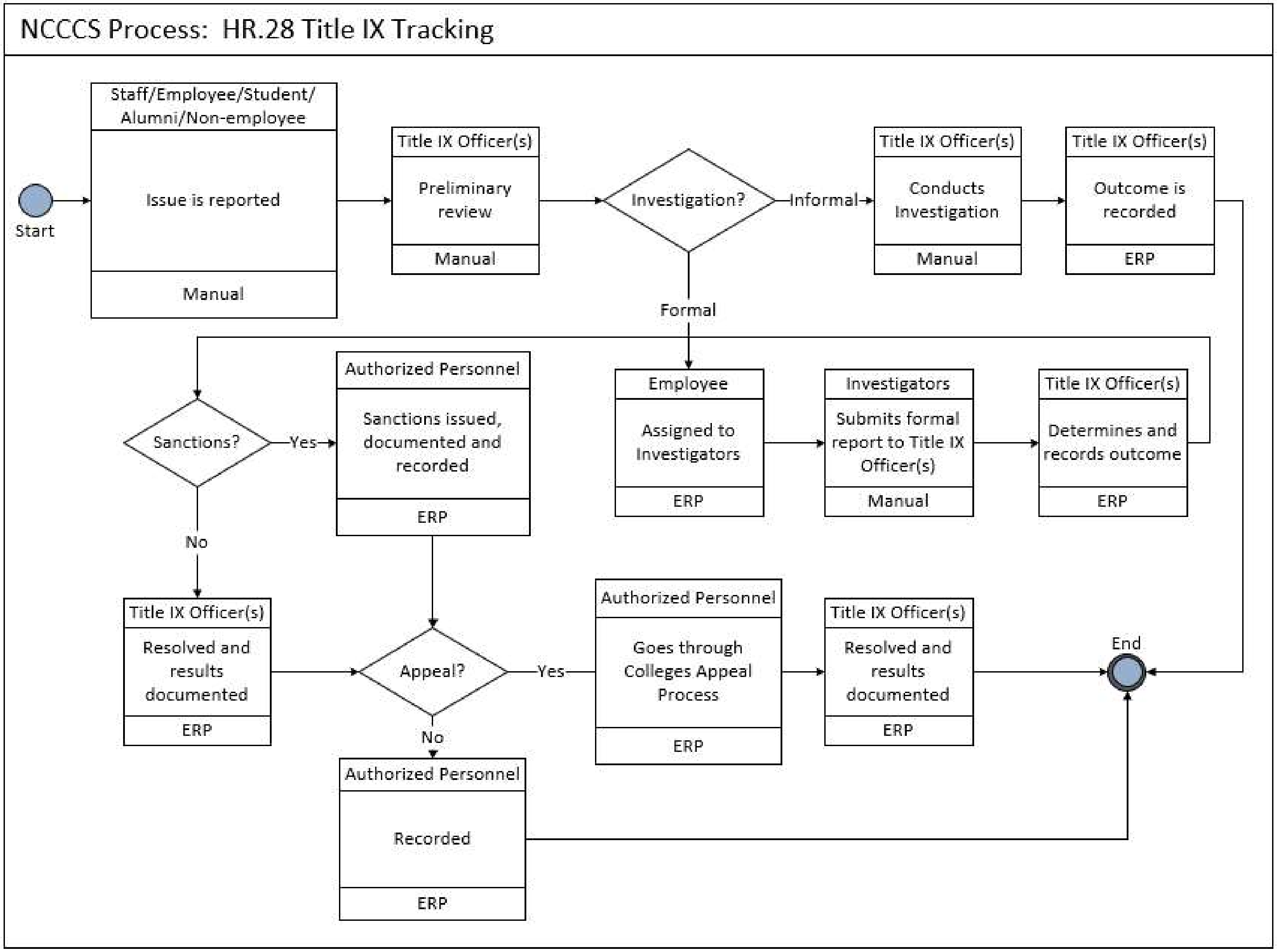
Description: Process that the employee, supervisor and employer follow to report employee injuries.

Process Notes:

1. Injury is reported to supervisor - Employee
2. Injury is reported to Human Resources – Employee/Supervisor
3. The Employer's Report of Injury is initiated – Human Resources
4. Injured employee is referred to a medical facility – Human Resources
5. The medical facility is notified to treat the employee – Human Resources
6. An accident investigation is conducted, and corrective actions are initiated if needed – Supervisor/Safety Officer
7. Results are reported back to Human Resources [i.e., diagnosis, follow-up visits (if required), work restrictions (if applicable), return to work note, etc.] - Employee
8. An accident report is completed – Human Resources
9. Employee returns to work?
    - 9.1. Yes: HR continues to manage the claim
        - 9.1.1. Intermittent leave is recorded if necessary – Employee/Self-service
        - 9.1.2. [PR. 11 Annual Reporting (Worker's Comp Audit) – Human Resources/Payroll/Automatic
    - 9.2. No: FMLA?
        - 9.2.1. Yes: [HR.19 FMLA Request] – Employee/Human Resources
        - 9.2.2. No: Short Term Disability (STD)?
            - 9.2.2.1. Yes: [PR.07 Short Term Disability] – Employee/Human Resources
            - 9.2.2.2. No: [HR.17 Leave Recording/Requests] – Employee/Supervisor/Automatic
                - 9.2.2.2.1. [PR.11 Annual Reporting (Worker's Comp Audit) – Human Resources/Payroll/Automatic

Institutional Support Process Maps

Human Resources



HR.28 Tracking Title IX

Description: Process that employees, non-employees, students, alumni, and employers follow when reporting a Title IX issue.

Process Notes:

1. An issue is reported – Staff, Employee, Student, Alumni, Non-employee
2. A preliminary review is performed – Title IX Officer(s)
3. Is it an informal investigation?
   - 3.1. Yes: An investigation is conducted – Title IX Officer(s)
     - 3.1.1. Outcome is recorded – Title IX Officer(s)
   - 3.2. No: The issue is assigned to investigators – Employee
     - 3.2.1. A formal report is submitted to the Title IX Officer(s) – Investigators
     - 3.2.2. Determines and records outcome – Title IX Officer(s)
4. Sanctions?
   - 4.1. Yes: Sanctions are issued, documented and recorded – Authorized Personnel
   - 4.2. No: Resolved and results documented – Title IX Officer(s)
5. Is there an appeal?
   - 5.1. Yes: Goes through the college's appeal process – Authorized Personnel
     - 5.1.1. Resolved and results documented – Title IX Office(s)
   - 5.2. No: Recorded – Authorized Personnel

Institutional Support Process Maps

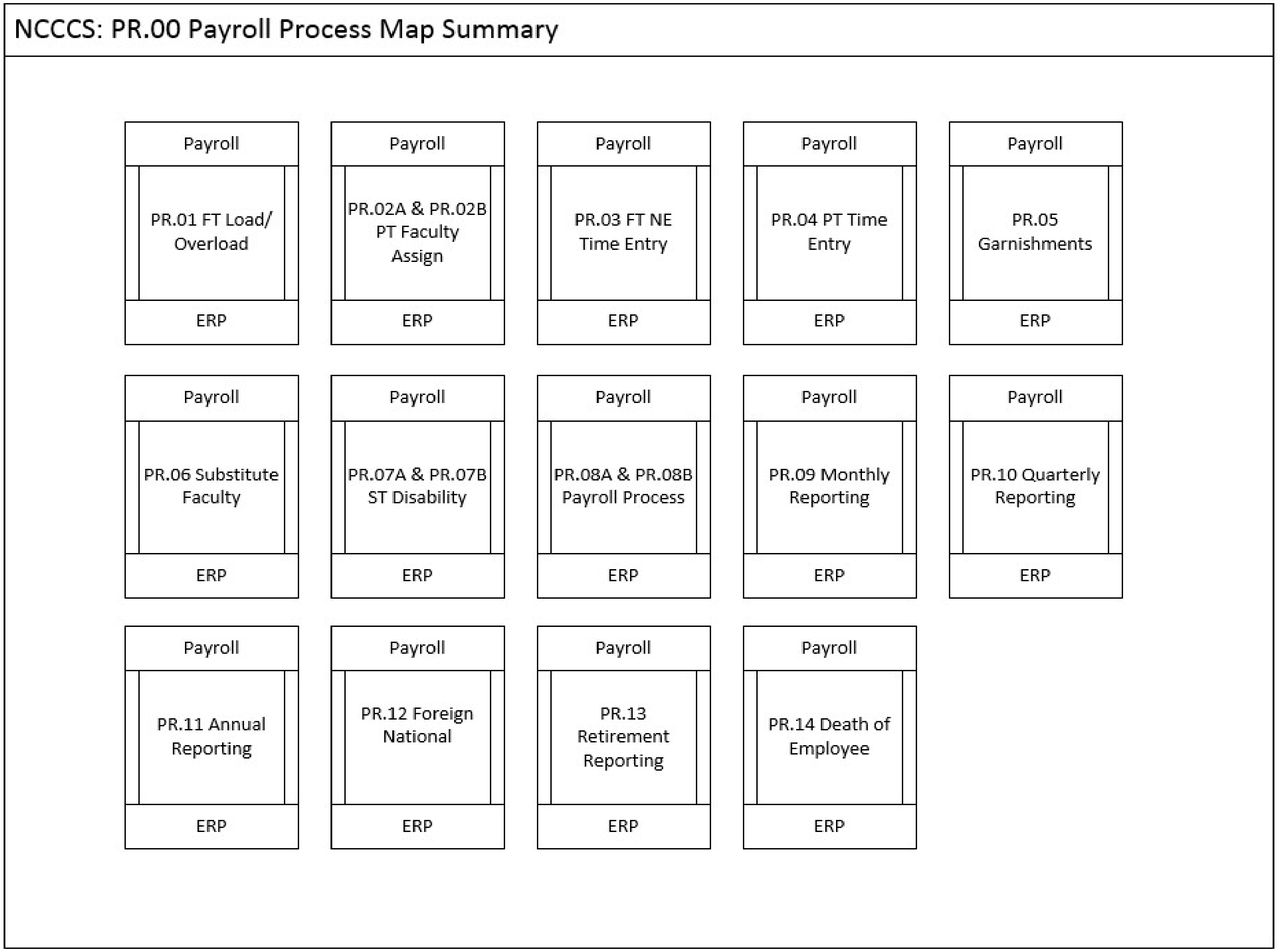
Payroll

PR.00 Payroll Process Summary

Description: Summary of processes appearing in this report.

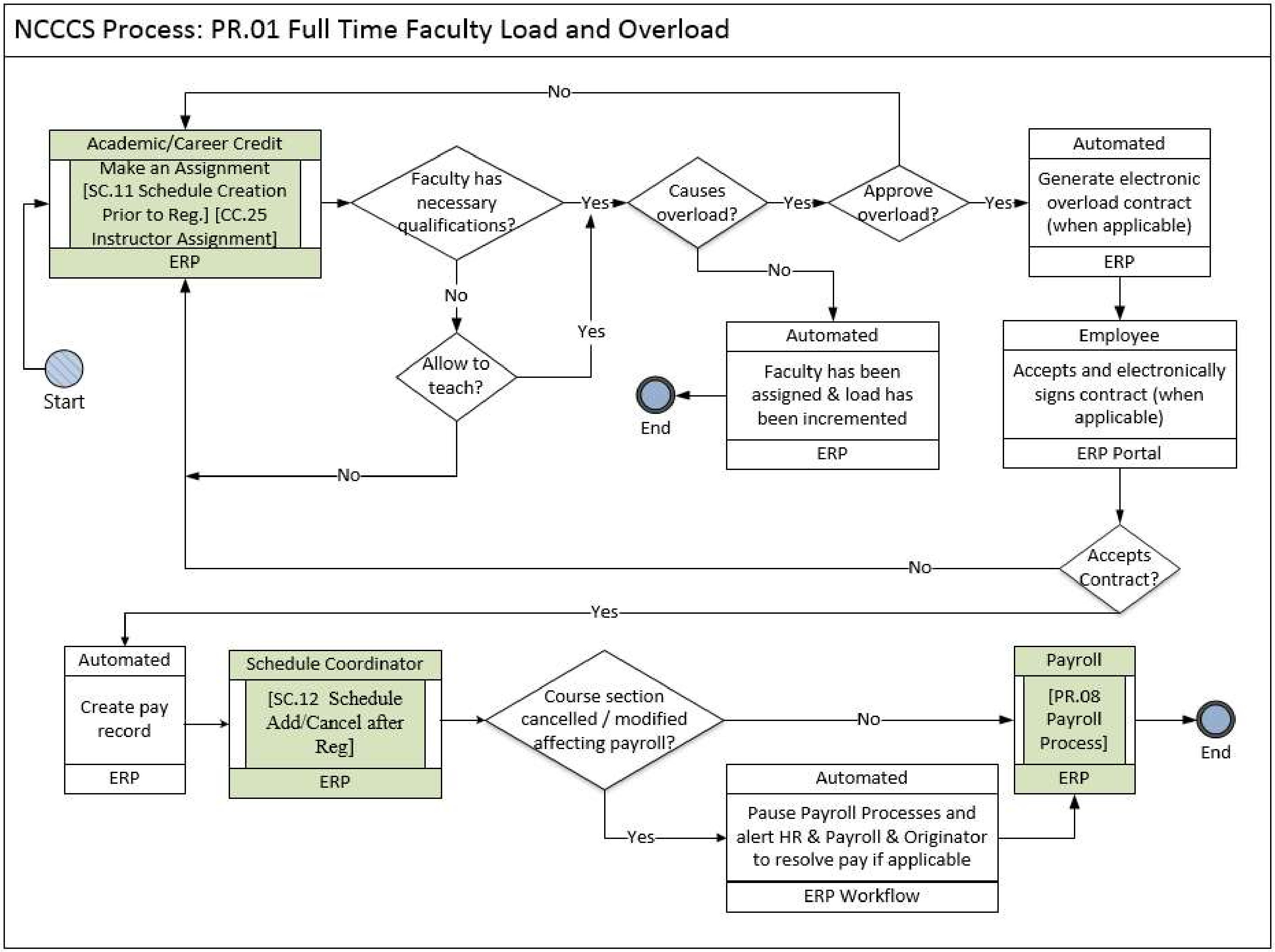
Institutional Support Process Maps

Payroll



Institutional Support Process Maps

Payroll



Institutional Support Process Maps

Payroll

PR.01 Full Time Faculty Load and Overload

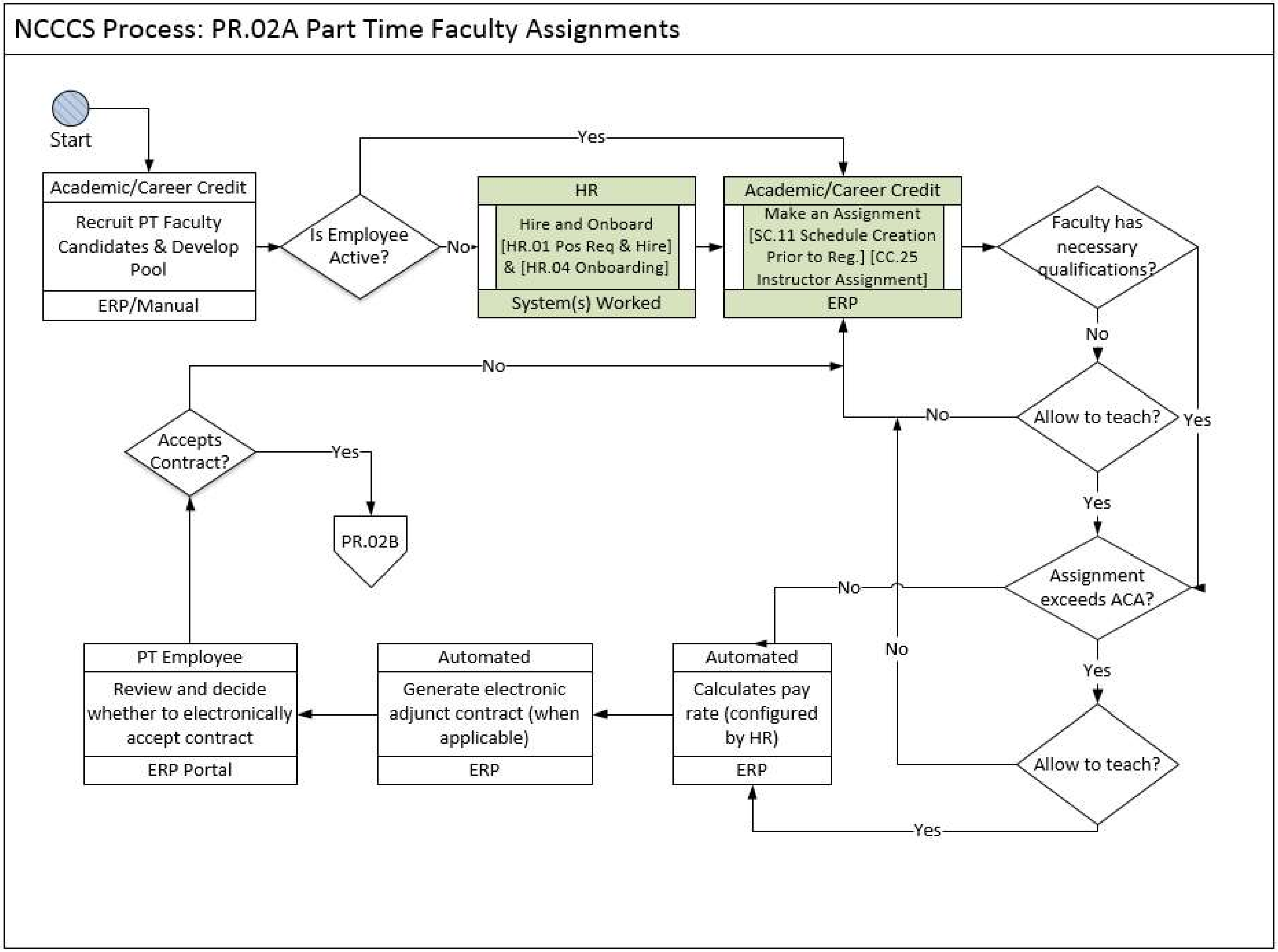
Description: Assignment and process of full time faculty overload assignments.

Process Notes:

1. Assign Faculty to Course Sections – Academic/Career Credit
2. Does faculty have necessary qualifications for course section?
   2.1. Yes: Continue assignment
   2.2. No: Allow override to allow assignment?
      2.2.1. Yes: Continue
      2.2.2. No: Return to assignment
3. Does this cause overload?
   3.1. Yes: Continue
   3.2. No: Faculty assigned, and load incremented - Automatic
4. Electronic overload contract generated when applicable - Automatic
5. Accepts and electronically signs contract – Employee
   5.1. Yes: Continue
   5.2. No: Return to start
6. Create pay record (stipend, hourly, etc.) – Automatic
7. Must go through this process [SC.12 Schedule Add/Cancel after Registration] before it can be determined if a course section was cancelled or modified that would affect payroll – Schedule Coordinator
8. Course section cancelled or modified affecting payroll?
   8.1. Yes: Continue
   8.2. No: [PR.08 Payroll Process] – Automatic
9. Alert Payroll, Human Resources, and originator to resolve pay if applicable – Automatic

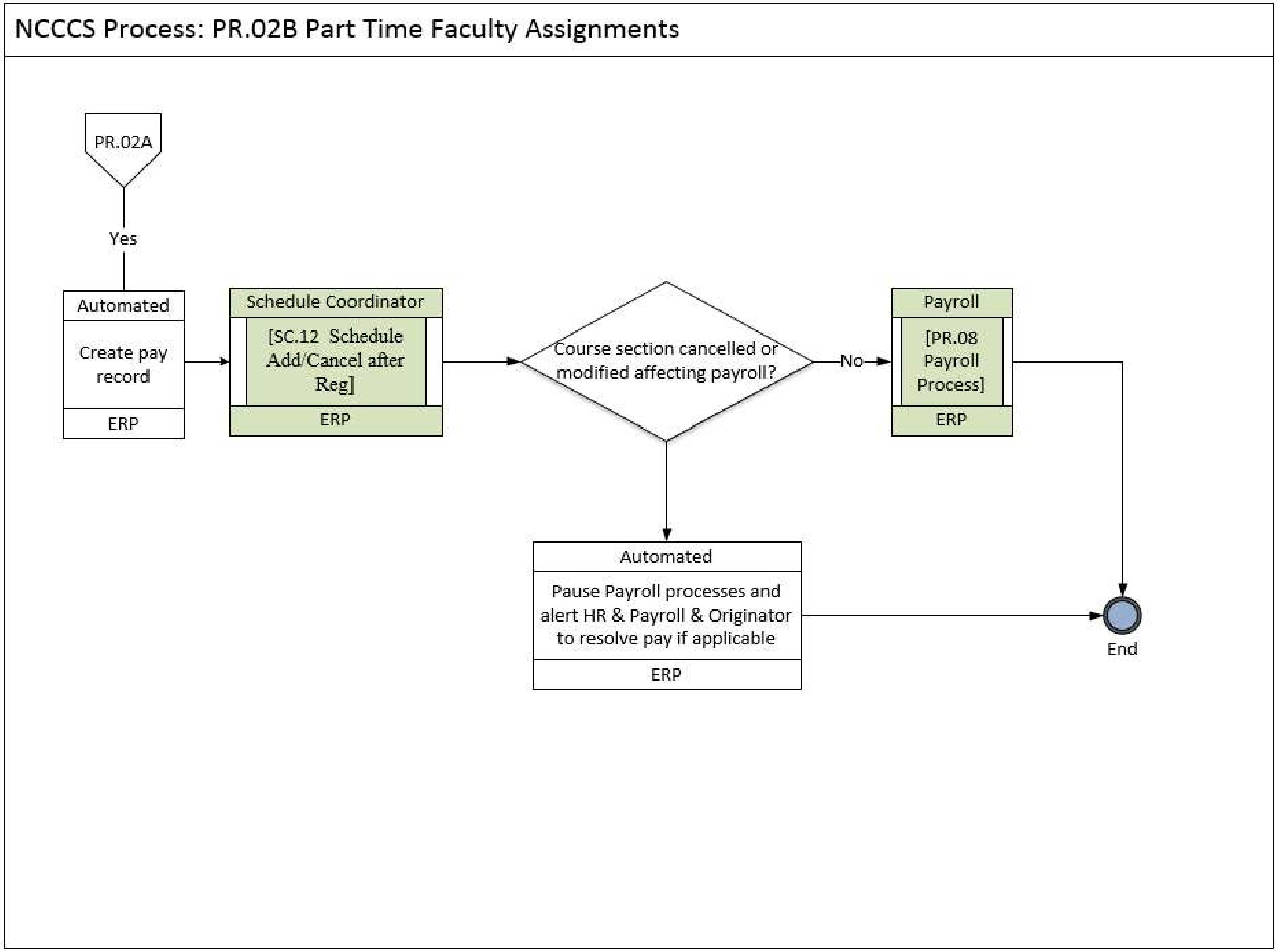
Institutional Support Process Maps

Payroll



Institutional Support Process Maps

Payroll



Institutional Support Process Maps

Payroll

PR.02 Part Time Faculty Assignments

Description: Part-time faculty course section assignments.

Institutional Support Process Maps

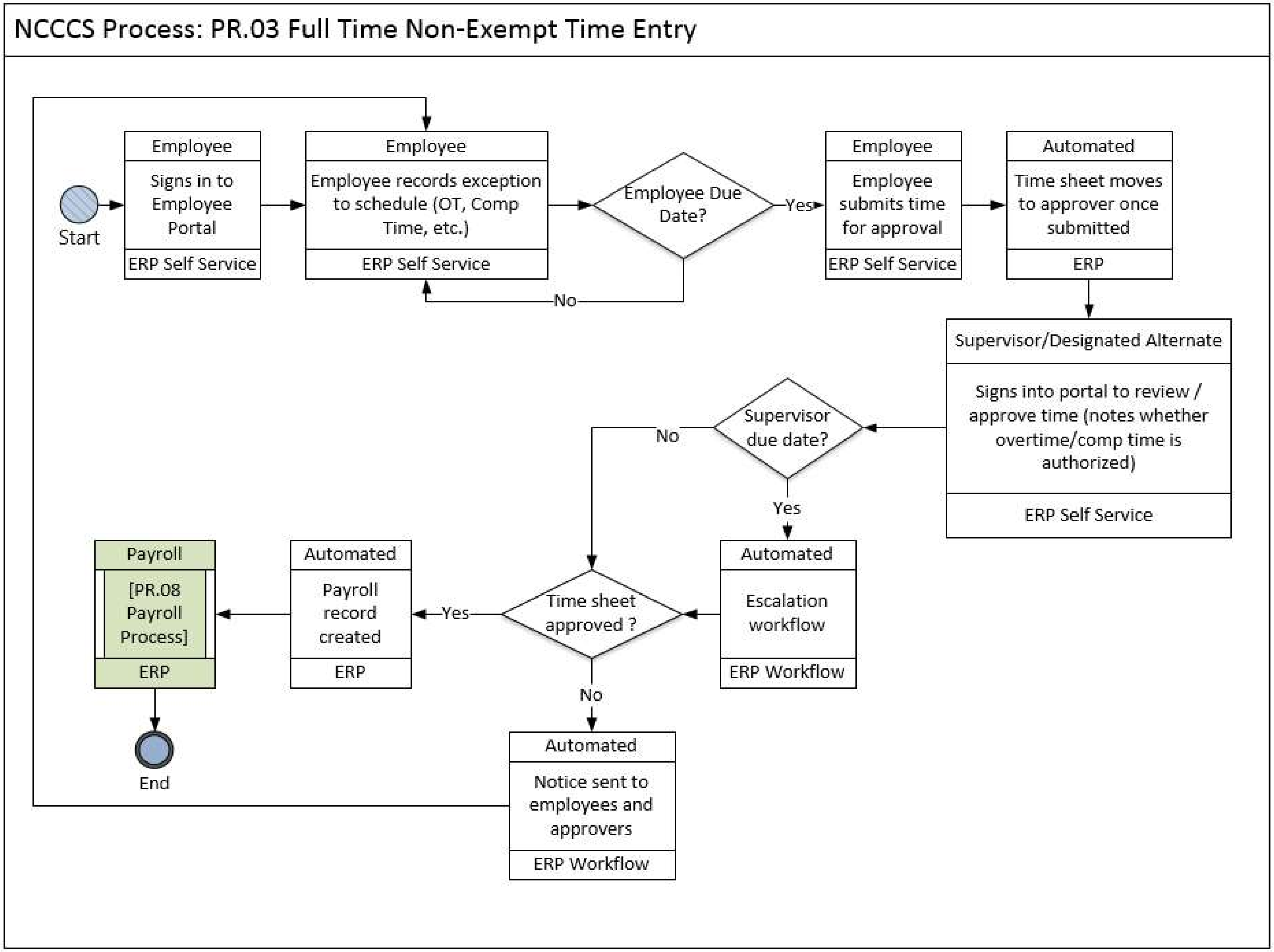
Payroll

Process Notes:

1. Recruit part-time faculty and develop pool – Academic/Career Credit
   1.1. Pool of part-time faculty is used for emergency assignments
2. Active? Is PT faculty an active employee?
   2.1. Yes: Continue
   2.2. No: Return to Hire/Onboard to Rehire employee
3. Position Request & Hire [HR.01] and Onboard [HR.04] – Human Resources
4. Confer with and assign PT Faculty to course sections/Career Credit classes – Academic/Career Credit
5. Does faculty meet teaching requirements for section/class?
   5.1. Yes: Continue
   5.2. No: Allow to teach?
      5.2.1. Yes: Continue
      5.2.2. No: Return to confer and assign
6. Assignment exceeds ACA limits?
   6.1. No: Continue
   6.2. Yes: Allow to teach?
      6.2.1. Yes: Continue
      6.2.2. No: Return to confer and assign
7. Calculate pay rate (configured by HR) – Automatic
   7.1. Adjunct faculty rates per course section are set by HR and depend on level of faculty qualification, number of credit hours of class, academic level of course, level of instruction (lead, assistant, lab assistant)
8. Generate electronic contract – Automatic
9. Review and decide whether to electronically sign contract – PT Employee
   9.1. Yes: Continue
   9.2. No: Return to confer and assign
10. Create pay record – Automatic
11. Must go through this process [SC.12 Schedule Add/Cancel after Registration] before it can be determined if a course section was cancelled or modified that would affect payroll – Schedule Coordinator
12. Course section cancelled or modified affecting payroll?
    12.1. Yes: Alert Payroll, Human Resources, and originator, as applicable - Automatic
    12.2. No: [PR.08 Payroll Process] – Automatic

Institutional Support Process Maps

Payroll



PR.03 Full Time Non-Exempt Time Entry

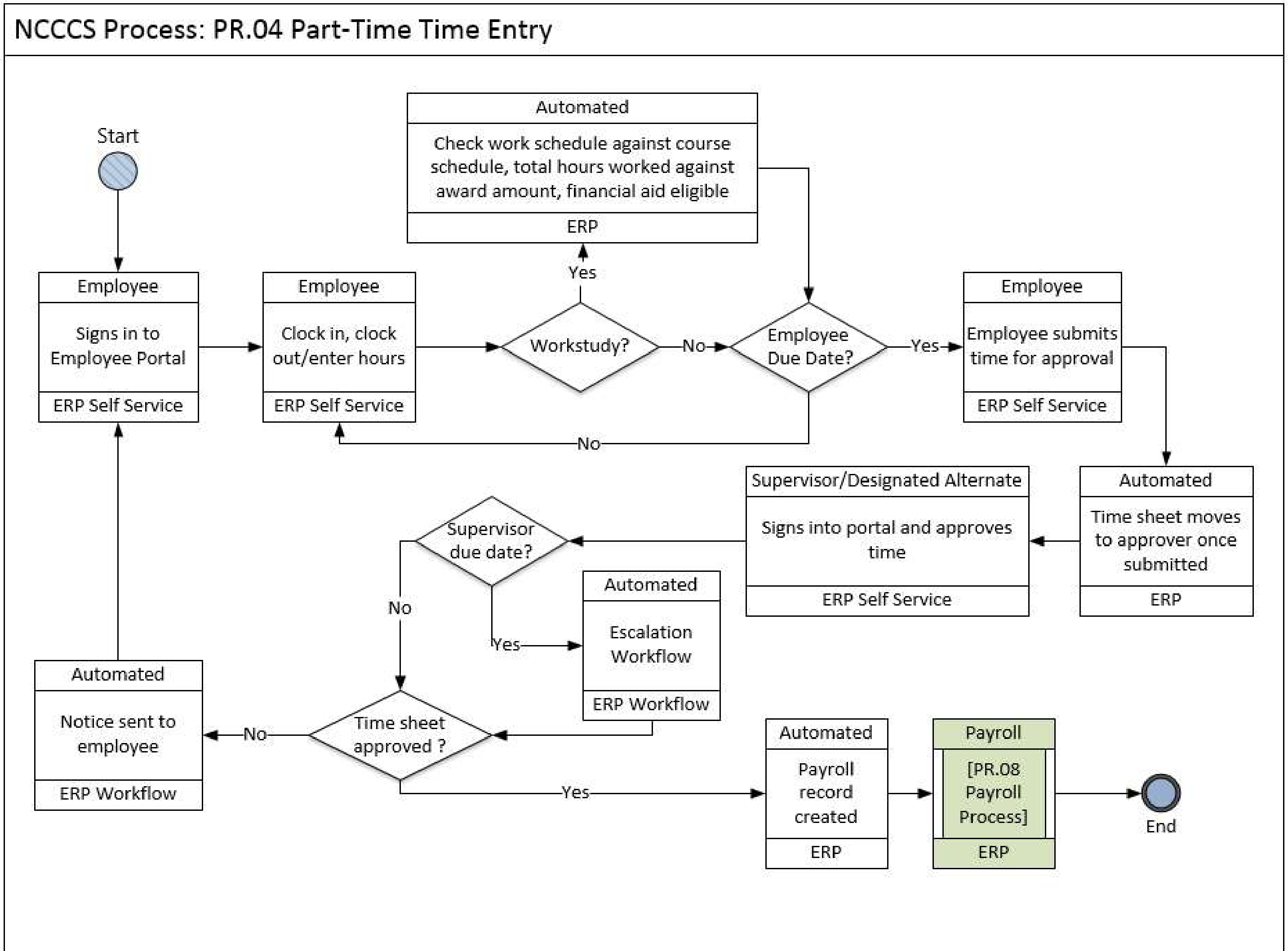
Description: Tracking and time entry for full time non-exempt employees.

Process Notes:

1. Sign in to employee portal – Employee
2. Employee records exception to schedule (over time, compensatory time, etc.) – Employee
3. Employee payroll due date?
   3.1. Yes: Continue
   3.2. No: Return to time entry
4. Submit time to supervisor for approval – Employee
5. Alert sent to approver once submitted – Automatic
6. Sign into portal to review / approve time – Supervisor/Designated Alternate
7. Supervisor due date?
   7.1. Yes: Continue
   7.2. No: Review only, no approval
8. Time sheet approved?
   8.1. Yes: Continue
   8.2. No: Return to employee for correction
9. Payroll records created – Automatic
10. [HR.08 Payroll Process] – Payroll

Institutional Support Process Maps

Payroll



PR.04 Part-Time Time Entry

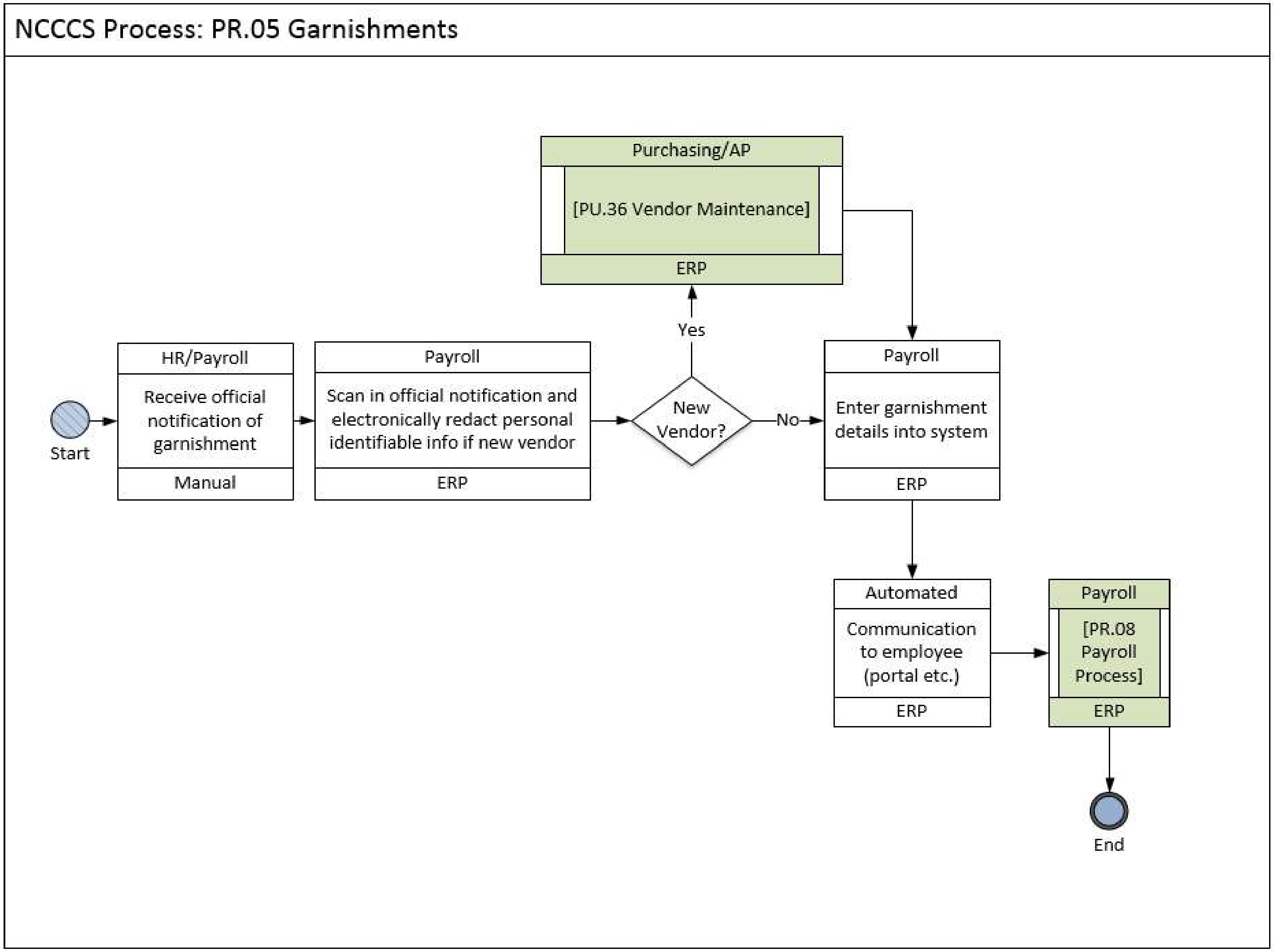
Description: Tracking and time entry for hourly part time employees.

Process Notes:

1. Sign in to employee portal – Employee
2. Clock-in, clock-out or enter hours – Employee
3. Work study?
    3.1. Yes: check against course schedule, total hours worked against award amount, financial aid eligibility – Automatic
    3.2. No: Continue
4. Employee payroll due date?
    4.1. Yes: Continue
    4.2. No: Return to time entry process
5. Submit time to supervisor for approval – Employee
6. Alert sent to approver once submitted – Automatic
7. Sign into portal to review and approve time – Supervisor/Designed Alternate
8. Supervisor due date?
    8.1. Yes: Continue
    8.2. No: Review only, no approval
9. Time sheet approved?
    9.1. Yes: Continue
    9.2. No: Return to employee
10. Payroll records created – Automatic
11. [PR.08 Payroll Process] – Payroll

Institutional Support Process Maps

Payroll



Institutional Support Process Maps

Payroll

PR.05 Garnishments

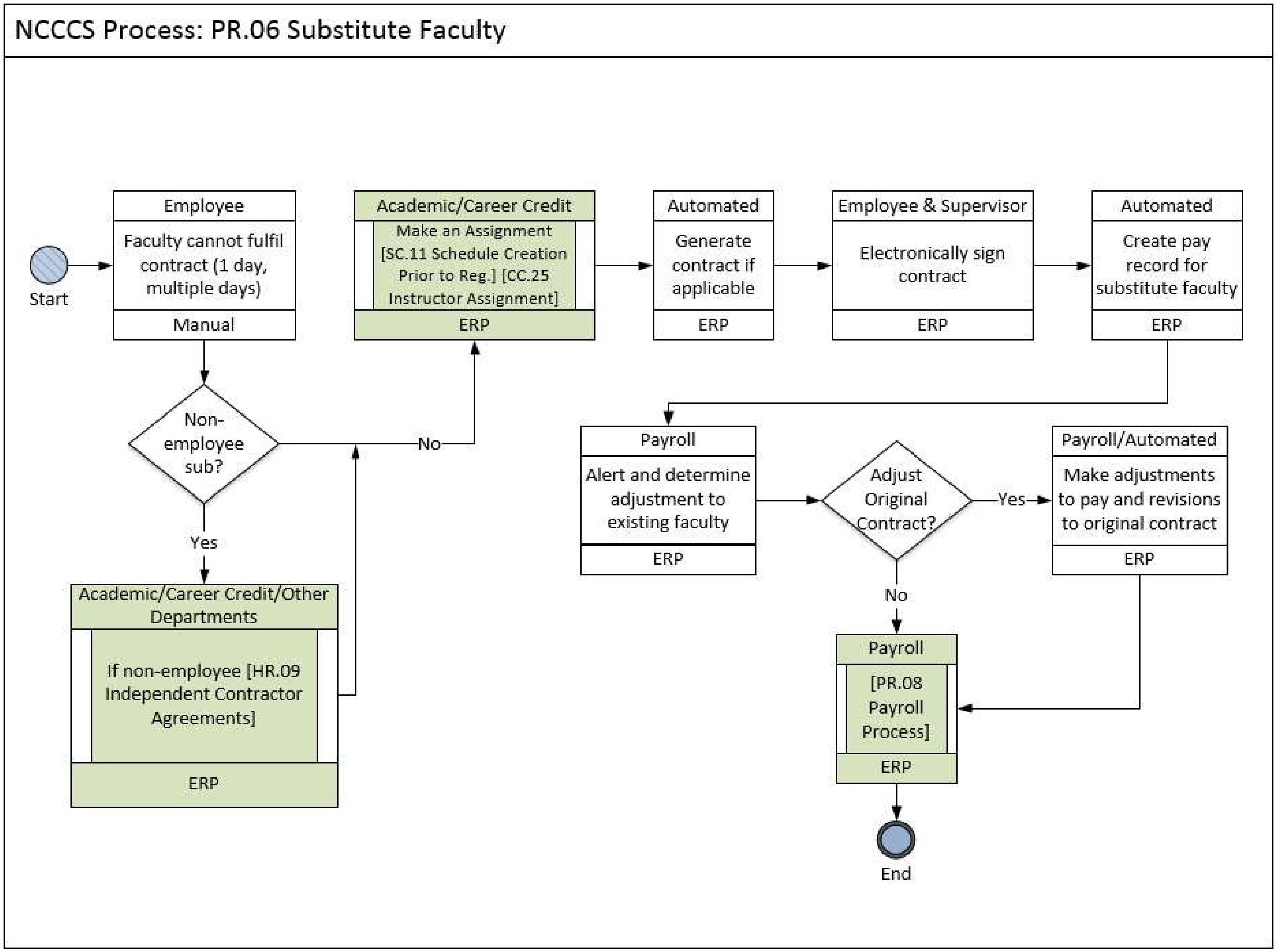
Description: Calculation and tracking of legal notification to garnish an employee's pay based on the information in the notification.

Process Notes:

1. Official notification of garnishment is received – Human Resources/Payroll
2. Scan official notification and electronical redact personally identifiable information if new vendor - Payroll
3. New vendor?
   3.1. No: Continue
   3.2. Yes: Establish new vendor using redacted information – Purchasing /Accounts Payable
      3.2.1. Notify Payroll when complete – Automatic/Purchasing/Accounts Payable
4. Enter garnishment details into system – Payroll
5. Communicate/alert employee of the garnishment via portal – Automatic
6. [PR.08 Payroll Process] – Payroll

Institutional Support Process Maps

Payroll



PR.06 Substitute Faculty

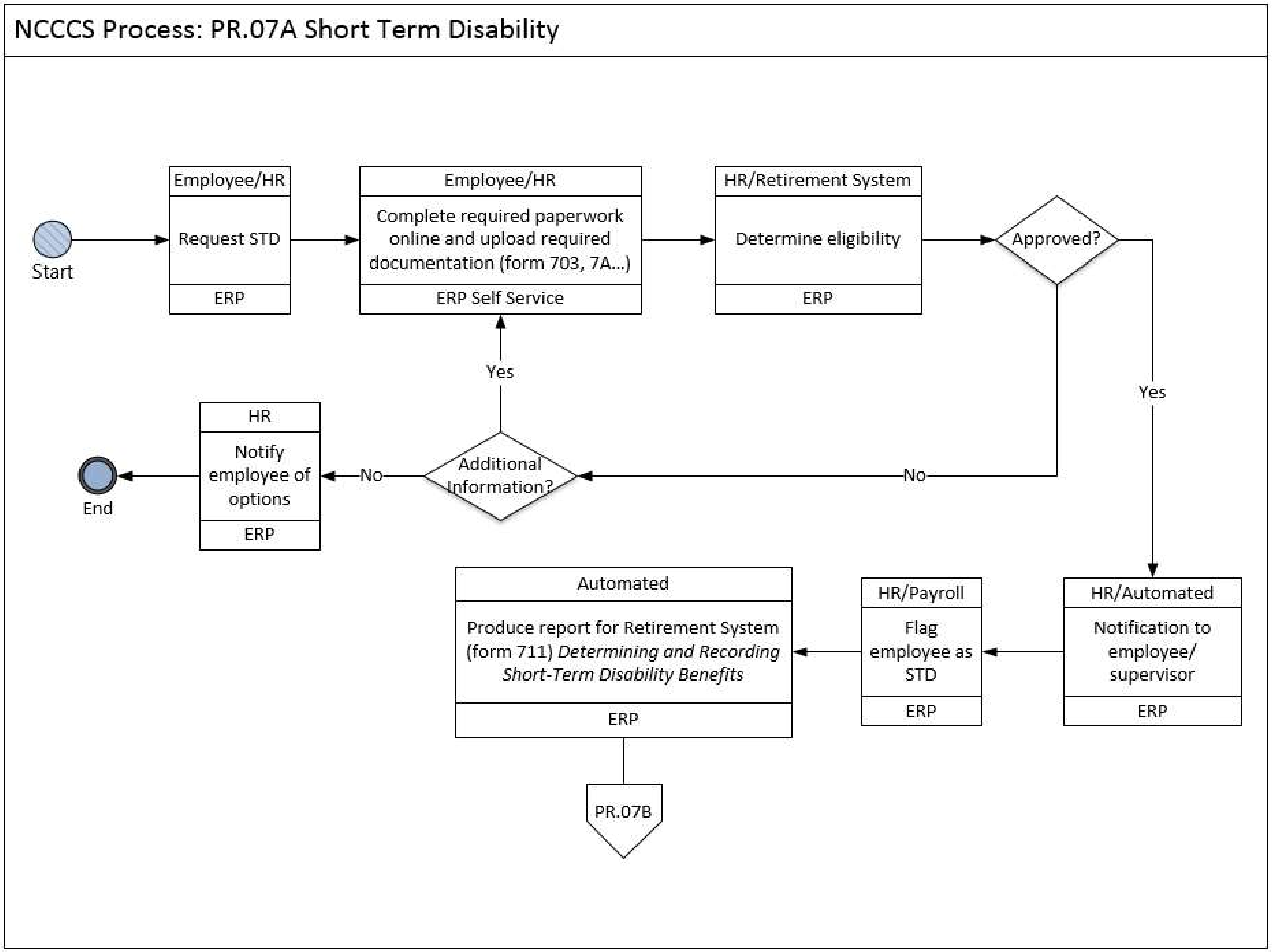
Description: When a faulty member cannot fulfill their contract, substitute faculty are hired to fulfill the responsibilities the faculty member cannot perform.

