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To: Shared Governance Council

From: Dr. John B. Cook, President

Action: **Approval – Policy on Student Deactiviation (Operational)**

Date: May 26, 2023

Next Steps: To be shared with STCC Board of Trustees on June 26, 2023

In accordance with the formal enabling vote by the STCC Board of Trustees (June 27, 2022) regarding shared governance, including clarification of a process by which "high-level" recommendations regarding institutional policy and operations are reviewed, the Shared Governance Council (SGC) began review of this recommendation starting in February of 2023, with comments and consideration from governance bodies invited during Spring Semester. With consensus, but particularly due to implementation obligations specific to the new CRM (customer relationship management) system, deactivation of a student from a program after a non-matriculation period of 2.5 years (five semesters) is now codified. With the formalization of this operational policy, no action is needed by Trustees.

The approved policy, including a formal notification on the STCC website, and broadly communicated through the Student Handbook and other avenues, will now state that "a student who has not matriculated at the college for five semesters will be deactivated, with readmission a requirement for return and re-enrollment."

Background:

Currently, the status of a student, and in particular a student's program of study, is never formally ended unless they were enrolled in a competitive-admissions program like those in the School of Health and Patient Simulation. Students, who do on occasion, return from a "stop out," have not previously been prompted to provide updated information (address, phone, et al). Additionally, more current communication about program status, student resources, and changes to policy (i.e., vaccination) may not be delivered. Students, after returning to STCC after an extended absence, might attempt to continue a plan of study using an outdated catalog, and there is a general concern regarding the unnecessary accumulation of credits outside the major/plan by a given student returning under the past practice. Also: if or when an academic program is suspended or discontinued, students eligible for teach-out need to be appropriately considered and engaged.

As part of the rationale for establishing a deactivation policy, and addressing the above issues, there are also important cybersecurity obligations to note, including how thousands of dormant student emails had remained functional. Obligations to a new CRM, a key tool for use with contemporary higher education enrollment management, requires formalization of this policy and is aligned to practices utilized by other Massachusetts community colleges.