

SubjectFwd: TER and Accreditation

From View message header detail Sheldon Tawata <sheldont@hawaii.edu>

Date Wednesday, October 12, 2011 12:33 pm

To Elizabeth J Nakoa <nakoe@hawaii.edu>

Hi Liz,

Here is more on Transc-ript Evaluations.

Sorry.

Sheldon

----- Forwarded message -----

From: Tracy Chagami <chagami@hawaii.edu>

Date: Wed, Oct 12, 2011 at 11:19 AM

Subject: Re: TER and Accreditation

To: Sheldon Tawata <sheldont@hawaii.edu>

Cc: "Yasuda, Chad" <chadyasu@hawaii.edu>, Cheryl Hyatt <cherylh@hawaii.edu>, Jayme Sumida <jksumida@hawaii.edu>, Jerilynn I Lorenzo <jilorenz@hawaii.edu>, Mona Lee <monal@hawaii.edu>

Hi Sheldon,

I'm sorry, Cheryl got back to you on the numbers for TERs. As for the time frame, we are backlogged to "January 2011." January, July, and September are usually our big months because those are the months when we confirm a new student's registration for Spring, Summer, and Fall semesters.

Aloha,

Trace ^\_^

On Wed, Oct 12, 2011 at 11:10 AM, Tracy Chagami <chagami@hawaii.edu> wrote:

Hi Sheldon,

Sorry, I just got back to work today (been out with the flu).

I'll try to answer the questions as best as I can...

1. How backlogged are the TERs? Time frame.

Cheryl said that she already answered this question.

2. What types of transc-ripts are backlogged? UH System institution vs. non-UH System.

TERs for UH system institutions only are pretty much up-to-date, although I have a quite a few completed TERs to double-check since Jayme is in-training to process TERs. As for the other TERs, they can be a combination of both UH system institutions and non-UH system transc-ripts or they can be just non-UH system transc-ripts.

3. What led to the backlog?
4. What is contributing the backlog?

Questions 3 and 4 go hand-in-hand, so I will answer them together.

As far as I can recall, there has always been a backlog for TERs. When I started working here in May 2006, there was a 2-year backlog. Currently, our backlog on TERs is 9 months.

For the past 5 years, I have been the sole transcript evaluator for KapCC. From time to time, someone will come in to help with TERs, however, this was temporary (a few months or so, depending on the staff, it could be a regular staff member who will fit in a TER when their regular duties allow it or it could be a casual hire) and most of the people who has come and gone did not get pass UH system only TERs. That is how I train a new person working on TERs. We start off with UH system only TERs. I double-check each one of these completed TERs. Then once the person gets used to the process, we move onto the non-UH institution TERs. Again, I will double-check the person's work until they are comfortable with the whole process. I have adopted this practice after working at UHM for Ka'ie'ie (back in 2008).

Being the only transcript evaluator at KCC, if I am out of the office (meeting, training, workshop, conference, etc.), out sick, or on vacation, there is nobody here to process TERs while I am out.

A big issue for me is the interruptions I get on a daily basis. Working in KISC, my daily job duties is not restricted to just evaluating transcripts. I may get called to help out with any area in KISC (help with the counter or answer x9555). There was a time when it happened quite often, but lately not so much. Although, if any call or email that comes to KISC and they ask about transfer credits or the status of their TER, it gets automatically forwarded to me. Sometimes, the KISC person who gets the call or email will answer the inquiry, but other times, all the student has to say is "transfer" or "TER" and they get sent to me. I don't mind helping the student, but if it is possible for the front person to answer general inquiries like "Did you receive my transcript?" or "What do I need to do to transfer credits to KCC?" that might help cut down on the time I spend on these inquiries. I am not sure if this is a reasonable request. I know that the front counter, phones, and emails for KISC answer general questions for Financial Aid related inquiries, so I am not sure if the same can be expected for TER inquiries.

For a couple of years, I also helped with graduation. My time would be split between TERs and graduation checks/conferrals/denials for all of our programs. This stopped when staff came on board to work on graduation.

I also get numerous inquiries (calls/emails/walk-ins) from students (current, returning, and prospective), counselors, faculty, and staff. The inquiries can range anywhere from admission to the school to graduating from KCC, including if a course (KCC, UH system, or non-UH system) is applicable to one of our programs. Any question about transfer credits or transferring into KapCC, people (staff/counselors/faculty) forward those inquiries my way. These inquiries vary. Sometimes it can be a quick answer. Other times it may be an involved answer, in which it takes time (a few hours to days) to research, especially if a student or counselor is asking if we recognize a non-UH institution that is not in our transfer database

and their accreditation status is questionable (i.e. Is the school regionally accredited? Or is it nationally accredited? Will UH-Manoa recognize the school?).

When it gets close to registration time, I'll get inquiries from students and/or counselors in regards to a student's transfer credits. There are times when I end up doing an unofficial transcript evaluation to let the counselor know what will transfer from their student's transcript(s) so that they can help their student register for courses. An unofficial evaluation is basically like processing a TER, but the only difference is that nothing is inputted or added to the student's record in Banner. Other times, I may be asked to do an on-the-spot evaluation of a course because a student needs a prereq override or a department/faculty/counselor is meeting with prospective students for their program.

I hope this helps. Please let me know if you have any further questions.

Aloha,  
Tracy :-)

On Mon, Oct 10, 2011 at 7:27 AM, Sheldon Tawata <sheldont@hawaii.edu> wrote:

Hi Tracy, Cheryl, and Chad,

I had a meeting with the Accreditation Self Study last week and they had questions about the TER backlog. They would like as much detail as possible on the following questions:

1. How backlogged are the TERs? Time frame.
2. What types of transcripts are backlogged? UH System institution vs. non-UH System.
3. What led to the backlog?
4. What is contributing the backlog?

The deadline for this response is this Wednesday. Sorry for the quick turnaround. My meeting with them was on Friday.

Thanks.  
Sheldon

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