Process Notes:

1. Faculty cannot fulfil contract (one day or multiple days) – Faculty
2. Will a non-employee sub?
   2.1. Yes: [HR.09 Independent Contractor Agreements]
   2.2. No: Continue
3. Assign temporary faculty to course section – Academic/Career Credit
4. Generate contract, if applicable – Automatic
5. Electronically sign contract – Employee & Supervisor
6. Create pay record for substitute faculty – Automatic
7. Alert and determine pay adjustment to existing faculty, if applicable – Payroll
8. Decision to adjust original contract?
   8.1. Yes: Adjust pay and note revision to original contract – Payroll/Automatic
   8.2. No: Continue
9. [PR.08 Payroll Process] – Payroll

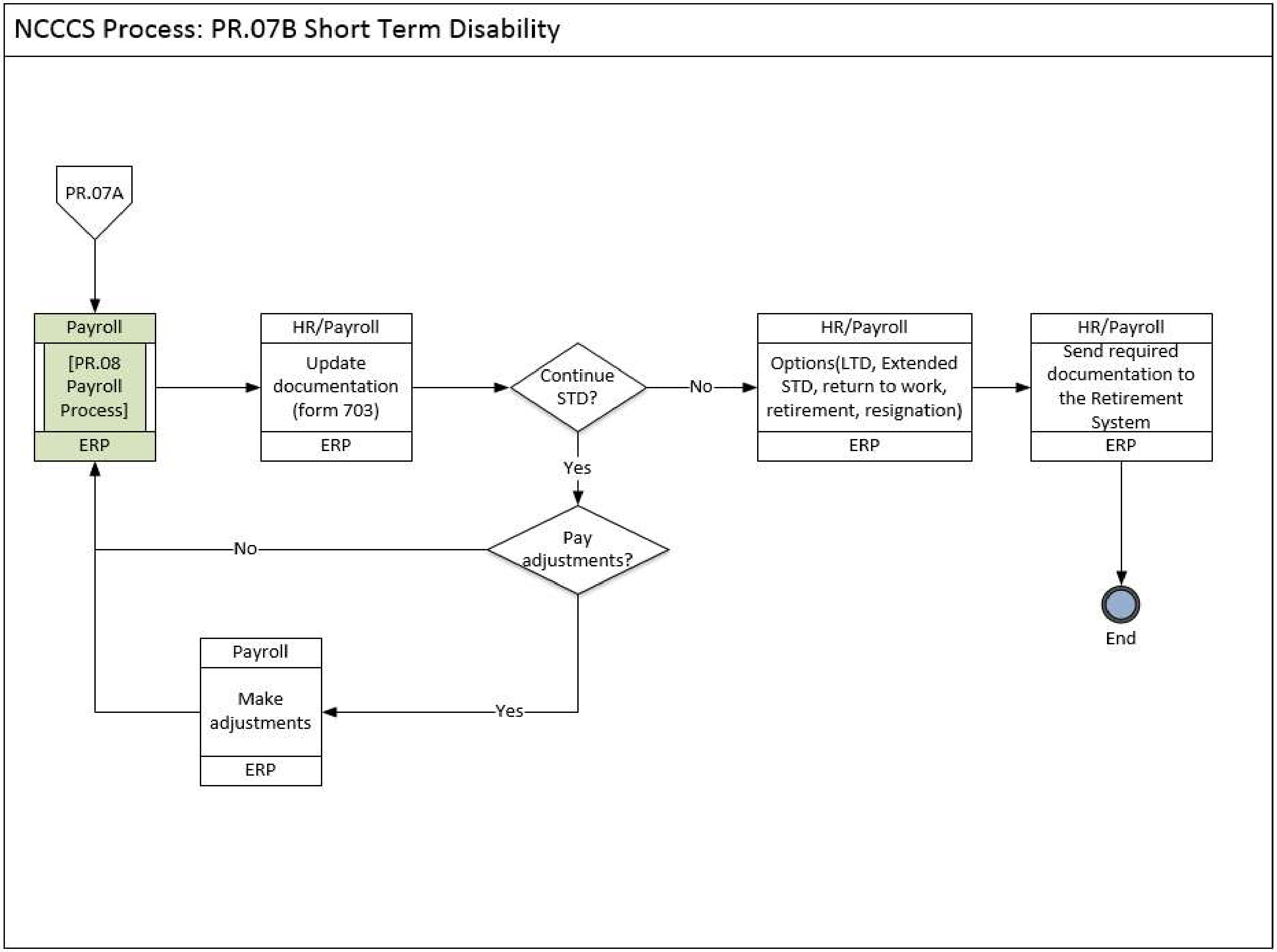
Institutional Support Process Maps

Payroll



Institutional Support Process Maps

Payroll



PR.07 Short-Term Disability

Description: Short-term disability is an option when FMLA is no longer applicable.

Institutional Support Process Maps

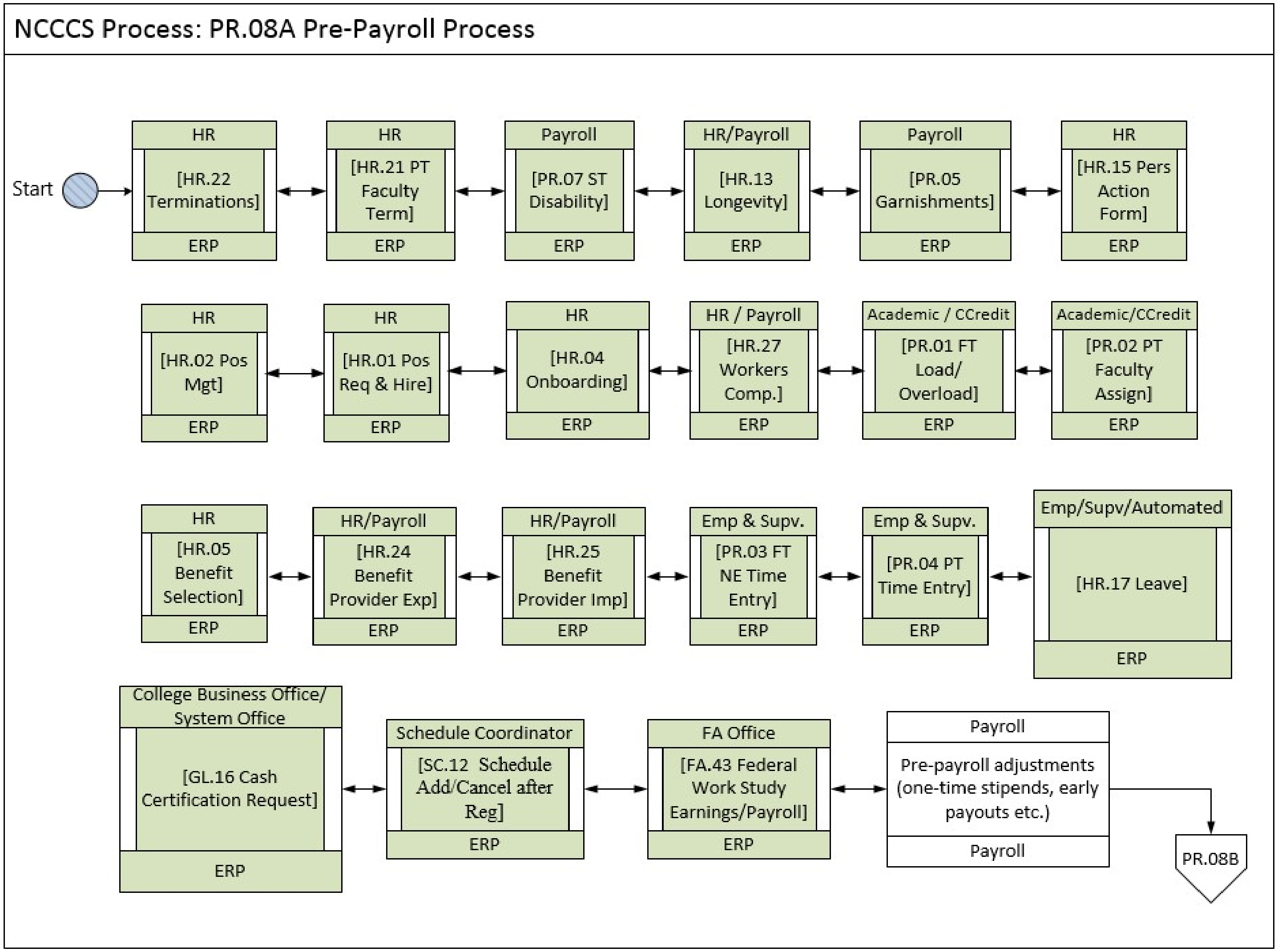
Payroll

Process Notes:

1. Single sign-on to self-service to request short term disability benefits – Employee/Human Resources
2. Complete form and upload required documentation (form 703, 7A…) – Employee/Human Resources
3. Determine eligibility – Human Resources/Retirement System
4. Approved?
   - 4.1. Yes: Continue
   - 4.2. No: Need Additional Information?
     - 4.2.1. Yes: Advise employee what documentation is needed – Human Resources
     - 4.2.2. No: Notify employee of options – Human Resources
5. Notify employee and supervisor of approval – Human Resources/Automatic
6. Flag employee status as short-term disability – Automatic
7. Produce report for Retirement System (form 711, Recording and Reporting Short-term Disability Benefits) – Automatic
8. [PR.08 Payroll Process] – Payroll
9. Update documentation (form 703, Reporting Earnings for Short-term Disability Benefits and Medical Report for Eligibility Review) – Human Resources/Payroll
10. Decision to continue short-term disability?
    - 10.1. Yes: Continue
    - 10.2. No: Notify employee of other options – Human Resources/Payroll
      - 10.2.1. Extended short-term disability
      - 10.2.2. Long-term disability
      - 10.2.3. Return to work
      - 10.2.4. Resignation
      - 10.2.5. Retirement
        - 10.2.5.1. Send required documentation to Retirement System – Human Resources/Payroll
11. Decision if pay adjustments are needed?
    - 11.1. Yes: Make adjustments
    - 11.2. No: Continue
12. [PR.08 Payroll Process] – Payroll

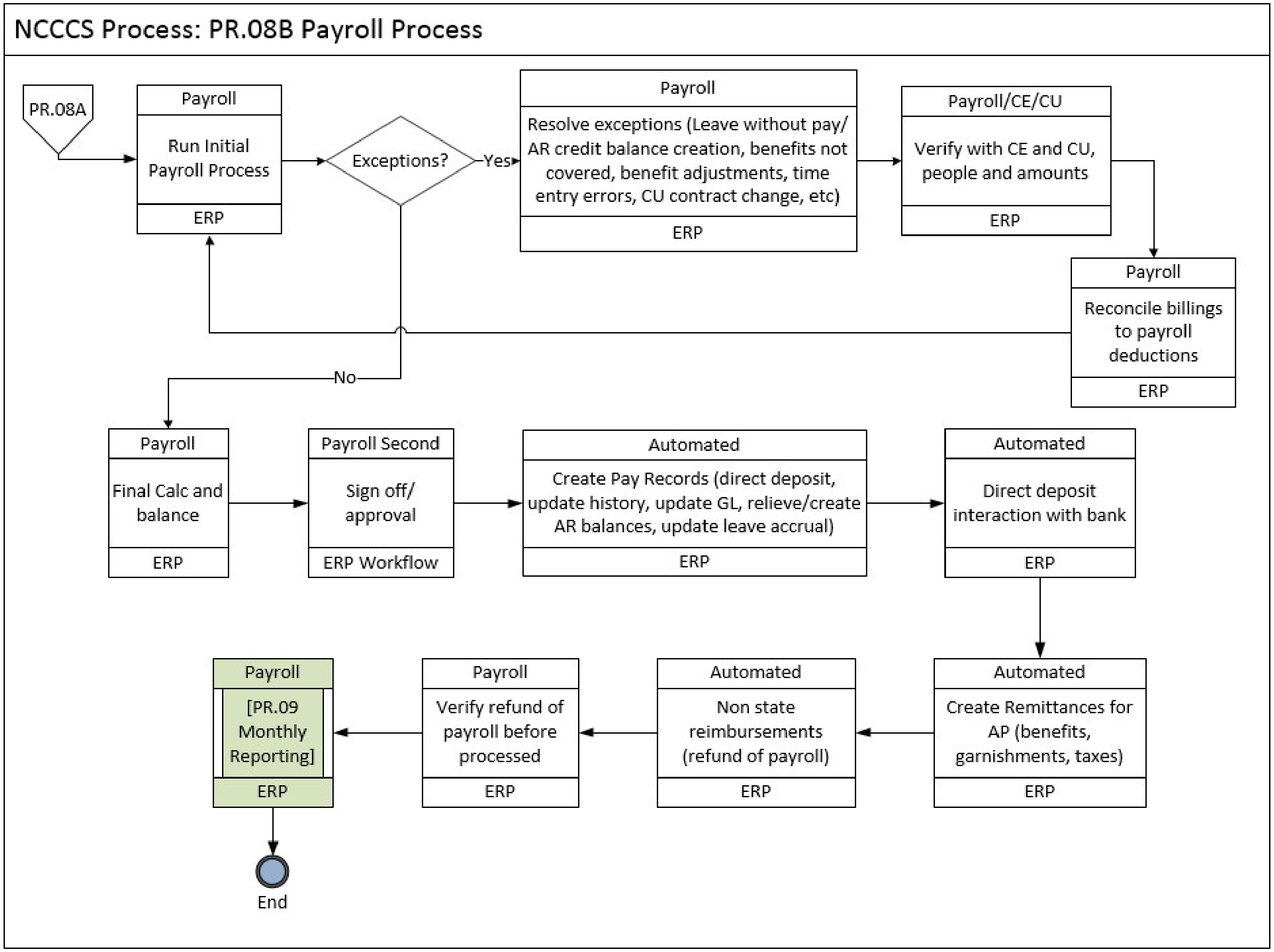
Institutional Support Process Maps

Payroll



Institutional Support Process Maps

Payroll



Institutional Support Process Maps

Payroll

PR.08 Payroll Process

Description: Processes and sub-processes that are performed before payroll and then calculating and processing monthly payroll

Process Notes:

1. Payroll Pre-processing:
   - 1.1. [HR.22 Terminations] – Human Resources
   - 1.2. [HR.21 PT Faculty Termination] – Human Resources
   - 1.3. [PR.07 ST Disability] - Payroll
   - 1.4. [HR.13 Longevity] – Human Resources/Payroll
   - 1.5. [PR.05 Garnishments] – Payroll
   - 1.6. [HR.15 Personnel Action Form] – Human Resources
   - 1.7. [HR.02 Position Management] – Human Resources
   - 1.8. [HR.01 Position Request and Hire] – Human Resources
   - 1.9. [HR.04 Onboarding] – Human Resources
   - 1.10. [PR.14 Worker's Compensation] – Human Resources/Payroll
   - 1.11. [PR.01 FT Faculty load / overload] – Academic/Career Credit
   - 1.12. [PR.02 Part-time faculty assignment] – Academic/Career Credit
   - 1.13. [HR.05 Benefit Selection] – Human Resources
   - 1.14. [HR.24 Benefit Provider Export] – Human Resources/Payroll
   - 1.15. [HR.25 Benefit Provider Import] – Human Resources/Payroll
   - 1.16. [PR.03 Full Time Non-Exempt Time entry] – Employee & Supervisor
   - 1.17. [PR.04 Part Time Hourly Time Entry] – Employee & Supervisor
   - 1.18. [HR.17 Leave Recording/Requests] – Employee/Supervisor
   - 1.19. [Cash Certification Request] – College Business Office/System Office
   - 1.20. [SC.12 Schedule Add/Cancel after Registration] – Schedule Coordinator
   - 1.21. [FA.43 Federal Work Study Earnings/Payroll] – FA Office
   - 1.22. Other pre-payroll adjustments (one-time stipends, early payouts, etc.) - Payroll

PR.08 Payroll Process

Description: Processes and sub-processes that are performed before payroll and then calculating and processing monthly payroll

Process Notes Cont.:

2. Run initial payroll process – Payroll
3. Exceptions?
   3.1. No: Continue
   3.2. Yes: Resolve exceptions
      3.2.1. Leave without pay, AR credit balance creation, benefits not covered, benefit adjustments, time entry errors, contract changes, etc.)
      3.2.2. Verify with Academic/Career Credit faculty on payroll and amounts
      3.2.3. Reconcile bills (all payroll deductions)
4. Final calculation and balance payroll – Payroll
5. Sign-off approve payroll – Payroll Second
6. Create pay records (direct deposit, update history, update GL, relieve encumbrances, create AR balances, update leave accrual, update work study earnings for Financial Aid, etc.) - Automatic
7. Transfer direct deposit transaction with bank – Automatic
8. Create remittances for AP for benefits, garnishments, and taxes – Automatic
9. Create, verify, and transmit non-State reimbursements (refund of payroll) – Automatic
10. [PR.09 Monthly Reporting] – Payroll

Institutional Support Process Maps

Payroll

NCCCS Concept Document: PR.09 Monthly Reporting

Payroll/Automated	Payroll Personal Service Voucher Register (sent to System Office) file	ERP
Payroll/Automated	[PR.13 Retirement Reporting]	ERP
Payroll/Automated	401k, 401 Roth, 457b/file	ERP
HR/PR/Automated	US Bureau of Labor Statistics	ERP
PR/HR/Automated	New Hire Report	ERP
Payroll/Automated	State and Federal Tax Reports	ERP
PR/HR/Automated	All benefit files (Benefitfocus, Pierce Group, etc.)	ERP
Payroll/Automated	Auditing Reports (wage, tax, direct deposit changes etc.)	ERP
HR/PR/Automated	[HR.20 ACA Tracking PT Hours]	ERP
PR/FA/Automated	Award vs Earnings Report (Federal Work Study)	ERP

Institutional Support Process Maps

Payroll

PR.09 Monthly Reporting

Description: Payroll reporting after a payroll has been processed.

Process Notes:

1. Payroll personal service voucher register for system office – Payroll/Automatic
2. Retirement report/file – Payroll/Automatic
3. 401k, 401 Roth, 457b files – Payroll/Automatic
4. US Bureau of Labor Statistics – Human Resources/Payroll/Automatic
5. New hire report to State – Payroll/Human Resources/Automatic
6. State and Federal Tax Reports – Payroll/Automatic
7. Benefit files (Benefitfocus, Pierce Group, etc.) – Payroll/Automatic
8. Audit reports (wage, tax, benefits, direct deposit, etc.) – Payroll/Automatic
9. ACA reporting – Human Resources/Payroll/Automatic
10. Award versus Earnings Report (Federal work study) – PR/FA/Automated

Institutional Support Process Maps

Payroll

NCCCS Concept Document: PR.10 Quarterly Reporting

PR/Automated	PR/Automated	HR/PR/Automated	HR/PR/Automated	HR/PR/Automated	HR/PR/Automated
Federal Tax Report (941)	State Tax Quarterly Report (NC-5Q)	Third Party Sick Pay	Department of Employment Security (DES)	Multiple Worksite Report	Foreign National Reporting
ERP	ERP	ERP	ERP	ERP	ERP

PR.10 Quarterly Reporting

Description: Quarterly payroll reporting.

Process Notes:

1. Federal tax report (941) – Payroll/Automatic
2. State tax report (NC-5Q) – Payroll/Automatic
3. Third party sick pay – Human Resources/Payroll/Automatic
4. Department of Employment Security (DES) – Payroll/Automatic
5. Multiple worksite report - Human Resources/Payroll/Automatic
6. Foreign national reporting - Human Resources/Payroll/Automatic

Institutional Support Process Maps

Payroll

NCCCS Concept Document: PR.11 Annual Reporting

Type	Process	System
PR/Automated	W-2 Reporting (NCDOR, SSA)	ERP
HR/PR/Automated	1095-C (ACA)	ERP
PR/Automated	1042-S (PR.12 Foreign National)	ERP
PR/Automated	Federal Tax Report (941)	ERP
HR/Payroll/IR/Automated	IPEDS Reporting	ERP
HR/PR/Automated	Staff Information Report	ERP
HR/PR/Automated	Worker's Comp Audit	ERP
HR/PR/Automated	US Census Report	ERP
HR/PR/Automated	County Report (list of employees by county/ garnishments)	ERP
HR/Payroll/Finance/Automated	[HR.13 Longevity]	ERP
Automated	Encumbrances	ERP
HR/PR/Automated	Public Information Request (surveys, employee info)	ERP
Payroll/Other/Automated	OSHA Report (number of employees by campus, wages, hours, PT, FT, Faculty/staff)	ERP
Automated	Compensated Absences	ERP
Automated	Leave Carryover	ERP
HR/PR/Automated	Annual parameter updates (pay period dates, load period dates, tax table update etc.)	ERP
Automated	Payroll Accruals	ERP
PR/Automated	Pension Plan Reporting	ERP
HR/PR/Automated	Voluntary Shared Leave	ERP
HR/PR/Automated	Office of State Auditor Report	ERP
HR/PR/Automated	The Clery Act	ERP
HR/Automated	[HR.28 Title IX]	ERP

Institutional Support Process Maps

Payroll

PR.11 Annual Reporting

Description: Fiscal and year end payroll reporting.

Process Notes:

1. W-2 reporting (NCDOR, SSA) – Payroll/Automatic
2. 1095-C (ACA) – Human Resources/Payroll/Automatic
3. 1042-S (Foreign National taxes) - Human Resources/Payroll/Automatic
4. 941 year-end report - Payroll/Automatic
5. Staff Information Report - Human Resources/Payroll/Automatic
6. Worker's Compensation Audit Report - Human Resources/Payroll/Automatic
7. US Census report - Human Resources/Payroll/Automatic
8. County report (list of employees by county – used for garnishments) - Human Resources/Payroll/Automatic
9. Annual Longevity Report - Human Resources/Payroll/Finance/Automatic
10. Public information requests (surveys, employee information, etc.) - Human Resources/Payroll/Automatic
11. OSHA report (number of employees by campus, wages, hours, FT/PT, faculty/staff) with the ability to track all cases, when they were filed and store recordings, text messages etc., related to the case - Other/Payroll/Automatic
12. Compensated absences – Automatic

Institutional Support Process Maps

Payroll

PR.11 Annual Reporting

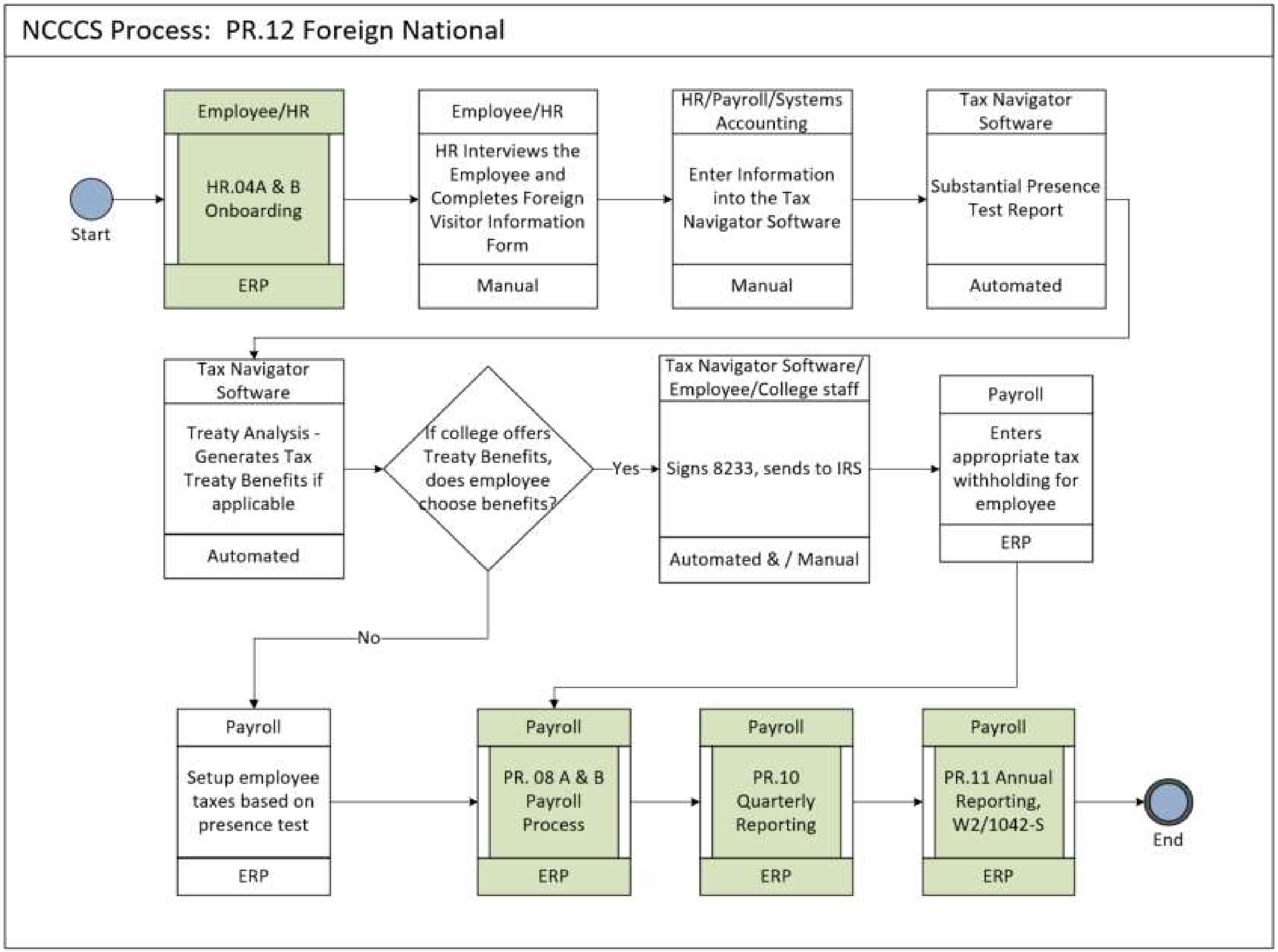
Description: Fiscal and year end payroll reporting.

Process Notes Cont.:

13. Leave carryover/rollover – Automatic
14. Encumbrances – Automatic
15. Payroll accruals – Automatic
16. Pension Plan Report - Payroll/Automatic
17. Voluntary Shared Leave - Human Resources/Payroll/Automatic
18. Office of State Auditor report - Human Resources/Payroll/Automatic
19. Annual parameter updates (pay period dates, load period dates, tax table updates, etc.) - Human Resources/Payroll/Automatic
20. The Clery Act requires colleges and universities that receive federal funding to disseminate a public annual security report (ASR) to employees and students every October 1. This ASR must include statistics of campus crime for the preceding three years, plus details about efforts to improve campus safety - Human Resources/Payroll/Automatic
21. Title IX Reporting – the U.S. Department of Education's Office of Civil Rights (OCR) enforces Title IX of the Education Amendments of 1972 (among other statutes). Title IX protects people from discrimination based on sex, in education programs, or activities that receive Federal financial assistance - Human Resources/Payroll/Automatic

Institutional Support Process Maps

Payroll



Institutional Support Process Maps

Payroll

PR.12 Foreign National

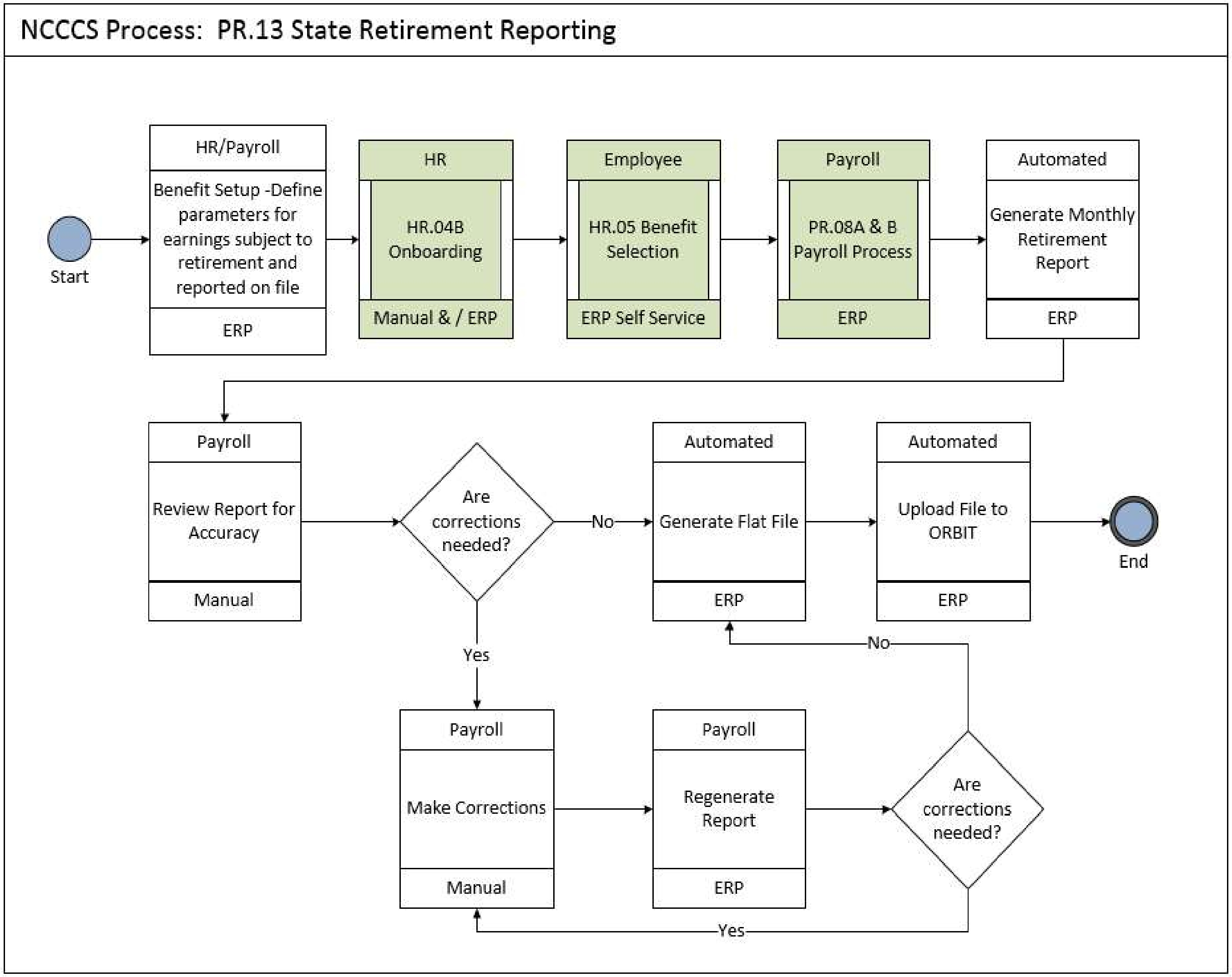
Description: Processing a Foreign National through payroll.

Process Notes:

1. Employee processes through the [HR. 04A & B Onboarding] process – Employee/Human Resources
2. HR interviews the employee and completes the Foreign National Visitor Information form – Employee/Human Resources
3. Information is entered in the Tax Navigator Software – Human Resources/Payroll/Systems Accounting
4. A Substantial Presence Test Report is produced – ERP/Automatic
5. Treaty Analysis generates Tax Treaty benefits if applicable – Tax Navigator Software/Automatic
6. If college offers treaty benefits, does employee choose benefits?
   - 6.1. Yes: Signs 8233 and sends to the IRS – Tax Navigator Software/Employee/College Staff
     - 6.1.1. Appropriate tax withholding is entered for the employee – Payroll
     - 6.1.2. [PR. 08 A & B Payroll Process] is completed– Payroll
     - 6.1.3. [PR. 10 Quarterly Reporting] is completed – Payroll
     - 6.1.4. [PR. 11 Annual Reporting, W2/1042S] is completed – Payroll
   - 6.2. No: Employee taxes are setup based on presence test – Payroll
     - 6.2.1. [PR. 08 A & B Payroll Process] is completed– Payroll
     - 6.2.2. [PR. 10 Quarterly Reporting] is completed – Payroll
     - 6.2.3. [PR. 11 Annual Reporting, W2/1042S] is completed – Payroll

Institutional Support Process Maps

Payroll



PR.13 State Retirement Reporting

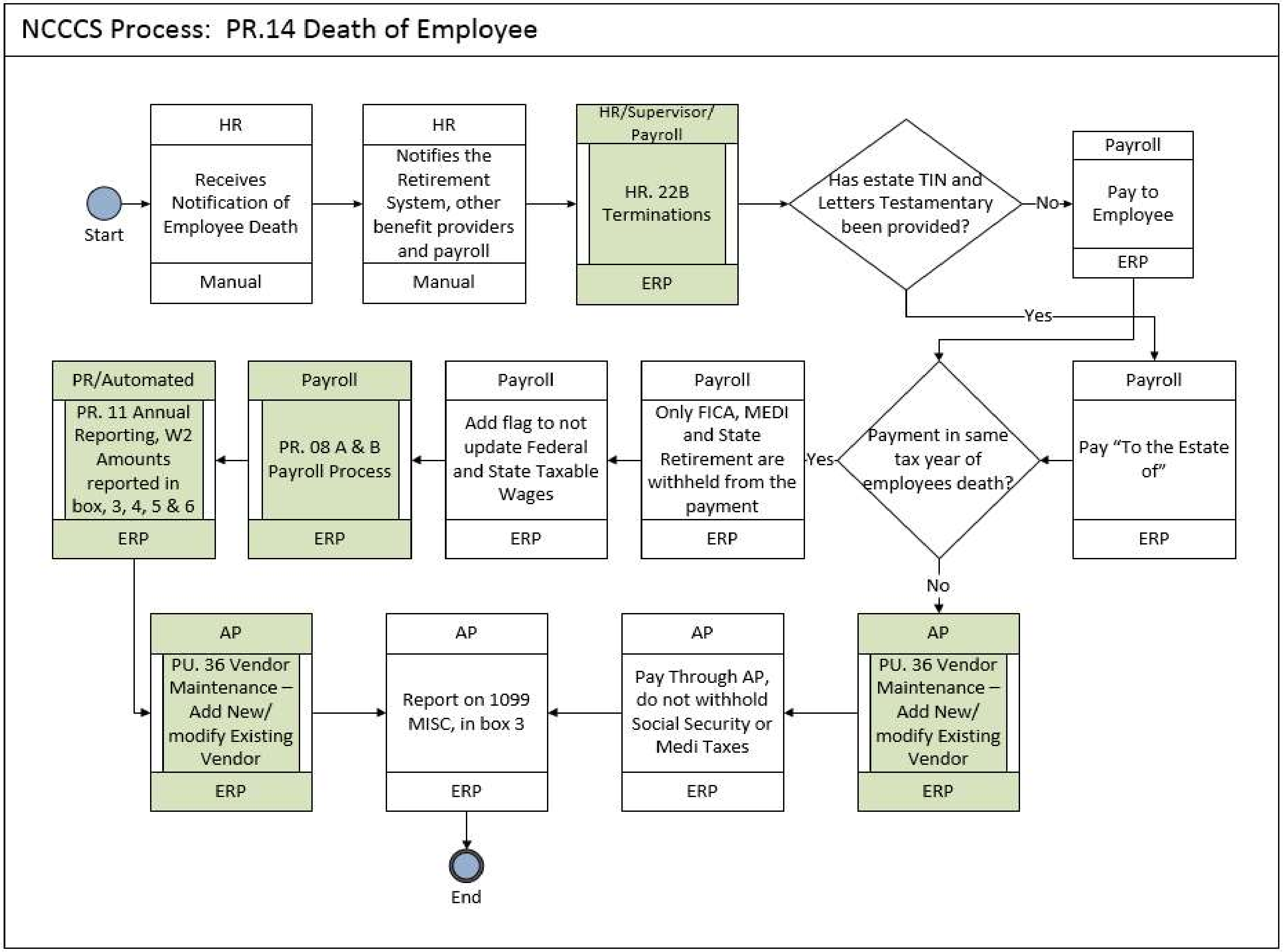
Description: The North Carolina Retirement Systems Division (RSD) has specific data that must be reported each month along with employee and employer contributions to the Online Retirement Benefits through Integrated Technology (ORBIT) system.

Process Notes:

1. During benefit setup, parameters will be set for earnings subject to retirement and reported on monthly file – Human Resources/Payroll
2. Employee processes through Onboarding, Benefit Selection and the Payroll Process – Human Resources/Payroll
3. The Retirement Report is generated each month after the payroll process is run - ERP
4. Review report for accuracy and make corrections if necessary. Check and verification should have completed during the payroll process before reaching this step – Payroll
5. Are corrections needed?
   - 5.1. Yes: Make corrections – Payroll
     - 5.1.1. Regenerate Report – Payroll
   - 5.2. Are corrections needed?
     - 5.2.1. Yes: Make corrections – Payroll
       - 5.2.1.1.1. Regenerate Report – Payroll
   - 5.3. No: Generate a flat file that will be uploaded to the ORBIT Retirement System – ERP

Institutional Support Process Maps

Payroll



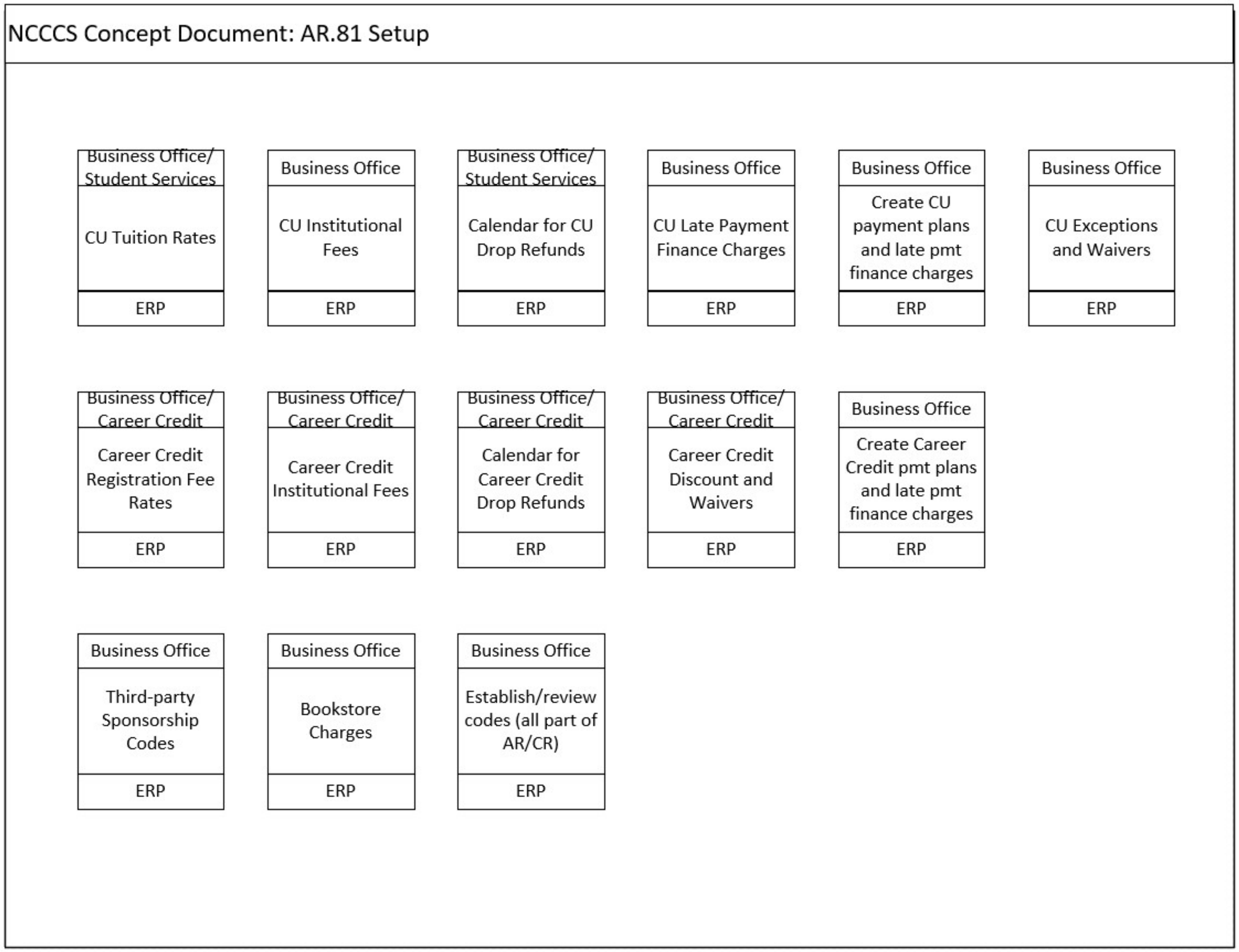
PR.14 Death of Employee

Description: Process for paying a deceased employee.

Process Notes:

1. Notification of employee's death is received – Human Resources
2. Notification of employee's death is communicated with the State Retirement System, other benefit providers and with payroll – Human Resources
3. Employee is terminated through the [HR. 22B Terminations] process – Human Resources/Supervisor/Payroll
4. Has estate TIN and Letters Testamentary been provided?
   4.1. Yes: Pay "To the Estate of"
      4.1.1. Is the payment in the same tax year as the death of the employee?
      4.1.2. Yes: Only FICA, MEDI and State Retirement are withheld from the payment – Payroll
         4.1.2.1. Add a flag to not update Federal and State Taxable wages – Payroll
         4.1.2.2. [PR. 08 A & B Payroll Process] – Payroll
         4.1.2.3. [PR. 11 Annual Reporting, W2], Amounts reported in boxes 3, 4, 5 & 6 – Payroll/Automatic
         4.1.2.4. [PU. 36 Vendor Maintenance – Add new/modify existing vendor] – AP
         4.1.2.5. Reporting on 1099 MISC, in box 3 – AP
      4.1.3. No: [PU. 36 Vendor Maintenance – Add new/modify existing vendor] – AP
         4.1.3.1. Pay through AP do not withhold Social Security or Medicare taxes - AP

Accounts Receivable, Cash Receipting, Sponsorships Process Maps

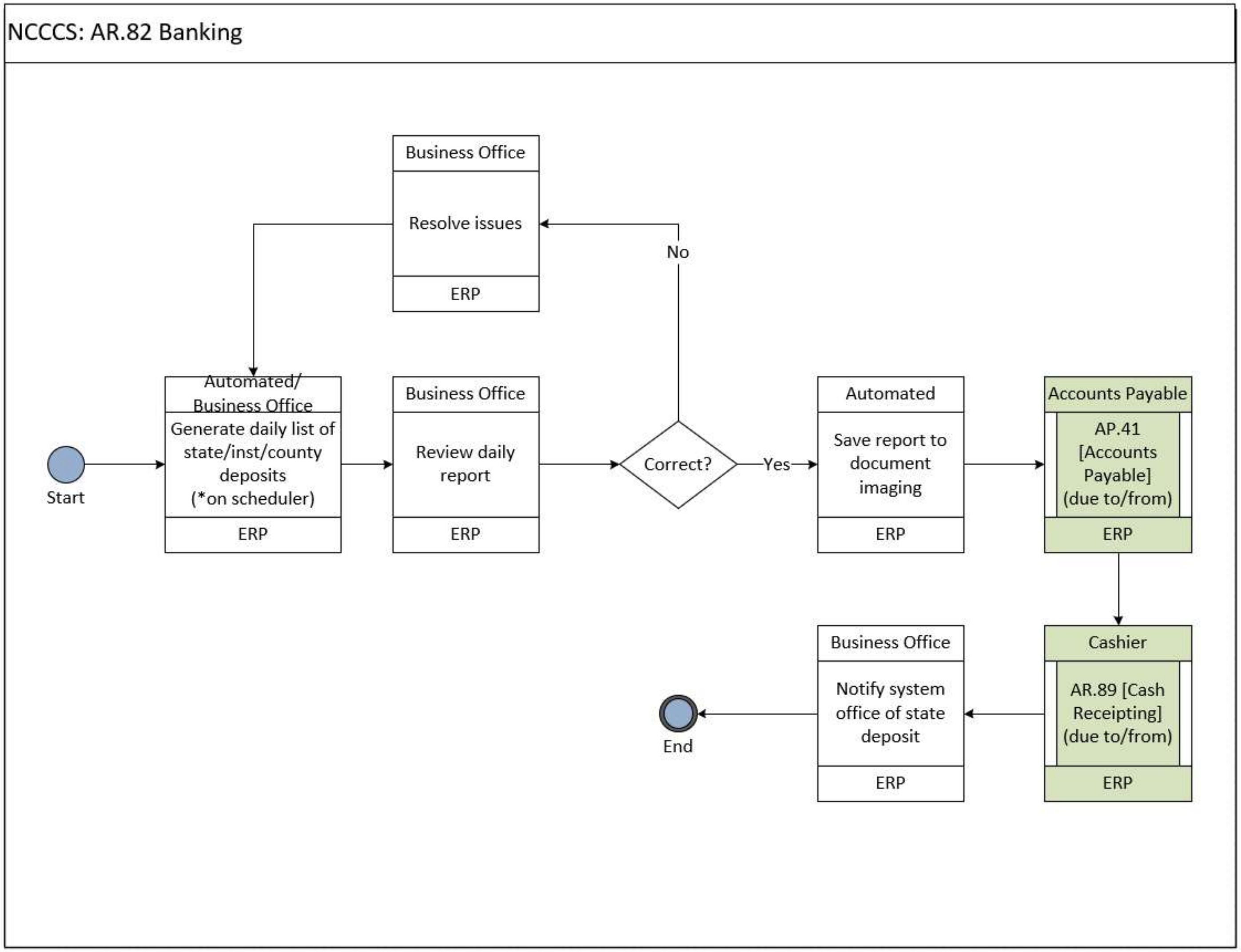


Accounts Receivable, Cash Receipting, Sponsorships Process Maps

AR.81 Setup

Description: A concept map of different attributes that need to be setup in the ERP prior to student registration and accounts receivable activities.

