

CMS Early Start Program Phase 1 Objectives - Frequently Asked Questions

GENERAL

Q: What is the Early Start Program (ESP)?

A: In June 2010, Executive Order (EO) 1048 established the Early Start Program (ESP). This program is for CSU admitted freshmen who have not demonstrated college ready proficiency in Mathematics and/or English. As of summer 2012, incoming freshmen who have not demonstrated proficiency in English and/or Mathematics will be required to begin remediation prior to the term for which they have been admitted, e.g., summer prior to fall. All students will be required to have achieved proficiency in English and/or Mathematics on or before the end of their first year of enrollment at a CSU campus, as directed by Executive Order 665. CSU campuses must begin to implement the Early Start Program no later than summer 2012, with full implementation taking place no later than summer 2014.

Q: Can the Early Start Program be satisfied at a California Community College?

A: As part of the Early Start Program, students can begin their remediation through various options. Those options include:

- Remediation at the student's Destination Campus
The Destination Campus is the CSU campus where the student was admitted and has accepted admission, where an application and matriculation exists, and where the student will be seeking his/her degree. The Destination Campus can also be where a student participates in the Early Start Program.
- Remediation at a Service Campus
A Service Campus is a CSU campus where the student enrolls and participates in the Early Start Program but is not his/her Destination Campus.
- Remediation at a California Community College
- Remediation through other programs, e.g. Summer Bridge

Q: Is ESP only required for first time freshman students who are California residents?

A: Yes. International students and non-residents are exempt from participating in this program as many will be living out-of-state or out-of-country during the summer and will not have access to an Early Start program.

Q: Should campuses provide Early Start courses to international and non-resident students if they choose to participate?

A: It will not be likely that these students will be invited to participate, but there will be coding adjustments that may result in an invitation. It is perfectly permissible for a qualified international or non-resident student to participate in Early Start though state-supported financial aid will not be available.

Q: Who is exempt from the Early Start Requirement?

A: The following students are exempt from Early Start

- Non Residents
- International
- Summer Bridge & Other Established Programs
- Late Admits (after August 1)
- Local Campus Decisions
- Upper Quartile based on EPT (2012 & 2013)
- ERWC Passed (EAP conditionally exempt-English students & 2014)
- EAP Conditionally Exempt-Math students
- Qualifying students in Long Beach pilot

Q: Have we defined a conditional EAP exemption and expanded the capacity of the ERWC course by 2014?

A: Yes, these initiatives for English are underway. By 2014, there will be an EAP cutoff value resulting in a Conditional Exemption similar to what is accomplished for math; those who meet the cutoff score but are not exempt may complete the ERWC course in high school. They will be exempt from EPT & Early Start and will be eligible for college English.

Q: How far away from a CSU campus or branch campus must a student be before he or she would be exempt from participating in Early Start?

A: A resident student's place of residence is not a system approved exemption. Students may fulfill their Early Start requirement by attending an appropriate course at a CCC. Moreover, there may be on-line opportunities in the CSU that would fulfill the requirement. There are resident students living out-of-state who would also be expected to fulfill the requirement presuming CSU campuses will offer on-line experiences.

Q: If a student cannot find a program, would EO 1048 be waived?

A: As all campuses are participating and alternatives will exist at California Community Colleges, it is most unlikely that a student would not be able to find a program.

Q: Can participation in the Expository Reading Writing Course (ERWC) count as Early Start if it does not move them into the GE course?

A: We hope to develop the relationship between EAP, ERWC and Early Start by 2014. For 2012 and 2013, those students who score in the lower quartile of the EPT will be required to participate in Early Start regardless of what they may have accomplished in their senior year of high school.

Q: What are campuses with stretch courses doing with Early Start? Stretch is very defined with the idea of staying with the same instructor.

A: Campuses are expected to encourage students to attend their destination campuses to fulfill their Early Start requirement. Where this is not possible, students planning to attend a "stretch" campus in the Fall, may be able to attend another stretch campus for Early Start. The set of stretch campuses were considering the idea of developing a "common" experience for Early Start that would be similar for all students.

Q: Is there a standard fee for this Program?

A: Yes. Based on 2011-2012, the standard fee is approximately \$182 per unit. As the Early Start Program is scheduled for 2012-2013, an adjustment in the fee would be contingent on the overall student fee schedule.

Q: Who is required to participate in Early Start?

A: All campuses and all non-exempt students are required to participate in Early Start.

Q: Can we break up the full implementation of Early Start into stages instead of fully launching the program in Summer 2012?

A: No, the program is scheduled to be operational throughout the system in 2012 for qualified entering students. Current exemptions already define student groups that must participate.

Q: What is the student's requirement in the Early Start Program?

A: Student's are not required to pass the Early Start experience, but they are required to participate, i.e. get started. A grade of "CR" would fulfill the Early Start requirement for those who attempt, but do not perform well enough to advance to the next level of remediation. A grade of "NC" would not fulfill the requirement. A "W" would not fulfill the requirement either, although it must be rendered administratively rather than by faculty.