Accounts Receivable, Cash Receipting, Sponsorships Process Maps



Accounts Receivable, Cash Receipting, Sponsorships Process Maps

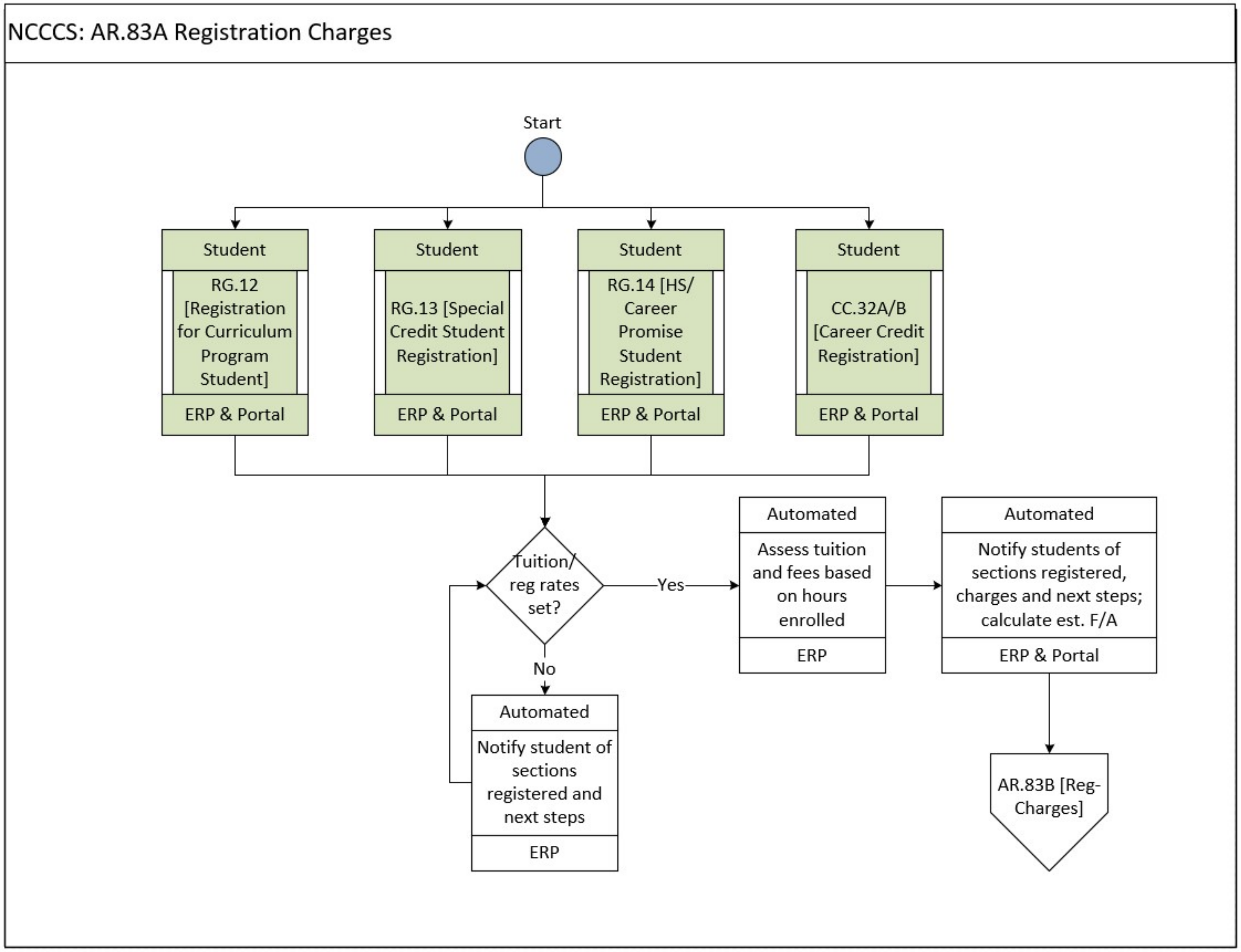
AR.82 Banking

Description: Deposits are made daily and a portion of those deposits need to be deposited to state and county accounts. With adequate system functionality, this process follows how deposits at colleges are then appropriately allocated to state, county, and institutional accounts.

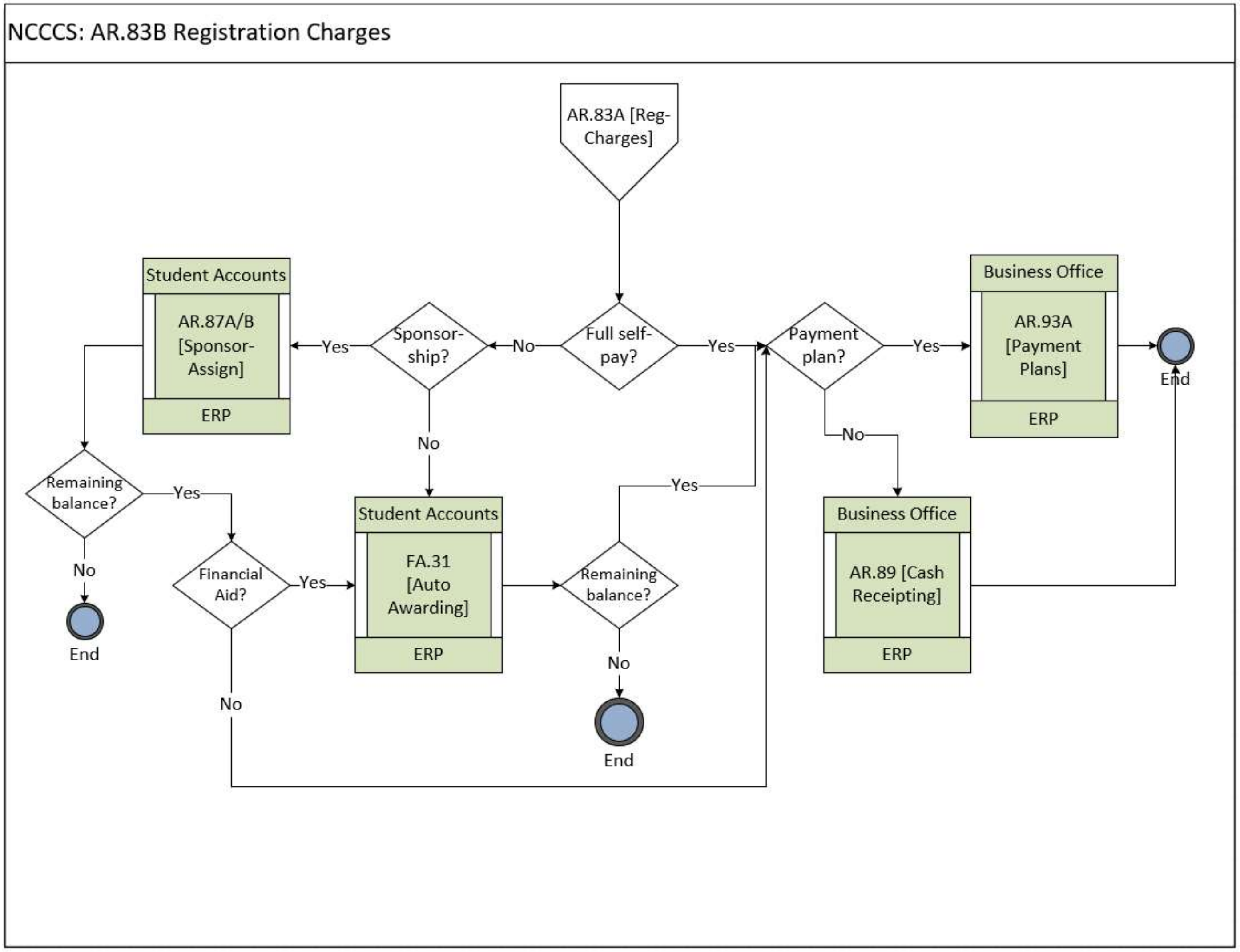
Process Notes:

1. Using a report scheduler, generate a list of deposits made to state, county, and institutional accounts – Business Office/Automated in ERP.
2. Review the daily deposit report – Business Office.
3. Is the report correct?
   - 3.1. If yes, continue.
   - 3.2. If no, resolve issues and return to step 2.
4. Save report to document imaging system – Business Office.
5. Create "due to/from" A/P payments – Accounts Payable. (See AP.41 – Accounts Payable)
6. Cash receipt "due to/from" payments – Cashier. (See AR.89 – Cash Receipting)
7. Notify system office of state deposits – Business Office.

Accounts Receivable, Cash Receipting, Sponsorships Process Maps



Accounts Receivable, Cash Receipting, Sponsorships Process Maps



Accounts Receivable, Cash Receipting, Sponsorships Process Maps

AR.83 Registration Charges

Description: This process includes tuition and fee charges placed on a student account as a result of student's registering for courses. Included are notifications to students of payment due, application of sponsorship and financial aid funding, and application of payment plans.

Process Notes:

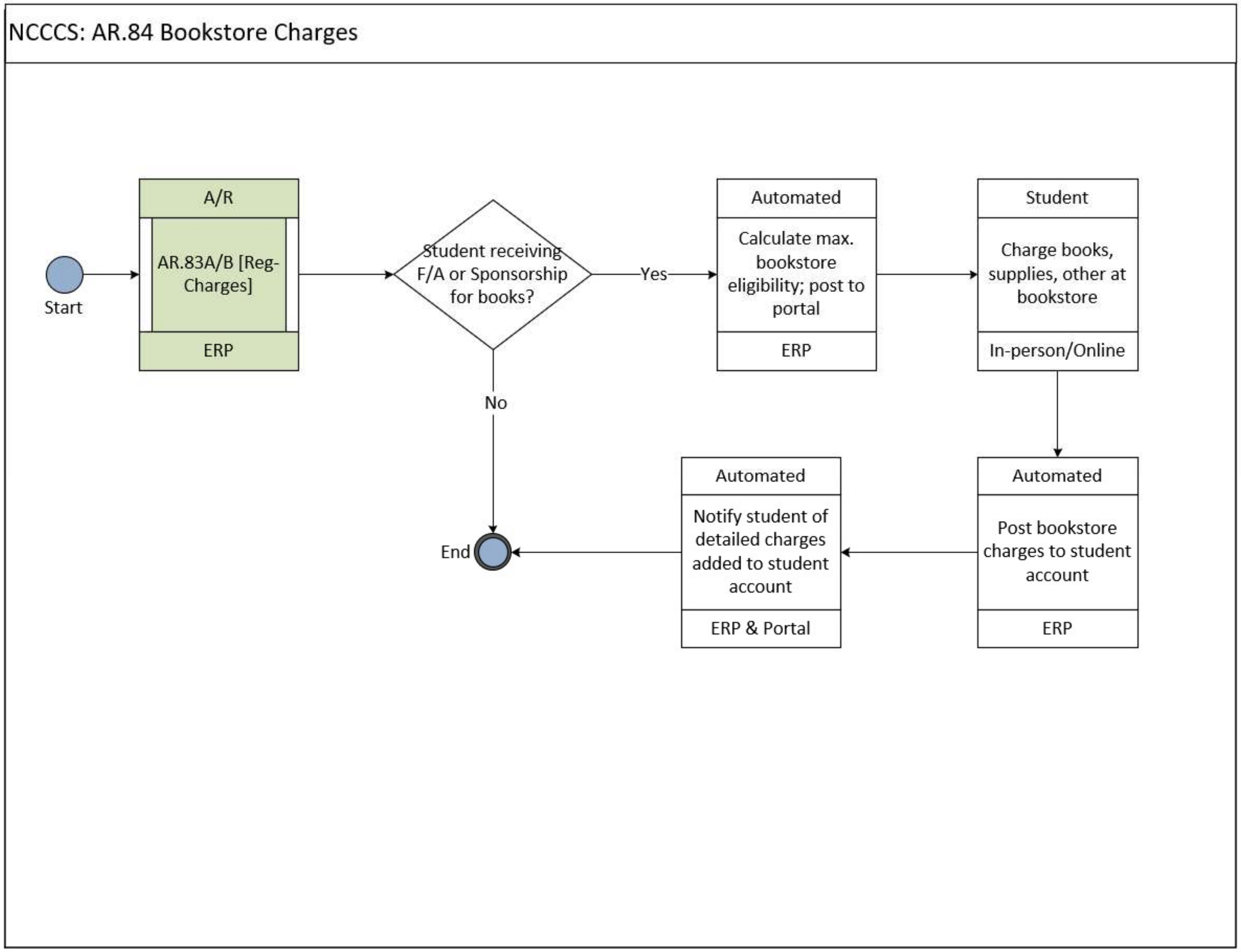
1. Students register for courses in one of four sub-processes:
   - 1.1. RG.12 [Registration for Curriculum Student], RG.13 [Special Credit Student Registration], RG.14 [HS/Career Promise Student Registration], or CC.31A/B [Career Credit Registration]
2. Are tuition/registration rates set for the term?
   - 2.1. If no, notify students of sections registered and next steps (until tuition rates are set, then continue) – Automated in ERP.
   - 2.2. If yes, assess tuition and fees based on hours enrolled, continue to step 4 – Automated in ERP.
3. Notify students of sections registered, charges, and next steps; and calculate estimated financial aid – Automated in ERP.
4. Is the student a full self-pay?
   - 4.1. If yes, continue to step 6.
   - 4.2. If no, does the student have a sponsorship?
     - 4.2.1. If yes, see subprocess AR.87A [Sponsorship Assignment].
       - 4.2.1.1. Is there a remaining balance on the student account?
         - 4.2.1.1.1. If no, end of process.
         - 4.2.1.1.2. If yes, continue to step 5.
     - 4.2.2. If no, continue to step 5.
5. Apply Financial Aid (See subprocess FA.31 – Auto Awarding)
   - 5.1. Is there a remaining balance on the student account?
     - 5.1.1. If no, end of process.
     - 5.1.2. If yes, continue to step 6.

Accounts Receivable, Cash Receipting, Sponsorships Process Maps

Process Notes Cont.:

6. Will the student have a payment plan?
   6.1. If no, receipt payment from student and end process – Business Office. (See AR.89 – Cash Receipting)
   6.2. If yes, continue to step 7.
7. Enroll in payment plan – Business Office. (See AR.93 – Payment Plans)

Accounts Receivable, Cash Receipting, Sponsorships Process Maps



Accounts Receivable, Cash Receipting, Sponsorships Process Maps

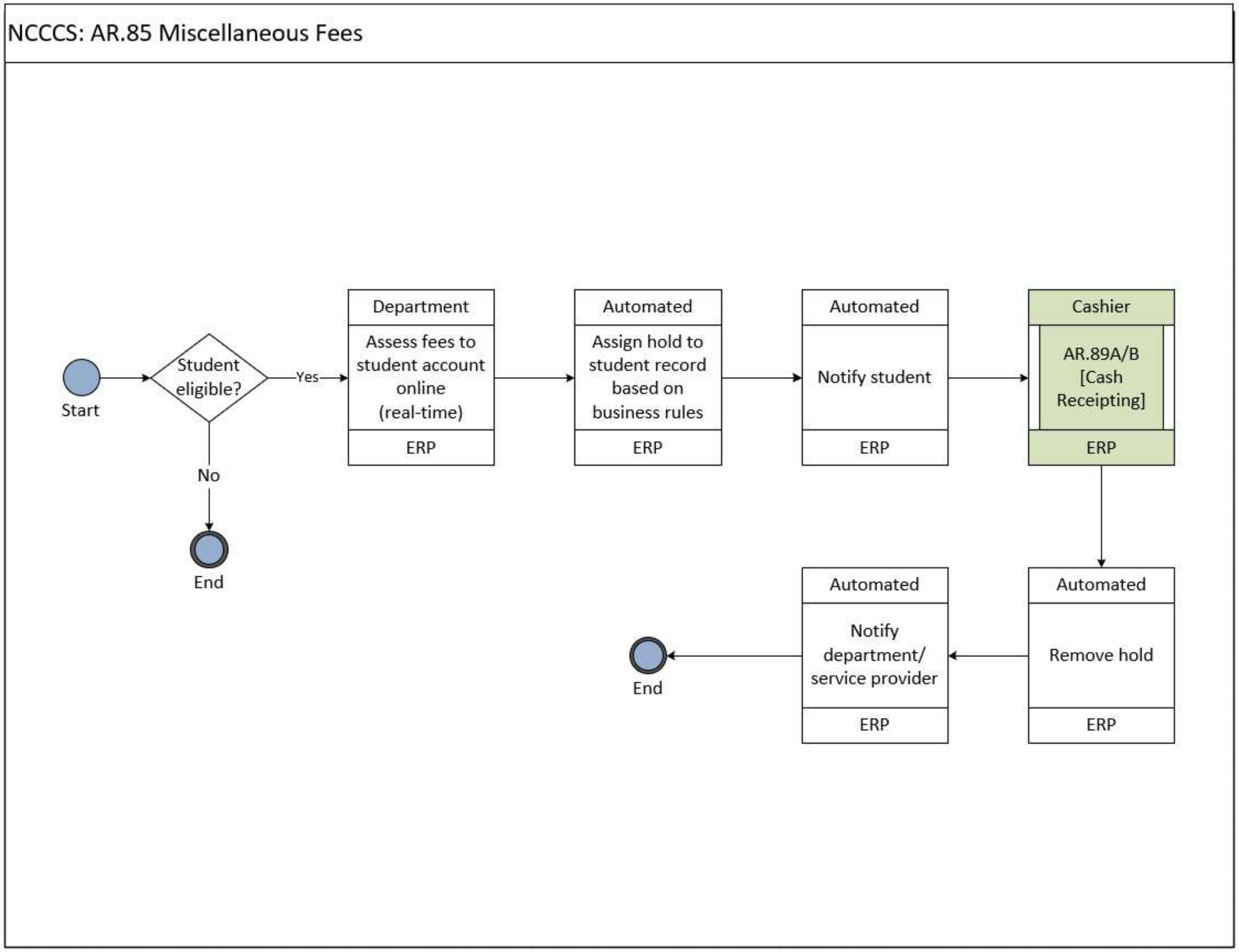
AR.84 Bookstore Charges

Description: This process establishes the flow and sequencing of activities when students charge bookstore purchases to their student account.

Process Notes:

1. Student registers for classes - AR.83A/B [Registration Charges] – Sub-process.
2. Is the student receiving financial aid or a sponsorship for books, supplies, or other bookstore items?
   2.1. If yes, continue to step 3.
   2.2. If no, process ends.
3. Calculate maximum credit amount for bookstore; post to student portal – Automated in ERP.
4. Charge allowable books, supplies, etc. at bookstore – Student.
5. Post bookstore charges to student account – Automated in ERP.
6. Notify student of charges added to student account – Automated in ERP.

Accounts Receivable, Cash Receipting, Sponsorships Process Maps



Accounts Receivable, Cash Receipting, Sponsorships Process Maps

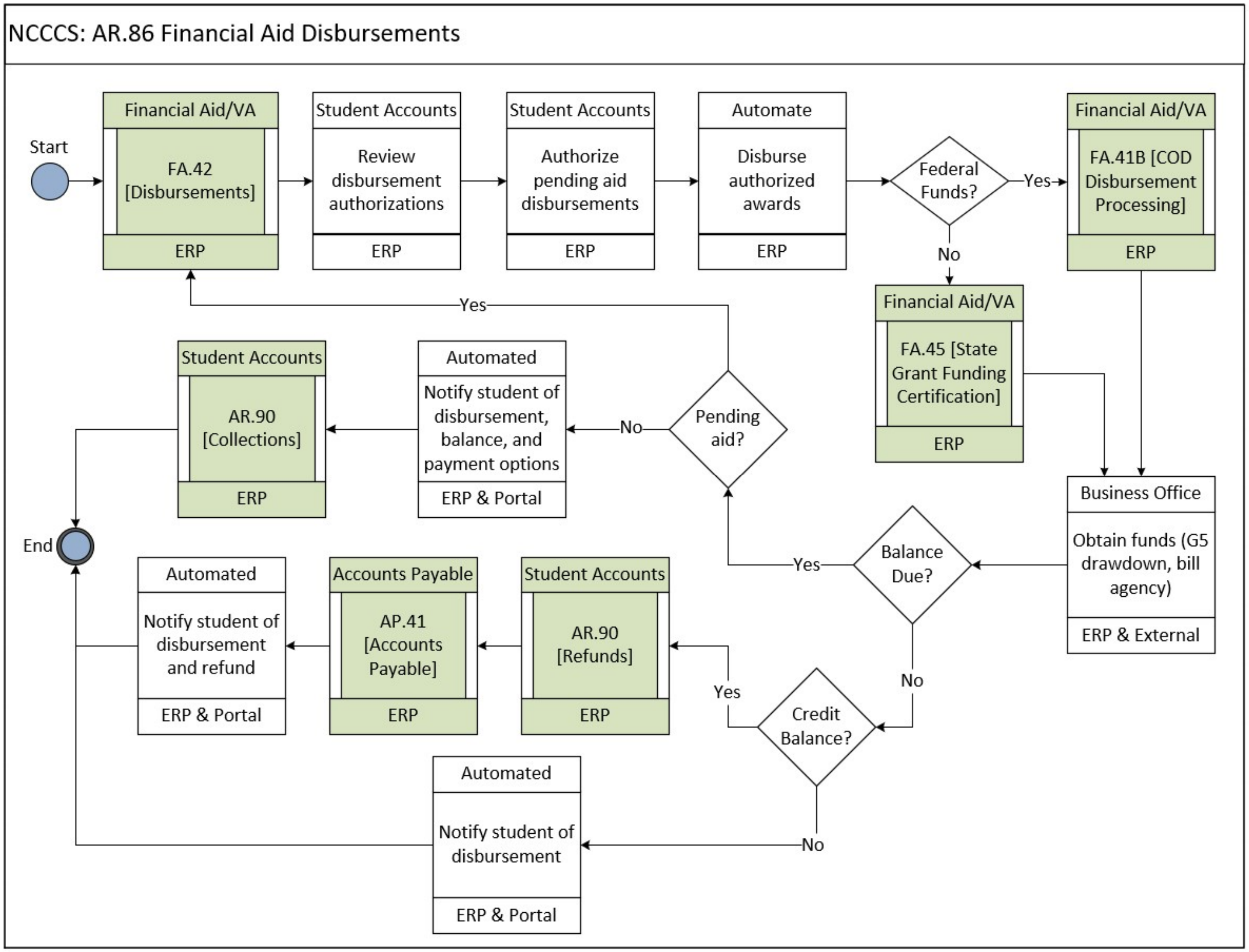
AR.85 Miscellaneous Fees

Description: Fees, not related to registration and bookstore, are posted to student accounts. Examples include parking fines, library fines, damage fees, graduation application fees, transcript fees, testing fees, etc.

Process Notes:

1. Is the student eligible for the service/request (i.e. do they have a hold that prevents them from getting a transcript, taking a test?)
   1.1. If no, end of process.
   1.2. If yes, continue.
2. Assess fees to the student account online (real-time)– Department.
3. Assign hold to student record based on business rules (Automated in ERP)
4. Notification of fee assessment sent to the student – Automated in ERP.
5. Cash receipting of student payment – Cashier. (See AR.89 Cash Receipting)
   5.1. Remove hold put on account in step 3.
6. Notify department/service provider payment has been made – Automated in ERP.

Accounts Receivable, Cash Receipting, Sponsorships Process Maps



Accounts Receivable, Cash Receipting, Sponsorships Process Maps

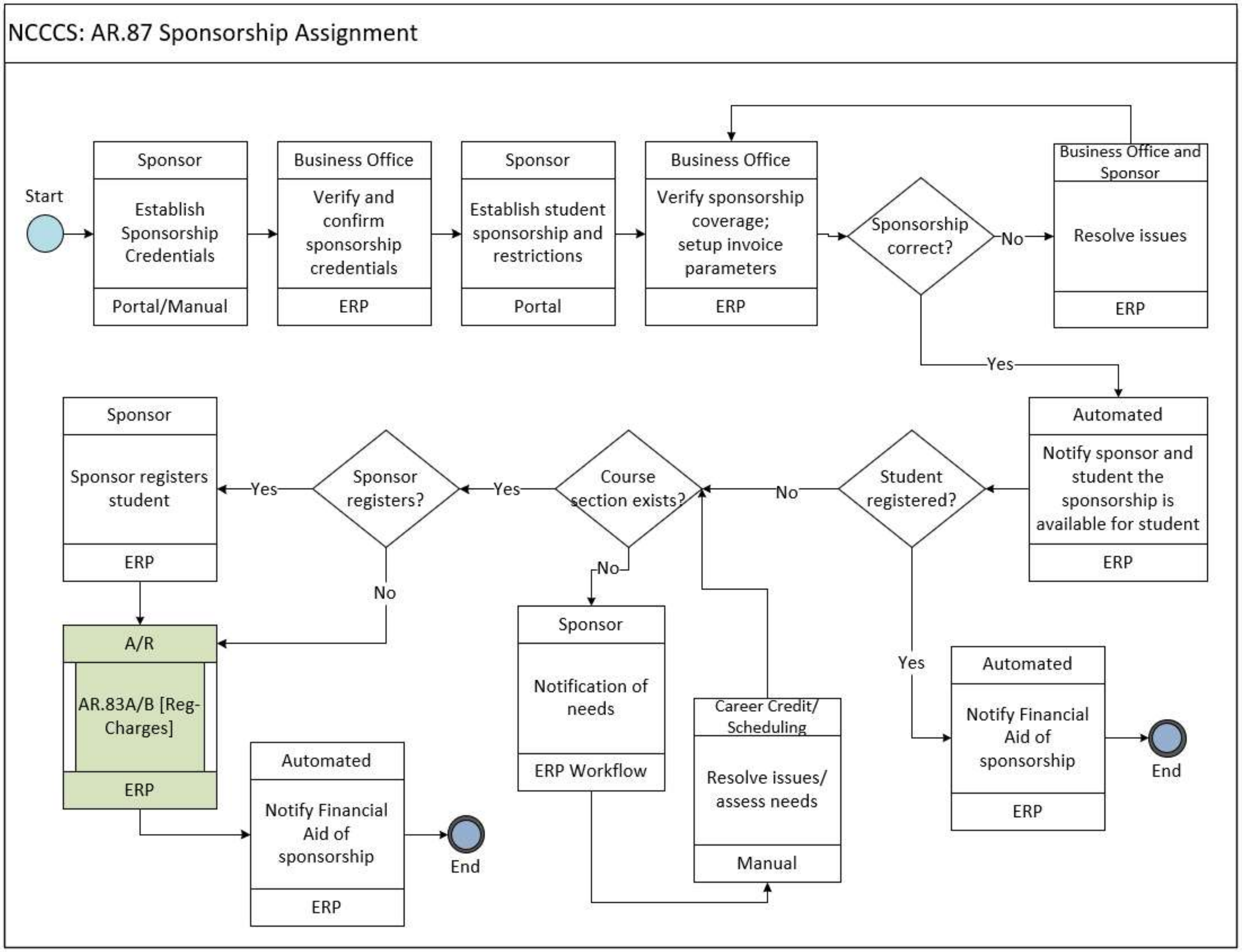
AR.86 Financial Aid Disbursement

Description: Disbursing financial aid, applying financial aid to student account, and issuing any applicable refund.

Process Notes:

1. FA.42 [Disbursements] – Sub-process.
2. Review disbursements – Student Accounts.
3. Authorize pending aid disbursements – Student Accounts.
4. Disburse authorized awards – Automated in ERP.
5. Are the funds federal?
   - 5.1. If yes federal funds, subprocess FA.41B [COD Disbursement Processing].
   - 5.2. If no federal funds, subprocess FA.45 [State Grant Funding Certification].
6. Obtain funds (G5 drawdown, bill agency) – Business Office.
7. Is there a balance due on the student's account?
   - 7.1. If yes balance due, is their pending aid?
     - 7.1.1. If yes, return to step 1.
     - 7.1.2. If no, notify student of disbursement, balance, and payment options – Automated in ERP.
       - 7.1.2.1. Subprocess AR.90 [Collections].
       - 7.1.2.2. End Process.
   - 7.2. If no balance due, is there a credit balance?
     - 7.2.1. If no, notify student of disbursement – Automated in ERP.
       - 7.2.1.1. End Process.
     - 7.2.2. If yes credit balance, subprocess AR.90 [Student Refunds].
     - 7.2.3. Subprocess AP.41 [Accounts Payable].
     - 7.2.4. Notify students of disbursement and refund.
     - 7.2.5. End Process.

Accounts Receivable, Cash Receipting, Sponsorships Process Maps



Accounts Receivable, Cash Receipting, Sponsorships Process Maps

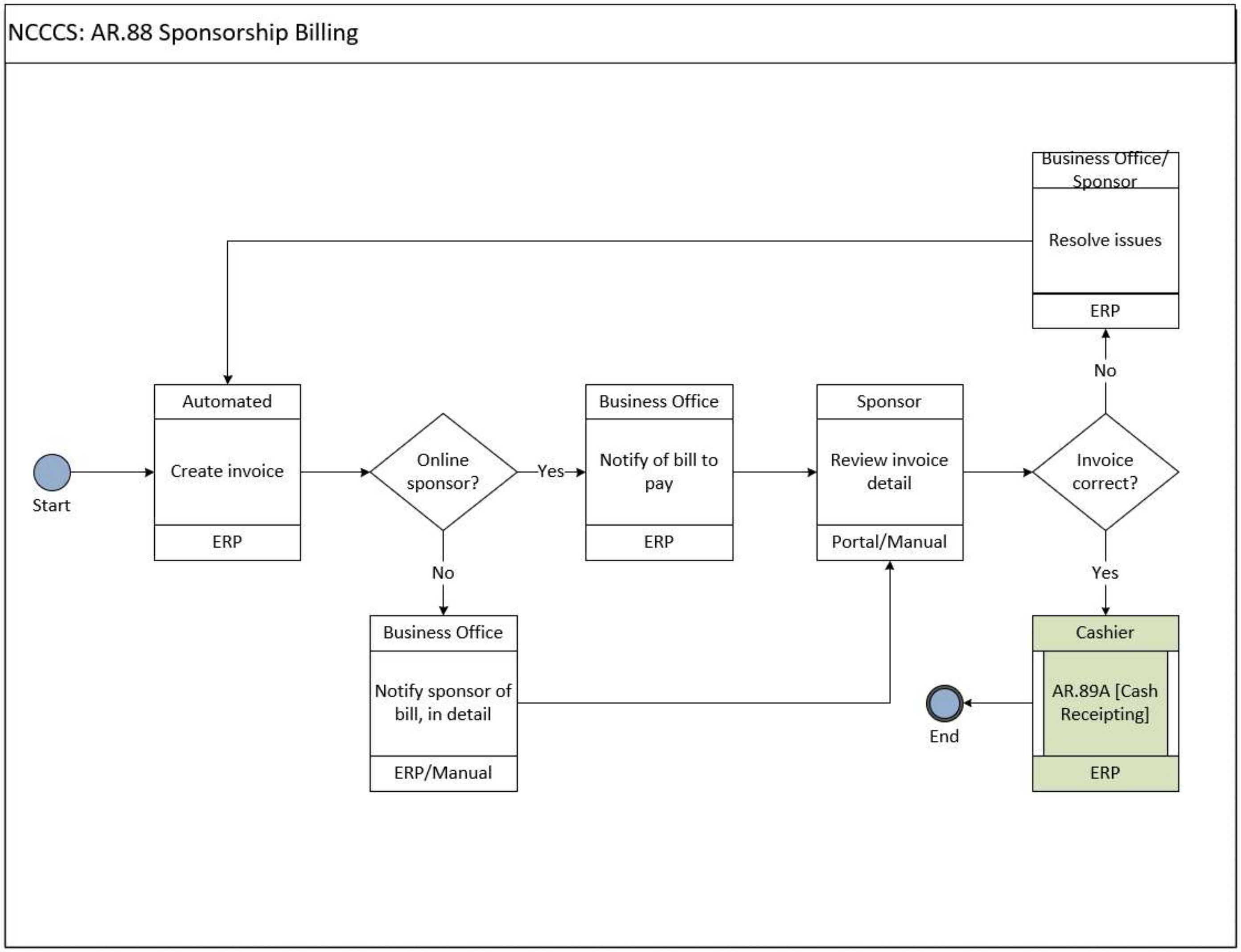
AR.87 Sponsorship Assignment

Description: Before a sponsor can be billed for student registration, they must be setup in the system. This process follows sponsorship activity from system setup to sponsored student registration.

Process Notes:

1. Establish sponsorship credentials – Sponsor.
2. Verify and confirm sponsorship credentials – Business Office.
3. Establish student sponsorship and restrictions – Sponsor.
4. Verify sponsorship coverage and setup invoice parameters (format and information required) – Business Office.
5. Is the sponsorship information correct?
   - 5.1. If no, resolve issues and return to step 4.
   - 5.2. If yes, continue to step 6.
6. Notify sponsor and student the sponsorship is available – Automated.
7. Is the student registered?
   - 7.1. If yes, continue to step 11.
   - 7.2. If no, continue to step 8.
8. Does the course section exist?
   - 8.1. If no, sponsor notifies program of course needs.
     - 8.1.1. Resolve issues and assess needs –Career Credit or Scheduling staff.
     - 8.1.2. Return to step 8.
   - 8.2. If yes, continue to step 9.
9. Will the sponsor register the student?
   - 9.1. If no, student registers for classes - AR.83A/B [Registration Charges] – Sub-process.
   - 9.2. If yes, continue to step 10.
10. Sponsor registers student(s) for class(es) - AR.83A/B [Registration Charges] – Sub-process.
11. Notify Financial Aid office of student sponsorship – Automated in ERP.

Accounts Receivable, Cash Receipting, Sponsorships Process Maps



Accounts Receivable, Cash Receipting, Sponsorships Process Maps

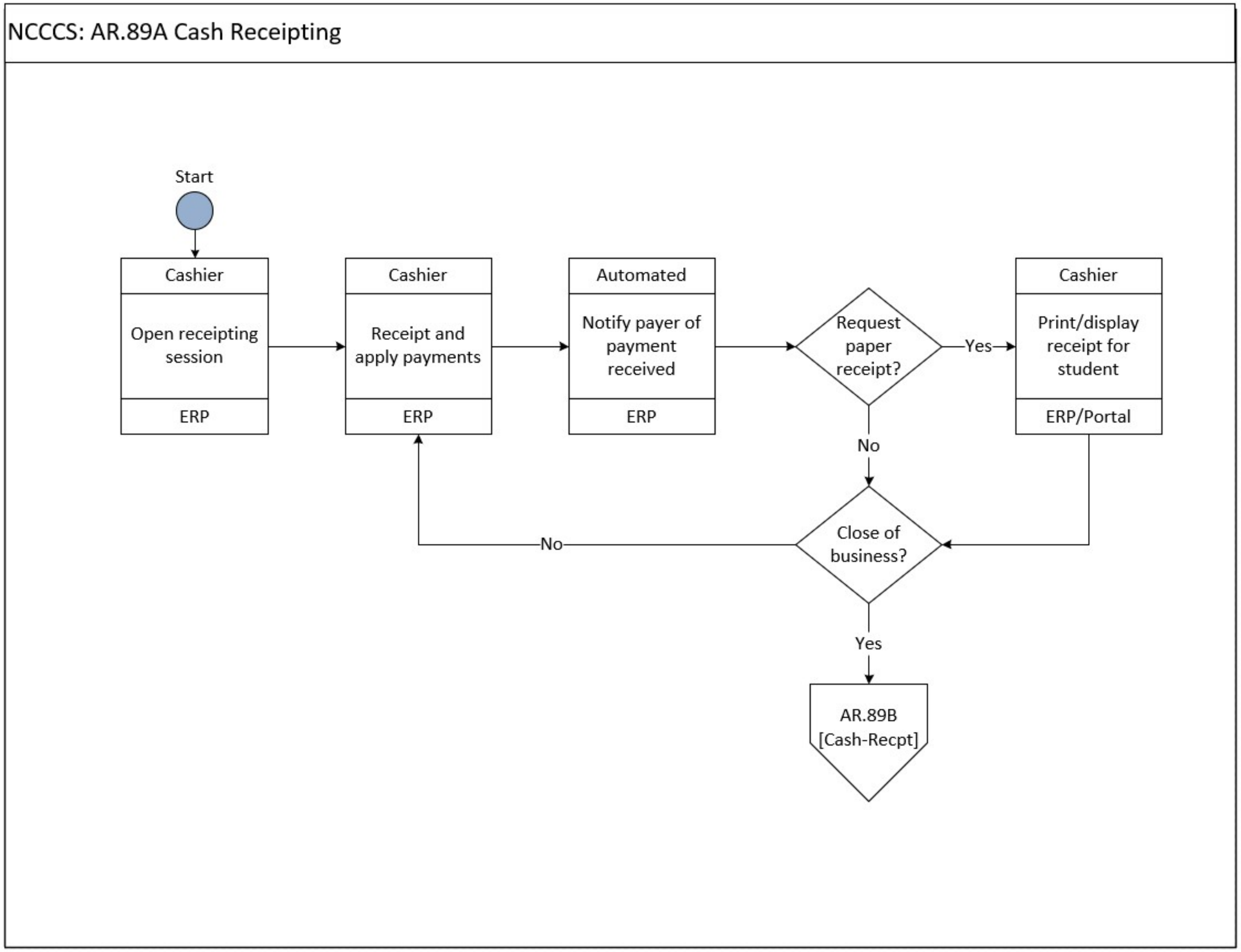
AR.88 Sponsor Billing

Description: This process includes creating invoices for sponsors, notifying sponsors of balance due, and accepting payments from sponsors.

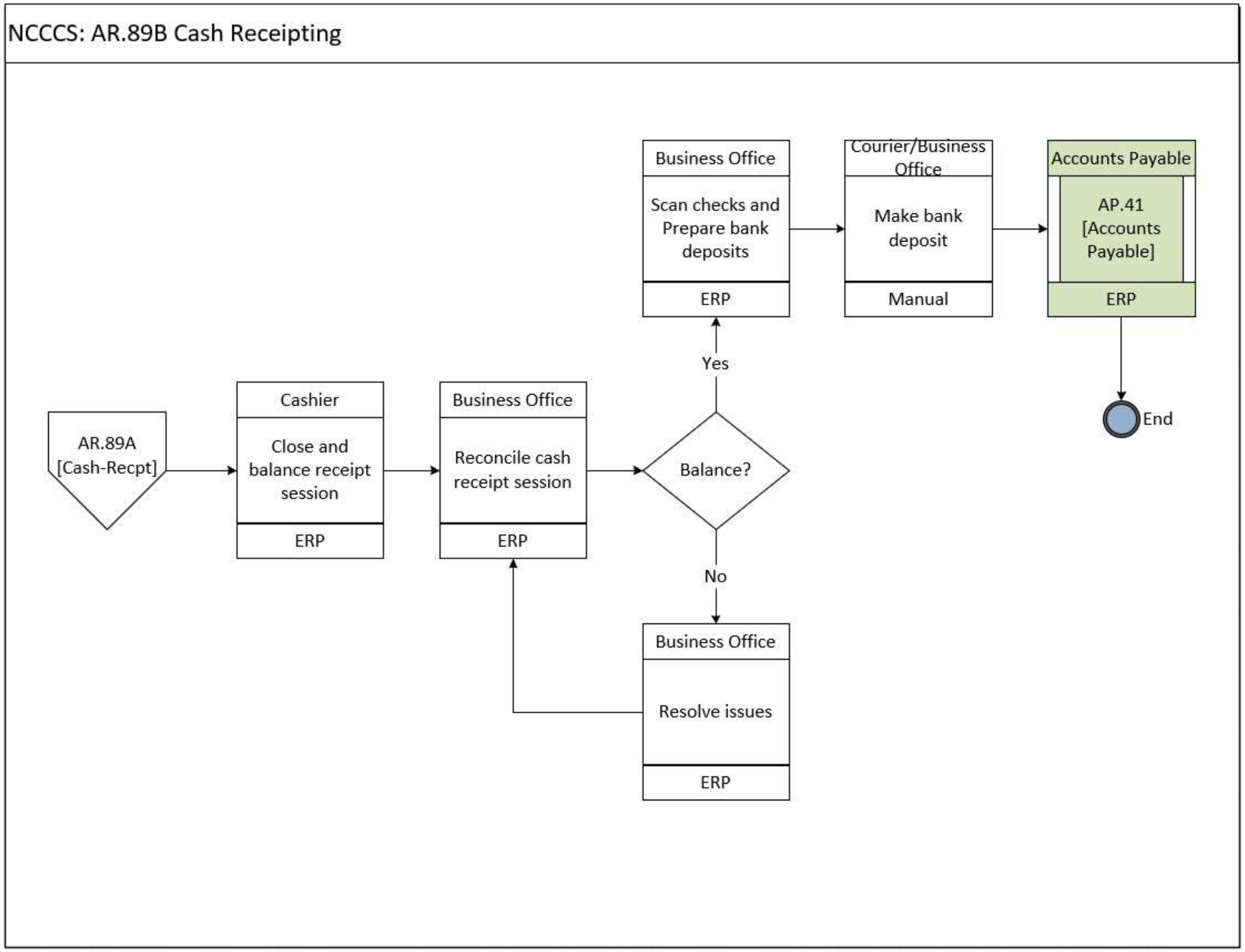
Process Notes:

1. Create invoice for sponsor based on specific-invoice parameters determined during sponsor setup – Automated in ERP.
2. Is the sponsor setup in the sponsor portal?
   - 2.1. If no, notify sponsor of invoice – Business Office.
     - 2.1.1. Continue to step 4.
   - 2.2. If yes, continue to step 3.
3. Electronic notification of invoice – Automated in ERP.
4. Review invoice detail – Sponsor.
5. Is the invoice correct?
   - 5.1. If no, resolve issues and return to step 1.
   - 5.2. If yes, continue.
6. Subprocess AR.89A [Cash Receipting].

Accounts Receivable, Cash Receipting, Sponsorships Process Maps



Accounts Receivable, Cash Receipting, Sponsorships Process Maps



Accounts Receivable, Cash Receipting, Sponsorships Process Maps

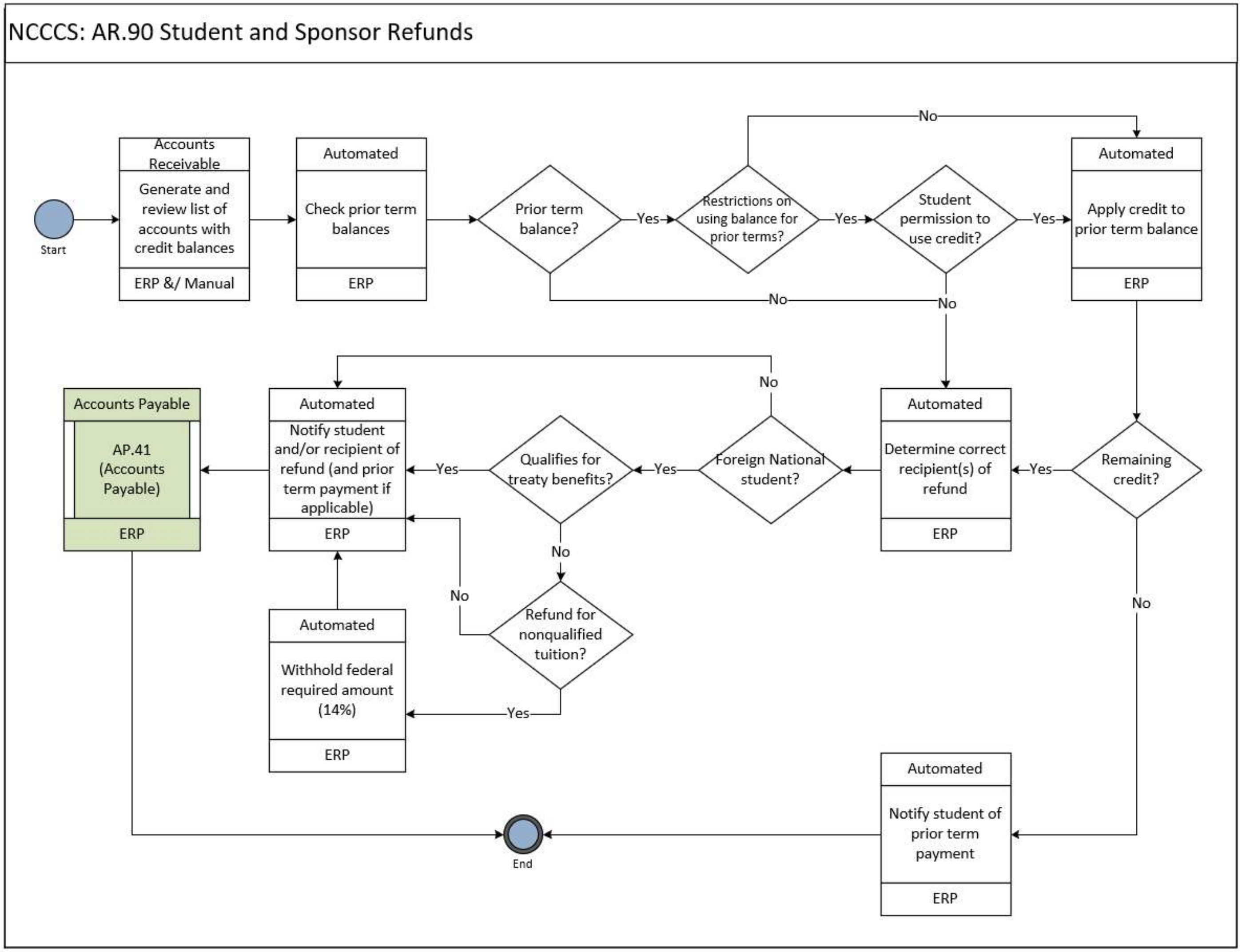
AR.89 Cash Receipting

Description: Cash receipting is the process of receiving and applying payments in any form for charges posted to student/sponsor accounts.

Process Notes:

1. Open cashiering session – Cashier.
2. Receipt and apply funds to specific invoices, when invoice exists, or GL code/clearing account (and note key details) – Cashier.
3. Notify payer of payment received (issue receipt) – Automated in ERP.
4. Is paper receipt required?
    - 4.1. If yes, print paper receipt – Cashier.
        - 4.1.1. Continue to step 5.
    - 4.2. If no, continue to step 5.
5. Is the cashiering session over/close of business?
    - 5.1. If no, continue accepting payments (return to step 2).
    - 5.2. If yes, continue to step 6.
6. Close and balance cashiering session – Cashier.
7. Reconcile cash receipt session – Business Office.
8. Does the reconciliation balance?
    - 8.1. If no, resolve issues and return to step 7.
    - 8.2. If yes, continue to step 9.
9. Scan checks and prepare bank deposit – Business Office.
10. Make bank deposit – Business Office/Courier.
11. Process payments to state/county – Accounts Payable. (See AP.41 – Accounts Payable)

Accounts Receivable, Cash Receipting, Sponsorships Process Maps



Accounts Receivable, Cash Receipting, Sponsorships Process Maps

AR.90 Student and Sponsor Refunds

Description: This process identifies all accounts, student and sponsor, with a credit balance in any term, determines if the credit balance can be applied to an unpaid balance in another term, and processing of any remaining credit as a refund and who the recipient of the refund should be.

Process Notes:

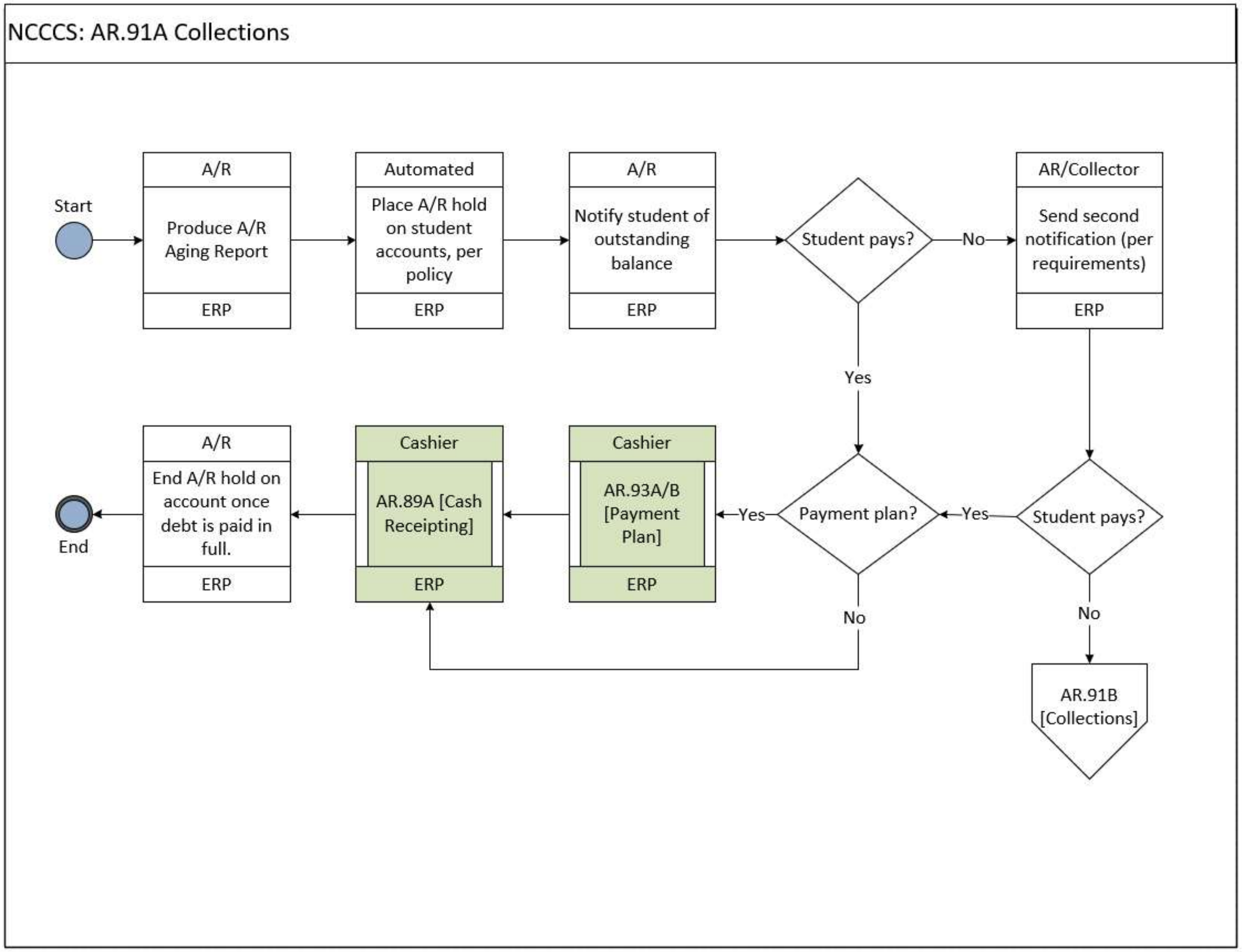
1. Generate and review a list of accountholders with a credit balance(s) in a term(s) – Accounts Receivable.
    - 1.1. Report needs to be checked for accuracy and validity of refunds.
2. Check list for balances due in other terms – Automated.
3. Are there balances due in other terms?
    - 3.1. If no, continue to step 6.
    - 3.2. If yes, are there restrictions on using the credit balance to pay towards another term balance?
        - 3.2.1. If there are not restrictions, continue to step 4.
        - 3.2.2. If there are restrictions, has the student given permission to use the credit towards a term balance?
            - 3.2.2.1. If the student has given permission, continue to step 4.
            - 3.2.2.2. If the student has not given permission, continue to step 6.
4. Apply credit towards term balance – Automated.
5. Is there a credit balance remaining?
    - 5.1. If yes, continue to step 6.
    - 5.2. If no, notify student of prior term payment – Automated, then end of process.
6. Determine correct recipient(s) of refund – Automated.

Accounts Receivable, Cash Receipting, Sponsorships Process Maps

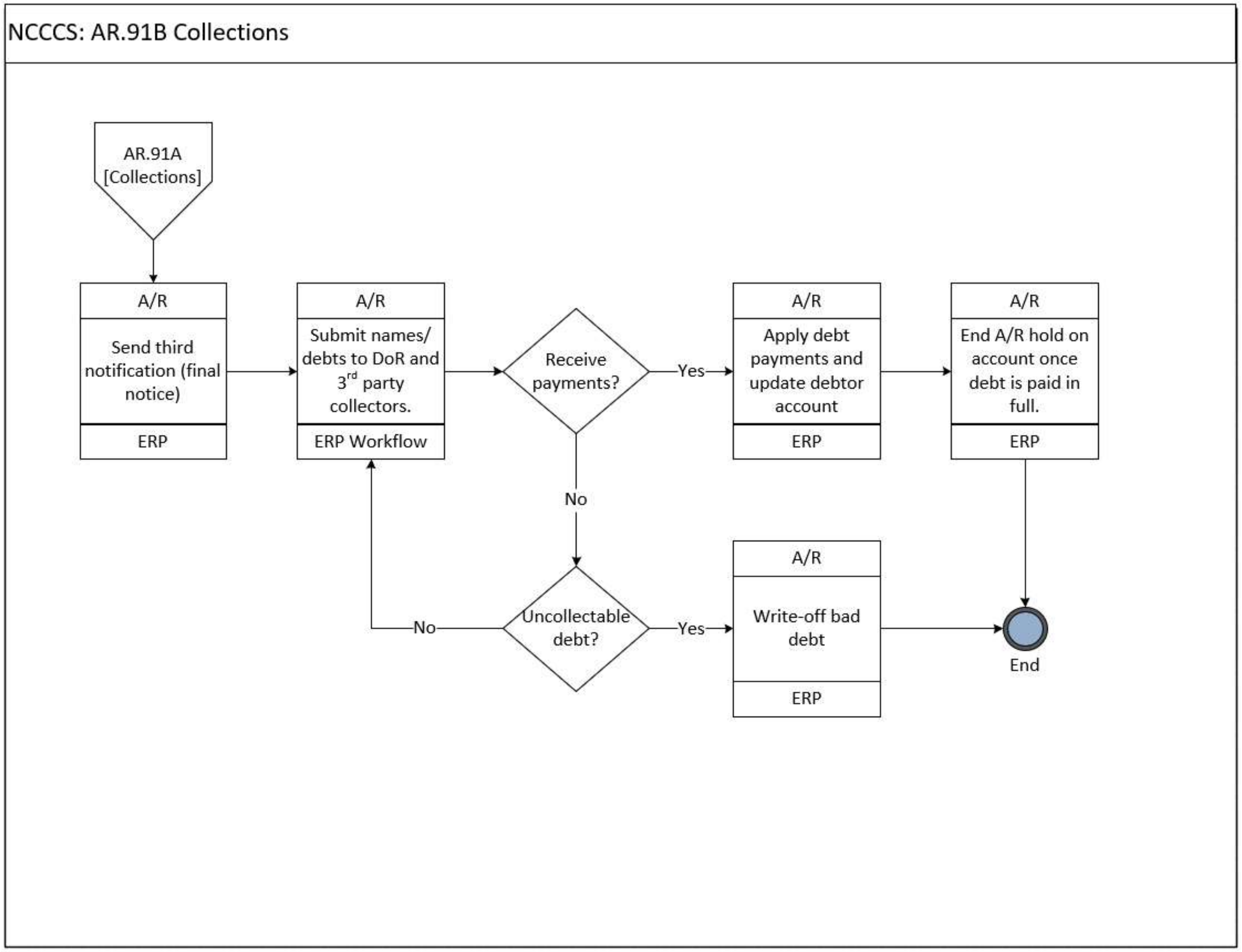
Process Notes Cont.:

7. Foreign National student?
    - 7.1. If no, continue to step 8.
    - 7.2. If yes, qualifies for treaty benefits?
        - 7.2.1. If yes, continue to step 8.
        - 7.2.2. If no, is the refund for nonqualified tuition?
            - 7.2.2.1. If no, continue to step 8.
            - 7.2.2.2. If yes, withhold federal required amount (14%) – Automated.
8. Notify student and/or recipient of refund (and prior term payment if applicable).
9. Issue refund via AP Payment process (AP.41), then end of process.

Accounts Receivable, Cash Receipting, Sponsorships Process Maps



Accounts Receivable, Cash Receipting, Sponsorships Process Maps



Accounts Receivable, Cash Receipting, Sponsorships Process Maps

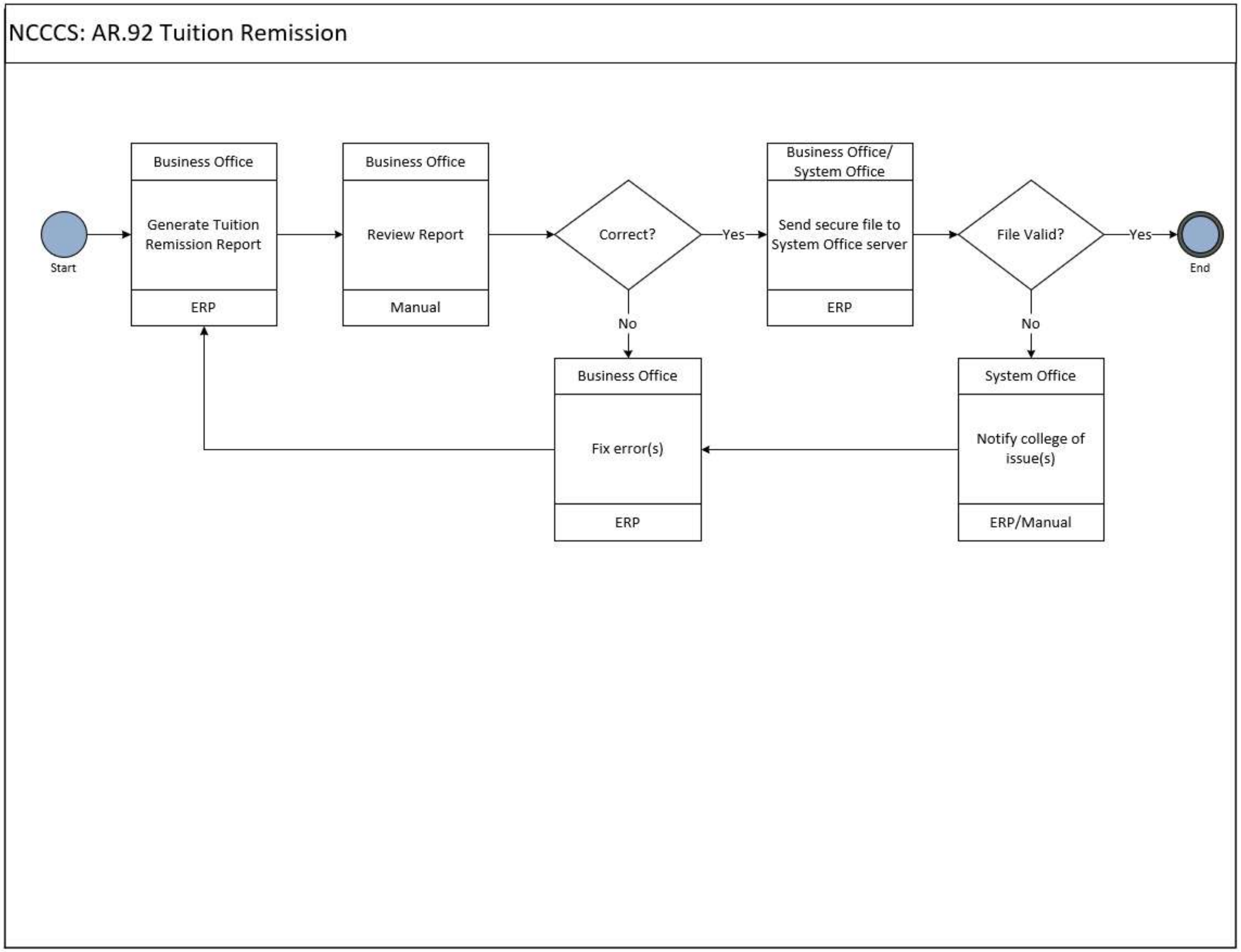
AR.91 Collections

Description: The collections process includes identifying accounts that are past due, contacting students regarding their past due balances to resolve those debts, reporting unpaid debts to third parties and the Department of Revenue, and writing-off uncollectable debts.

Process Notes:

1. Produce A/R aging report by payment due date, term, and account type (student, sponsor, vendor) – Accounts Receivable.
2. Place A/R hold on account and notify students of outstanding balance – Accounts Receivable.
3. Does the student pay the debt?
   - 3.1. If no, continue to step 4.
   - 3.2. If yes, did they set-up a payment plan?
     - 3.2.1. If yes, setup payment plan and continue processing cash receipts until debt is paid in full and hold can be ended.
     - 3.2.2. If no, process cash receipt and end hold if debt is paid in full.
4. Send second notification to student, per policy and/or state requirements – Accounts Receivable.
5. Does the student pay the debt?
   - 5.1. If yes, return to step 3.2.
   - 5.2. If no, continue to step 6.
6. Send third (final) notification to student – Accounts Receivable.
7. Submit names and debts to Department of Revenue (DoR) and third-party collectors – Accounts Receivable/ERP Workflow.
8. Are payments received?
   - 8.1. If yes, apply debt payments, update student account, and end hold once debt is paid in full.
   - 8.2. If no, is the debt uncollectable?
     - 8.2.1. If no, continue updating information with Department of Revenue (DoR) and third-party collectors (step 7).
     - 8.2.2. If yes, write-off bad debt.

Accounts Receivable, Cash Receipting, Sponsorships Process Maps



Accounts Receivable, Cash Receipting, Sponsorships Process Maps

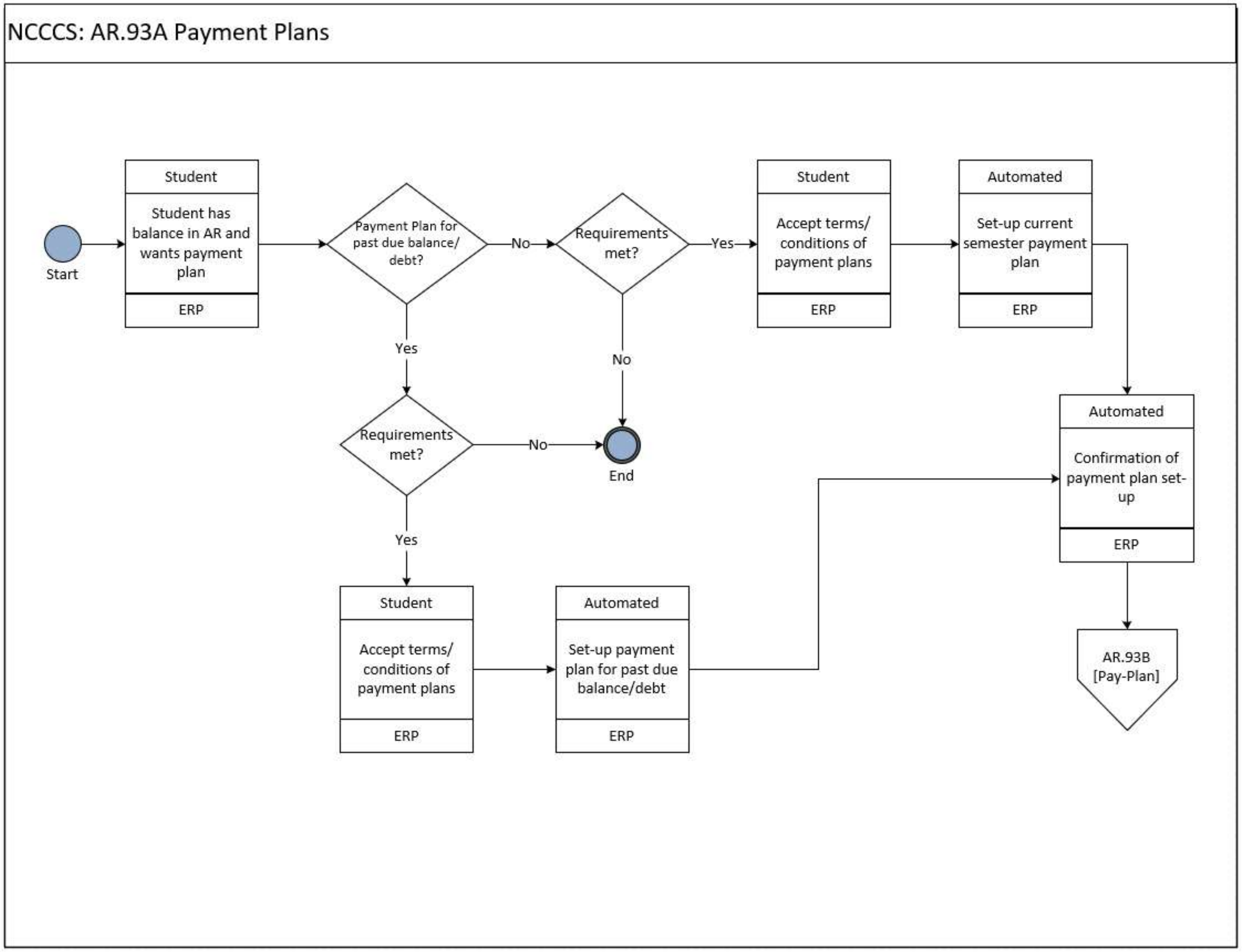
AR.92 Tuition Remission

Description: This process generates a report of the tuition and registration fees waived on behalf of individuals who are members of authorized groups. A waiver exempts an individual from paying curriculum tuition or continuing education registration fees established by the State Board pursuant to G.S. 115D-39 that would otherwise be required to enroll in a course and deposited with the State Treasurer.

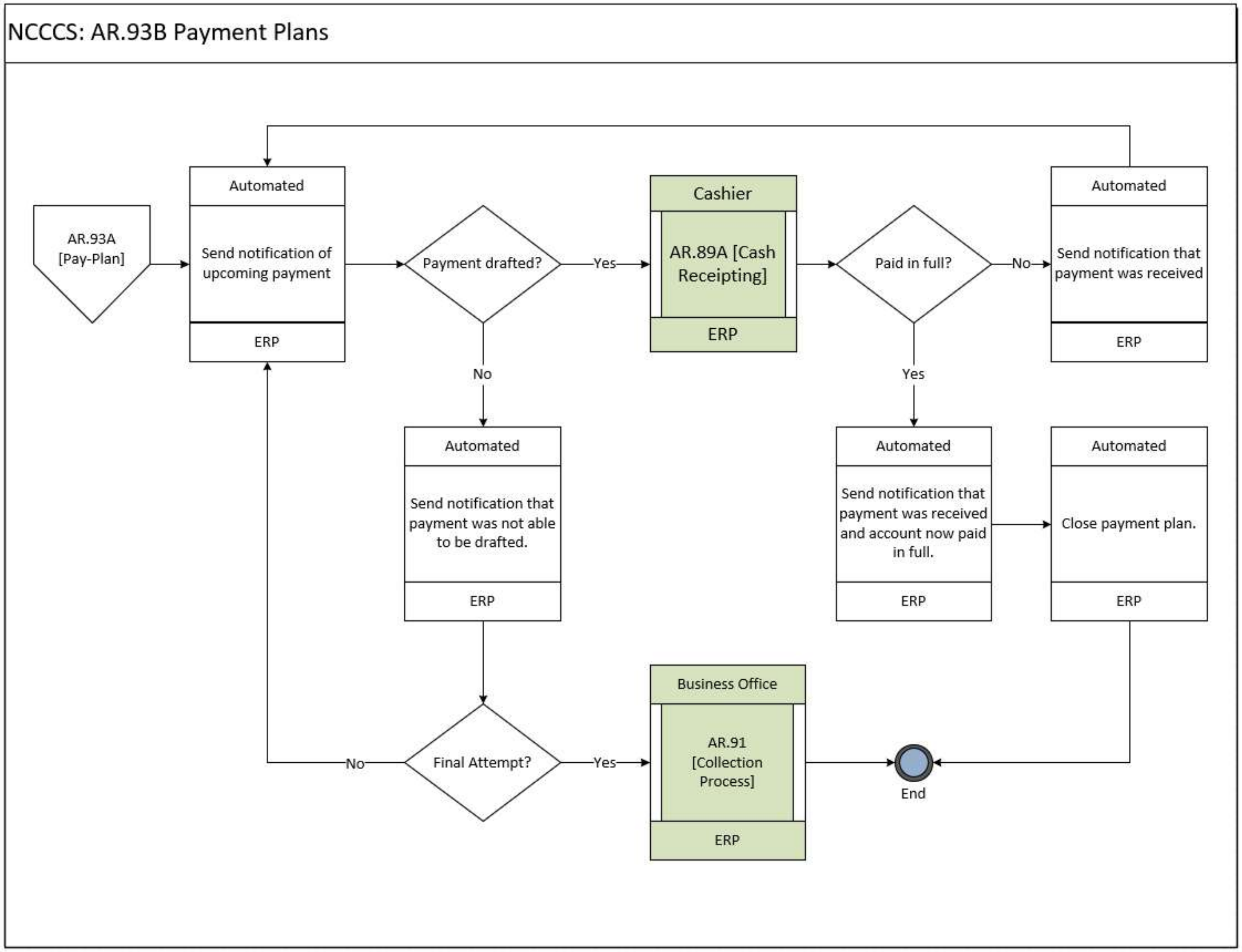
Process Notes:

1. Generate a list of tuition and registration fee waivers for specific terms or reporting year – Business Office.
2. Review report for accuracy and validity – Business Office.
3. Is the report correct?
   - 3.1. If no, return to step 1 (generate list).
   - 3.2. If yes, continue.
4. Send a secure file to the System Office server – Business Office/System Office.
5. Is the file valid?
   - 5.1. If yes, process complete.
   - 5.2. If no, continue.
6. Notify college of issue(s) – System Office.
7. Fix the error(s) – Business Office.
8. Return to step 1 to generate a new list – Business Office.

Accounts Receivable, Cash Receipting, Sponsorships Process Maps



Accounts Receivable, Cash Receipting, Sponsorships Process Maps



Accounts Receivable, Cash Receipting, Sponsorships Process Maps

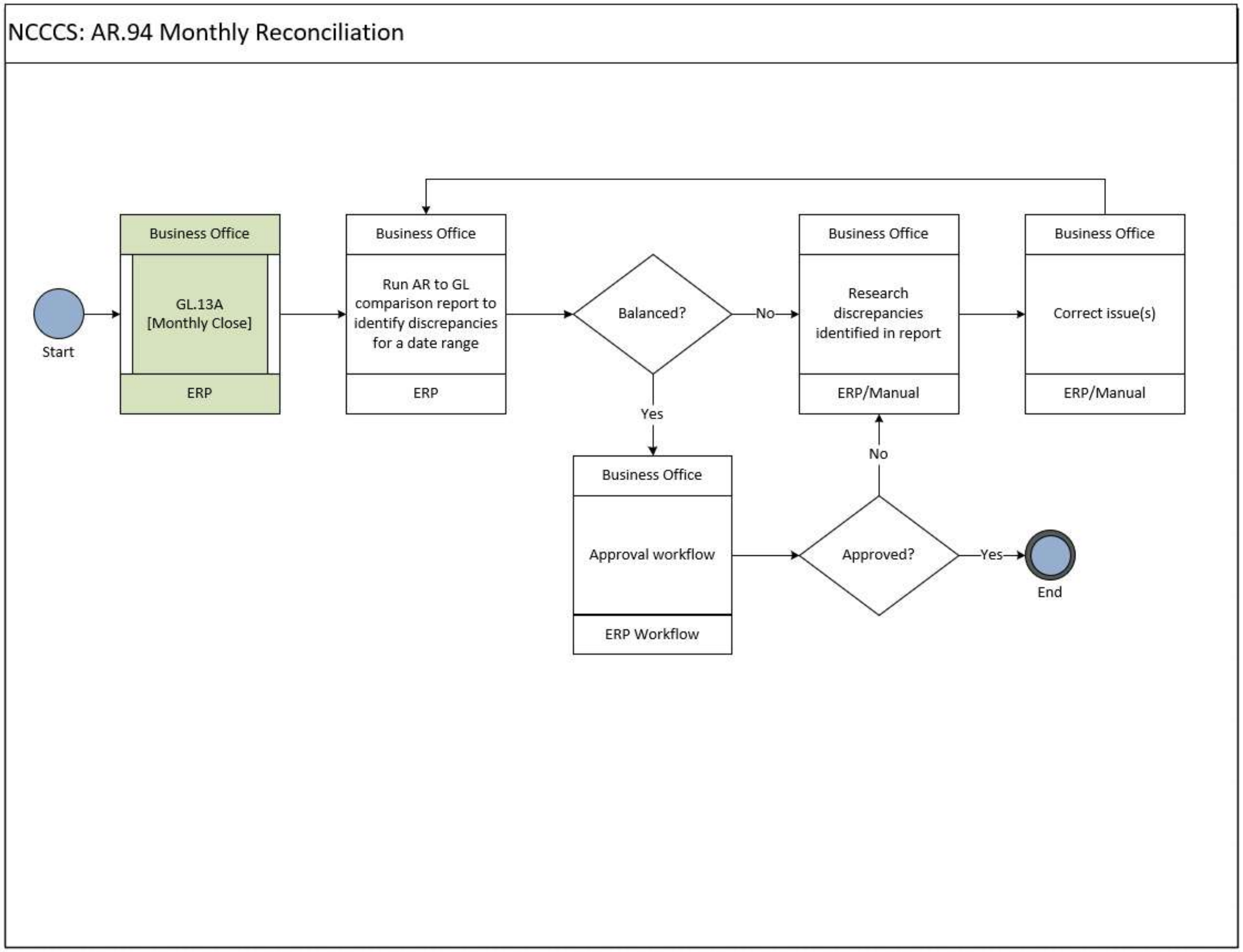
AR.93 Payment Plans

Description: This process includes setting up payment plans for current/upcoming semester account balances or past due balances from previous terms.

Process Notes:

1. Student has a balance on their account and wants to set-up a payment plan – Student.
2. Is the payment plan for a past due balance/debt?
   - 2.1. In no, are the requirements met?
     - 2.1.1. If no, process ends.
     - 2.1.2. If yes, accept terms/conditions of payment plan – Student.
       - 2.1.2.1. Payment plan for current semester is set-up – Automated.
   - 2.2. If yes, are the requirements met?
     - 2.2.1. If no, process ends.
     - 2.2.2. If yes, accept terms/conditions of payment plan – Student.
       - 2.2.2.1. Payment plan for past due balance/debt is set-up – Automated.
3. Confirmation given of payment plan – Automated.
4. Notification sent of upcoming payment – Automated.
5. Payment successfully drafted?
   - 5.1. If yes, process receipt.
   - 5.2. If no, notification sent of payment failure.
     - 5.2.1. Is this the final attempt for payment?
       - 5.2.1.1. If no, go back to step 4.
       - 5.2.1.2. If yes, account begins the collection process – Business Office.
6. Account paid in full?
   - 6.1. If no, notification sent of payment received – Automated.
     - 6.1.1. Go back to step 4 to continue payments– Automated.
   - 6.2. If yes, notification sent of payment received and account paid in full – Automated.
     - 6.2.1. Close payment plan – Automated.

Accounts Receivable, Cash Receipting, Sponsorships Process Maps



Accounts Receivable, Cash Receipting, Sponsorships Process Maps

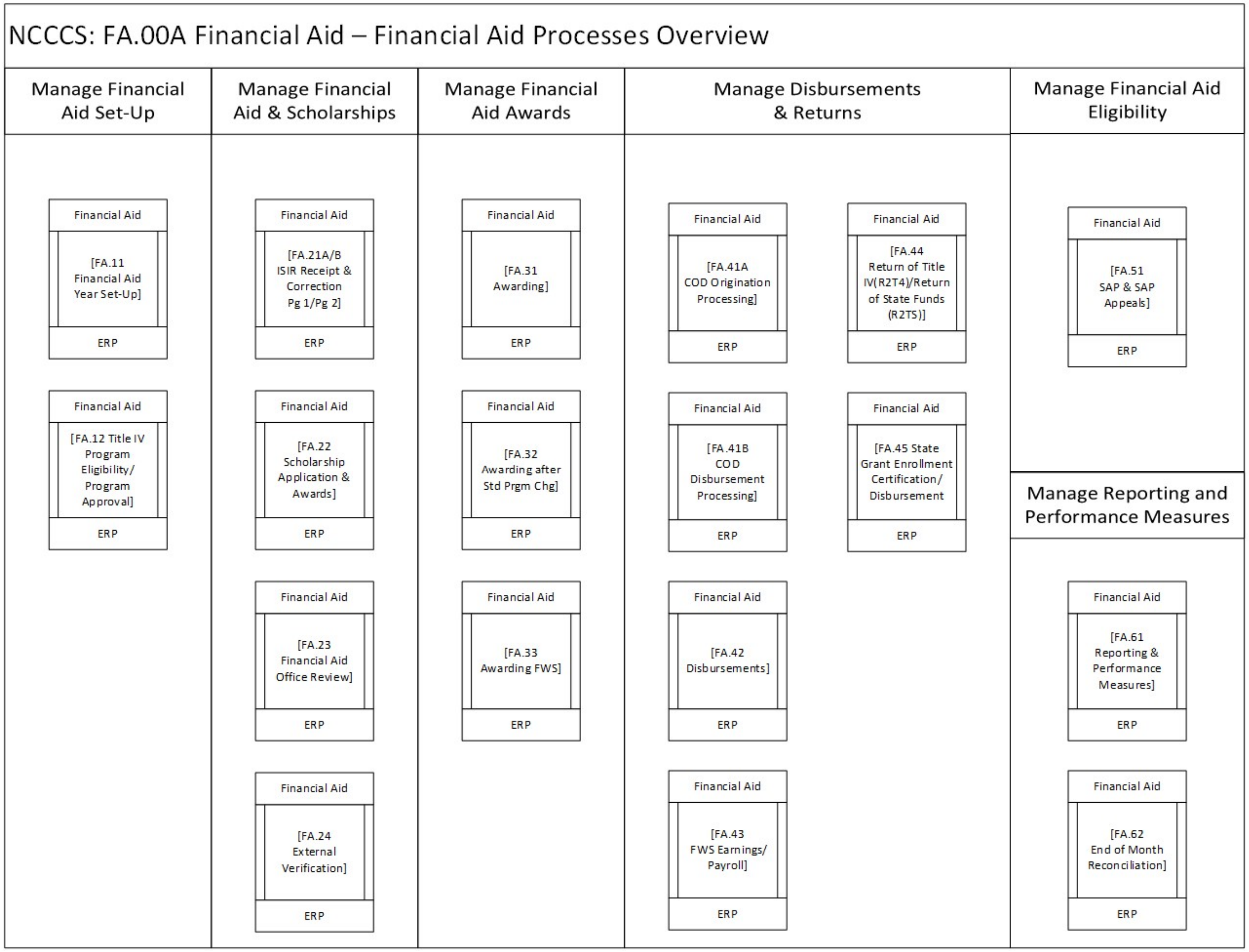
AR.94 Monthly Reconciliation

Description: Monthly reconciling of the accounts receivable subledger to the general ledger.

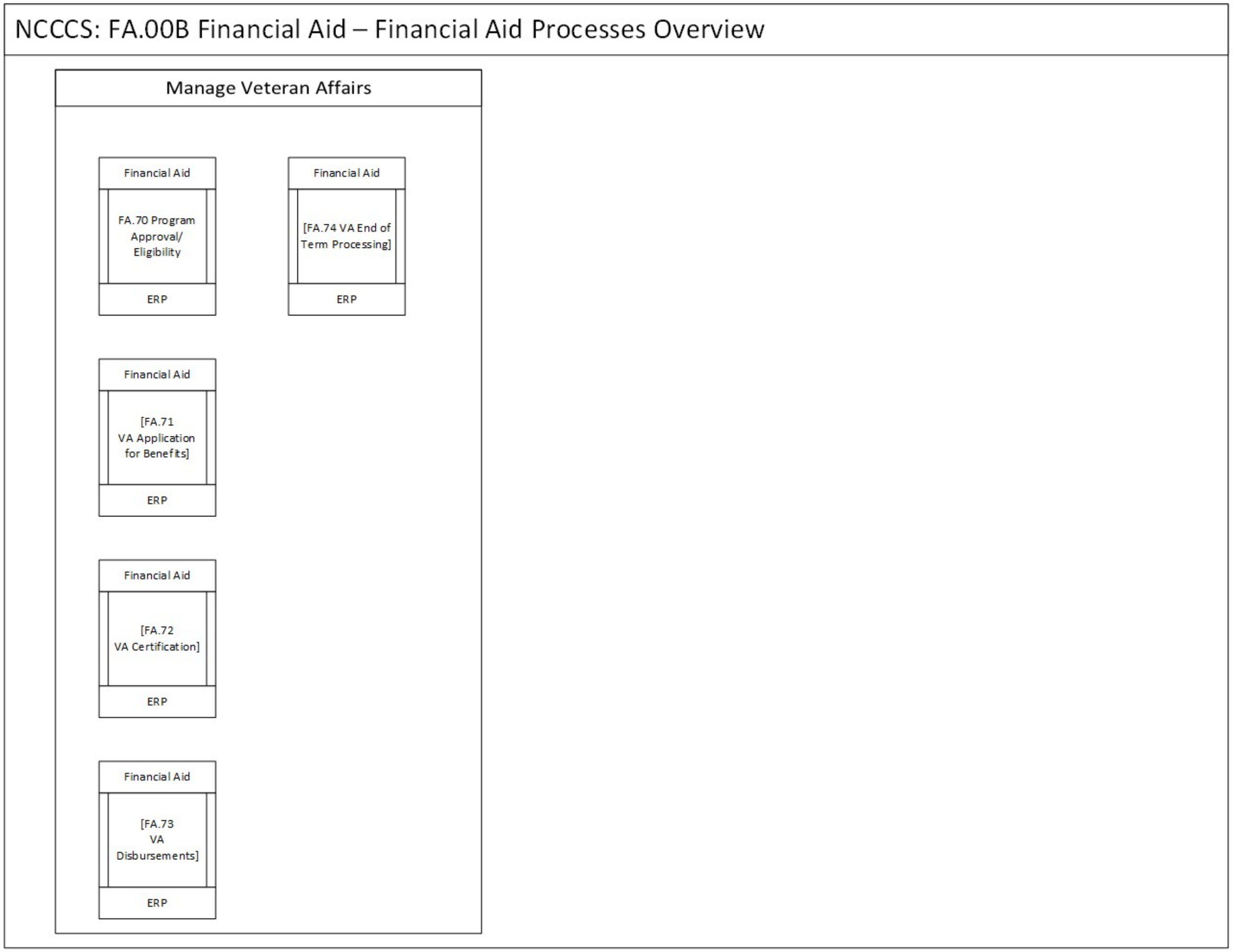
Process Notes:

1. Complete Monthly Close – Business Office
2. Run AR to GL comparison report to identify discrepancies for a date range – Business Office.
3. Does the report balance?
   3.1. If yes, continue to step 7.
   3.2. If no, continue to step 4.
4. Research discrepancies identified in the report – Business Office.
5. Correct issue(s) – Business Office.
6. Return to Step 2 to run comparison report.
7. Complete approval workflow – Business Office.
8. Is the reconciliation approved?
   8.1. If yes, keep electronic copy on file.
   8.2. If no, return to step 4.

Financial Aid Process Maps



Financial Aid Process Maps



Financial Aid Process Maps

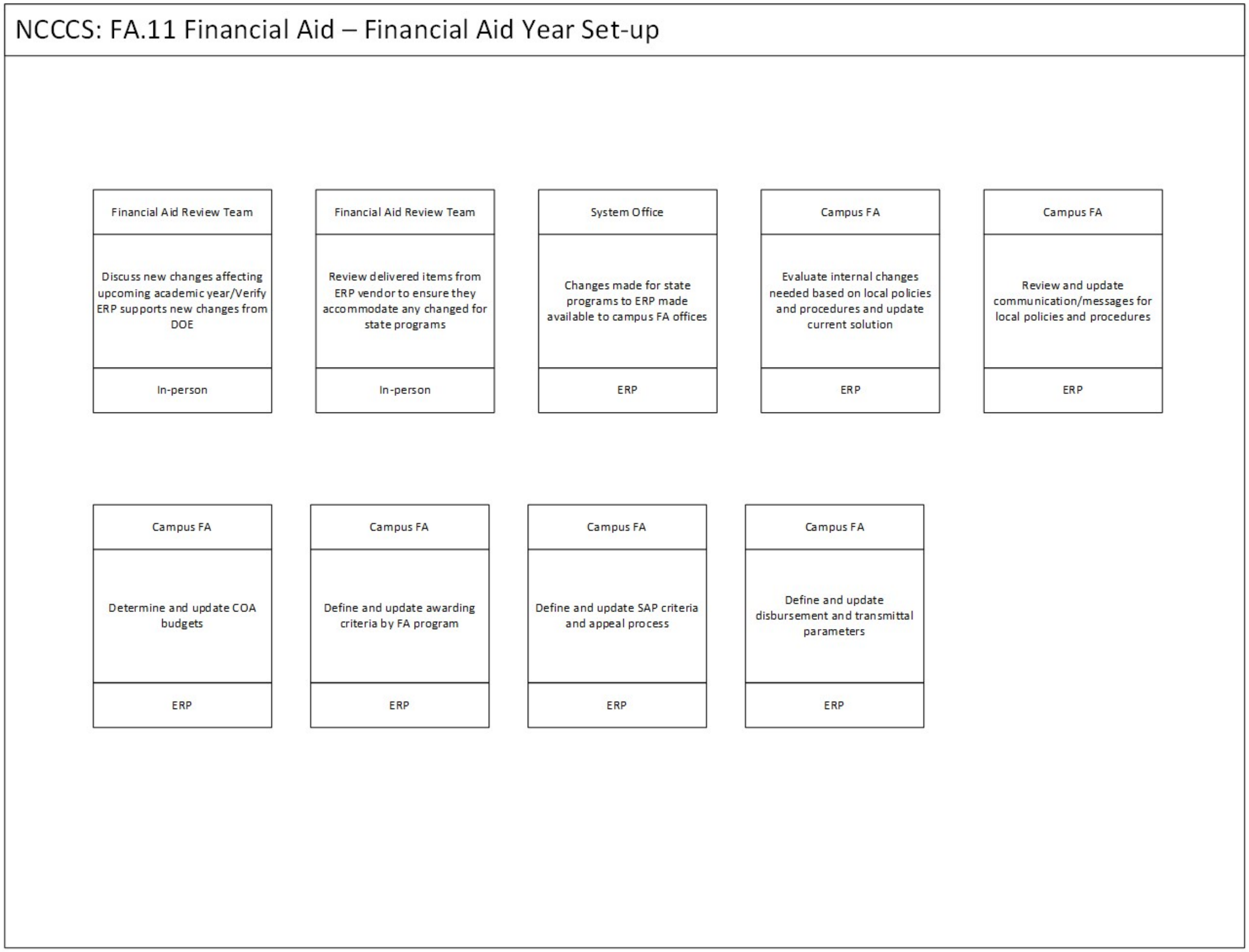
FA.00AB Financial Aid – Financial Aid Processes Overview

Description: Summary of processes appearing in this report, corresponding to the Table of Contents.