Q: What grade will be assigned for Early Start?

A: Early Start faculty will assign numeric grades as approved by the Math and English Councils.

English

- 0 Translates to NC
- 1 Translates to CR and represents satisfactory participation

Math

- 0 Translates to NC
- 1-49 Translates to CR and presently represents satisfactory participation. Campuses may determine whether or not work reduces number of units needed for remediation (Math council to review).
- 50 Translates to CR and means that remediation is complete

FINANCIAL AID

Q: Are students enrolled in the Early Start Program eligible for financial aid?

A: Yes. Students who qualify for a State University Grant (SUG) or a CAL Grant will be eligible for an Early Start Waiver. Students must meet the SUG and Cal Grant requirements to receive the waiver. While the funding source has yet to be fully determined, campuses will be funded for all Early Start waiver enrollments from the central office.

Q: How does Early Start affect financial aid eligibility, the timing of application, award?

A: The more complete both the admission and financial aid determinations can be by May 1, 2012, the easier the process will be on the whole CSU system. However, procedures are in place to capture late admission and late financial aid awards.

Q: What is the impact on the academic year financial aid?

A: None, as the Early Start waiver will be funded from a CSU source.

Q: If a student fails to complete the Early Start Program and is disenrolled, do they have to pay back financial aid? Who will track this?

A: A campus will not be funded for any Early Start enrollment that does not materialize; only actual completed enrollments will be funded. Campuses are expected to block enrollment for the fall term or to suspend services for non-exempt students already enrolled in fall who do not complete the information requested on the Smart Page. However, as the complex system will need time to adjust to both anticipated and unanticipated issues in the first couple of years, campuses are not expected to disenroll students or block enrollment for a winter/spring term for any qualified but non-participating students. Reporting on the fact of non-participation will be required. The goal of the program is not disenrollment but full participation.

Regular communication to those who do not complete the Smart Page will be required along with a suspension of services for those who do not complete the information. The deadline to complete this information will be prior to the last enrollment opportunity in early August. In the future, students who do not participate who are already registered may have fall enrollments cancelled or be blocked from future winter/spring enrollment.

Q: If a student has multiple admits, will each financial aid office need to know this so as to decide who will process the award to avoid duplicate awards?

A: A multiple admit is less the issue than a multiple intent to enroll. Given the non-refundable deposits at many campuses, students are less likely to file multiple intents. Campuses have controls on when they give students the opportunity to sign up for Early Start. Moreover, financial aid funding for Early Start will be based on enrollment and completion. As the destination campus controls the availability of funds to students enrolling in Early Start at other campuses, it is important that the awarding procedures be completed as early as possible.

Q: Now or in the future, how are the fees to be handled for those who sign up, but don't attend the Early Start Program? Ex: If I pay and decide to go to a California Community College do I get my money back?

A: Local campus decides on refunds.

COMMUNICATION

Q: How will a student know he/she needs to be a part of the Early Start Program?

A: Campuses may develop different strategies for communicating with students about the Early Start requirement. In most cases, students will be officially informed of the obligation to participate in Early Start in a communication that will likely be sent after the Statement of Intent to Register (SIR) is filed at their destination campus. Students will be directed to the Early Start Smart Page to reveal where they plan to fulfill the Early Start requirement.

Q: How will students be directed to the Smart Page?

A: Students will be directed to the Smart Page separately or as a follow-up to filing the Statement of Intent to Register. A few campuses may direct students to the Smart Page as a routine way of notifying them about their testing and/or Early Start requirements. There may be a need to send "follow-up" communications to those students who fail to record their plans on the Smart Page to fulfill their Early Start requirement.

Q: Who will communicate with students on their Early Start requirement?

A: Each campus has the obligation to communicate with those students who are most likely required to participate in Early Start, aside from all possible exemptions.

Q: Will a uniform message go out to High School and/or students? What method of communication will be used?

A: Yes, the campus outreach and recruitment units are gearing up for this communication to counselors, parents, and other interested groups. Training to these individuals was presented in early August 2011. Moreover, there will be sessions dedicated to Early Start at each of the High School Counselor Conferences offered throughout the state in September.

Q: Will the Chancellor's Office develop appropriate materials for communications/distribution?

A: Information templates will be developed along with inserts into already existing materials.

Q: Will campuses have a uniform message of the Early Start Program, ELM/EPT scoring, ACT/SAT scoring, etc?

A: Yes. As the cutoff scores are standard, the resulting messages will naturally follow.

Q: Who will answer student queries on ESP? Will the Chancellor's Office answer student questions? The host campus? The destination campus? All of the above?

A: The destination campuses are in the best position to answer most questions about Early Start. However, once the service campus communicates with its students, it will be responsible for ensuring that these students are able to fulfill their Early Start requirement.

Q: What is the deadline to register for the Early Start Program?

A: The early start program is expected to be available at each campus through the first week of August. The deadline to enroll would be before the last session commences at any campus.