Process Notes:

1. No process notes; concept document

Financial Aid Process Maps



Financial Aid Process Maps

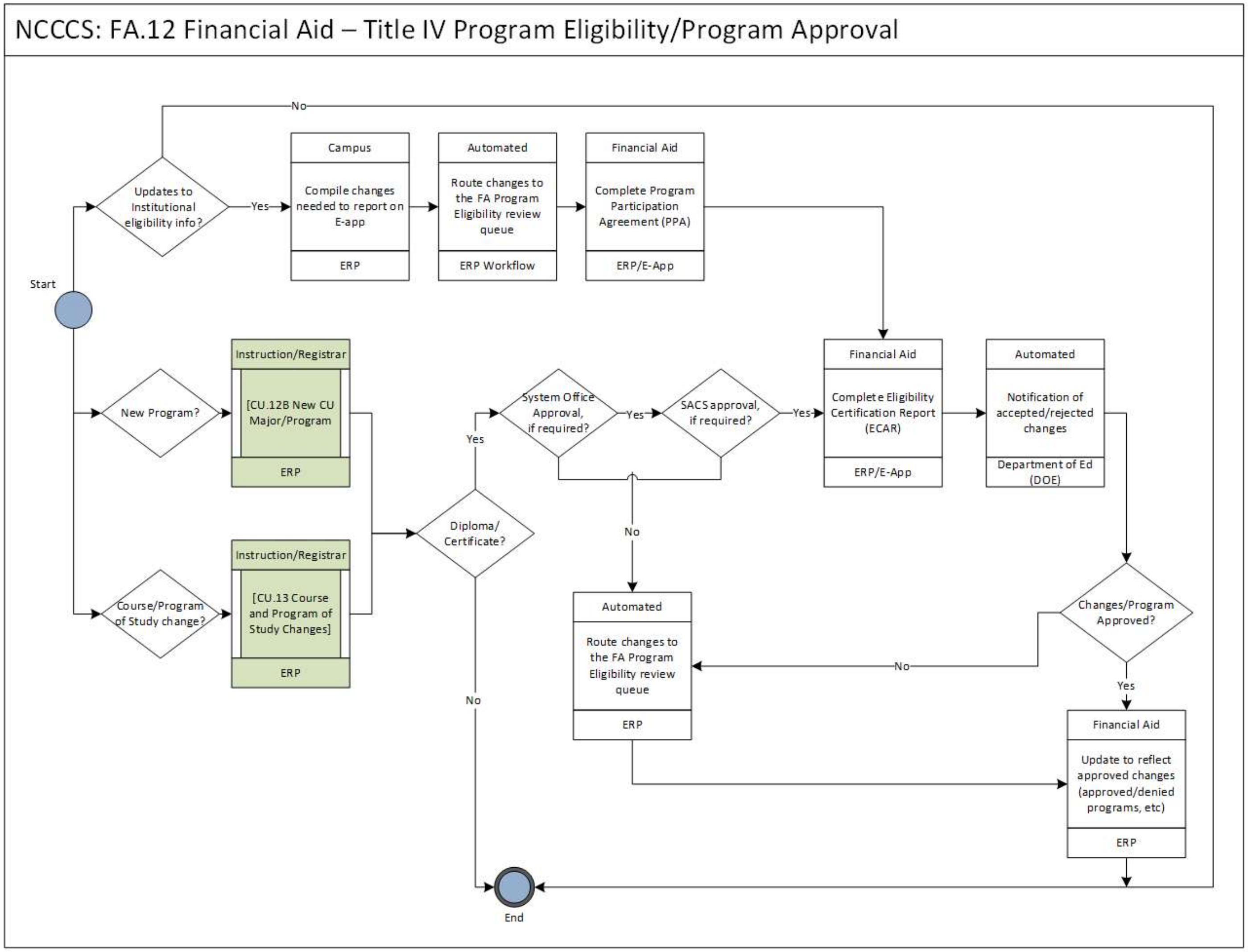
FA.11 Financial Aid – Financial Aid Year Set-Up

Description: The concept document identifies the system set-up requirements for financial aid.

Process Notes:

1. No process notes; concept document

Financial Aid Process Maps



Financial Aid Process Maps

FA.12 Financial Aid – Title IV Program Eligibility/Program Approval

Description: This process map captures the steps undertaken when applying and maintaining eligibility for programs of study while offering Title IV programs with Department of Education (DOE).

Process Notes:

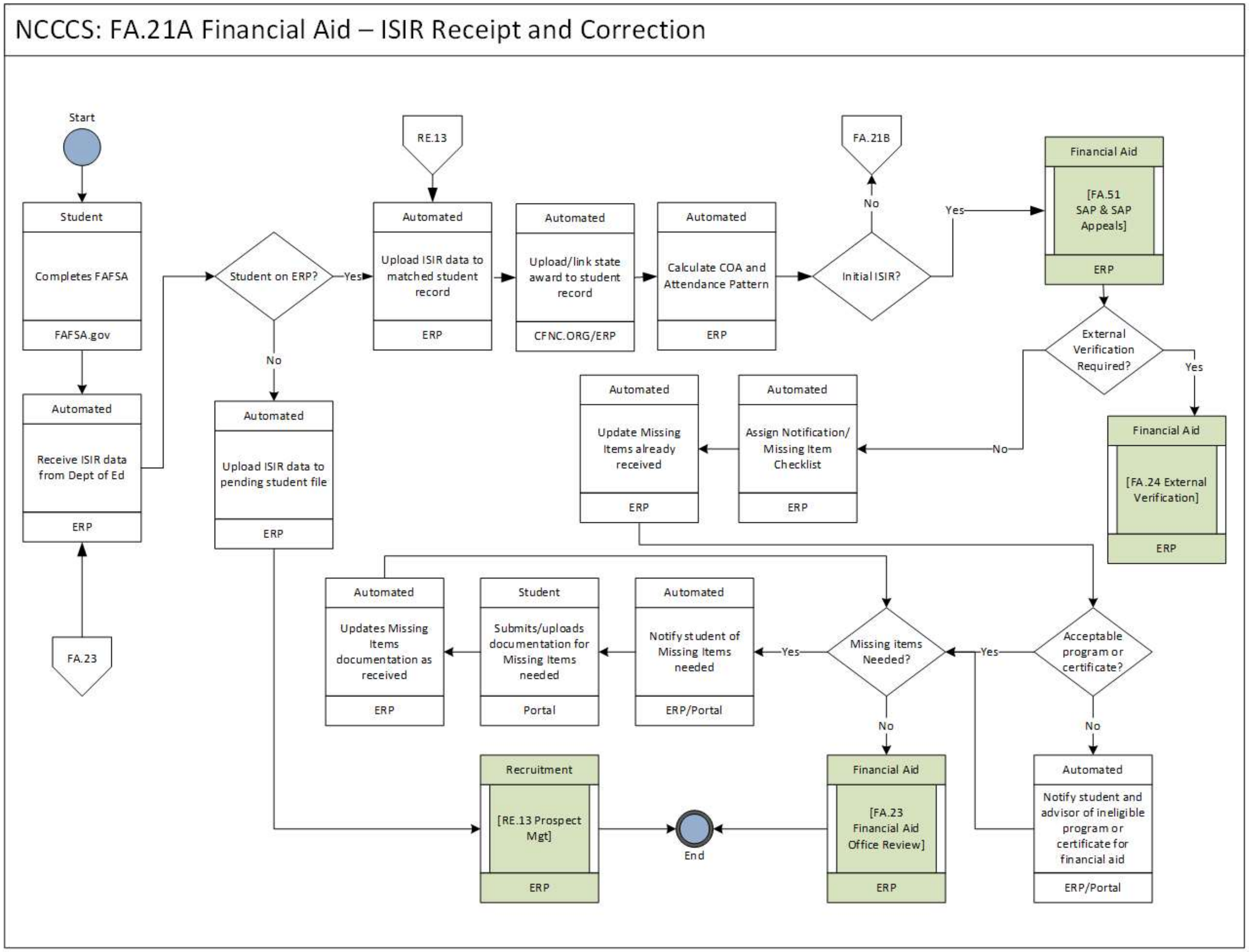
1. System determines if changes are need to institutional eligibility information
2. Campus determines, and compiles changes needed while recording and documenting them within ERP system
3. Automated workflow routes all changes to the Financial Aid Office for reporting
4. Financial Aid Office uses changes to complete the Program Participation Agreement (PPA) and submit to Department of Education (DOE) for approval
5. Financial Aid Office uses changes to complete the Eligibility Certification Approval Report (ECAR) and submits to Department of Education (DOE) for approval
6. Automated response is received on approval/denial of programs from DOE
7. Changes/Program Approved?
   - 7.1.1. Yes: Continue to 8
   - 7.1.2. No: Continue to 9
8. Update approval updates from DOE within ERP system; End
9. Route changes to FA Program Eligibility review queue
10. Return to 8
11. New Program; Go to CU.12B New CU Major/Program

Financial Aid Process Maps

Process Notes Cont.:

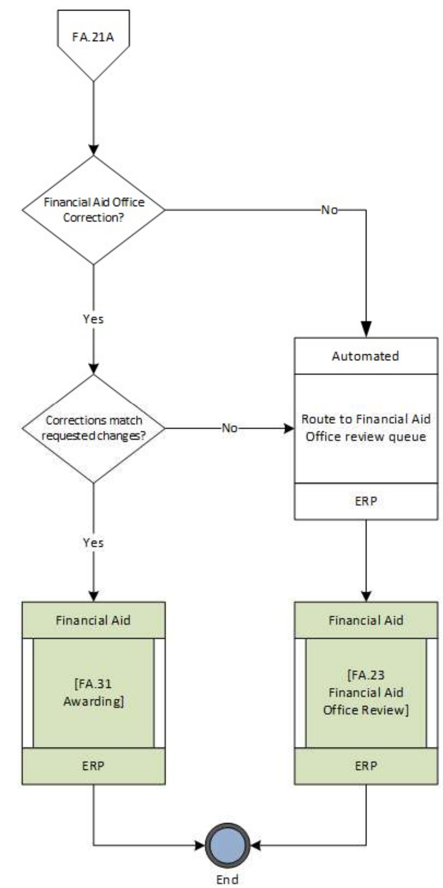
12. Diploma/Certificate?
    - 12.1. Yes: Continue to 14
    - 12.2. No: End
13. System Office Approval, if required?
    - 13.1. Yes: Continue to 15
    - 13.2. No: Return to 9
14. SACS approval, if required?
    - 14.1. Yes; Return to 6
    - 14.2. No: Return to 9

Financial Aid Process Maps



Financial Aid Process Maps

NCCCS: FA.21B Financial Aid – ISIR Receipt and Correction



Financial Aid Process Maps

FA.21AB Financial Aid – ISIR Receipt and Correction

Description: This process map captures the steps undertaken when a new or corrected ISIR is received.

Process Notes:

FA.21A Pg 1

1. Student completes FAFSA
2. System receives ISIR data from Department of Education
3. Is student on ERP?
    3.1. Yes: Continue to 6
    3.2. No: Continue to 4
4. System uploads ISIR data to pending student file
5. Go to RE.13 Prospect Mgt; End
6. System uploads ISIR data to matched student record
7. System uploads and links state award to student record
8. System calculates COA and attendance pattern
9. Is the data received for an initial ISIR?
    9.1. Yes: Continue to 10
    9.2. No: Continue to FA.21B
10. Go to FA.51 SAP & SAP Appeals
11. External Verification required?
    11.1. Yes: Continue to FA.24 External Verification
    11.2. No: Continue to 12
12. System assigns Notification/Missing Item checklist

Financial Aid Process Maps

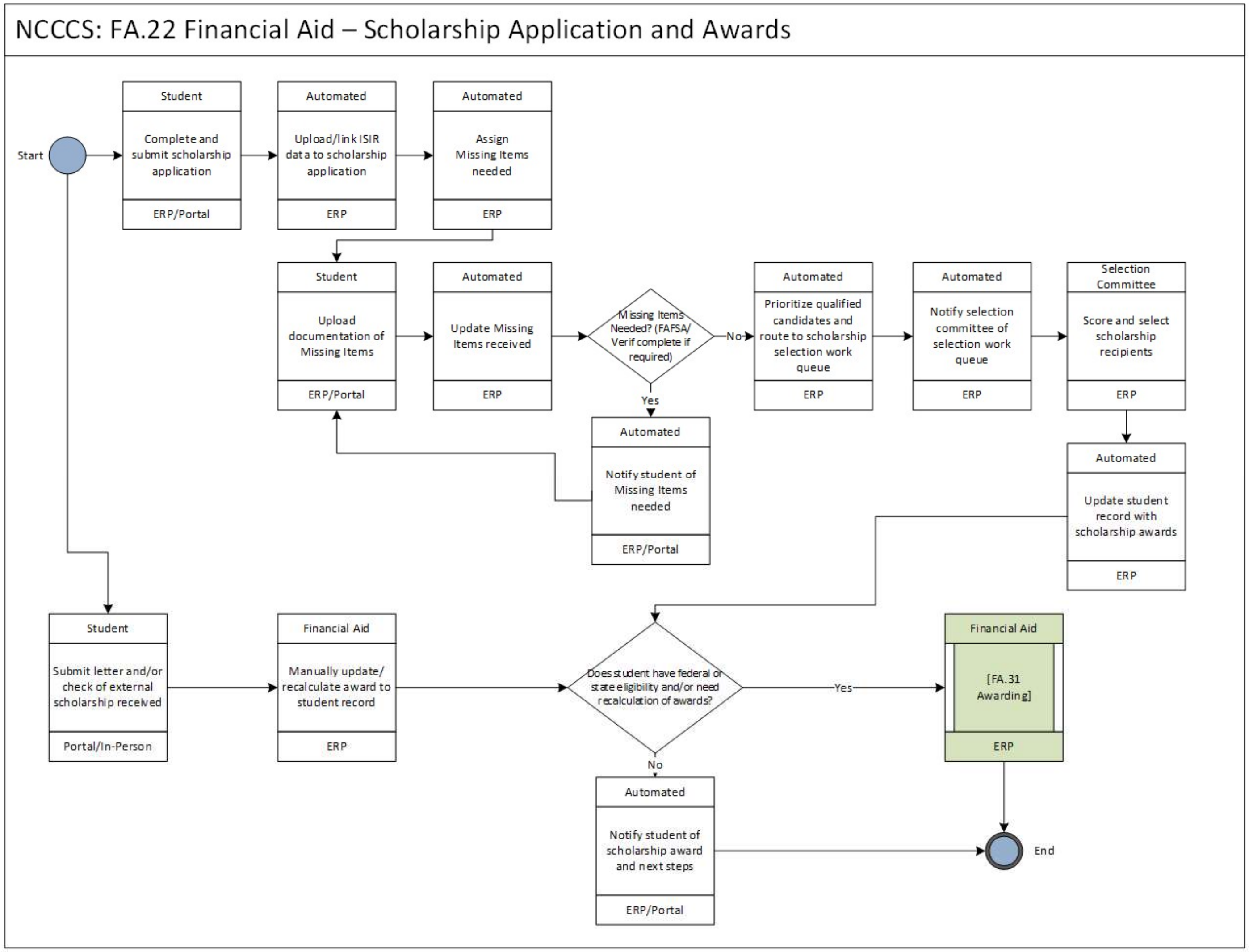
Process Notes Cont.:

12. System assigns Notification/Missing Item checklist
13. System updates missing items checklist with documents already received on file
14. Is the student's program or certificate acceptable?
    - 14.1. Yes: Continue to 16
    - 14.2. No: Continue to 15
15. System notifies student and advisor of ineligible program or certificate
16. Are missing items still needed?
    - 16.1. Yes: Continue to 18
    - 16.2. No: Continue to 17
17. Go to FA.23 Financial Aid Office Review
18. System notifies student of missing items needed
19. Student uploads missing item documentation via portal
20. System updates missing items as received; Return to 16

FA.21B Pg. 2

1. Is corrected ISIR due to correction made by FA office?
    - 1.1 Yes: Continue to 2
    - 1.2 No: Continue to 4
2. Do the corrections match the requested changes?
    - 2.1. Yes: Continue to 3
    - 2.2. No: Return to 4
3. Go to FA.31 Awarding
4. System routes student FA record to financial aid office review queue
5. Go to FA.23 Financial Aid Office Review

Financial Aid Process Maps



Financial Aid Process Maps

FA.22 Financial Aid – Scholarship Application and Awards

Description: This process captures the steps of processing scholarship applications and awards.

Process Notes:

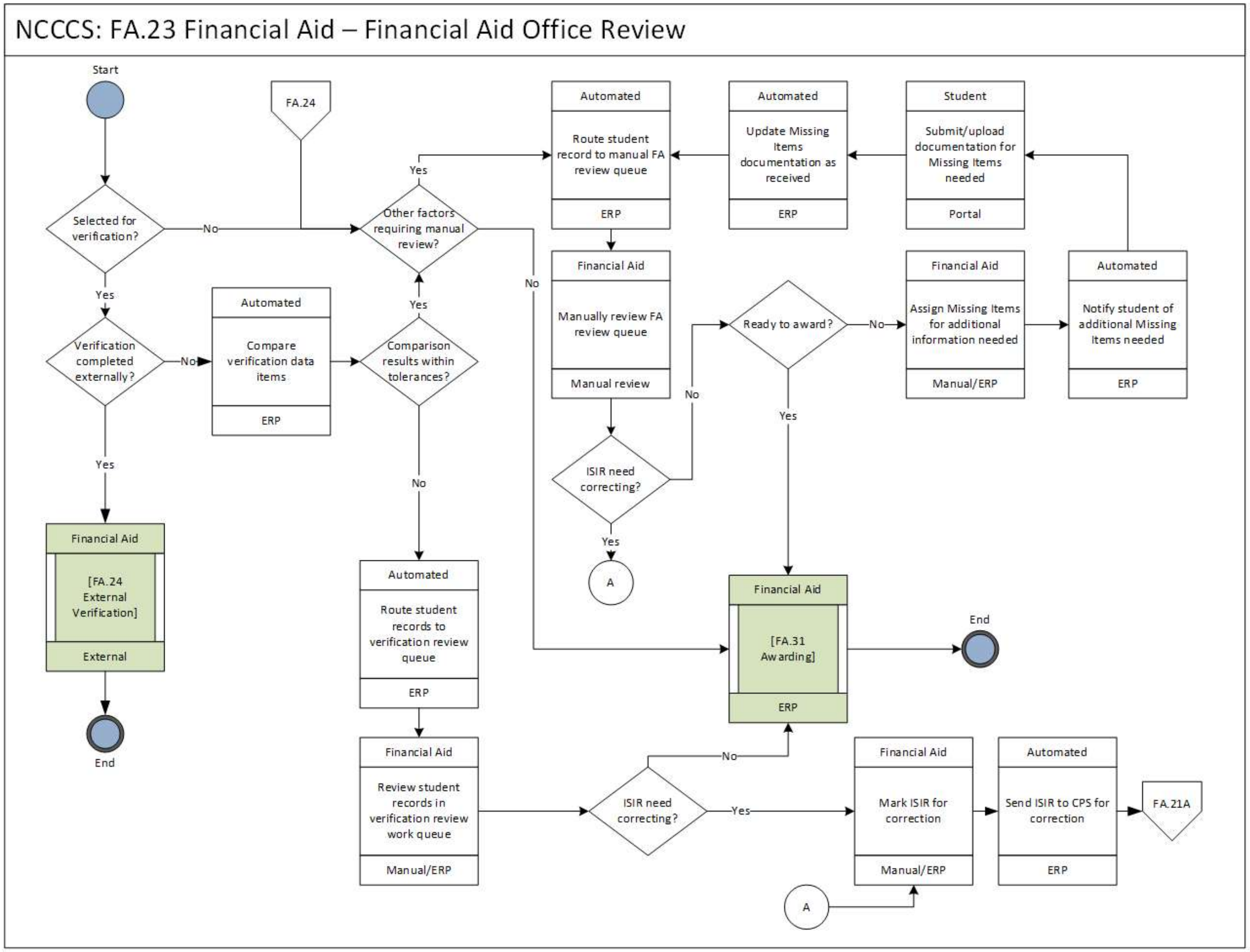
1. Student completes and submits scholarship application
2. System uploads ISIR data to scholarship application
3. System assigns missing items needed
4. Student uploads documentation of missing items needed
5. System updates missing items as received
6. Are missing items still needed? For scholarships at some NCCCS colleges, missing items may include the filing of a FAFSA and verification to be completed
   - 6.1. Yes: Continue to 7
   - 6.2. No: Continue to 8
7. System notifies student of missing items needed; Return to 4
8. System prioritizes qualified candidates and routes student records to scholarship selection work queue
9. System notifies the scholarship selection committee of records ready for review and scholarship selection work queue new record
10. Scholarship selection committee reviews records in selection work queue, scores, and selects scholarship recipients
11. System update student record with scholarship awards

Financial Aid Process Maps

Process Notes Cont.:

12. Does the student have federal or state eligibility?
    12.1. Yes: Continue to 13
    12.2. No: Continue to 14
13. Go to FA.31 Awarding for repackaging
14. System notifies student of scholarship award and next steps
15. Student may also submit letter and/or check to FA office of external scholarship received
16. Financial aid office manually recalculates awards, if desired, and updates student record with external scholarship award; Return to 12 to determine if federal or state eligibility remaining
17. Go to FA.31 Awarding for repackaging, if applicable

Financial Aid Process Maps



Financial Aid Process Maps

FA.23 Financial Aid – Financial Aid Office Review

Description: This process captures the steps for assuring FA review when needed.

Process Notes:

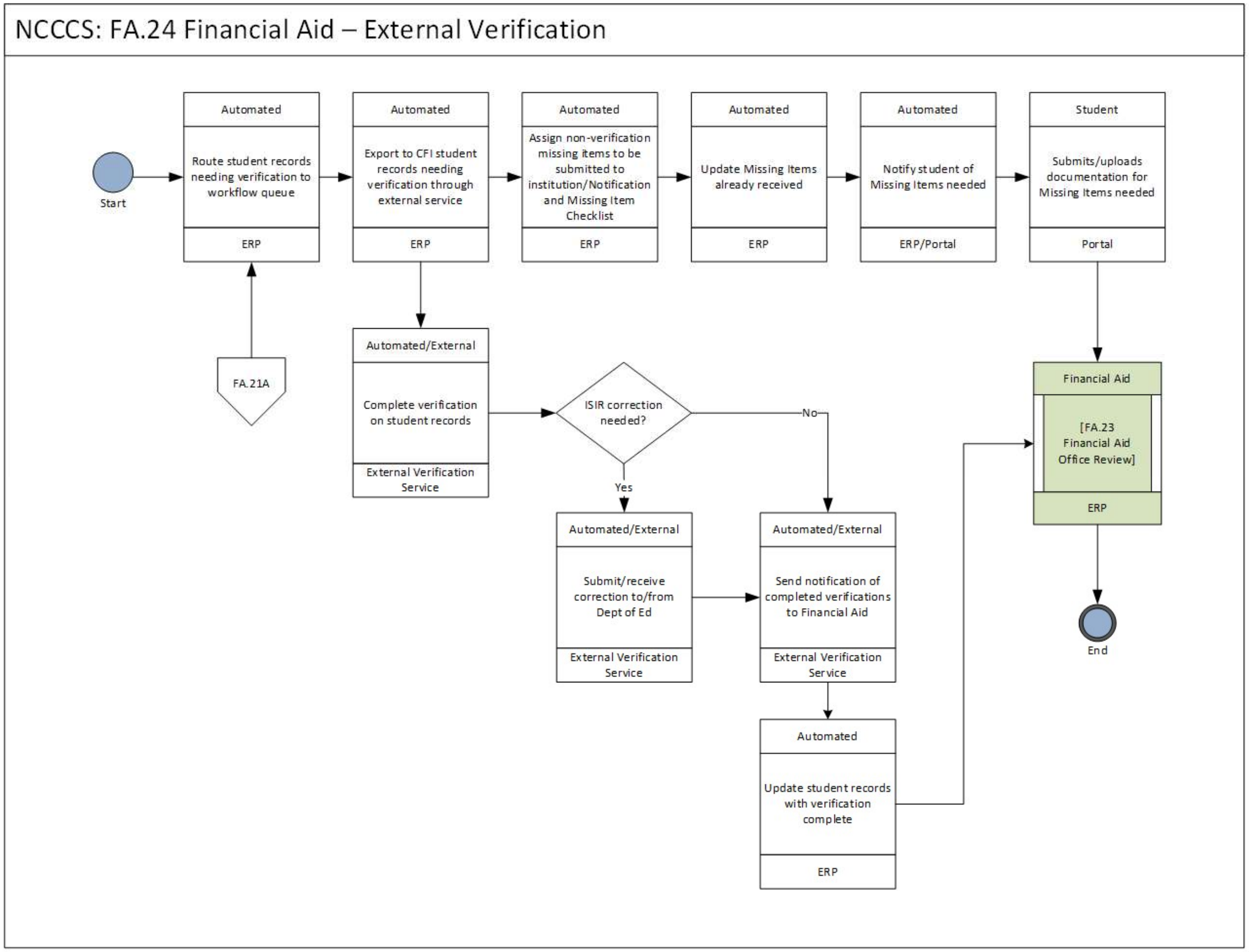
1. Is the student ISIR selected for verification?
   - 1.1 Yes: Continue to 2
   - 1.2 No: Continue to 6
2. Will verification be completed by an external organization?
   - 2.1 Yes: Continue to 3
   - 2.2 No: Continue to 4
3. Go to FA.24 External Verification; End
4. System compares verification data items
5. Are the results of the verification comparison within tolerances?
   - 5.1 Yes: Continue to 6
   - 5.2 No: Continue to 17
6. Are there other factors requiring manual review beyond verification?
   - 6.1 Yes: Continue to 7
   - 6.2 No: Continue to 11
7. System routes student record to manual review queue
8. FA Office manually reviews review queue to determine next step
9. Following manual review, does ISIR need correction?
   - 9.1 Yes: Continue to 20
   - 9.2 No: Continue to 10

Financial Aid Process Maps

Process Notes Cont.:

10. Is the student record ready for awarding/packaging?
    10.1 Yes: Continue to 11
    10.2 No: Continue 12
11. Go to FA.31 Awarding; End
12. If student is not ready for awarding, system assigns missing items for additional information needed
13. System notifies student of additional missing items needed
14. Student submits/uploads documentation for missing items needed
15. System updates missing items documentation is received; Return to 7
16. If verification comparison results are not within tolerances, system routes student record to verification review queue
17. Financial aid office reviews student records in verification review queue
18. Does ISIR need correcting based on manual verification review?
    18.1 Yes: Continue to 19
    18.2 No: Return to 11; End
19. Financial aid office marks ISIR for correction and submits to Department of Education
20. System sends ISIR to CPS for correction; Return to FA.21A

Financial Aid Process Maps



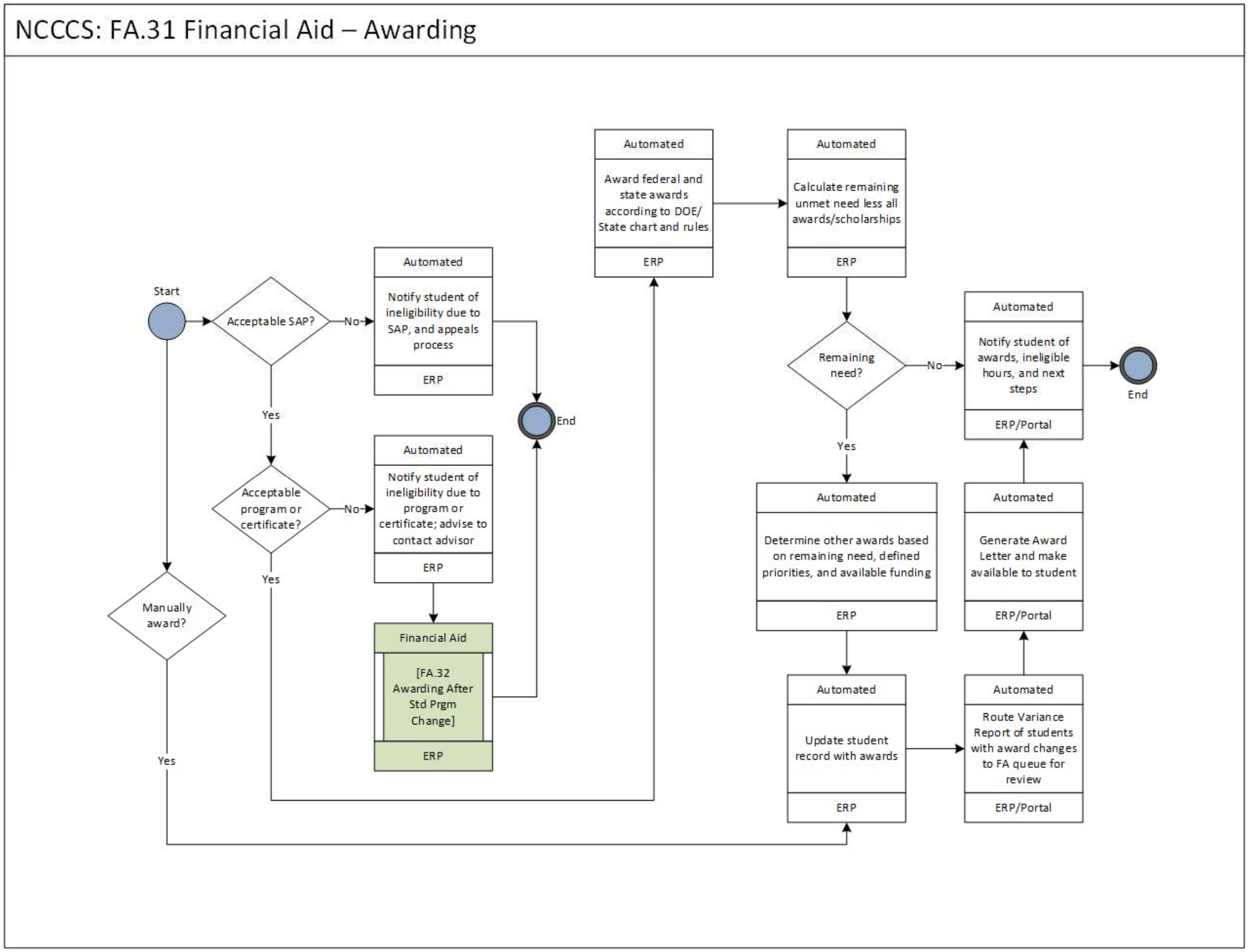
FA.24 Financial Aid – External Verification

Description: This process captures the steps for outsourcing FA verification through an external organization.

Process Notes:

1. System routes student records needing verification to a workflow queue
2. System exports CFI with student records needing verification through external service/organization
3. System will assign non-verification missing items to student record for institution manual review/Notification and missing items checklist assigned
4. System will update missing items already received
5. Notify student of missing items remaining on Portal
6. Student submits/uploads documentation for missing items needed; Return to FA.23 Financial Aid Office Review
7. External service/organization completes verification process for selected students
8. Because of the verification, does the ISIR need to be corrected?
   8.1 Yes: Continue to 5
   8.2 No: Continue to 6
9. External service/organization submits ISIR correction to CPS, and receives corrected ISIR data
10. External service/organization notifies FA of completed verifications
11. System sends notification of completed verification to Financial Aid Office
12. System updates student records of verifications complete; Return to FA.23 Financial Aid Office Review

Financial Aid Process Maps



Financial Aid Process Maps

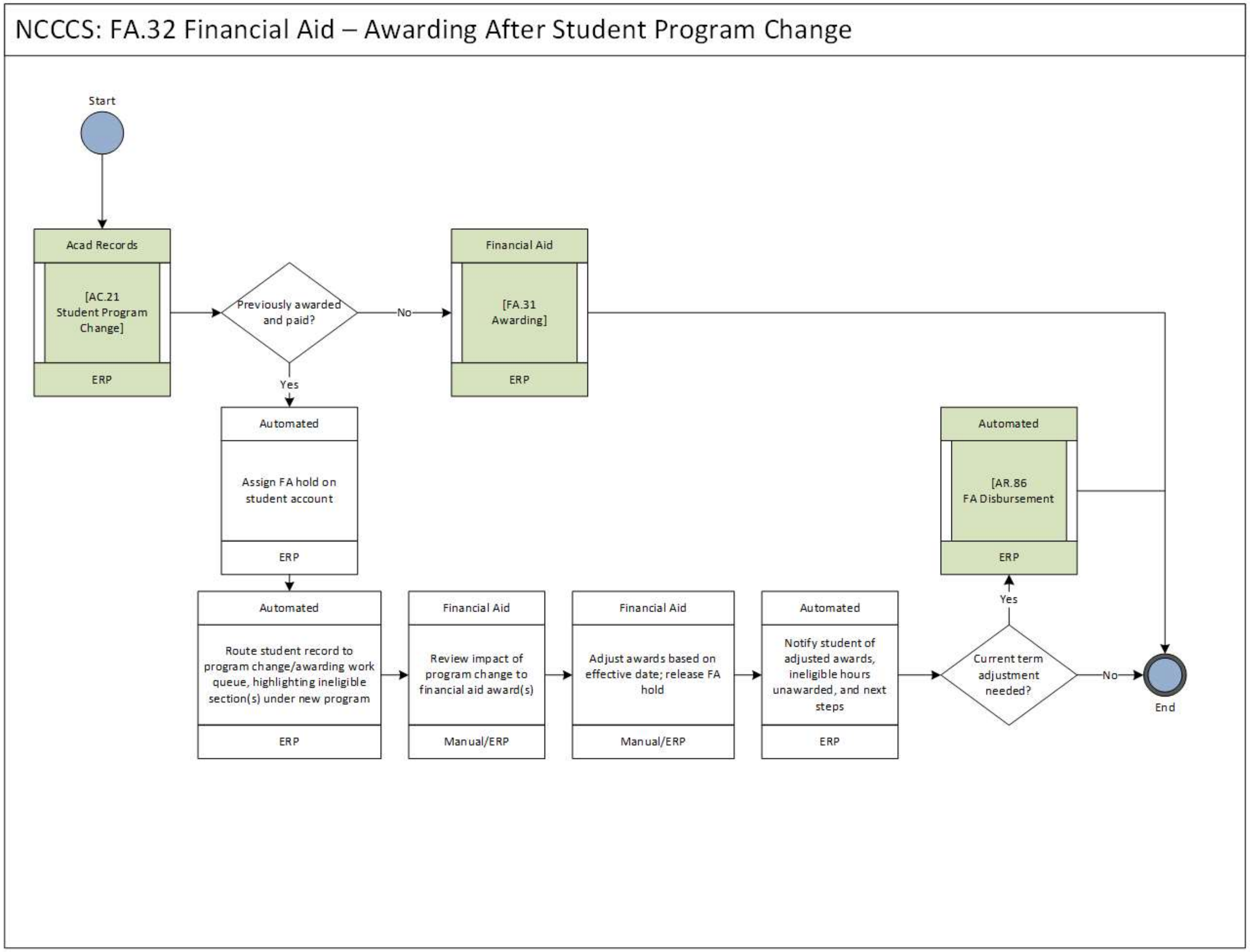
FA.31 Financial Aid – Awarding

Description: This process captures the steps for auto-awarding and manually awarding financial aid to students.

Process Notes:

1. Does the student have acceptable SAP in ERP? Every student will have been evaluated after ISIR has been received
   - 1.2 Yes: Continue to 3
   - 1.3 No: Continue to 2
2. System notifies student of ineligibility due to SAP, and provides information regarding appeals process; End
3. Is student in an acceptable program or certificate for financial aid?
   - 3.1 Yes: Continue to 6
   - 3.2 No: Continue to 4
4. System notifies student of ineligibility due to program or certificate
5. Go to FA.32 Awarding After Std Prgm Change; End
6. System awards federal and state awards according to DOE/State chart and rules
7. System calculates remaining need minus all awards/scholarships
8. Does student have remaining need?
   - 8.1 Yes: Continue to 9
   - 8.2 No: Continue to 11
9. System determines other awards based on remaining need, defined priorities, and available funding
10. System updates student record with awards
11. Automated workflow to route variance report of students with award changes to FA queue for review
12. System will generate award letter and make available to student on portal
13. System notifies student of awards, ineligible hours unawarded, and next steps; End

Financial Aid Process Maps



Financial Aid Process Maps

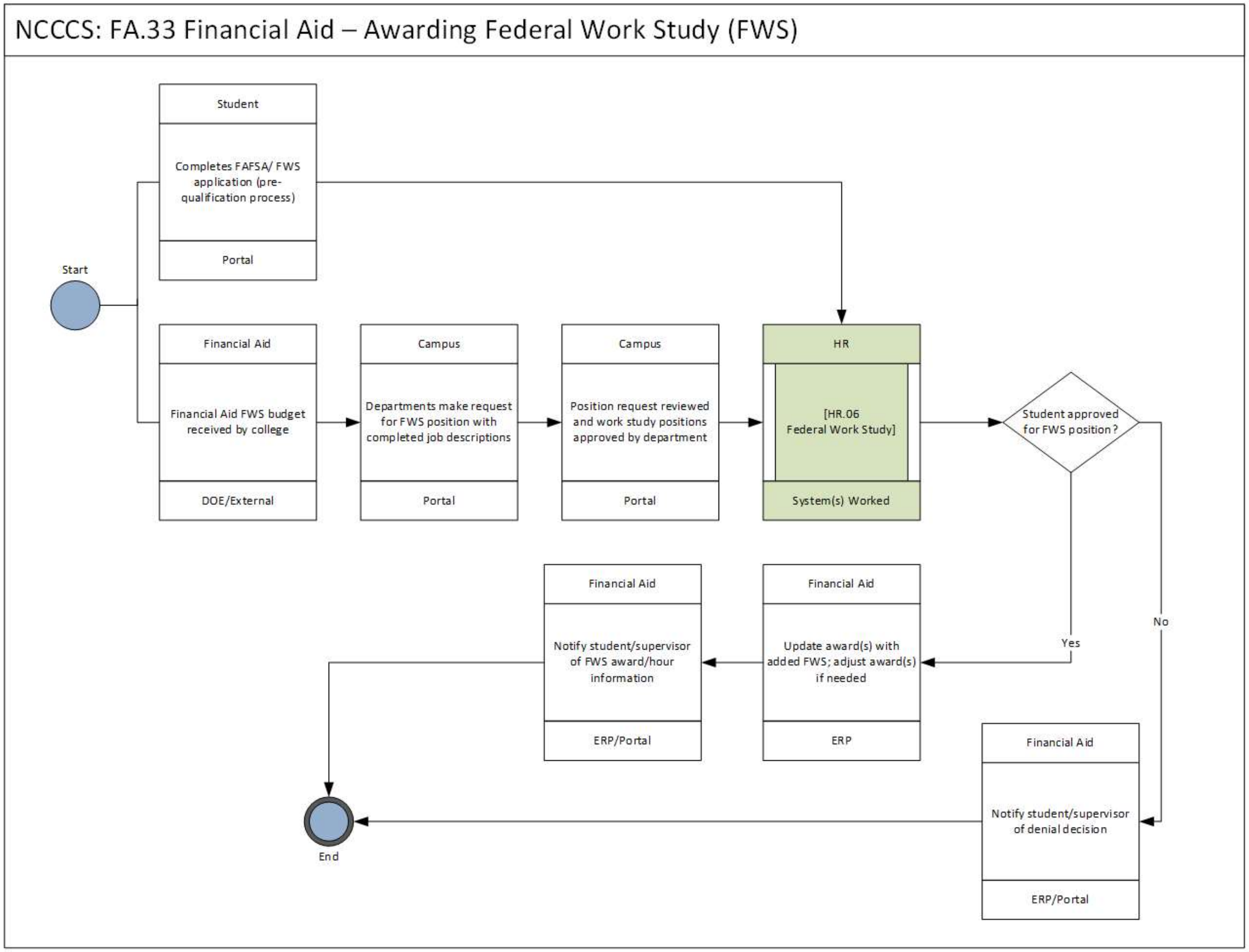
FA.32 Financial Aid – Awarding After Student Program Change

Description: This process captures the steps undertaken for awarding/re-awarding a student who has changed their program.

Process Notes:

1. Student completes a change to their program through AC.21 Student Program Change
2. Has the student been previously awarded and paid?
   2.1 Yes: Continue to 4
   2.2 No: Continue to 3
3. Go to FA.31 Awarding; End
4. System assign FA hold on student account
5. System routes student record to program change/awarding work queue, highlighting ineligible registered section(s) under new program
6. Financial Aid office manually reviews the impact of the program change to the student's financial aid award(s)
7. Financial Aid office manually adjusts award(s) appropriately based on the change of program, and releases FA hold
8. System notifies student of adjusted award(s), if appropriate, ineligible hours, and next steps
9. Current term adjustment needed?
   9.1 Yes: Continue to 10
   9.2 No: End
10. Go to AR.86A FA Disbursement for adjustments to student account; End

Financial Aid Process Maps



Financial Aid Process Maps

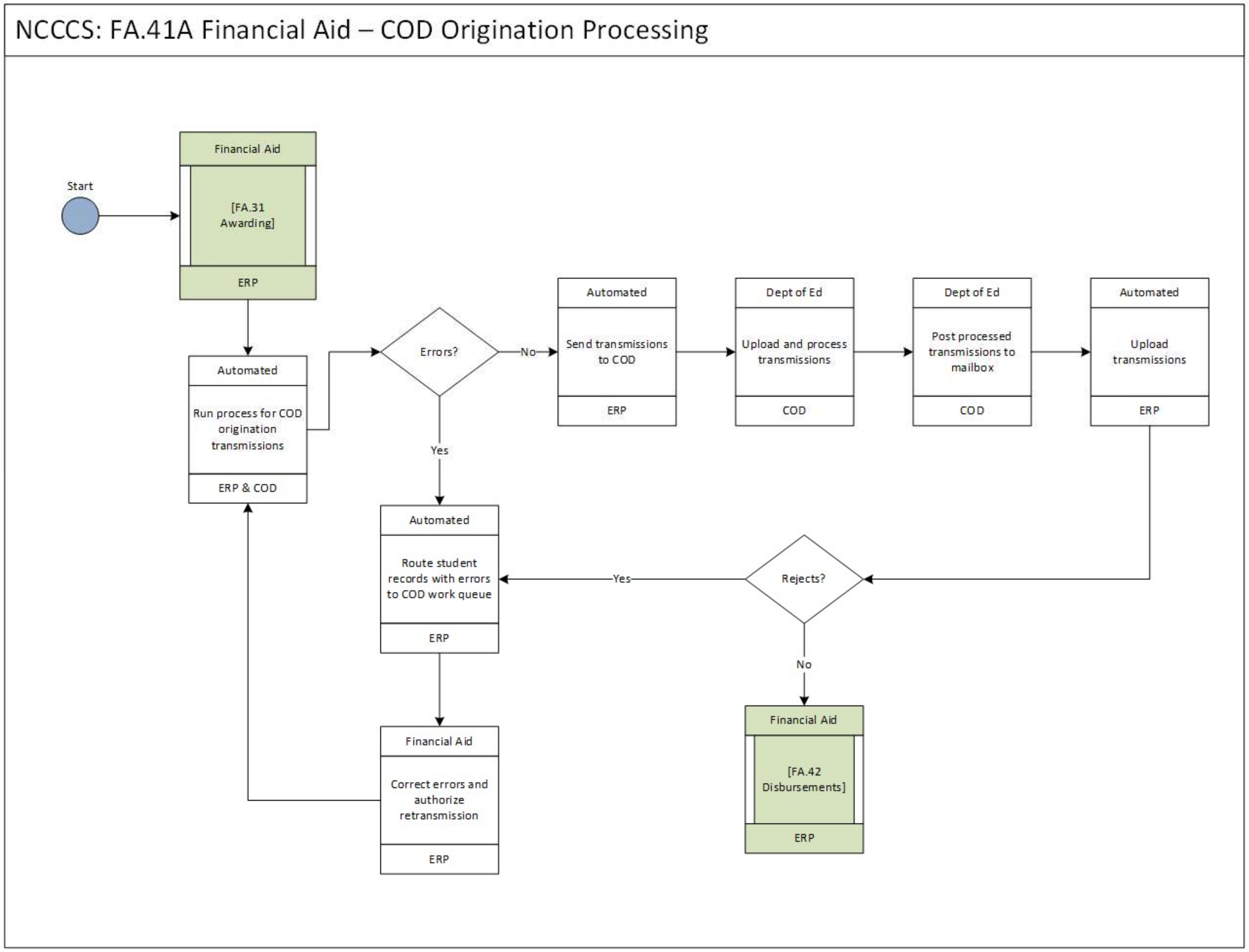
FA.33 Financial Aid – Awarding Federal Work Study (FWS)

Description: This process captures the steps for Federal Work Study position request/awarding a student who is eligible for funding.

Process Notes:

1. Student completes FWS application via portal, after being prequalified by FA office
2. Go to HR.06 Federal Work Study
3. Student approved for FWS position?
   3.1 Yes: Continue to 4
   3.2 No: Continue to 6
4. Financial Aid office updates award(s) with added FWS, adjusting if needed
5. System notified student/supervisor of FWS award/hour information; End
6. System notifies student/supervisor of denial decision; End
7. Financial Aid FWS budget received by college
8. Departments requesting FWS positions complete request with updated job descriptions
9. Position request are reviewed/approved by appropriate campus staff
10. Return to 2

Financial Aid Process Maps



Financial Aid Process Maps

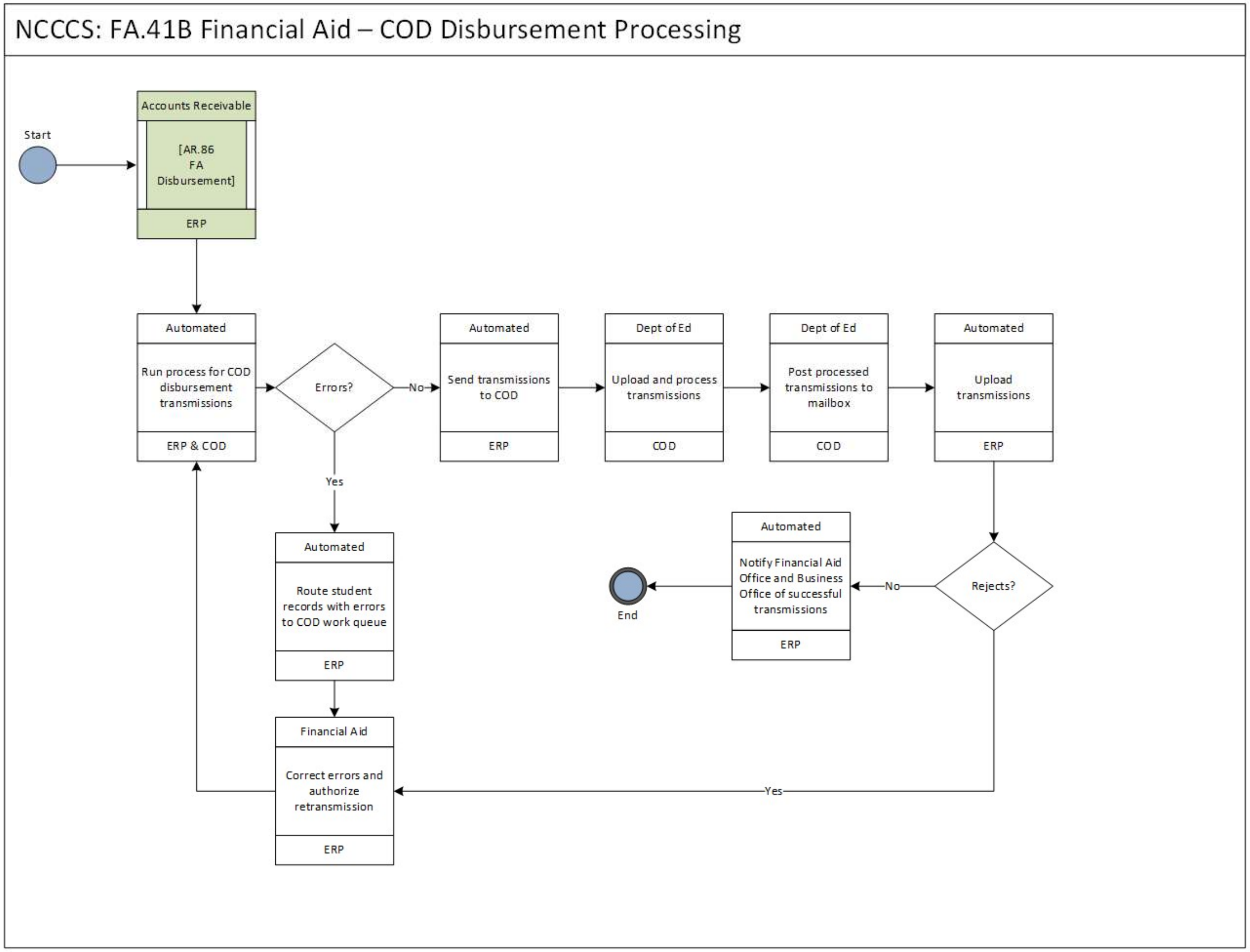
FA.41AB Financial Aid – Common Origination and Disbursement Processing

Description: This process captures the steps undertaken for submission and receipt of COD information.

Process Notes:

1. Financial Aid and Business Office run process for disbursement AR. 86 FA Disbursements
2. Financial aid office runs process for COD disbursement transmissions
3. Are there errors received from COD transmission?
   3.1 Yes: Continue to 3
   3.2 No: Continue to 5
4. System routes student records with errors to COD work queue
5. Financial aid office reviews COD work queue and corrects errors; Return to 2
6. System sends transmissions to COD
7. Department of Education uploads and processes transmissions
8. Department of Education posts processed transmissions to mailbox
9. Financial aid office uploads transmissions received from Department of Education
10. Are there rejects in the transmission file received?
    10.1 Yes: Continue to 3
    10.2 No: Continue to 11
11. System notifies financial aid office and business office of successful transmissions

Financial Aid Process Maps



Financial Aid Process Maps

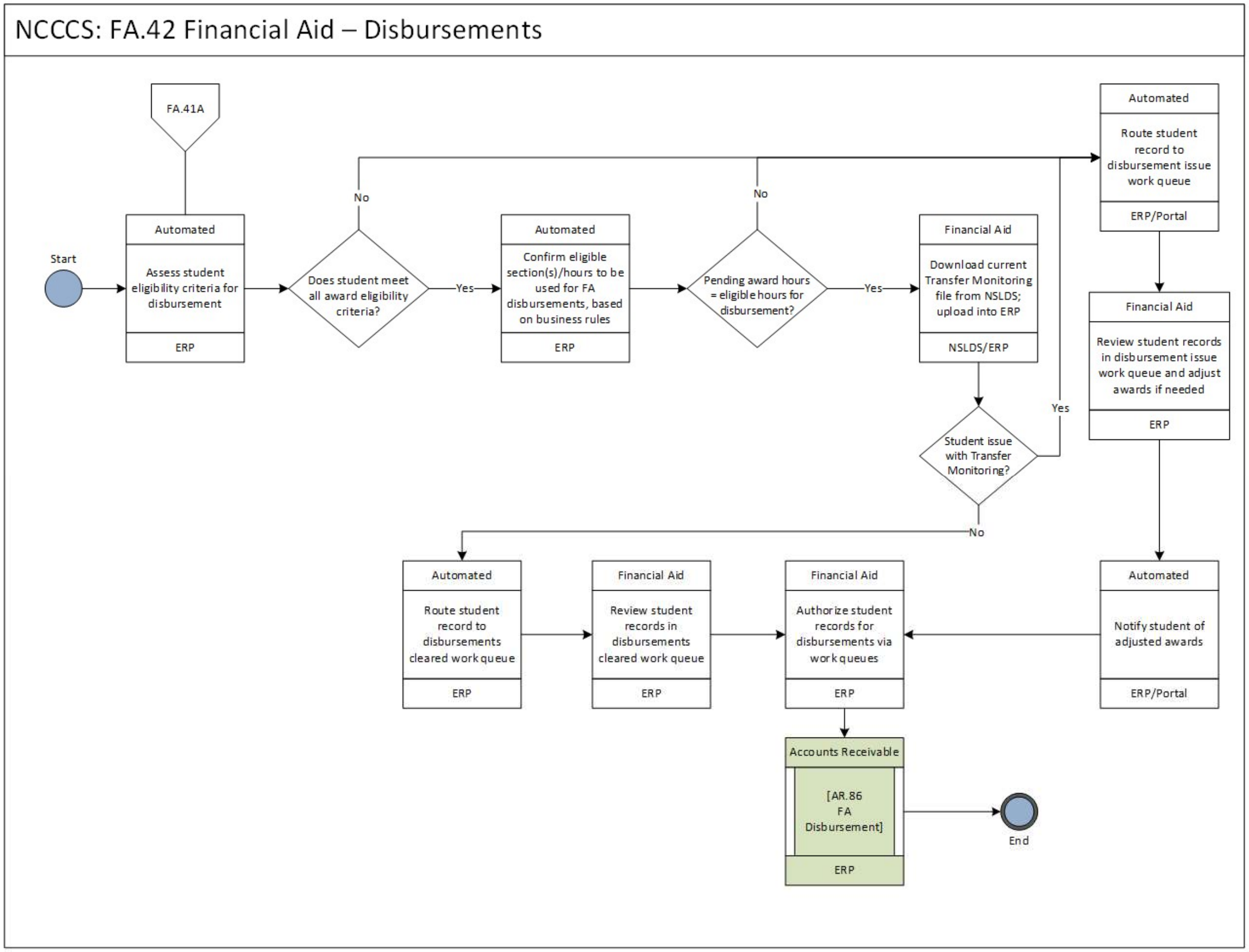
FA.41AB Financial Aid – Common Origination and Disbursement Processing

Description: This process captures the steps undertaken for submission and receipt of COD information.

Process Notes:

1. Financial Aid and Business Office run process for disbursement AR. 86 FA Disbursements
2. Financial aid office runs process for COD disbursement transmissions
3. Are there errors received from COD transmission?
   3.1 Yes: Continue to 3
   3.2 No: Continue to 5
4. System routes student records with errors to COD work queue
5. Financial aid office reviews COD work queue and corrects errors; Return to 2
6. System sends transmissions to COD
7. Department of Education uploads and processes transmissions
8. Department of Education posts processed transmissions to mailbox
9. Financial aid office uploads transmissions received from Department of Education
10. Are there rejects in the transmission file received?
    10.1 Yes: Continue to 3
    10.2 No: Continue to 11
11. System notifies financial aid office and business office of successful transmissions

Financial Aid Process Maps



Financial Aid Process Maps

FA.42 Financial Aid – Disbursements

Description: This process captures the steps undertaken when authorizing student disbursements.

Process Notes:

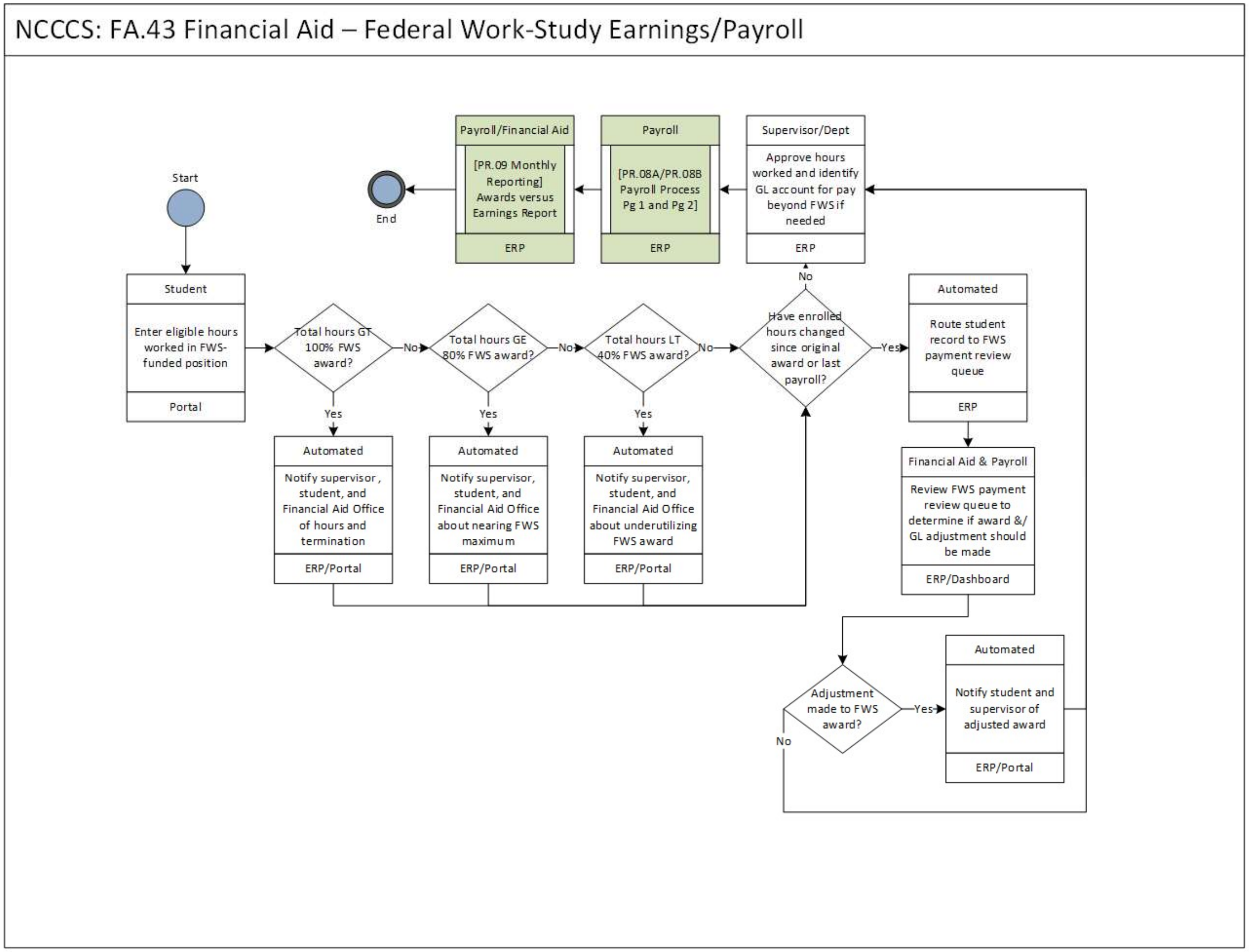
1. System assesses student eligibility for payment based on defined criteria
2. Does student meet all federal, state, and/or institutional eligibility criteria?
   2.1 Yes: Continue to 3
   2.2 No: Continue to 13
3. System confirms eligible section(s)/hours allowable for FA disbursements, based on business rules
4. Do enrolled/eligible hours match pending award hours?
   4.1 Yes: Continue to 5
   4.2 No: Continue to 13
5. FA office downloads current transfer monitoring file from NSLDS and uploads into ERP
6. Is there an issue for the student with transfer monitoring?
   6.1 Yes: Continue to 13
   6.2 No: Continue to 7
7. System routes student record to disbursements cleared work queue
8. FA office reviews student records in disbursements cleared work queue
9. FA office authorizes student records for disbursements via work queues
10. Go to FA.86A FA Disbursement to complete disbursements
11. Is a student refund needed?
    11.1 Yes: Got to 12
    11.2 No: End

Financial Aid Process Maps

Process Notes Cont.:

12. Go to AR.90 Student Refund to complete refund; End
13. If the student does not meet the eligibility criteria, has differences between enrolled/eligible hours and pending FA hours, and/or has transfer monitoring issues, system routes student record to disbursement issue work queue
14. FA office reviews student records in disbursement issue work queue and adjusts awards if needed
15. System notifies student of adjusted awards; Return to 9

Financial Aid Process Maps



Financial Aid Process Maps

FA.43 Financial Aid – Federal Work Study Earnings/Payroll

Description: This process captures the steps undertaken for monitoring the earnings of FWS students, compared to their FWS award.

Process Notes:

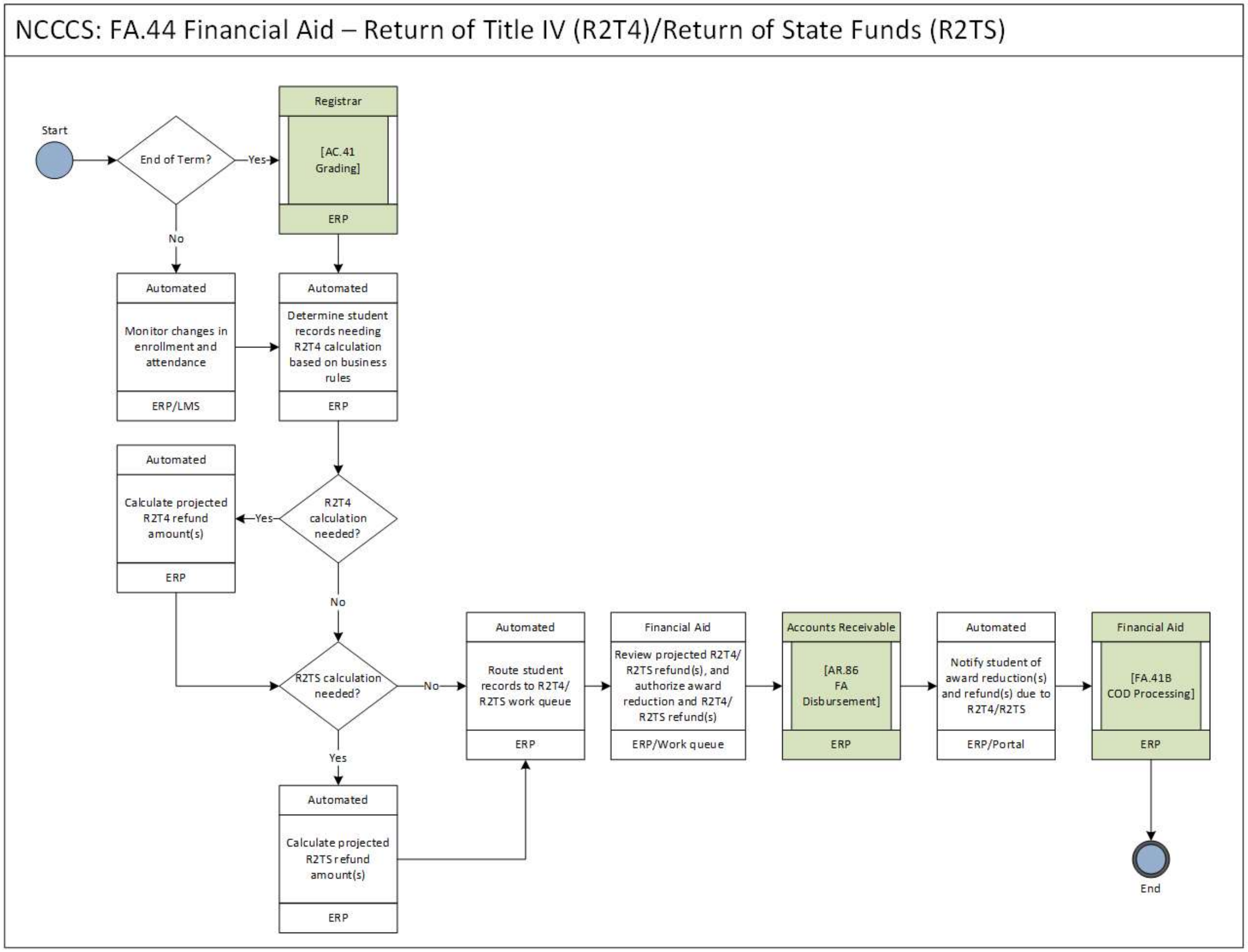
1. Student enters hours worked in FWS funded position on electronic timesheet on portal; system prevents student from entering hours during holidays and for hours when student is in class
2. Are total hours worked greater than 100% of the student FWS award?
   - 2.1 Yes: Continue to 3
   - 2.2 No: Continue to 14
3. System notifies supervisor, student, and financial aid office of hours and termination due to earnings greater than FWS award
4. Have enroll hours for the student change since last payroll or since original award was issued?
   - 4.1 Yes: Continue to 5
   - 4.2 No: Continue to 12
5. System routes student record to activate payment review queue
6. Financial aid office reviews FWS payment review queue to determine if award and/or GL adjustment should be made
7. Has an adjustment been made to the FWS award?
   - 7.1 Yes: Continue to 8
   - 7.2 No: Continue to 12
8. System notifies student and supervisor of adjusted award
9. Supervisor approves hours worked and identifies GL account for payment beyond FWS if needed
10. Go to PR.08A/PR.08B Payroll Process

Financial Aid Process Maps

Process Notes Cont.:

11. Go to PR.09 Monthly Reporting – Awards versus Earnings report; End
12. Are total hours worked greater than or equal to 80% of FWS award?
    12.1 Yes: Continue to 13
    12.2 No: Continue to 16
13. System notifies supervisor, student, and financial aid office about nearing FWS maximum; Return to 7
14. Are total hours less than 40% of FWS award?
    14.1 Yes: Continue to 15
    14.2 No: Return to 7
15. System notifies financial aid and supervisor about underutilizing FWS award; Return to 7

Financial Aid Process Maps



Financial Aid Process Maps

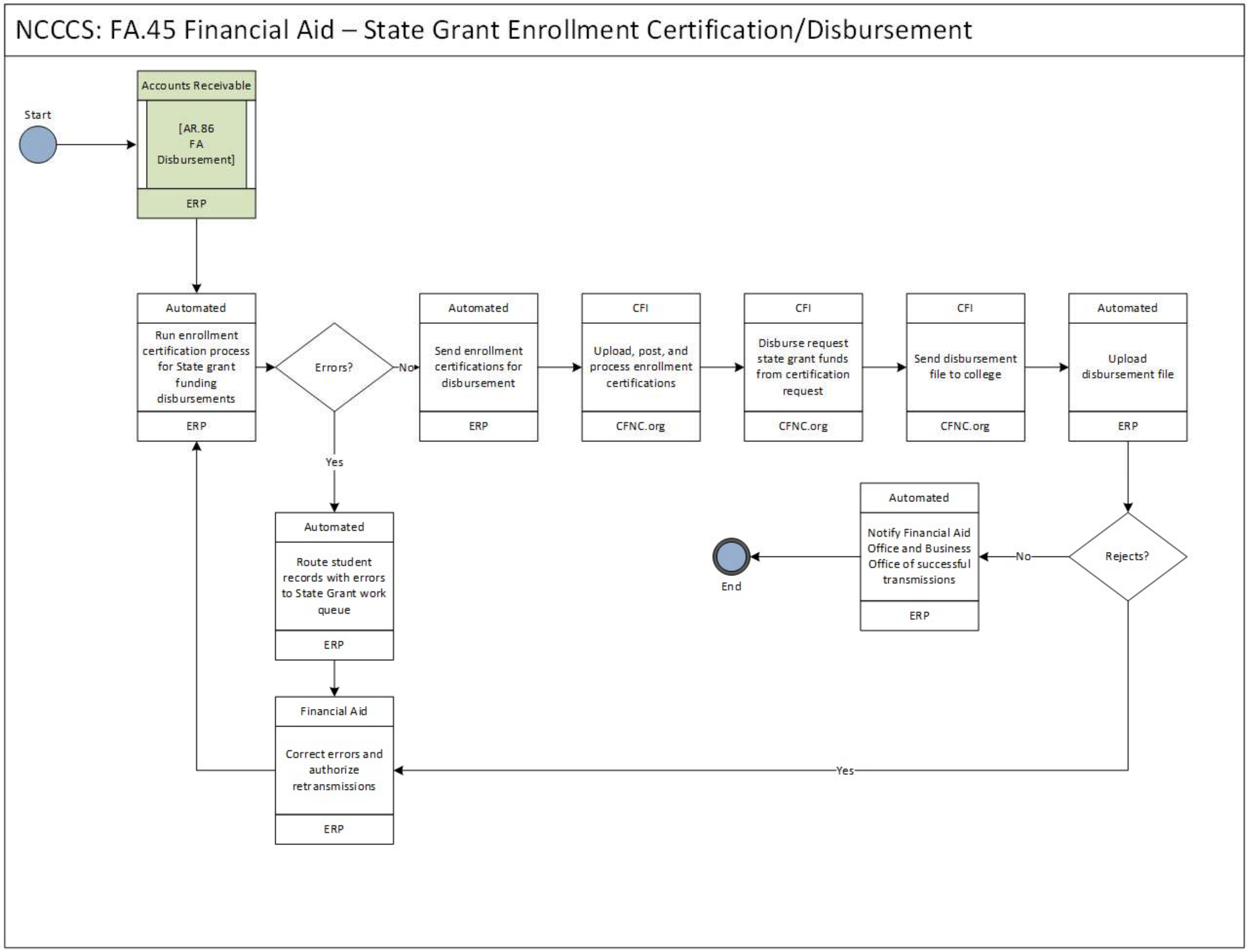
FA.44 Financial Aid – Return of Title IV (R2T4)/ Return of State Funds (R2TS)

Description: This process captures the steps undertaken to evaluate if federal refund is needed for R2T4.

Process Notes:

1. Is the date at end of term?
   1.1 Yes: Continue to 3
   1.2 No: Continue to 2
2. System monitors changes in enrollment and attendance; Continue to 4
3. Final grades are posted AC.41 Grading
4. System determines student records needing R2T4 calculation based on business rules adhering to federal requirements
5. Is an R2T4 calculation needed?
   5.1 Yes: Continue to 6
   5.2 No: Continue to 7
6. System calculates projected R2T4 refund amount(s)
7. Is an R2TS calculation needed?
   7.1 Yes: Continue to 8
   7.2 No: Continue to 9
8. System calculates projected R2TS refund amount(s)
9. System routes student records to R2T4/R2TS work queue
10. Financial aid office reviews projected R2T4/R2TS refund(s), and authorizes award reduction and R2T4/R2TS refund(s)
11. Go to AR.86A FA Disbursements for adjustments to student account
12. System notifies student of award reduction(s) and refund(s) due to R2T4/R2TS
13. Go to FA.41B COD Processing to adjust amounts; End

Financial Aid Process Maps



Financial Aid Process Maps

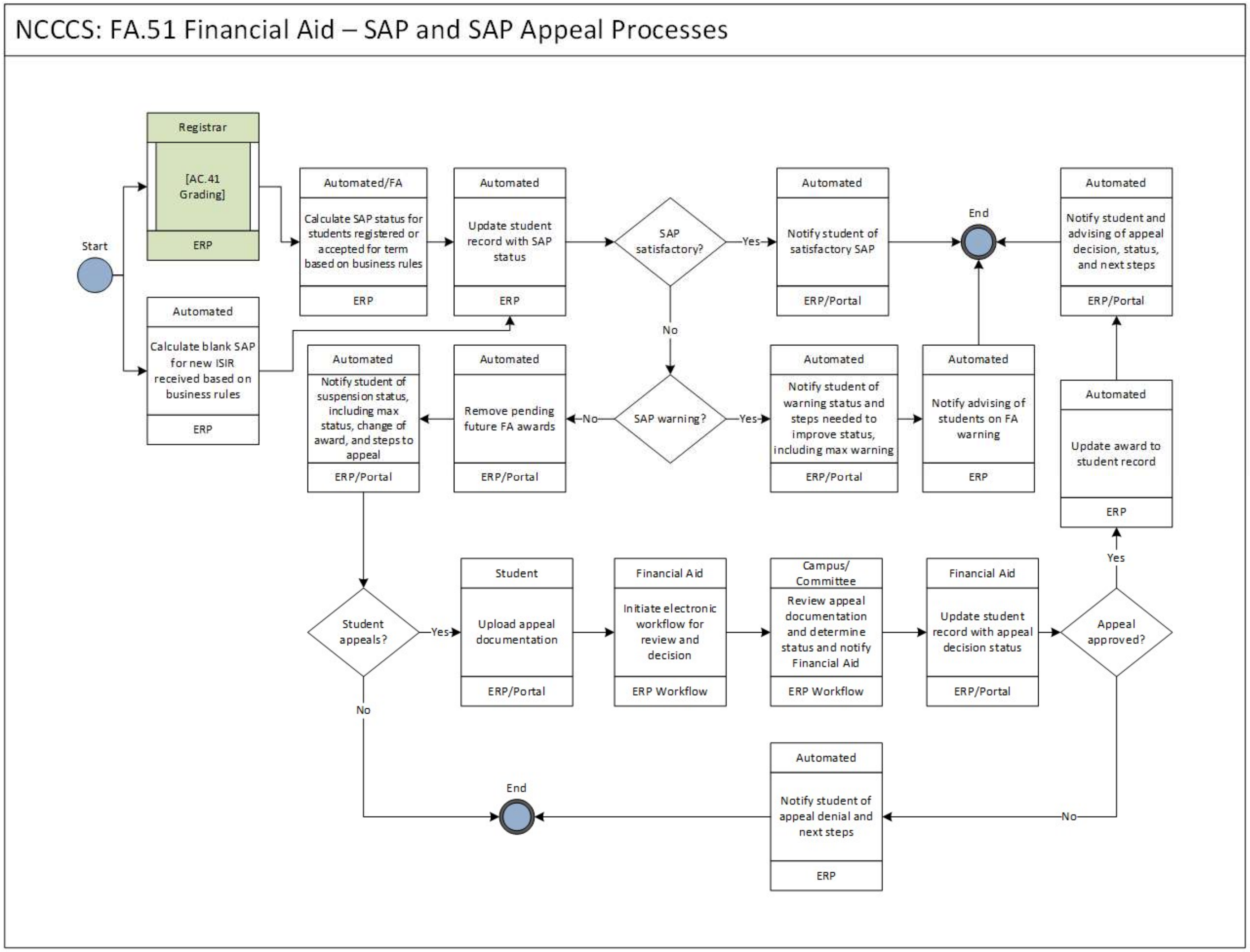
FA.45 Financial Aid – State Grant Enrollment Certification/Disbursement

Description: This process captures the steps undertaken to evaluate, certify, and disburse state grant funding.

Process Notes:

1. Financial Aid and Business Office run process for disbursement AR. 86 FA Disbursements
2. Financial aid office runs process to send state grant funding disbursements
3. Are there errors?
   - 3.3 Yes: Continue to 4
   - 3.4 No: Continue to 5
4. System routes student records with errors to state grant work queue
5. Financial aid office reviews state grant work queue and corrects errors; Return to 2
6. System enrollment certification information for disbursement to CFI
7. CFI uploads, posts, and process enrollment certifications
8. CFI disburses requested state grant funds from school certification request
9. CFI sends disbursement file to college
10. Financial aid office uploads disbursement file received from CFI
11. Are there rejects in the transmission file received?
    - 11.1 Yes: Continue to 4
    - 11.2 No: Continue to 12
12. System notifies financial aid office and business office of successful transmissions

Financial Aid Process Maps



Financial Aid Process Maps

FA.51 Financial Aid – SAP and SAP Appeal Process

Description: This process captures the steps undertaken to evaluate and communicate FA Satisfactory Academic Progress statuses.

Process Notes:

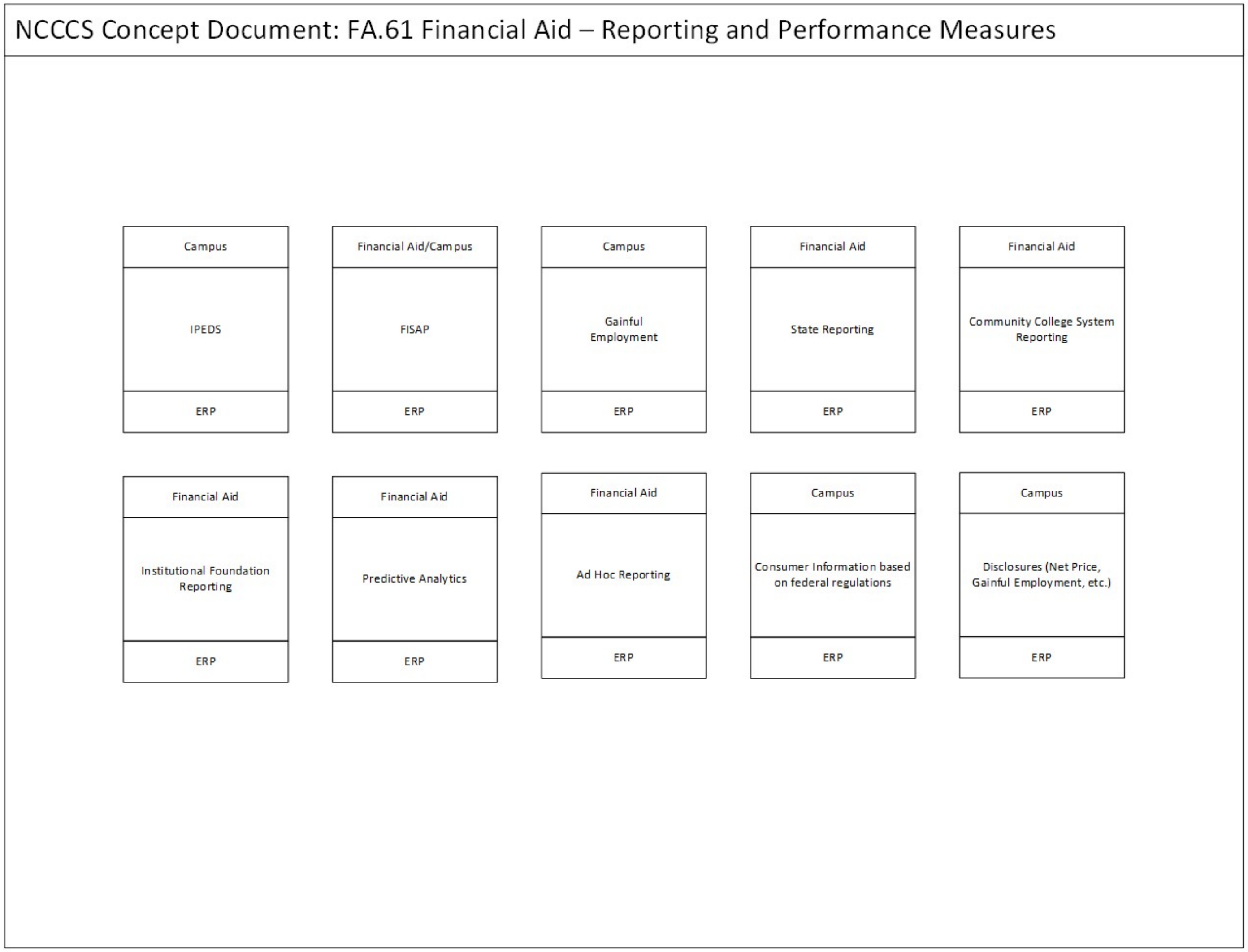
1. System determines that SAP needs to be run if final grades have been posted AC.41 Grading or if new student has a blank SAP status
2. System calculates SAP status based on business rules
3. System updates student record with SAP status
4. Is the student SAP satisfactory?
   - 4.1 Yes: Continue to 5
   - 4.2 No: Continue to 6
5. System notifies student of satisfactory SAP; End
6. Is the student SAP warning status?
   - 6.1 Yes: Continue to 7
   - 6.2 No: Continue to 9
7. System notifies student of warning status and steps needed to improve status, including max timeframe warning
8. System notifies advising of students on FA warning; End
9. If student does not have satisfactory SAP or SAP warning, system removes pending future FA awards
10. System notifies student of suspension status, change in award, including max timeframe, and steps to appeal
11. Does student submit an appeal?
    - 11.1 Yes: Continue to 12
    - 11.2 No: End

Financial Aid Process Maps

Process Notes Cont.:

12. Student uploads appeal documentation
13. FA office initiates electronic workflow for review and decision, and routes to campus committee
14. Campus Committee reviews appeal documentation via workflow and determines appeal status
15. FA office updates student record with appeal decision
16. Is appeal approved?
    16.1 Yes: Continue to 17
    16.2 No: Continue 18
17. System updates reauthorized award to student record
18. System notifies student of appeal decision, status, and next steps; End
19. System notifies student of appeal denial and next steps; End

Financial Aid Process Maps



Financial Aid Process Maps

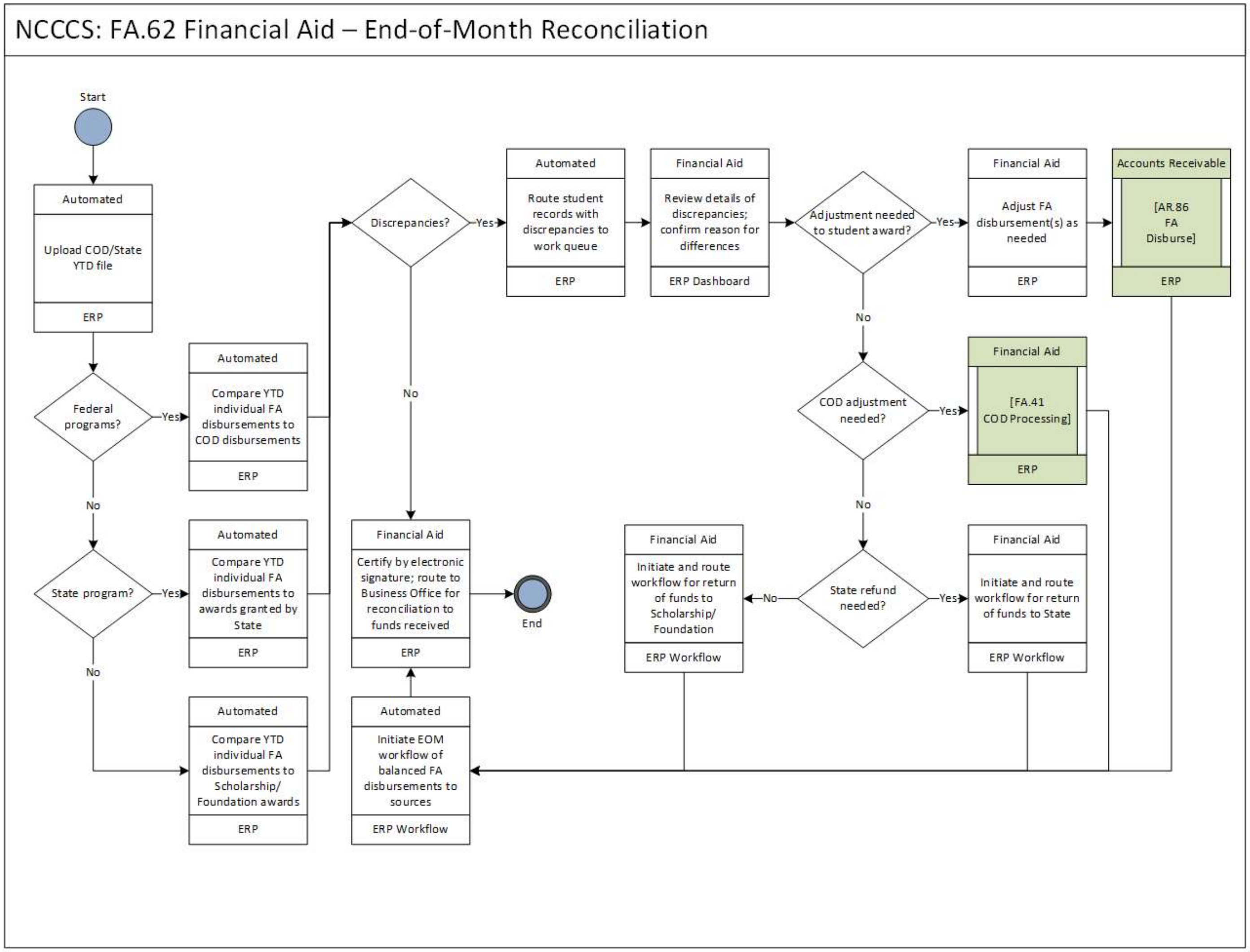
FA.61 Financial Aid – Reporting and Performance Measures

<u>Description:</u> This concept document identifies reporting and performance measures required to follow Federal and State regulations.

Process Notes:

1. No process notes; concept document.

Financial Aid Process Maps



Financial Aid Process Maps

FA.62 Financial Aid – End-of-Month Reconciliation

Description: This process captures the steps undertaken for monthly reconciliations.

Process Notes:

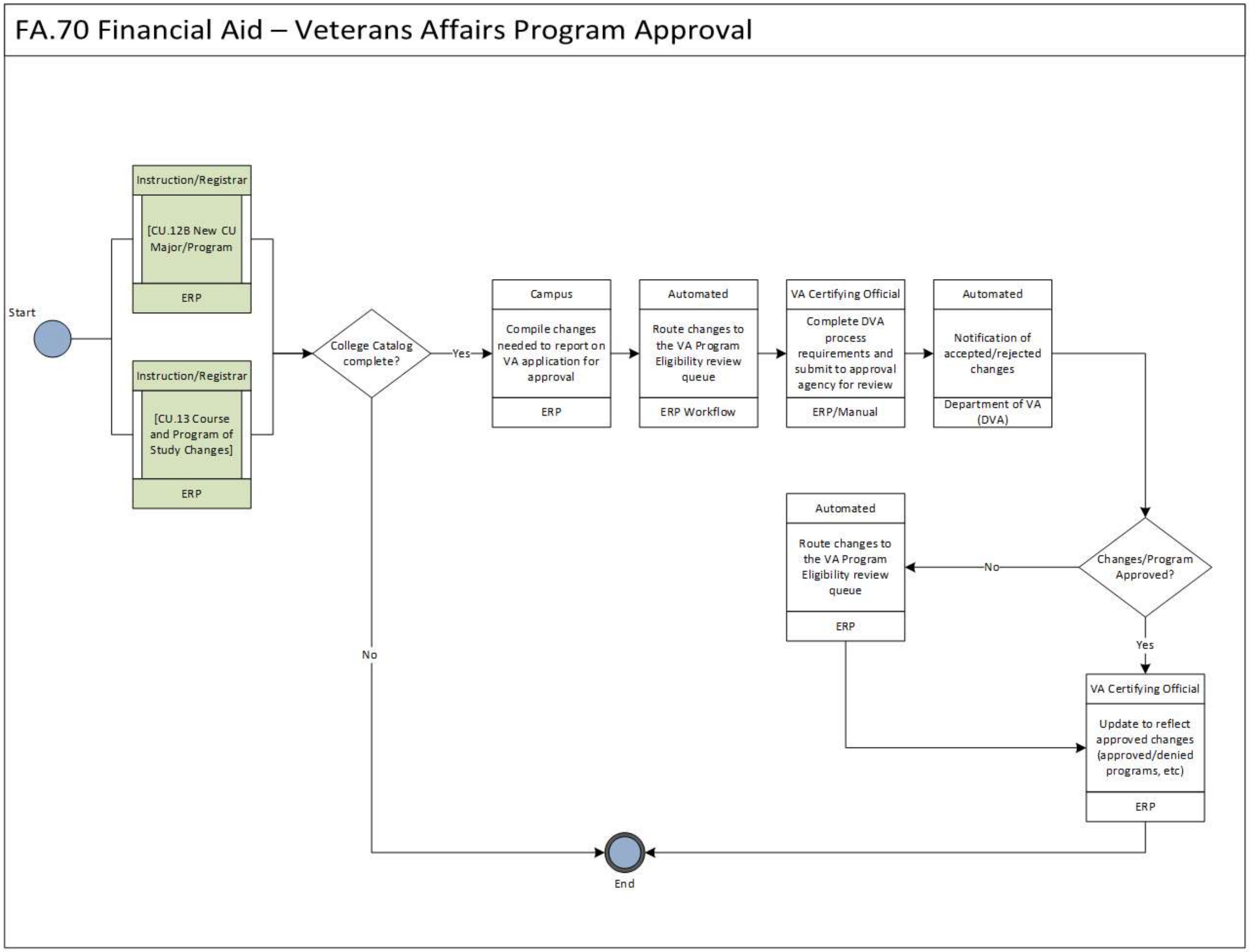
1. System uploads YTD files from COD and state
2. Reviewing federal program data?
   - 2.1 Yes: Continue to 3
   - 2.2 No: Continue to 12
3. System compares YTD individual FA disbursements to COD disbursements
4. Are there discrepancies?
   - 4.1 Yes: Continue to 6
   - 4.2 No: Continue to 5
5. FA office certifies EOM reconciliation by electronic signature on workflow, and routs to Business for reconciliation to funds received; End
6. System routes student records with discrepancies to work queue
7. FA office reviews details of student records with discrepancies, and confirms reason for differences
8. Is an adjustment needed to student award?
   - 8.1 Yes: Continue to 9
   - 8.2 No: Continue to 15
9. FA office adjusts student FA disbursement(s) as needed
10. Go to AR.86 FA Disburse to adjust on student accounts
11. System initiates EOM workflow of balanced FA disbursements to sources; Return to 5

Financial Aid Process Maps

Process Notes Cont.:

12. If not reviewing federal program data, reviewing state data?
    12.1 Yes: Continue to 13
    12.2 No: Continue to 14
13. System compares YTD individual FA disbursements to awards granted by State; Return to 4
14. System compares YTD individual FA disbursements to Scholarship/Foundation awards; Return to 4
15. When there is a discrepancy and an adjustment is not needed to a student award, is an adjustment needed to COD data?
    15.1 Yes: Continue to 16
    15.2 No: Continue to 17
16. Go to FA.41 COD Processing; Return to 11
17. When there is a discrepancy and an adjustment is not needed to a student award, is a state refund needed?
    17.1 Yes: Continue to 18
    17.2 No: Continue to 19
18. FA office initiates and routes workflow for return of funds to State; Return to 11
19. FA office initiates and routes workflow for return of funds to Scholarship/Foundation; Return to 11

Veterans Affairs Process Maps



Veterans Affairs Process Maps

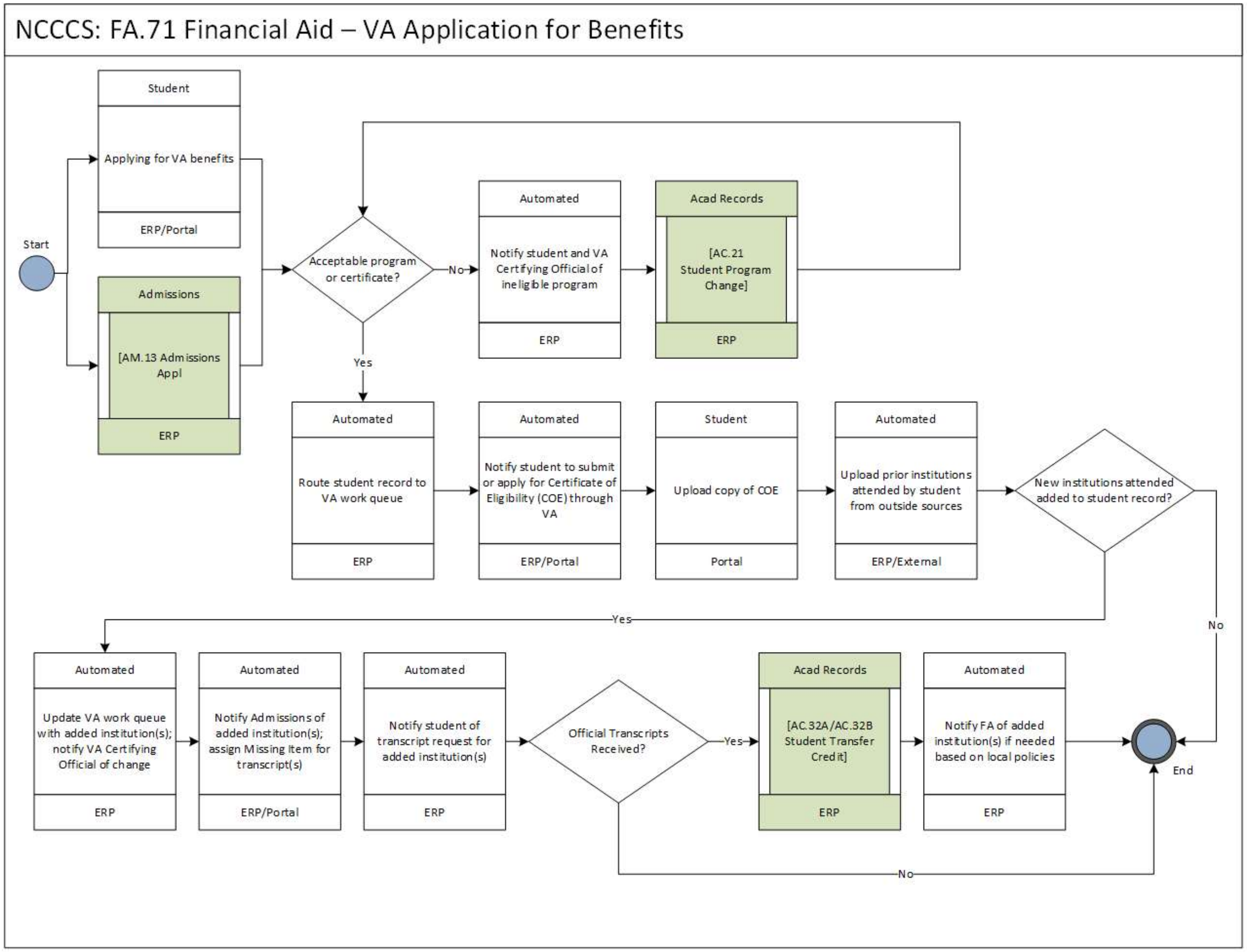
FA.70 Financial Aid – VA Program Approval

Description: This process captures the steps necessary for program approval through the Department of Veterans Affairs (DVA).

Process Notes:

1. Start at CU.12B New CU Major/Program and/or CU.13 Course and Program of Study Changes
2. Is college catalog complete for upcoming academic year?
   2.1. Yes: Continue to 3
   2.2. No: End
3. Campus determines, and compiles changes needed while recording and documenting them within ERP system
4. Automated workflow routes all changes to the VA Program Eligibility review queue for reporting
5. VA Certifying Official completes DVA process requirements and submits to approval agency to review
6. Automated response is received on approval/denial of programs from DVA
7. Changes/Program Approved?
   7.1.1. Yes: Continue to 8
   7.1.2. No: Continue to 9
8. Update approval updates from DVA within ERP system; End
9. Route changes to VA Program Eligibility review queue
10. Return to 8
11. End

Veterans Affairs Process Maps



Veterans Affairs Process Maps

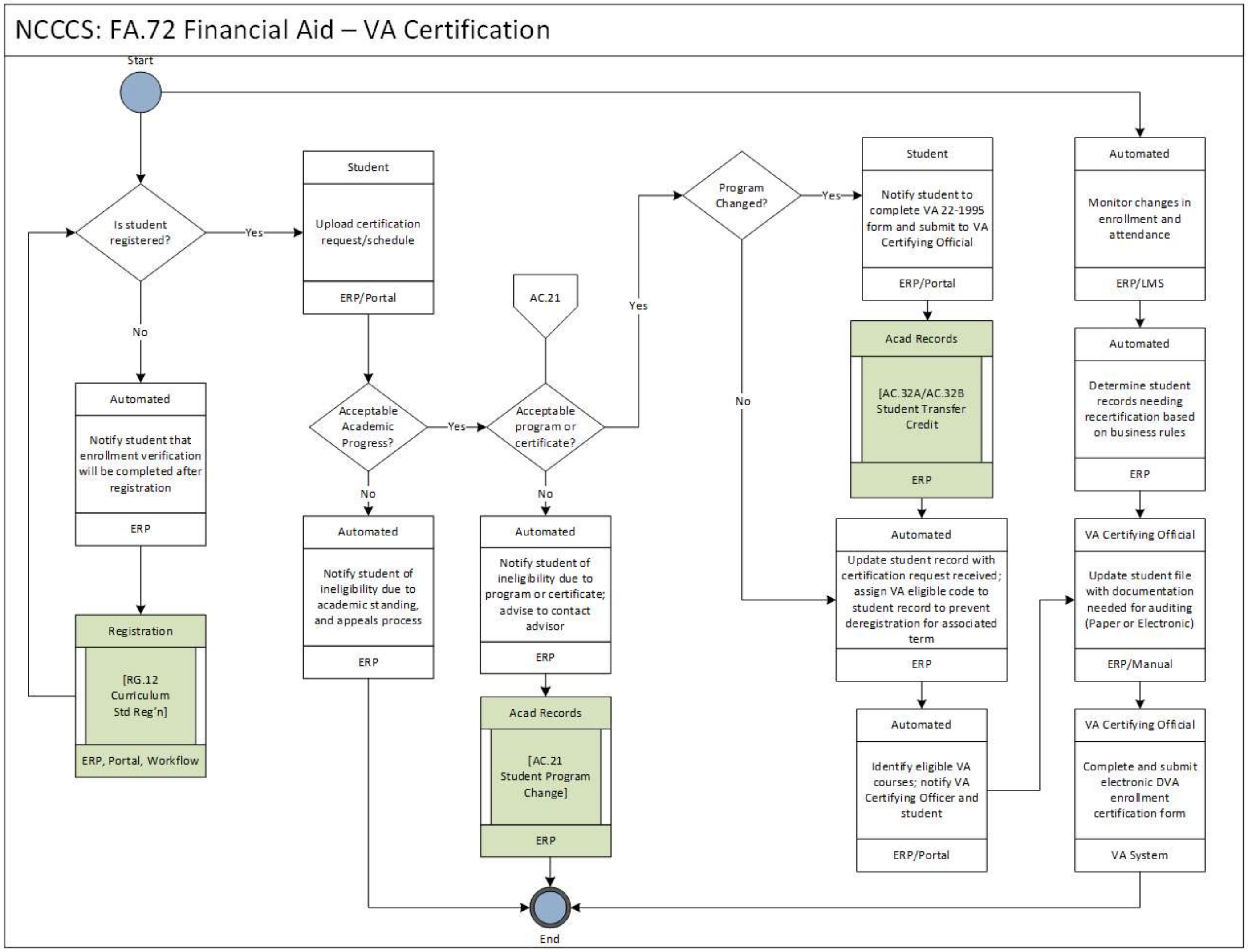
FA.71 Financial Aid – VA Application for Benefits

Description: This process captures the steps undertaken to process applications for VA benefits.

Process Notes:

1. Student indicates on admissions application and/or applying for VA benefits
2. Is student in an acceptable program or certificate?
   - 2.1 Yes: Continue to 5
   - 2.2 No: Continue to 3
3. System notifies student and VA Certifying Official of ineligible program
4. Go to AC.21 Student Program Change; return to 2
5. System routes student record to VA work queue
6. System notifies student to apply for Certificate of Eligibility (COE) through VA
7. Student uploads copy of COE via portal
8. System uploads prior institutions attended by student from outside sources
9. Are new institutions attended added to student record?
   - 9.1 Yes: Continue to 10
   - 9.2 No: End
10. System updates VA work queue with notification of added institution(s) for VA Certifying Official
11. System notifies Admissions of added institution(s), and assigns Missing Items for new transcript(s) needed
12. System notifies student of transcript request for added institution(s)
13. Official transcripts received?
    - 13.1 Yes: Continue to 14
    - 13.2 No: End
14. Go to AC.32A/AC 32.B Student Transfer Credit
15. System notifies FA of added institution(s): End

Veterans Affairs Process Maps



Veterans Affairs Process Maps

FA.72 Financial Aid – VA Certification

Description: This process captures the steps undertaken to process VA certifications.

Process Notes:

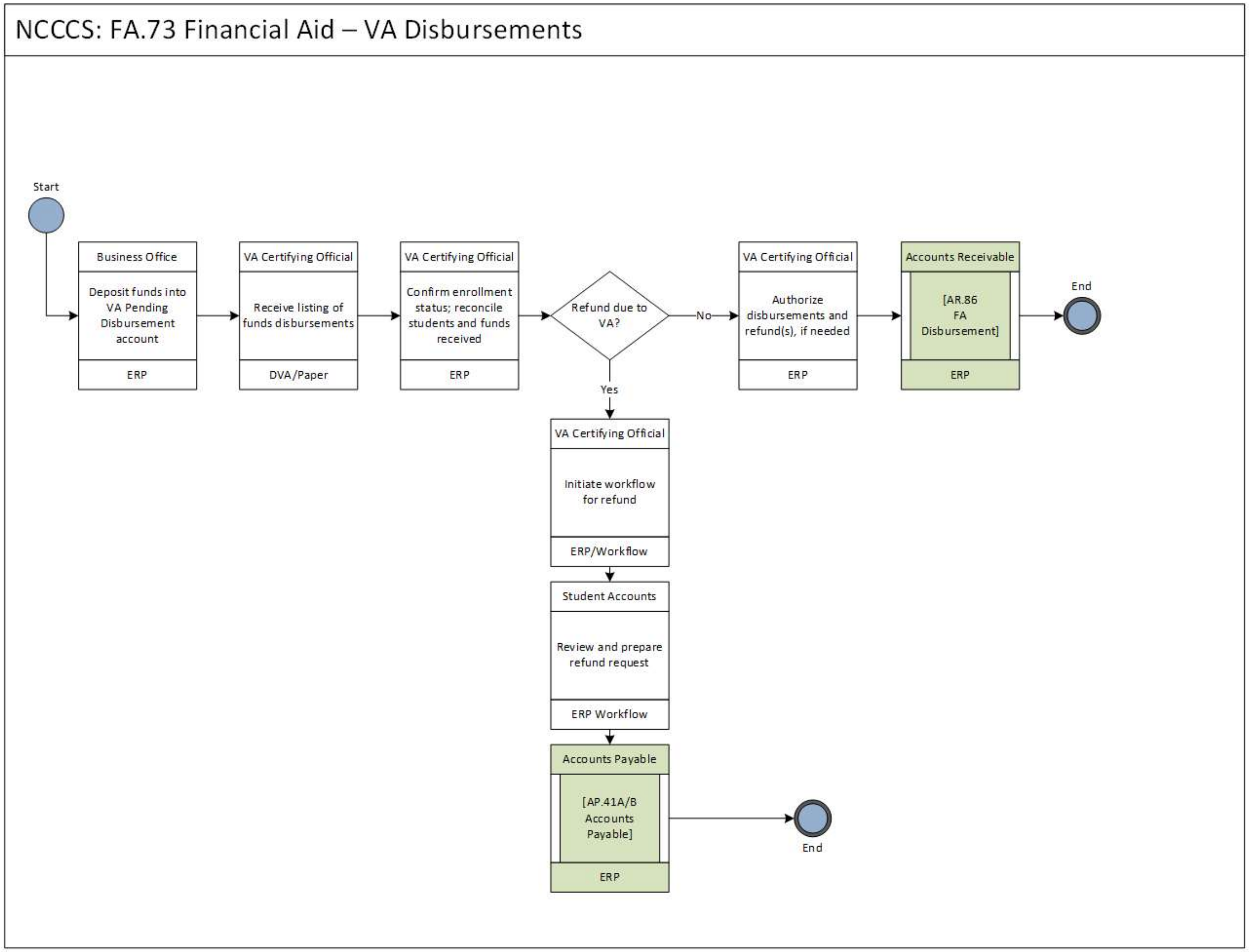
1. System confirms if student is registered?
   1.1 Yes: Continue to 4
   1.2 No: Continue to 2
2. System notifies student that enrollment verification/certification will be completed after registration
3. Go to RG.12 Curriculum Std Reg'n; Return to 1
4. Student uploads certification request/schedule via portal
5. Acceptable Academic Progress?
   5.1 Yes: Continue to 6
   5.2 No: Continue to 7
6. Acceptable program or certificate?
   6.1 Yes: Continue to 8
   6.2 No: Continue to 9
7. Notify student of ineligibility due to academic standing and appeals process
8. Program Changed?
   8.1 Yes: Continue to 11
   8.2 No: Continue to 13
9. Notify student of ineligibility due to program or certificate; advise to contact advisor
10. Go to AC.21 Student Program Change; Return to 6
11. Notify student to complete VA 22-1995 form and submit to VA Certifying Official

Veterans Affairs Process Maps

Process Notes Cont.:

12. Go to AC.32A/AC.32B Student Transfer Credit
13. System updates student record with certification request as received, and assigns VA eligible code to student record to prevent deregistration
14. System identifies eligible VA courses and notifies VA Certifying Official
15. Update student file with documentation needed for auditing (Paper or Electronic)
16. VA Certifying Official completes and submits electronic DVA enrollment certification form; End
17. During each term, system monitors changes in enrollment and attendance
18. System determines student records needing recertification based on business rules; Return to 15

Veterans Affairs Process Maps



Veterans Affairs Process Maps

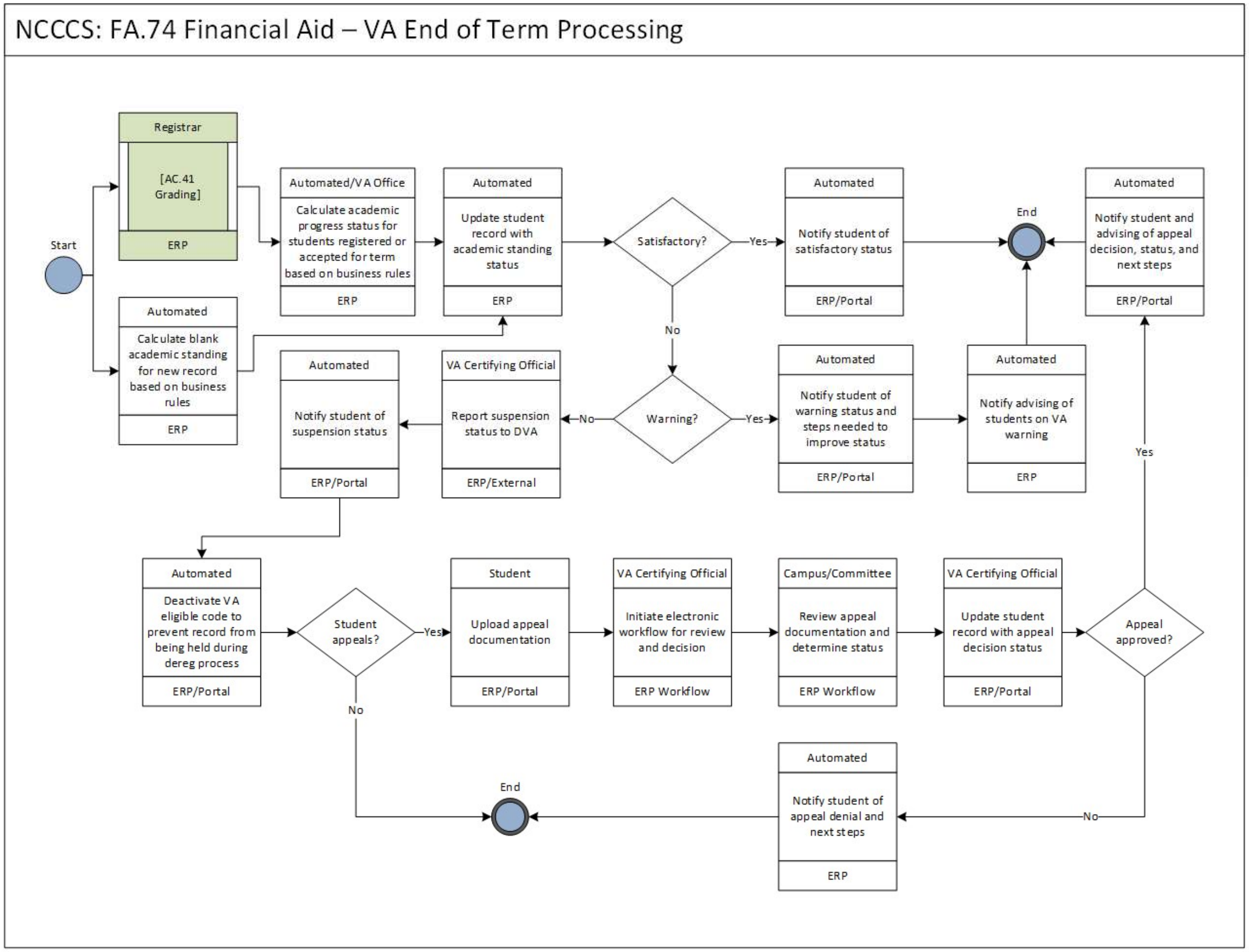
FA.73 Financial Aid – VA Disbursements

Description: This process captures the steps relating to VA disbursements.

Process Notes:

1. Business office deposits funds into VA pending disbursement account
2. VA Certifying Officer receive a listing of funds disbursements from Department of Veteran Affairs
3. VA Certifying Officer confirms student enrollment status and reconciles students and funds received
4. Is a refund due to VA?
   - 4.1 Yes: Continue to 5
   - 4.2 No: Continue to 8
5. VA Certifying Officer initiates workflow for refund
6. Student Accounts reviews and prepares refund request for Accounts Payable
7. Go to AP.41A/AP.41B Accounts Payable; End
8. VA Certifying Officer authorizes disbursement and refund(s), if needed
9. Go to AR.86 FA Disbursements

Veterans Affairs Process Maps



Veterans Affairs Process Maps

FA.74 Financial Aid – VA End of Term Processing

Description: This process captures the steps relating monitoring academic progress regarding VA benefits.

Process Notes:

1. System determines that academic progress standing needs to be run if final grades have been posted AC.41 Grading or if new student has a blank status
2. System calculates academic progress status based on business rules
3. System updates student record with academic standing status
4. Is the student satisfactory?
   - 4.1 Yes: Continue to 5
   - 4.2 No: Continue to 6
5. System notifies student of satisfactory academic standing; End
6. Is the student on warning status?
   - 6.1 Yes: Continue to 7
   - 6.2 No: Continue to 9
7. System notifies student of warning status and steps needed to improve status
8. System notifies advising of students on VA warning; End
9. If student does not have satisfactory standing, VA Certifying Official will report suspension to VA
10. System notifies student of suspension status and steps to appeal
11. System deactivates VA eligible code to prevent record from being held during deregistration process
12. Does student submit an appeal?
    - 12.1 Yes: Continue to 13
    - 12.2 No: End

Veterans Affairs Process Maps

Process Notes Cont.:

13. Student uploads appeal documentation
14. VA office initiates electronic workflow for review and decision, and routes to campus committee
15. Campus Committee reviews appeal documentation via workflow and determines appeal status
16. VA office updates student record with appeal decision
17. Is appeal approved?
    17.1 Yes: Continue to 18
    17.2 No: Continue 19
18. System notifies student of appeal decision, status, and next steps; End
19. System notifies student of appeal denial and next steps; End

Reporting

Reporting of Operating and Financial Data by the Business Enterprise

Instruction Reporting

Curriculum

- CT Institutional Data Questionnaire
- College Board Survey
- Distance Learning
- Instructional Space Utilization
- IPEDS - Academic Libraries
- Peterson's Survey
- Wintergreen Orchard House Survey

Workforce CE/Career & College Readiness/Small Business Center

- Institutional Class Reporting
- Space Utilization Reporting
- IPEDS - Integrated Postsecondary Education Data System
- Public Safety Training Reports
- LEIS - Literacy Education Information System
- NRS - National Reporting System
- CE Registration Report
- US Department of Commerce

Student Service Reporting

Curriculum (CU)

- Curriculum Institution Class Report
- CRPFA - Curriculum Registration, Progress, & Financial Aid Report
- Estimated FTE
- Gainful Employment (in Collaboration with Financial Aid)
- Graduation Data Extract
- IPEDS - 12 Month Enrollment
- IPEDS – Completions
- IPEDS - Fall Enrollment Survey
- IPEDS - Graduation Rates 200%
- IPEDS - Graduation Rates Survey
- IPEDS - Institutional Characteristics
- IPEDS - Outcome Measures
- National Student Clearinghouse
  - Enrollment
  - Degree Verify
- NCHED A-1.2 New Undergraduate Transfer Students

Institutional Support Reporting

Budgeting and Financials

Federal

- 1099
- Employer's Quarterly Federal Tax Return (941)
- ESC - Employer's Quarterly Tax
- FFR - Federal Grants - Federal Financial Status
- IPEDS - Finance
- W9

State

- 2-12/112 Month-end State Reporting
- Cash Certification
- Construction/Bond Projects
- Escheat Annual Reporting
- Financial Statements
- Fixed Assets Reconciliation (DCC 4-21)
- FY Report for Energy and Water for Cost and Usage
- Parking Fines Revenue Report
- Positive Pay File
- Quarterly HUB Procurement Reporting
- Quarterly Foreign Nationals Payment
- Quarterly State Tax Report - NC-5Q
- Sales Tax
- SACS Annual Institutional & Financial Profile
- SARP - Single Audit Report

Institutional Support Reporting

Budgeting and Financials

System Office

- Access Security Audit
- CAFR - Comprehensive Annual Financial Report
- Capital Improvements Data 3-5
- Contract Management
- Form and Management Flex Fiscal Year (DCC2-1)
- Fund Source Report
- Monthly Report and Reconciliation
- Purchasing Flexibility Report
- Program Reports:
  - Internal Equipment Audit - Fund Source Report
  - Internal Equipment Audit - Deletions Report
  - Internal Equipment Audit (DCC 4-13) - Annual Inventory Audit

Local

- Bank Reconciliation
- Budgets
- Check Reconciliation
- County 112
- County Capital Expenses
- Direct Deposit Files
- Facility Management and Energy Control
- Foundation Financial Report
- General Ledger Balance Reporting
- Key Inventory
- Parking Reports (Decals, Tickets, Spaces)
- Printing Requests
- Work Orders

Institutional Support Reporting

Human Resources & Payroll

Federal

- HR IPEDS
- Affordable Care Act (1095-C)
- W2 Reporting

State

- Compensated Absences Report
- Multiple Worksite Report
- New Hire Reporting
- Office of State Auditor Reporting
- Pension Plan Reporting
- Retirement Reporting
- Shared Leave Report
- US Bureau of Labor Statistics
- W2 Reporting

System Office

- Staff Information Report
- Annual Longevity Report

Local

- 401k/457B Reporting
- Audit Reporting
- Leave Reporting
- Monthly/Annual Longevity Report
- Payroll Status Report
- Personal Service Voucher Report
- Public Information Request

Accounts Receivable, Cash Receipting, Sponsorships Reporting

Federal

- 1098T Tuition Statements

State

- Dept. of Revenue Setoff Debt
- NCHED A-3 – Student Tuition, Fees, & Charges

System Office

- Annual Fees Survey
- Cost Collection Worksheet for Civil Penalties & Fines
- Tuition Remission Report

Local

- Annual Write-Offs
- AR Balance Reporting
  - Student Account
  - AR Code
- Student Holds

Financial Aid Reporting

Federal

- [FISAP – Fiscal Operations Report and Application to Participate]
- [IPEDS – Integrated Postsecondary Education Data]
- [Gainful Employment]

State

- [NCHED – North Carolina Higher Education Data]
  - A-10 Student Financial Aid Summary
- [NCCCS Scholarship Reporting]

Local

- Reconciliation Reports of Federal/State/Local Grants, and Scholarships Funding Disbursed to Students
- Various Others based on Institutional Policies and Procedures Manuals

Interfaces

Interaction and/or Communication can be Achieved Using Interfaces

Common Interfaces

- Communication Tools/Notifications
- Data Extraction, Reporting, and Research Tools
- Document Imaging/Scanning/Electronic Signature
- Printing
- Portal/HUB
- Federal Report
  - National Center for Education Statistics: IPEDS – Integrated Postsecondary Education Data

Instruction Interfaces

Curriculum

- System Office to College
- Learning Management Systems (third party software)
- Scheduling Software (25LIVE or R25)
- UNCGA
  - Instructional Space Utilization

Workforce CE/College and Career Readiness/Small Business Center

- Portal/HUB
  - Center IC
  - OSFM - Office of State Fire Marshall

Student Services Interfaces

Curriculum

- CFI - College Foundation, Inc.
  - Application Upload
  - State Residency
- DPI - Department of Public Instruction
  - Multiple Measures Data
- Learning Management Systems (*third party software*)
- National Student Clearinghouse (or other to NSLDS) Enrollment Reporting
  - Degree Verification
  - Electronic Transcripts
  - Enrollment Reporting
- Parchment (*third party software*)
  - Transcripts
- Reverse Transfer
- UNCGA
  - NCHED - North Carolina Higher Education Data

Workforce CE/College and Career Readiness/Small Business Center

- CE Data Registration
- Small Business Center Annual Report
- National Reporting System
- Department of Commerce

Institutional Support Interfaces

Budgeting and Financials

- Institution's Bank:
  - Direct Deposits (*currently FTP File to Bank*)
  - Wire Transfers
  - Electronic Checks
  - Bank Reconciliation (*Including Check Reconciliation*)
- Core Banking System
- DAVE System (*UNC - General Administration*)
- e-Procurement
- Institutional Foundation (*Software being used outside of Colleague*)
- Interscope
- P-Cards
- Positive Pay Program
- Online Forms and Signatures for Travel Requests/Reimbursements, Requisitions, etc. (*e.g., Microsoft SharePoint, DocuSign)*

Institutional Support Interfaces

Human Resources and Payroll

- Benefitfocus
- CBAS
- Core Banking – Upload check files for AP and Payroll
- Division of Employment Security – Quarterly tax reporting
- HR-IPEDS – Transmit HR data file
- Informer – 3rd party reporting solution
- IRS/NC Department of Revenue – Transmit W-2 and 1095-C files
- Payroll Direct Deposits – Transmit direct deposit files to banks
- Retirement Plans – Transmit contributions files
  - NC Retirement Plans, 401K, 401 Roth, 457B, 457 Roth (*Prudential*)
  - 403B (*TIAA CREF, Metropolitan, etc.*)
- Social Security Administration – W-2 Export file
- Softdocs – 3rd party printing solution (*AP checks, payroll checks, W-2s, 1095-Cs*)
- Wire Transfers/Bank Drafts – For NC State Retirement, Taxes, and some Benefits and Deductions

Accounts Receivable, Cash Receipting, Sponsorships Interfaces

- Credit Card Processing (*e.g., ACI/Official Payments, Touchnet, Paypal*)
  - Including Online Payments, and Payments Received from Students, Sponsors, Military/Government, Companies, etc.
- Payment Plans (*e.g., Nelnet, Touchnet*)
- Electronic Refunds (*e.g., Heartland, Bank Mobile, Higher One*)
- Bookstore (*e.g., FA~Link/Trimdata, Booklog, Nebraska, Barnes & Noble*)
  - Online Book Orders/Purchases
  - Textbook Rentals
- NC Department of Revenue – Debt Setoff Program
- CFNC - College Foundation of North Carolina/ CFI - College Foundation, Inc.
  - RDS - Residency Determination Service
- Collection Agencies (*e.g., Williams and Fudge, Windham Professionals*)
- Department of Defense – Tuition Payments/Sponsorships (*e.g., GoArmy*)
- Veterans Affairs – Tuition Payments/Sponsorships (*e.g., Chapter 33 Post 9/11*)
- Billing to External Customers (*e.g., Businesses/Companies, Foundation, Rentals*)
  - Online Payments

Financial Aid Interfaces

Department of Education (DOE)

- COD – Common Origination and Disbursement
- ECB – eCampus-Based
- NSLDS – National Student Loan Data System
- SAIG – Student Aid Internet Gateway
- E-App – Electronic Application for Approval to Participate in Federal Student Financial Aid Programs

College Foundation, Inc.

- State Grant Management
- ISIR Verification
- RDS - State Residency

Financial Aid & Veterans Affairs Interfaces

Federal/State Reports

- FISAP – Fiscal Operations Report and Application to Participate
- Gainful Employment
- NCHED – North Carolina Higher Education Data

Bookstore

VA Once

Glossary of Terms

AR/CR

3rd Party Sponsorships – A business, company, industry, or individual submitting an agreement/authorization to cover the costs of a student's or group of students' tuition, fees, books, and/or other expenses
The AR department bills, based on the agreement/authorization, and ensures all balances are paid, or refunds are issued, as needed.

Accounts Receivable – Prepares bills and invoices, prepares bank deposits, reconciles the accounts receivable ledger to ensure that all payments are accounted for, and properly posted, monitors student accounts including payment plans, and initiates communication and collection of unpaid balances, submits unpaid accounts to NC Department of Revenue Debt Setoff Program, and a state contracted collection agency; as allowed, applies 3rd party sponsorships, posts financial aid to student accounts, generates student and sponsor refunds, researches and resolves any account discrepancies, prepares 1098T tuition tax statements, generates monthly, quarterly and annual financial reports detailing paid and unpaid accounts, and other accounts receivable activity, and ensures the correct legislature mandated tuition, registration fee rates, and waivers are applied for residents and non-residents

Cash Receipting – Provides customer service, inputs charges, records receipts including payments of cash, check, or credit card, ensures proper payment distribution between State, Institutional, and County funds, reconciles daily sales, and reviews student accounts

Real-time: AR/CR – The same time as events actually happen
Students and staff are able to see transactions as soon as they are posted. They do not need to be re-processed at night to create the "hard post." Available balances are always up-to-date with respect to all known items and the order of posted items does not change. The system is continuously available and does not need to go offline to reload the database for the next day.

CE/CCR/SBC

Adult Basic Education (ABE) – Adult Basic Education (ABE) is a program of instruction designed for adults who function below the high school level. Instruction is offered in reading, writing, math and English.

Adult Secondary Education (ASE) – A free program of instruction (9.0 grade level and above or the equivalent) designed to prepare adults for further education or transition toward skill obtainment and employment
Adult Secondary Education includes the Adult High School (AHS) Diploma program and the High School Equivalency (HSE) Diploma program.

ApprenticeshipNC – The mission of ApprenticeshipNC is to ensure North Carolina has an innovative, relevant, effective, and efficient workforce development system that develops adaptable, work ready, skilled talent to meet the current and future needs of workers and businesses to achieve and sustain economic prosperity.

Assignment Contract – Instructional and Non-Instructional document between college instructor or staff member for a given period of time
It is an estimated amount payable to perform the services requested by the college.

Attendee – Small Business client or individual who attends one or multiple Small Business offerings

CE/CCR/SBC

BioNetwork – Provides high-quality economic and workforce development for the biotechnology and life science industries across North Carolina through education, training, and laboratory resources
BioNetwork also supports the future biotechnology and life science workforce through teacher training and outreach.

Career Credit – Career Credit is the umbrella term for all educational/training programs that do not reside within the curriculum structure.

Career Credit programs respond to the training and instructional needs of individuals seeking to gain new or upgrade current job-related skills and employers who require a skilled labor force. Training programs can be delivered as a single course or series of courses providing instruction around skill competencies that lead to recognized credentials (licensure, certification, renewal, registry listing) and/or meets local workforce labor needs.

Career Credit divisions - Workforce Continuing Education, College and Career Readiness and Economic Development

Career Credit programs - Contract Training, Human Resource Development, Workforce Continuing Education and Occupational Education, Community Service, Adult Basic Education, Adult Secondary Education, High School Equivalency, Transitions & Career Pathways, ApprenticeshipNC, BioNetwork, Customized Training and Small Business Center

Client – Small Business individual that receives confidential business counseling

College and Career Readiness – A section which provides leadership, oversight, professional development and policy guidance to local Community Colleges and community-based organizations regarding literacy education

Continuing Education Institution Class Report – Curriculum and extension college class reports summarizing student membership hours shall be submitted to the Department during each student membership hour reporting period, as defined below.
The three student membership hour reporting periods are as follows:
(A) Period 1 - (Spring Period): January 1 - May 15
(B) Period 2 - (Summer Period): May 16 - August 14
(C) Period 3 - (Fall Period): August 15 - December 31

Continuing Education Registration Report – Curriculum and extension college class report summarizing statistical, and demographic information submitted to the System Office during each reporting period

Cooperative Education – Instruction consisting of the integration of traditional classroom learning with supervised work experience, and where there is no Internet requirement

Digital Media – College credit or Continuing Education course where 100 percent of the instruction is delivered by non-tele-course digital video or media resources

Economic Development – The Economic Development team provides education, training and support services for new, expanding and existing business and industry in all 100 North Carolina counties through our network of 58 Community Colleges.

High School Equivalency (HSE) – North Carolina's High School Equivalency (HSE) Diploma program offers instruction to prepare learners to successfully pass a designated high school equivalency assessment. The three nationally recognized assessments used to obtain a State issued High School Equivalency diploma in North Carolina are GED®, HiSET® and TASC.

Hybrid – College credit or Continuing Education course where the primary delivery is on-line with a requirement that students also meet in traditional face-2-face sessions, as determined appropriate by the college

Independent Study – Self-paced course in which a student progresses through the instructional materials at their own pace, regardless of method of delivery

Information Highway (Interactive Video) – College credit or Continuing Education courses where 100 percent of the instruction is delivered by interactive video

Instructional Space Utilization Report – Annual facilities utilization report is submitted to the University of North Carolina General Administration (UNC-GA) via the DAVE online system.

Internet or Online – College credit or Continuing Education courses where 100 percent of the instruction is delivered through the Internet

Literacy Education Information System – An administrative data system used by the community colleges to support the tracking of student demographics, testing and progress, student data, achievements, and AHS data, such as referrals, returns, separations, services, student's intake Date, Educational Level, Country of Last School Attended, Labor Force at Entry, and Citizenship information
The system also includes a section to support the process of entering and tracking Teacher/ Personnel Literacy Information.

National Reporting System – The NRS - National Reporting System for Adult Education is an outcome-based reporting system for the State administered, federally funded adult education program. Developed by the DAEL - U.S. Department of Education's Division of Adult Education and Literacy, the NRS continues a cooperative process through which State adult education directors, and DAEL manage a reporting system that demonstrates learner outcomes for adult education.

Real-time: Career Credit – A reporting function that allows users to extract, view and track up-to-the-minute data as it occurs

Small Business Center – The Small Business Center program provides training, counseling, and referral services, especially designed in content and delivery modes for small businesses, both existing and prospective.

Tele-Course – College credit or Continuing Education courses where video, television, or cassette delivers 100 percent of the instruction

Tele-Web – College credit or Continuing Education course where the primary delivery of instruction is via tele-course, and also requires Internet accesses as a supplemental part of the course

CE/CCR/SBC

Traditional Instructional Method – College credit or Continuing Education course where the instructor and students meet face-2-face, according to designated dates/times/ location, and where there is no Internet, or other method of delivery requirement

Transitions & Career Pathways – Transition Pathways are programs aligned with adult education content standards, postsecondary education completion goals, college entry readiness, life skills, and employment instruction and training. Career Pathways include academic instruction, non-academic services, and support for students to ensure student success and transition to postsecondary career and employment options. Colleges have implemented transitions programs, such as the Integrating Career Awareness Curriculum, Bridge Instruction, Transitions Academies, Integrating Computer Skills Training in Basic Skills, and Basic Skills Plus.

Web-Supported or Web-Assisted – College credit or Continuing Education courses where the primary delivery is via traditional face-2-face method; with a requirement that those students have Internet access, as a supplemental part of the course

Workforce Continuing Education – Training programs are designed to provide instructional opportunities for individuals seeking to gain new, and/or upgrade current job-related skills. Training programs can be delivered as a single course or bundled as a series of courses and provide instruction around skills competencies that lead to a recognized credential licensure, certification, renewal, registry listing, and/or meets local workforce labor needs.

Common Terms

Auxiliary Services (Bookstore, Day Care, Dental, Concessions, Landscaping, Culinary, Cosmetology, etc.) – A diverse group of service units offering goods and services to the college and community that are essential to academic and administrative success

Communication Tools/Notifications – Ability to schedule and send communication to students, faculty, staff, etc. using ERP, i.e., social media, announcements, letters, emails, text messages, etc.

Community Based Organization Programs – Adult education is provided by organizations that have demonstrated effectiveness in providing adult education and literacy services. These organizations can include:
1) Local educational agency, 2) A community-based organization or faith based-organization, 3) A volunteer literacy organization – (many of our CBO are volunteer literacy organizations, but not all), 4) An institution of higher education, 5) A library, 6) a public housing authority, 7) A public or private nonprofit agency, 8) A partnership between an employer and entity described above, 9) A consortium or collation of the agencies, organizations, libraries described above.

Community Service – Community Service programs provide courses, seminars and community activities that contribute to an individual's cultural, civic and personal growth.

Contract Training – Contractual training (Third-Party Vendor/Contractor training) is training requested from outside sources and made payable through the Accounts Payable office. It is assumed this process does not utilized the normal payroll process as outlined in PR.01 (Full Time Faculty Load and Overload) and PR.02. (Part Time Faculty Assignments).

Customized Training – This program provides education, training and support services for new, expanding and existing business and industry in North Carolina through our network of 58 Community Colleges, serving all 100 counties of the State. Our goal is to foster and support three (3) key aspects of your company's well-being: Job Growth, Technology Investment, and Productivity Enhancement.

Common Terms

eCommerce – The buying and selling of goods and services, or the transmitting of funds or data over an electronic network, primarily the internet
eCommerce can take place 24 hours a day, seven days a week.

Economic Development – The Economic Development team provides education, training and support services for new, expanding and existing business and industry in all 100 North Carolina counties through our network of 58 Community Colleges.

Enterprise Project Management Office (EPMO) – The EPMO provides guidance, oversight and governance support for IT projects, programs and portfolios.

Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) –
A federal law that protects the privacy of student education records
FERPA applies to all schools that receive funds under an applicable program of the U.S. Department of Education. This law gives parents certain rights, with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18, or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students.“

General Statute (GS) – A formal enactment of the legislature of a more permanent nature
The term “statute” is used to designate written law, as distinguished from unwritten law.

Common Terms

Library Services/Learning Resource Center – A facility within a school, staffed by a specialist, containing several information sources, including traditional educational resources, such as books, journals, software and audio/visual materials, as well as electronic information resources
May also include student computer labs, tutoring, and student copy/print services

Planning and Reporting – Planning is the process of setting goals, developing strategies, and outlining tasks and schedules to accomplish the goals. Reporting involves collecting, storing, analyzing, and providing access to data in order to help the decision makers make better, more informed choices.

Portal/HUB – An online solution providing student/parents/employees access to information pertaining to their profile
Items such as employment, enrollment, registration, transcripts, financial aid, student billing account, etc. would need to be accessible. The ability to link to other sites is necessary.

Quality Management System (QMS) – The QMS is a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is aligned with an organization's purpose and strategic direction (ISO9001:2015) to complete the following:

- Deliver IT projects on schedule (Schedule Performance Index)
- Deliver IT projects within budget (Cost Performance Index)
- Facilitate statewide reviews and decision points based on timelines associated with defined processes, and forward recommendations or return decision packages for corrective action in accordance with processes as required

Common Terms

Record Retention and Disposition Schedule – A tool for the employees of the community colleges across North Carolina to use when managing the records in their offices
This schedule lists records commonly found in college offices, and gives an assessment of their value by indicating how long those records should be retained. It is also an agreement between the college, and the State Archives of North Carolina, and serves as the inventory and schedule that the State Archives of North Carolina is directed to provide [G.S. § 121-5(c) and G.S. § 132-8].

Room Scheduling Software – A process or utility that manages and reserves events, rooms and spaces
Functionality that will make the best and most effective use of available space

Scanning/Imaging/Electronic Filing/Printing – The online storage, retrieval, and management of electronic images of documents

Self-service - a type of electronic support (e-support) that allows customers and employees to access information and perform routine tasks over the Internet, without requiring any interaction with a representative of an enterprise.

Shadow Solution – Any method or solution for processing data outside of the core ERP solution that could result in manual integration with the core ERP solution

Common Terms

Southern Association of Colleges and Schools Commission on Colleges (SACS) – One of seven regional accrediting agencies recognized by the U.S. Department of Education
The Commissions on Colleges accredits institutions of higher learning in the Southern region of the United States. Being accredited by SACSCOC is essential to the continued operation of a college. Having accreditation means that credits will transfer to other colleges and universities; students are able to receive federal funds for financial aid, and the college receives funding from the state. Without accreditation, a college is ineligible for state and federal funding, its academic degrees are less valued, and its overall reputation and value as an educational institution is diminished.

State Board of Community Colleges Code (SBCCC) – The State Board of Community Colleges Code is comprised of the administrative regulations that govern all of the institutions subject to Chapter 115D of the North Carolina General Statutes.

Total Cost of Implementation and Ownership – The cost of acquiring, implementing, operating, maintaining and supporting a product or service over its projected lifetime

Touchdown – The State CIO's Project Portfolio Management System which enables the QMS by facilitating increased collaboration, information transparency and performance management throughout the project management life-cycle

FA

Academic Calendar – For purposes of Financial Aid, there are three basic types of academic calendars: (1) standard term, (2) nonstandard term, and (3) non-term.

Academic Plans – If a student is approved an SAP appeal, the school and the student should develop a plan that ensures that the student can meet the school's satisfactory progress standards by a specific time; though an academic plan could instead take the student to successful program completion.

Academic Year – For Financial Aid, the academic year is defined in weeks of instructional time, and for undergraduate programs, in credit or clock-hours. The program's academic year does not have to coincide with a program's academic calendar.

Audits, Standards, Limitations, and Cohort Default Rates – Schools that participate in the FSA programs are generally required to have annual compliance and financial statement audits. Other requirements include specific audit requirements, and financial standards, as well as limitations that apply to a school's FSA eligibility.

Calculating Awards and Packaging – How to calculate, award, and disburse the proper amounts for the various Title IV programs

FA

Campus Based Funding – Includes the FWS - Federal Work-Study Program, the FSEOG - Federal Supplemental Educational Grant Program, and Perkins - Federal Perkins Loan Program, and requirements for schools administering programs

Citizenship – A student must be a citizen or eligible noncitizen to receive federal student aid.

Cohort Default Rate (CDR) – The percentage of borrowers who fail to repay their loans, per the terms of their promissory notes

College Foundation, Inc. – A non-profit corporation servicing NC students and families since 1955
The College Foundation administers a large portfolio of education loans, several major grant, and scholarship programs for students attending NC colleges and universities, and the 529 college savings program on behalf of the NC State Education assistance authority. CFI also delivers information to NC students and families about paying for college, assists college and universities with financial aid services, and provides technology support for CFNC.org.

Common Origination and Disbursement (COD) – Financial Aid Administrators, Servicers, or other officials can use this site to perform a variety of functions related to student/award/ disbursement data for Pell, Direct Loan, and Teach Grant programs.

Communication Tools/Notifications – Ability to schedule and send communication to students, faculty, staff, etc. using ERP, i.e., social media, announcements, letters, emails, text messages, etc.

FA

Consumer Information and School Reports – Information that a school must disclose to the public, and report to the Department. This is information contains: financial aid, the school's campus, facilities, student athletes, and gainful employment programs, as well as campus security and fire safety, drug and alcohol abuse prevention, and programs about them.

Cost of Attendance – The cost of attendance is determined by law (Higher Education Act, Sec. 472), and is not subject to regulation by the Department. The law specifies the types of costs that are included in the cost of attendance, but a school must determine the appropriate, and reasonable amounts to include for each eligible COA category for students. The types of costs include tuition/fees, books and supplies, transportation, miscellaneous personal expenses, room and board, dependent care, and various other expenses related to specific programs.

Default Prevention/Management of Student Loans – Provides all schools with activities, techniques, and tools to promote student and school success, and reduce student loan defaults in the FFEL - Federal Family Education Loan, and Direct Loan - William D. Ford Federal Direct Loan programs

Direct Loan – Abbreviation used to refer to the William D. Ford Federal Direct Loan Program, or to a loan made under that program; The William D. Ford Federal Direct Loan Program comprises of three loan programs: (1) Federal Direct Subsidized Stafford/Ford Loans, and Federal Direct Unsubsidized Stafford/Ford Loans (collectively referred to as Direct Stafford/Ford Loans), (2) Direct Plus Loans, and (3) Direct Consolidation Loans. Only Direct Stafford/Ford Loans are directly included in the cohort default rate calculation.

Disbursements – Payment of financial aid funding to a student's account

Disbursing FSA/State Funds – Crediting FSA - Federal Student Aid, and State funds to the student's account, and making direct disbursements to the student or to the parent, with provisions for early disbursements, delayed disbursements, and late disbursements

E-App - Electronic Application for Approval to Participate in Federal Student Financial Aid Programs – The E-App collects information that allows the Department to examine three major factors about the school: (1) institutional eligibility, (2) administrative capability, and (3) financial responsibility. In addition, a school can use the E-App to apply for participation in either or both the FFEL, and Direct Loan programs.

FA

Early Stage Delinquency Assistance (ESDA) – The ESDA provides assistance in that schools may wish to intervene early in delinquency with borrowers whom their institutional research shows may have a higher risk of loan default later. In early stage delinquency intervention, schools take steps to reach out to at-risk borrowers whom are delinquent at 30 or 60 days of repayment. This is to assist these borrowers, and engage in a discussion with the borrower, and servicer to ensure a productive relationship with their servicer, and to settle into successful repayment, long before they become significantly delinquent on their loan payments.

ECB – eCampus-Based – This site contains the FISAP - Fiscal Operations Report and Application to Participate for the three Campus-Based programs: (1) Federal Perkins Loan, (2) Federal Supplemental Educational Opportunity Grant (FSEOG), and (3) Federal Work-Study (FWS). In addition, this site allows users to access Campus-Based account data, and view reports.

Entrance Counseling – A mandatory information session, which takes place before you receive your first federal student loan that explains your responsibilities, and rights as a student borrower.

FA

Exit Counseling – A mandatory information session, which takes place when you graduate or attend school less than half-time that explains your loan repayment responsibilities, and when repayment begins.

Expected Family Contribution (EFC) – The EFC is a measure of how much the student, and his or her family, can be expected to contribute to the cost of the student's education for the year. The EFC is calculated per a formula specified in the law.

Federal Family Education Loan Program (FFEL) – Under this program, private lenders provided loans to students that were guaranteed by the federal government. These loans included Subsidized Federal Stafford Loans, Unsubsidized Federal Stafford Loans, FFEL PLUS Loans, and FFEL Consolidation Loans. Federal student loans under the FFEL Program are no longer made by private lenders. Instead, all new federal student loans come directly from the U.S. Department of Education under the Direct Loan Program.

FA

Federal Perkins Loan – A Federal Perkins Loan, or Perkins Loan, is a need-based student loan offered by the U.S. Department of Education to assist American college students in funding their post-secondary education. The program is named after Carl D. Perkins, a former member of the U.S. House of Representatives from Kentucky.

Federal Supplemental Educational Opportunity Grant Program (FSEOG) – The Federal Supplemental Educational Opportunity Grant (FSEOG) is a grant that is awarded to students in need of financial aid. It is a type of federal grant that is awarded college undergraduate program students, and does not need to be repaid.

Federal Work Study Program (FWS) – The Federal Work Study program (also known as FWS or simply Work-Study) is a federally funded program in the United States that assists students with the costs of post-secondary education. The Federal Work Study Program helps students earn financial funding through a part-time work program.

Financial Aid – Funding is available to individual students attending a post-secondary educational institution to cover costs associated with attending. These costs include, but are not limited to, tuition, fees, room and board, transportation, and books. Financial aid is available from federal, state, educational institutions, and private agencies (foundations), and can be awarded in the forms of grants, education loans, work-study, and scholarships.

FA

Financial Literacy for Borrowers – Is the ability to understand how money works in the world: how someone manages to earn or make it, how that person manages it, how he/she invests it (turn it into more), and how that person donates it to help others.

Fiscal Operations Report and Application to Participate (FISAP) – Used by schools to apply for Campus-Based Program funding for the upcoming award year, and to report Campus-Based Program expenditures for the previous award year.

Free Application for Federal Student Aid (FAFSA) – To be considered for federal/state student aid, a student must complete a FAFSA. It collects financial, and other information used to calculate the EFC - expected family contribution, and to determine a student's eligibility through computer matches with other agencies.

FSA Administrative and Related Requirements – Aid-related requirements a school must meet to participate in the Federal Student Aid programs. Many of these requirements call for coordination with other school offices.

G5 – Funding – Department of Education's new Grants Management system designed to achieve the following objectives: enhance and increase program performance monitoring, improve communications with system users, fast-track grant award processing, link dollars to results, promote technical and financial stewardship

FA

Gainful Employment – Institutions are required to report certain information about students, whom enrolled in Title IV eligible educational programs, that lead to GE programs - gainful employment in a recognized occupation. Those regulations also provide that institutions must disclose to prospective student's certain information about the institution's GE Programs.

Institutional Eligibility – The ability to participate in one or more of the Title IV programs the Department administers

Institutional Student Employees – Is an institutionally funded financial aid program that provides part-time, on-campus employment opportunities for undergraduate students

Integrated Postsecondary Education Data (IPEDS) – Integrated Postsecondary Education Data System is a Federal Report required by the National Center for Education Statistics (NCES). The core postsecondary education data collection program for the National Center for Education Statistics (NCES); the primary source for information on U.S. colleges, universities as well as technical and vocational institutions
The purpose of the IPEDS SFA - Student Financial Aid component is to collect information about financial aid provided to various groups of undergraduate students to meet requirements of the HEA - Higher Education Act of 1965, as amended.

ISIR Verification – A paid service between a community college and CFI, for CFI School services to conduct standard verification of the FAFSA, and the resolution of SAR - Student Aid Report comment codes, SAR C code resolution
By handling these routine services on behalf of the college (as well as others that may be added in the future), CFI school services make it possible for school Financial Aid Administrators to use more of their professional time to inform and counsel students, and families.

FA

Late Stage Delinquency Assistance (LSDA) – Assistance provided for borrowers who are more than 240 days, but less than 361 days, delinquent in making a payment on a subsidized or unsubsidized student loan, and are considered in "late stage delinquency"

Loan Record Detail Report (LRDR) – A loan record detail report contains information on the loans that were used to calculate a school's draft or official cohort default rate. The loan record detail report lists a school's FFEL and/or Direct Loan activity, including but not limited to the number of borrowers who entered repayment during a given cohort fiscal year, the number of borrowers who defaulted in the cohort period, and the loan status of those borrowers.

National Student Loan Data System (NSLDS) – The National Student Loan Data System is the (ED's) U.S. Department of Education's central database for student aid. National database of Title IV recipients, enrollment data, loan information, Federal Pell Grants, and overpayments on student aid disbursed under Title IV of the Higher Education Act of 1965, as amended Data in NSLDS is provided by schools, Gas, and ED agencies.

NC State Education Assistance Authority (NCSEAA) – The North Carolina Association of Student Financial Aid Administrators (NCASFAA) provides training and professional development opportunities to the financial aid community, advocates on behalf of financial aid professionals, and strives to promote educational access and choice for students.

North Carolina Higher Education Data (NCHED) – The purpose of the NCHED A-10 is to collect data on annual financial aid expenditures for students attending North Carolina colleges, universities, community colleges, and other postsecondary educational institutions. Selected data from the NCHED A-10 are reported each year in the Statistical Abstract of Higher Education in North Carolina.

FA

NSLDS Date Entered Repayment Report (DER) – A report that lists the date when a loan has entered repayment or is scheduled to enter repayment for cohort default rate purposes

NSLDS Financial Aid History – Students who have previously attended other colleges may have a financial aid history that affects their eligibility for FSA funds at your school.

Over-awards – An over-award exists when a student’s aid package exceeds his or her need.

Overpayments – An overpayment occurs when the student receives more aid than he or she was eligible to receive. One kind of overpayment, traditionally called an over-award, results from changes in the student’s aid package, a second occurs when a student withdraws.

Payment Periods – For purposes of Financial Aid, you will use either “term-based” payment periods (the payment period is the term), or payment periods based on the completion of credit or clock-hours, and weeks of instructional time. The payment period you use depends on the kind of academic calendar your school uses, as described here, and the FSA program for which you are disbursing funds.

Private Alternative Student Loans – Offered by private lenders to provide funds to pay for educational expenses
They are not part of the federal student loan program, and generally do not feature the flexible repayment terms, or the borrower protections offered by federal student loans.

FA

Processing Aid and Managing FSA/State Funds – Request, disburse, manage, and report on the use of federal and state funding

Program Eligibility, Written Arrangements, and Distance Education – Process of ensuring a program is eligible before awarding FSA funds to students in that program

Program Review – Federal and state agencies oversee all financial aid programs to ensure they are administered properly. One way we do this is by conducting program reviews to confirm that schools meet requirements for institutional eligibility, financial responsibility, and administrative capability. Program reviews identify compliance problems, and suggest corrective actions.

Reconciliation – Reconciliation is a process in which financial records are compared, and discrepancies resolved. Conducting reconciliation frequently can help ensure that your school is properly exercising its fiduciary responsibilities to safeguard federal funds, and ensure that they are used as intended.

Record Keeping, Privacy, and Electronics – Schools must maintain detailed records to show that FSA funds are disbursed in the correct amounts to eligible students. These records must be retained for a certain amount of time, and made available to authorized parties during audits, program reviews, or investigations. Personally identifiable information in these records must be safeguarded, and may only be released to other parties under certain conditions specified in FERPA regulations.

FA

Requesting and Managing FSA/State Funds – Except for funds received as an ACA - Administrative Cost Allowance, FSA - Federal Student Aid, and state funds received by a school are held in trust by the school for students, and the Department. The cash management regulations establish rules and procedures that a school must follow in requesting and managing FSA/state program funds. These rules and procedures also apply to third-party servicers.

Residency Determination Service (RDS) – A centralized residency service for all students seeking admission to, and seeking an in-state tuition rate at a North Carolina public college or university, and for students seeking to become eligible for the North Carolina state grant, as part of their financial aid package
The service was developed through a collaboration of the NCICU - North Carolina Independent Colleges and Universities, the NCCCS - Community College System, the UNC - University of North Carolina System, and the NCSEAA - College Foundation under the direction and authority of the North Carolina State Education Assistance Authority.

Return of State Funding (CFI) – The process of calculating return of state funding when a student ceases to attend scheduled coursework

Return of Title IV Funds (DOE) – The process of calculating return of funding when a student ceases to attend scheduled coursework

FA

SAIG - Student Aid Internet Gateway – The Student Aid Internet Gateway (SAIG) is the tool that allows Federal Student Aid trading partners to securely exchange batch data with Federal Student Aid Application Systems.

Satisfactory Academic Progress (SAP) – A school's standards for satisfactory academic progress toward a degree or certificate offered by that institution

Satisfactory Academic Progress (SAP) Student Appeals – A process by which a student who is not meeting SAP standards petitions the school for reconsideration of their eligibility for FSA funds

School-Determined – Student eligibility requirements that don't require information from the Department's systems; the school determines on its own whether the student meets these eligibility requirements. In some cases, the financial aid office will need to get information from other school offices, such as the admissions office or the registrar, or from other organizations, such as high schools or testing agencies.

School Eligibility/Operations – General obligations in administering the Title IV student aid programs: institutional and program eligibility, administrative requirements, audits, record keeping, program reviews, and providing information to the public

Selective Service – Any male required to register with Selective Service at any time must have done so to receive federal student aid. The CPS - Central Processing System performs a match with Selective Service to confirm a student's registration status.

Social Security Number – To be eligible to receive FSA funds, each student must provide a correct Social Security Number (SSN). To confirm the student's SSN for schools, the Department conducts a match with the Social Security Administration.

Special Cases – Unusual situations where a financial aid administrator may need to exercise their discretion in modifying the student's data that calculates the EFC, such as performing dependency overrides, resolving conflicting information, reporting cases of fraud, and determining a student to be an unaccompanied homeless youth.

FA

State Grant Management – Standardizes, streamlines, and improves state grant-making practices in regards to financial aid

State Residency – The primary North Carolina statute requiring domicile for in-state tuition purposes is N.C.G.S. Chapter 116, Article 14. Additional laws relating to residency include:

- Student Eligibility – Eligibility requirements for students and parent borrowers, and your responsibilities to ensure that recipients qualify for their aid awards
- Student tuition and fees for community colleges: N.C.G.S. 115D-39
- Tuition Waivers: N.C.G.S. 115B-1 through 115B-6

Updating Program Participation Agreement (PPA) Application Information – Regular recertification of schools, as well as changes that can affect a school's participation; and how and when to report these changes to the Department on the E-App

Verification – Students sometimes make errors on their application, so there is a process for verifying applications, and making corrections. The CPS - Central Processing System selects which applications are to be verified, but a school also has the authority to verify additional students.

Withdrawals – When a student ceases to be enrolled prior to the end of a payment period or period of enrollment

FA

Institutional Support- Budget & Finance

Accounts Payable – Pays incoming bills and invoices, maintains vendor contact information, payment terms, and Internal Revenue Service W-9 information, resolves discrepancies, ensures vouchers are coded to the correct general ledger accounts, processes payments, and refunds [paper checks, e-Checks (Direct Deposits/Wire Transfers), credit cards], utilizes positive pay, prepares 1099 tax forms, manages travel advances, and reimbursements, tracks uncashed checks for escheat process required by the State, pays sales tax, and handles petty cash

Budgeting – The process of preparing a detailed statement of financial results that are expected for a given time period in the future
A budget is used as a yardstick against which to measure actual operating results, for the allocation of funding, and as a plan for future operations.

CBAS (College Budgeting and Accounting System) – A system that all colleges use to transmit cash certification requests

Central Stores – An inventory of supplies regularly used in offices at the college
This includes small expendable daily use items such as paper clips, Post-it notes, staples, binders, staplers, writing utensils, and paper. Stock and surplus are maintained, orders are delivered, and inventory is controlled.

Contracts Management – The negotiation, support, and management of contracts made with customers, vendors, partners, or employees
Contracts Management includes invitations to bid, bid evaluation, award of contract, contract implementation, measurement of work completed, and computation of payments. It also includes monitoring contract relationships, addressing related problems, incorporating necessary changes or modifications in the contract, ensuring both parties meet or exceed each other's expectations, and actively interacting with the contractor to achieve the contract's objective(s).

Core Banking System – A Warrant Image Retrieval System implemented by the Department of State Treasurer that will allow colleges to view and print checks paid on or after November 1, 1999

DAVE System (Data Additions Validations Edits) – A computer assisted facilities inventory system developed by the Higher Education Facilities Commission, under the authority of the University of North Carolina - General Administration
The System is essentially the physical inventory of the campus, made interactive, and capable of electronic update via the web.

e-Procurement – Provides a single point of access, for North Carolina government organizations, to a method of purchasing
NC e-Procurement allows government entities to aggregate their purchases to obtain better prices from suppliers, and allows greater visibility into statewide procurement information allowing the State to negotiate better term contract savings. It also provides a method for supplies to give quotes (eQuote), and increases order accuracy through receipt of electronic orders with a consistent purchase order format.

Enhancing Accountability in Government through Leadership and Education (EAGLE) – A statewide internal control program implemented in 2008 by the Office of State Controller
The EAGLE Program resulted from the passage of House Bill 1551 (State Governmental Accountability and Internal Control Act) during the 2007 Session of the General Assembly. The purpose of the EAGLE Program is not only to establish adequate internal control, but also to increase fiscal accountability within state government. Under the EAGLE Program, each agency will be required to perform an annual assessment of internal control over financial reporting, and compliance. By performing this assessment, agencies can identify risks, and compensating controls that reduce the possibility of material misstatements, misappropriation of assets, and noncompliance with governmental rules and regulations. The assessment will also assist agencies in recognizing opportunities to increase efficiency and effectiveness in business processes and operations.

Fixed Assets – Records the cost of newly-acquired fixed assets (both tangible and intangible), tracks existing fixed assets, tags certain fixed assets, records depreciation, identifies and prepares disposition or obsolescence of fixed assets, capitalizes fixed assets, reviews the extended life of assets for auditing purposes, conducts inventory counts, reconciles fixed asset subsidiary ledger to the general ledger, and tracks fixed asset expenditures in comparison to the capital budget and management authorizations

General Ledger/Financials – Maintains college General Ledger, prepares yearly financial statements, completes bank reconciliations, requests cash monthly for State funds, prepares, and transmits Month End State Reporting packet, manages construction/bond projects, closes fiscal year, opens, and authorizes new fiscal year, creates, and maintains budgets, ensures college follows all federal, state, college, and local regulations and guidelines, as they pertain to college finances

Grants Management – Tracks income and expenditures of various grants received by the college, collects and maintains required documentation, prepares required reports, maintains schedules and deadlines, and ensures that all guidelines, and requirements of each specific grant are met

Historically Underutilized Businesses (HUB) – As a result of Executive Order #150, and General Statutes 143-48 & 143-128.2(g)(1)(2)(3), the Historically Underutilized Business program was established to encourage increased participation in the State's procurement process. To be a HUB business, fifty-one percent of the business must be owned by, and the day-to-day management, and daily business operations are controlled by, one of the following: Black, Hispanic, Asian-American, or American Indian, Female, Socially and Economically Disadvantaged person, or Disabled.

Information Technologies – Establishes, monitors, and maintains Information Technology systems and services, including but not limited to computers, computer networks, physical hardware, operating systems, applications, databases, storage, servers and more
Telecommunication technologies, including Internet and business phones, are also part of the IT infrastructure.

Institutional Foundation – Supports the College and its students, faculty, staff, programs, scholarships, and specific capital projects
Secures and manages the endowments, gifts, and grants consistent with donor intent
These include, but are not limited to, cash contributions, planned or estate gifts, securities, donated services, equipment, and supplies for educational purposes.

Interscope – North Carolina's Construction Projects Management System
The system is designed to track the life-cycle of Capital Projects from the time they are authorized, until they are closed out, including funding sources, and HUB data.

Physical Plant – The necessary infrastructure used in the operation, maintenance, and housekeeping of all the buildings of a given facility

Positive Pay Program – Effective internal control program for preventing the payment of counterfeit checks, and improving the month-end reconciliation process for participating state entities
Through the “Positive Pay” program, check numbers, and check amounts, as presented for payment, are validated against a database that has been pre-populated with the check number, and check amount of the issued check. Any check presented for payment that does not match the check number and amount in the database is rejected, and set aside for further review and follow-up. This process allows for timely return of counterfeit items through the Federal Reserve System, and detects problems upfront, such as wrong check numbers, and encoding errors, thereby minimizing the after-the-fact reconciliation process that agencies perform.

Print Shop/Printing and Copying Services – Prints and reproduces college-related print materials for employees

Services may include traditional photocopying of color, and black and white copies, booklet binding, vinyl banner printing, temporary sign production, business cards, envelopes, letterhead paper, and other items, as needed.

Purchasing – Responsible for buying goods, equipment, products, and services, negotiates the best deal for the college, ensures safe, and timely transportation, and delivery of orders, accepts bids, negotiates, and supervises contracts, ensures state purchasing guidelines, and requirements are met, enters vendors', processes requisitions, prepares Purchase Orders, and Blanket Purchase Orders, and manages P-Cards (corporate liability purchasing card)

Real-time: Budget and Finance – The same time as events actually happen

Students and staff are able to see transactions as soon as they are posted. They do not need to be re-processed at night to create the "hard post." Available balances are always up-to-date with respect to all known items and the order of posted items does not change. The system is continuously available and does not need to go offline to reload the database for the next day.

Shipping/Receiving – Responsible for the receipt, shipment, documentation, and distribution of official college goods, materials, equipment, and supplies in support of college-related functions, as well as the shipping location for UPS, FedEx, and other outgoing shipments

Performs delivery services to departments for incoming shipments to the college, and maintains the college's Central Stores

Affordable Care Act Reporting – The tracking of employee service hours, and reporting of health offer, and coverage information (form 1095-C) on all full-time employees (30 hours or more), as well as their covered dependents

Applicant Tracking – Software application designed to organize and sort job applicants, and help manage the hiring process

Benefits Administration – The process of establishing, maintaining, and managing benefits for the employees of an organization

Discipline – The means by which supervisory personnel correct behavioral deficiencies, and ensure adherence to established college policies

Employee Records – Information that is maintained for employees, such as, I-9 forms, employment categories (FT/PT), FLSA status (exempt/non-exempt), employee total state service and longevity dates, wage records, benefits and deductions, vacation, sick, bonus, personal, compensatory leave, FMLA, voluntary shared leave, and storage and maintenance of employee credentials

Family Medical Leave (FMLA) – Entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage, under the same terms and conditions, as if the employee had not taken leave

Grievance/Appeal Process – The step by step process, defined in policy, that an employee must follow to get his or her complaint addressed by the college

HIPAA – Health Insurance Portability and Accountability Act of 1996

Hiring – To engage the services of (a person or persons) for wages or other payment

Human Resources – Encompasses the entire employee lifecycle including recruitment, applicant tracking, hiring, orientation, training, retention, transition, and termination, as well as positions, salary, and benefits administration

Human Resource Development (HRD) – The Human Resources Development (HRD) program provides assessment services, employability training and career development counseling to unemployed and underemployed individuals. FTE shall be generated from HRD programs. Each college shall provide HRD instruction and support necessary for unemployed and dislocated workers to be served within the College service areas.

IPEDS – Integrated Postsecondary Education Data System is a Federal Report required by the NCES - National Center for Education Statistics

Learning Management Systems (LMS) – A software application for the administration, documentation, tracking, reporting, and delivery of electronic educational technology (also called e-learning). Also used to provide courses or training programs to educate or instruct employees, in order to gain professional development.

Leave Reporting – A report that displays each employee, and each of their leave plans with beginning balances, earned, and used leave for the month, as well as ending balances

Longevity Date Calculator – A process that calculates the longevity date, and prior service years, when prior years service dates are provided

NC New Hire Reporting – Federal, and State law that requires employers to report newly hired, and re-hired employees in North Carolina to the North Carolina Directory of New Hires for NC Child Support Enforcement

Onboarding & Orientation – An introduction, as to guide one in adjusting to new employment, or to a new position, and the process by which an employee completes all new hire paperwork, and internal processes

OSHA 300, 300A, 301 Reporting – Used to log, summarize, and report incidents of work-related injuries and illnesses, and to note the extent and severity of each case

OSHR – Policy-related information from the Office of State Human Resources
Colleges do not fall under the OSHR, but many have adopted some of their policies and procedures.

Performance Management – The process used to communicate organizational goals and objectives, and to track, measure, and evaluate employee results

Portal/HUB – An online solution providing student/parents/employees access to information pertaining to their profile Items such as employment, enrollment, registration, transcripts, financial aid, student billing account, etc. would need to be accessible. The ability to link to other sites is necessary.

An online solution providing employee access to information pertaining to their employment, such as, position summary, leave plan summary, stipends, total compensation, pay advice, W-2, 1095-C, and direct deposit information. With the new ERP, colleges would also like to house demographic, and emergency contact information with an alert for employees to review and update each year.

Position Management – Information that is maintained for positions, that could include: title, location, department, classification, purpose, exempt/non-exempt, salary/hourly, SOC code, IPEDS function, supervisor/alternate supervisor, funding GL, project GL, pay class, pay period, yearly working time, work schedule, earnings type, salary range, and grade/step

Public Information Request – Custom reporting to help colleges fulfill requests for public information, according to the Public Records Act

Real-time: HR and Payroll – Instant updating of information, as opposed to delayed updating, as in batch processing.

Recruitment & Selection – The process of attracting, selecting, and appointing suitable candidates for jobs within an organization

Retention – Refers to the ability of an organization to retain its employees

Shared Leave Report – Session Law 2010-139 requires that the State Board of Community Colleges report annually on the voluntary shared leave program. Specifically, the report shall include the total number of days or hours of vacation leave, and sick leave donated, and used by voluntary shared leave recipients, and the total cost of the vacation and sick leave donated and used. This report shall be provided each fiscal year to the Joint Legislative Commission on Governmental Operations, and to the Fiscal Research Division on or before October 15th of each year. This act became effective January 1, 2011.

Short-term Disability – Benefits an employee receives during periods that they are unable to work due to a disability

Staff Information Report – Statistical demographic data used for staffing analysis, workload reporting, and salary comparisons

State and Local Government Employer Retirement Manuals – Are published on the NC Dept. of State Treasurer website, and contain rules and regulations related to retirement reporting

State Board of Community Colleges Code – Refers to Chapter C – Personnel, Subchapter 200 – Personnel Policies, Subchapter 300 – Employment/Hiring Practices, and Subchapter 400 – Salaries and Benefits

The Equal Pay Act of 1963 – Prohibits wage discrimination based on sex, as in paying lower wages to women in male-dominated occupations

Title VII of the Civil Rights Act of 1964 – is a federal law that prohibits employers from discriminating against employees on the basis of sex, race, color, national origin, and religion. It generally applies to employers with 15 or more employees, including federal, state, and local governments. Title VII also applies to private and public colleges and universities, employment agencies, and labor organizations.

Title IX – The U.S. Department of Education's Office for Civil Rights (OCR) enforces Title IX of the Education Amendments of 1972 (among other statutes). Title IX protects people from discrimination, based on sex in education programs, or activities that receive Federal financial assistance. Title IX states that no person in the United States shall, on the basis of sex , be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.

Transition/Termination – An employee's transition into a different job or permanent departure from a job

US Department of Homeland Security (E-Verify) – Is an Internet-based system that allows businesses to determine the eligibility of their employees to work in the United States

Wages and the Fair Labor Standards Act (FLSA) – Establishes minimum wage, overtime pay, recordkeeping, and youth employment standards affecting employees in the private sector, and in Federal, State, and local governments

Worker's Compensation (WC) – A form of insurance providing wage replacement, and medical benefits to employees injured during the course of employment

1042-S – IRS form used to report income subject to withholding for a foreign person

1095-C Processing – The process to generate 1095-C forms (a form provided to each full-time employee, which contains employer provided health insurance offer, and coverage information for the calendar year)
The 1095-C form is a requirement of the Affordable Care Act (ACA), and the Internal Revenue Service (IRS).

Audit Reporting – Reports of changes made each month to taxes, direct deposit, and wages, and who made the change(s)
The reports also show hires, transfers, and separations.

Benefit/Deduction Reconciliation – The process of reconciling the monthly billings from payroll deductions, and paying vendors

Benefitfocus File Import/Export – Interface to exchange files between the college ERP system, and Benefitfocus to update employee State Health Plan eligibility, and employee benefit/deduction cost record information

College Budget and Accounting System (CBAS) – College Budget and Accounting System is a custom software module that allows State Aid to manage state cash. CBAS allows colleges to request cash, report state tuition received, and assists State Aid staff in reconciling the state disbursing accounts for all 58 community colleges.

Institutional Support - Payroll

Compensated Absences Report – Records estimate of leave liability for the financial notes each fiscal year

Core Banking (Positive Pay) – An online banking system for use by the State agencies, and universities to monitor their disbursements, and issued warrants
Core Banking allows the agencies to view cleared warrants, reconcile State accounts, and manage their Positive Pay, and Stop Pay file uploads.

Division of Employment Security (DES) – Tax and wage reporting

Escheat Process – Remitting unclaimed wage payments to the State Treasurer

Financial Aid/Payroll Interface – A simple interface between FA and HR that will allow payroll to keep track of college work-study earnings for financial aid
Paid amounts each month/year are compared to the student's financial aid award limits.

Full-time Payroll Certification Request – The process for requesting state funding for the monthly full-time payroll

Internal Revenue Services – Regulations for recording and reporting wages paid, and taxes withheld for federal tax reporting

Leave Accrual – A monthly process that evaluates an employee's anniversary date, and benefit service years to determine their next leave accrual rate, and create a new leave accrual record in the ERP system

Leave Carryover – The process of reducing the amount of vacation leave hours that are in excess of the annual limit amount, and rolling those hours over into the employee's sick leave plan

Longevity Reporting – Yearly report that displays the annual longevity amounts to be paid to each eligible employee during the fiscal year
The yearly report is sent to the System Office to request funding for the state portions of longevity payments.

The monthly report displays the annual salaries, and longevity payment amounts for employees that will receive longevity during that month.

Multiple Worksite Report – A report showing the distribution of the employment, and wages of business establishments by industry, and geographic area
This report is mandatory under Employment Security Law of North Carolina, Section GS 96-4(i)(1), and is authorized by law, 29 U.S.C.. The totals on this form (BLS 3020) must match the corresponding totals on the Employer's Quarterly Tax and Wage Report (Form NCUI 101).

NC Department of Revenue – Regulations for recording, and reporting wages paid, and taxes withheld for state tax reporting

Non-state Payroll Certification Request – The process for requesting funding for the non-state portion of the monthly payroll

Office of State Auditor Report – Two Reports

1) Every February, each of the NC community colleges is required to submit a file containing December payroll information to the NC Office of the State Auditor (OSA). This project, called "DST Employer Payroll Files," or "PDI," by the OSA, is identified as "December Payroll Files."

2) The Office of State Auditor (OSA) is required to evaluate all North Carolina community colleges' payroll deductions for employee associations to ensure that each association meets the requirements set by State law. Therefore, the OSA requests a list of all employees who had payroll deductions for employee associations in the month of December.

Part-time Payroll Certification Request – The process for requesting state funding for the monthly part-time payroll

Payroll - Payroll is the organization, management and tracking of work time by employees and the compensation calculations for the time that employees have worked. Payroll processing encompasses all information needed to pay an employee an accurate compensation amount, as well as to deduct and remit to any third parties' taxes and other liabilities as compelled by law or as a service to employees. Payroll processes monthly payments for all employees which includes pay for salary, hours worked or pay by course or assignment. Payroll is also responsible for monthly, quarterly, fiscal year-end, and calendar year-end reporting.

Payroll Calculation – The method that calculates the net pay for each employee in the payroll that is being processed

Payroll Encumbrances – An estimate of the payroll salary, benefit, and tax expenses for the fiscal year that can be used by budgeting managers to identify future payroll commitments

Institutional Support - Payroll

Payroll Processing – All information needed to generate a monthly paycheck/advice for employees
The information can include, benefits/deductions, taxes, direct deposit, state retirement data, monthly adjustments, time sheets, longevity, stipends, bonus, overtime, and leave pay.

Payroll Status Report – Displays information MTD, QTD, CYTD, or FYTD with gross earnings, taxes withheld, and net pay
The report helps balance monthly, and quarterly payroll data.

Pension Plan Report – Records information for wages subject to retirement, employee, and employer contributions for state retirement, 401k, 403b, 457b, law enforcement 401k, and the breakdown of the employer portion of retirement
Information needed for the financial notes each fiscal year

Personal Services Voucher Register – A detailed report, by person, that shows the salary, and employee-paid benefits, and deduction amounts for a selected range of pay periods, along with a summary report that shows the salary, and employer-paid benefits, and deduction amounts for the same range of pay periods
The report is used by the colleges, and NCCCS to aid in balancing the colleges' monthly payroll expenses.

Quarterly Tax Reporting – System reports/files that are generated to aid in the completion of the employer's quarterly federal tax return (form 941), the state quarterly income tax withholding (form NC-5Q), and the employer's quarterly tax and wage report for Unemployment Insurance (UI) for the Division of Employment Security (DES)

Refund of Payroll – All payroll, and accounts payable checks are written from the State Disbursing Account. Refund of Payroll is the process of reimbursing state funds for the institutional/special amounts (fund source 0), and county amounts (fund source 2).

Retirement Reporting – A process that creates a report, and file containing the required Employee, and Employer state retirement contribution amounts, and the required data elements for submission to the Retirement System Division (RSD) via ORBIT (Online Retirement Benefits through Integrated Technology)

Stipend Import from Faculty Assignments – The process of importing pay data from faculty assignments, and automatically creating stipends for payment

Time and Leave Entry – The process of entering or importing an employee's time worked or leave time used to be managed through the monthly payroll

US Bureau of Labor Statistics Report – Information that must be reported each month to the Bureau of Labor Statistics, and includes the total number of employees paid per month: total of females paid, and total faculty paid

W-2 Processing – The process to generate W-2 forms, and files that are required by the Internal Revenue Service (IRS), the Social Security Administration, and the NC Department of Revenue The W-2 is a form that an employer must send to an employee at the end of the calendar year, and contains the employee's annual taxable wages, and the amount of taxes withheld from his or her paycheck.

Instruction - Curriculum

Academic Calendar – Landmark dates, which define, and drive much of the day-to-day business at the institution

Associate in Engineering Uniform Articulation Agreement – Promotes educational advancement opportunities for Associate in Engineering (A10500) completers, and the constituent institutions of The University of North Carolina, in order to complete Bachelor of Science in Engineering degrees

"Child" Program – Lower level program offered by colleges, based off of the state approved programs that are in compliance with the curriculum standard

Combined Course Library (CCL) – The set of statewide uniform courses from which North Carolina Community Colleges must choose their curriculum course offerings. The repository is maintained by the North Carolina Community College System Office (NCCCSO) and is available to the community in a searchable online digital repository.

Communication Tools/Notifications – Ability to schedule, and send communication to students, faculty, etc. using ERP, i.e., social media, announcements, letters, emails, text messages, etc.

Contracts – Written agreement for teaching service used for adjunct faculty, or faculty teaching overload, that is intended to be enforceable by law

Curriculum Contracts – Each college is to assess its own need to provide instructional services by contracting with other public or private organizations. If the college plans to offer a curriculum program, which is conducted on a contractual basis (where State or Federal funds are disbursed to pay instructional costs), copies of the contract must be submitted to the North Carolina Community College System Office for review, and approval by the System President (1D SBCC 400.94).

Curriculum Programs and Education Catalog – The educational catalog of offered curriculums

Curriculum Review Committee (CRC) – Oversees the maintenance, and revision of the North Carolina Community College System (NCCCS) Combined Course Library

Curriculum Standard – Each curriculum program title has a corresponding curriculum standard which includes the curriculum title, program code, description, core courses, and other major prefixes that must be utilized by the College offering a program of study. The curriculum standards are developed by college faculty and approved by the State Board of Community Colleges. Any revisions (with the exception of prefix additions) must be voted upon by College(s) approved to offer the curriculum standard and then approved by the State Board of Community Colleges.

Distance Learning – A method of studying in which lectures are broadcast, or classes are conducted by correspondence or over the Internet, without the students needing to attend a school or college

Independent Comprehensive Articulation Agreement – Between the North Carolina Community College System (NCCCS), and the Signatory Institutions of North Carolina Independent Colleges and Universities (NCICU); it is intended to provide smooth transfer for community college students who wish to continue their education at an NCICU Signatory Institution. The ultimate goal of this agreement is the seamless articulation from the community college to the NCICU institution with minimal loss of credit or repetition of work.

Institutional Eligibility – The ability to participate in one or more of the Title IV programs that the Department of Education administers

Integrated Postsecondary Education Data (IPEDS) – The core postsecondary education data collection program for the National Center for Education Statistics (NCES); the primary source for information on U.S. colleges, universities, as well as technical, and vocational institutions

Level I Service Area Agreement – A Level-One agreement should be utilized when a college is requesting permission to deliver curriculum course(s), a curriculum program, or continuing education courses into another college's service area. These agreements do not involve the sharing of resources or FTE. This level of agreement does not have to be approved or kept on file by the System Office, however, it must be kept on file at the participating college for audit purposes.

Level II Service Area Agreements – Level-Two agreements should be utilized when two or more colleges are jointly offering curriculum or continuing education courses. Level-Two involves the sharing of resources in order to offer a course, and may include the sharing of FTE. Sharing of NC Information Highway courses should be included in this level of Instructional Service Agreement. These agreements must be filed with the System Office prior to implementation of the course(s). They do not require System Office approval.

Level III Instructional Service Area Agreements – Level-Three agreements should be utilized when two or more colleges are jointly offering a curriculum program. Level-Three involves the sharing of resources, and may include the sharing of FTE. This agreement must be approved by the System Office prior to implementation of the program.

North Carolina Comprehensive Articulation Agreement – A statewide agreement governing the transfer of credits between NC community colleges, and NC public universities; its objective being the smooth transfer of students

Portal/HUB – A solution providing student/employee access to information pertaining to their profile. Items such as employment, enrollment, registration, transcripts, financial aid, student billing account, etc. would need to be accessible. The ability to link to other sites is necessary.

Program Eligibility, Written Arrangements, & Distance Education – Process of ensuring a program is eligible before awarding FSA funds to students in that program

Real-time: Instruction – The actual time during which something takes place; as it comes in, i.e., most current data for a report or how many students were in a given program on a certain date (historical/analytics)

RN to BSN Uniform Articulation Agreement (RN to BSN) – Promotes educational advancement opportunities for registered nurses moving between North Carolina community colleges, and the constituent institutions of The University of North Carolina, in order to complete Bachelor of Science in Nursing degrees

Service Learning – A teaching and learning strategy that integrates meaningful community service with instruction and reflection, to enrich the learning experience, teach civic responsibility, and strengthen communities

State Approved Program – The highest level program offered by a college that must be approved by the System Office, and must be in compliance with the curriculum standard approved by the State Board of Community Colleges

Virtual Learning Community (VLC) – The VLC provides course development, research, professional development, and technology vetting and training. Information is provided from all 58 colleges.

Work-Based Learning – Educational strategy that provides students with real-life work experiences, where they can apply academic and technical skills as well as develop employability skills

Scholarships

External Scholarships – Any scholarship not awarded by the government or the school, such as a scholarship provided by a private sector company, philanthropist, or foundation External scholarships are considered resources, meaning that they reduce your financial aid package dollar for dollar.

Federal Scholarships – Federal scholarships are awarded based on various criteria, which can range from financial need (usually determined by completing the FAFSA on the Web), to a student's chosen major. Federal scholarship awards vary in amount, and can range up to the full amount of a student's tuition and fees.

Institutional Scholarships – Money provided to students through institutional funding These awards are not funded through federal or state government. They may also be referred to as merit awards or merit scholarships; they can be awarded based on academic achievement. Some are offered only for those students with financial need.

Military Scholarships – Each branch of the military offers scholarships, and grants for its service-members. Often, these scholarship programs are subject-specific, providing the necessary funds for service-members to pursue degrees in areas that are of particular value to the military. General scholarships are also offered by many branches of the U.S. Military, either directly, or through auxiliary organizations that are dedicated to the welfare of service-members, and their families. Eligibility requirements for these programs will vary, depending on the military branch that supports them.

Scholarships

NCCCS Scholarships – Scholarships from state, corporate, and private sponsors for North Carolina community college students

Scholarships – A scholarship is an award of financial aid for a student to further his or her education. Scholarships are awarded based upon various criteria, which usually reflect the values, and purposes of the donor or founder of the award. Scholarships can be received from federal, state, institutional, and various outside sources. Scholarship money is not required to be repaid.

State Scholarships – State scholarships are awarded by the State of North Carolina based on various criteria, which can range from financial need (usually determined by completing the FAFSA on the Web), to a student's chosen major. State scholarship awards may vary in amount, and can range up to the full amount of a student's tuition and fees.

ACE – American Council on Education. ACE represent the presidents of U.S. accredited degree-granting institutions, which include two- and four-year colleges.

Admissions – Process of applying for entrance into an institution of higher education for undergraduate study

Academic Records – All courses taken, all grades received, all honors received from the first day of school to the present, i.e., Transcript

Academic Standing – Measure of a student's academic achievement, i.e., Good Standing, Warning, Probation, Suspension, Dean's List, Honor Roll, etc.

Advising – Opportunity to exchange information designed to help students reach their educational and career goals; however, advising is a shared responsibility between the advisor, and the student

Assessment Tests – Methods or tools used to evaluate, measure, and document the academic readiness, learning progress, skill acquisition, or educational needs of students

Attendance – Tracking the persons who are present, late, and/or absent for each class meeting

Student Services - Curriculum

Career Planning – Ongoing process to help manage learning and development; Structured exercise undertaken to identify one's objectives, marketable skills, strengths, and weaknesses

Catalog of Record – Record associated with a program of study to indicate when the student began a program, and program requirements

Cohort – A group of people who share a characteristic, i.e., Federal or Institutional

Communication Tools/Notifications – Ability to schedule, and send communication to students, faculty, etc. using ERP, i.e., letters, emails, text messages, etc.

Degree Audit – Ellucian tool, which allows monitoring degree progress, and planning the student's career (Self-Service)

Degree Verification – A school must correctly report students who have completed a program with a 'G' for "Graduated" status, rather than a "W" for "Withdrawn." A student should only be reported as "Withdrawn" or "Graduated" if the student has either withdrawn or graduated *from the school entirely*.

Disclosures – Information that a school must disclose to the public, and report to the Department of Education; This is information about: financial aid, the school's campus, facilities, student athletes, gainful employment programs, campus security, fire safety, as well as drug and alcohol abuse prevention, and programs about them

Early Alerts (Retention/Counseling) – Early Alerts is an Ellucian tool to support student success, and retention initiatives on campus by helping institutions to proactively identify at-risk, as well as excelling students using the wealth of data already stored (Banner)

Enrollment Reporting – Enrollment reporting is required for all schools participating in Title IV aid. 34 CFR 685.309(b), 682.610©, and 674.33(g)

FERPA – A Federal law that protects the privacy of student education records; The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. 20 U.S.C. § 1232g; 34 CFR Part 99.

Grading – A process used to measure the student outcome for any given class the student attends, and/or completes, at any given community college

Graduation – The award of a degree, diploma, or certificate to signify completion of a course of study

Graduation Readiness/Plan – Comparison of student's academic work against program requirements toward completion of specific program; Ability to plan for graduation

Learning Management – A software application for the administration, documentation, tracking, reporting, and delivery of electronic educational technology (also called e-learning) courses, or training programs to educate or instruct employees in order to gain professional development

Noncourse Credit – Credit for life experience, military training, community service, CLEP, SAT, ACT, and other non-academic items

Organizations (Clubs/Athletics) – Organized body of people with a particular purpose

Portal/HUB – An online solution providing student/parents/employees access to information pertaining to their profile Items such as employment, enrollment, registration, transcripts, financial aid, student billing account, etc. would need to be accessible. The ability to link to other sites is necessary.
An online solution providing employee access to information pertaining to their employment, such as, position summary, leave plan summary, stipends, total compensation, pay advice, W-2, 1095-C, and direct deposit information. With the new ERP, colleges would also like to house demographic, and emergency contact information with an alert for employees to review and update each year.

Program of Study (POS) – A listing of the exact courses that a college plans to offer to fulfill the requirements of a curriculum program. The initial and revised program of study must be approved by System Office staff prior to implementation. A program of study is compared to an applicable curriculum standard to make sure it complies. At the local College level, a POS may also include local requirements, developmental requirements, the start term in which a student began the program as well as an associated effective date and catalog of record for a given student. The local program of study must remain in compliance with the curriculum standard and may not contain courses that are not included on the program of study approved by the North Carolina Community College System Office.

Real-time: Student Services – The actual time during which something takes place; as it comes in, i.e., most current data for a report or how many students were in a given program on a certain date (historical/analytics)

Records Retention & Disposition Schedule – A tool for the employees of the community colleges across North Carolina to use when managing the records in their offices; It lists records commonly found in college offices, and gives an assessment of their value by indicating how long those records should be retained. This schedule is also an agreement between the college, and the State Archives of North Carolina. This schedule serves as the inventory, and schedule that the State Archives of North Carolina is directed by the statute.

Recruiting/Prospective Students – A person who is interested in receiving information from a school; Information may come from personal request or recruitment activities

Registration – The act of registering/dropping/withdrawing or adding a person from a course(s)

Retention & Counseling – Retention is either when a student enrolls each semester until graduation, or meets his/her goals for enrolling. Counseling services remove barriers to academic achievement, and support social and emotional development, as well as guide college and career readiness.

Standard Equivalency – Ability to set equivalence for courses and Non-courses from external institutions

Student Eligibility – Eligibility requirements for students and parent borrowers, and the college's responsibility to ensure that recipients qualify for their aid awards; Some requirements include whether the student is a U.S. citizen or permanent resident, whether the student is making satisfactory academic progress, and whether he or she has a defaulted FSA loan.

Transcript – A copy of a student's permanent academic work including courses taken, grades received, honors, degrees conferred, transfers, and proficiency credit

Unofficial Transcript – Printed on plain paper, and does not have a college seal or registrar's signature

Official Transcript – Printed on official transcript paper or sent as a secure electronic (PDF) document with Registrar's signature seal

Verification of Enrollment – Official letter which documents enrollment terms including start and end dates, credit hours attempted and completed, academic program, and degrees conferred

Verification of Payment – Ability to reverse registration activity and charges, if payment has not been received

Waiver/Substitution – The act of replacing something with another or making the thing not required

VA

Enrollment – Specific classes the student is registered for that qualify for veteran educational benefits; Enrollment Certification (VA Form 22-1999) is required to report enrollment information.

Enrollment Certification – Process by which the identified school certifying official will submit enrollment information for veteran students
All initial enrollment information should be submitted within 30 days of the beginning of the term. If possible, VA recommends pre-certifying a student's enrollment before the beginning of the term, in order to prevent gaps in benefit payments. School certifying officials must also report changes in enrollment within 30 days of any change.

Financial Aid Shopping Sheet – The Financial Aid Shopping Sheet (previously referred to as "Know Before You Owe," and the "Model Financial Aid Offer Form") is a consumer tool that is designed to simplify information that prospective students receive about costs, and financial aid, so that they can make informed decisions about which postsecondary institution to attend.

VA

Monitoring Enrollment – School certifying officials are required to report the following:

- Notice of Change in Student Status (VA Form 22-1999b) - to report any changes to enrollment information

Record Retention – Retain file of VA papers submitted, and records of academic progress, program pursuit, etc. Maintain records for at least three years following the student's last date of attendance, ensure that records are kept in a safe place, and that the privacy of VA students is protected. Report when a student was terminated due to unsatisfactory progress.

School Certifying Official (SCO) – The person(s) designated to sign enrollment certifications, and other documents relating to VA benefits. The designation is made on VA Form 22-8794, Designation of Certifying Official(s).

VA Funding – Monetary amounts provided to either the student or school for tuition and fees, books and supplies, as well as housing and additional expenses. Approval of funding is assessed by:

- Monitoring student's conduct, and report when student is suspended or dismissed for unsatisfactory conduct.
- Monitoring student's grades to ensure the student is making satisfactory progress.
- Monitoring the subjects pursued by a student to certify to VA only those subjects that apply to the student's program.

VA Once – VA-ONCE is VA's Web-based system for certifying the enrollment, and changes in enrollment of VA students. VA-ONCE is the preferred method of enrollment submission to VA. Access is accomplished through the Internet, and is available to all schools approved for Veterans' training.

VA

VA Work-Study Employees – A student employed to assist with performing VA related activates; These work sites include, but are not limited to: Regional Offices, VA Medical Centers, Vet Centers, VA Outpatient Clinics, National Cemeteries, and local education institutions. Funding for VA Work-Study Employees is provided by the Department of Veteran Affairs.

Veteran Educational Benefits – Programs help cover the cost of furthering education and skills through benefits to pay for tuition, housing, training, and other expenses related to your education. VA's education, and training benefits are provided through these key programs: Post 9/11 GI Bill, Yellow Ribbon Program, Montgomery GI Bill, Reserve Educational Assistance Program, Survivors' and Dependents' Educational Assistance. VA education benefits may be used toward traditional degrees, non-college degrees, on-the-job training, apprenticeships, and more. VA also provides assistance to help Veterans transition from military service to civilian employment. Service-disabled Veterans may be eligible for one-on-one support, counseling, and training to boost skills, and build careers.