ENROLLMENT MANAGEMENT

Q: How can the Admissions or Records/Registrar's office deal with student's who are taking a course at a service campus and they are notified that admission has been rescinded from the destination campus?

A: It is important that campuses use the message feature on the Early Start Smart Page to help to radically reduce issues of this kind from happening. In other words, let the students know what is in front of them, i.e. the importance of taking the EPT/ELM by a deadline date.

Q: If a student comes in with many credits, it could technically make them a sophomore. How will this type of student be dealt with?

A: If students recently graduated from high school they are more than likely FTF regardless of the completion of transferable credit. A few of these students may need to participate in Early Start and should be properly coded.

Q: How would a campus identify a student who should not be included in the Early Start Program population?

A: The campus would identify what type of student should be waived from the program, using a waiver (positive service indicator). The campus will need to identify those students who are automatically waived from the ESP requirement (example: non-residents, internationals, late admits), those who will need to request a waiver (example: due to hardship), and those who will need to meet the requirement. Students participating in Summer Bridge programs **or similar programs** are exempt. Please note, however, that Summer Bridge participants should be coded in some manner to prevent communication errors. Those invited in error can select other on the Smart Page and enter "Summer Bridge."

Q: A student may apply at multiple campuses and provide varying information at each campus. Can a Question/Answer step be developed to ensure that the correct response is uploaded in the Global Database? Is there the possibility of duplicate data in the database?

A: It is unlikely for there to be many duplicates in the system as generally students will not be given access to define their Early Start campus until they have first filed their intention to register. While a student may be admitted to multiple campuses, it is more likely that they will file their intention and deposit with only one. Because there may be students who file more than one intention, a report will be developed to reveal duplicates for administrative use.

Q: How will duplicate records be addressed?

A: Though likely limited, a report will be developed to reveal duplicates. Duplicates disturb the expected enrollment tabulation as it is likely that the students will only attend one English session or one math session somewhere. Other than the "no-show" issue, duplicates will not harm the system or the reporting requirements.

Q: For most campuses the transcript deadline is in mid July and a student can be taking remedial coursework at a service campus and be just about done when notification of rescinded admission comes – will service campus be notified? Is there a potential problem?

A: You will not be receiving transcripts from service campuses but downloadable data. You will not receive this data until mid August or so. More importantly, the mid July deadline cannot be imposed for Early Start requirements. All campuses will be expected to receive Early Start results no matter where **in the CSU** or when the student accomplishes the task.

Q: If the demand payment system for summer is functioning for the Early Start Program will Continuing Education be able to use it as well?

A: It would be helpful if this modification could be released and utilized well in advance of Early Start, but this does not presently seem likely. Yes, Continuing Education should be able to use the demand payment feature for its own courses and programs for each of its enrollment periods.

Q: Should there be course selection limit to math and/or writing for Early Start students?

A: Limiting the course selection to math and/or writing for Early Start for the ESP program is desirable and should be set-up this way. ESP students may, on their own, seek and enroll in additional courses. However, these are students in need of remediation, so we do not want to encourage or promote additional courses. Moreover, financial aid will not be available for these extra enrollments. Those students who do complete other courses will need to have transcripts sent to their destination campuses.

Q: Can students be required to go to destination campuses?

A: They can be persuaded and encouraged to attend their destination campuses for Early Start. Given the systemwide nature of the Executive Order, however, campuses must accept the completion of Early Start at other campuses including community colleges.

Q: What are the enrollment procedures for state support program?

A: The same procedures that are presently available to matriculated students.

Q: Can campuses refuse to accept Early Start credits.

A: No.

Q: Will campuses be allowed to disenroll students?

A: Students who do not participate in Early Start who are already registered may eventually have fall enrollments cancelled or be blocked from future winter/spring enrollment. Each destination campus will manage the first level of enforcement, i.e. blocking fall enrollment. Future enforcement regarding class cancellation and the prevention of enrollment for a future term must wait for system stability.

Q: Will students be required to be a part of Early Start have a seat available at their destination campus?

A: The Early Start Program is a systemwide initiative. Sufficient courses and seats will be available systemwide to accommodate the demand. **Campuses are instructed to ensure that all demand can be met.**

Q: How will enrollment be managed in ESP? In the event of 23 unique programs, how do we avoid one or a few ESP activities being overwhelmed with statewide student enrollment?

A: As we have no real ESP enrollment history to rely on, we have elected to separate the data gathered on the Smart Page from actual enrollment in classes. The data will be a major assist for campuses in determining how many sections of English and math to offer.

Q: In the case of non-performance, how/when will students be disenrolled? Will campuses be penalized for not making enrollment targets due to (last minute) ESP disenrollments?

A: Campuses must meet their targets. It is not expected that students will be disenrolled or prevented from re-enrolling until the ESP has been able to work through all of its processes for a couple of cycles.

Q: How are students advised into ESP?

A: Each campus will construct an appropriate set of communication tools and should be prepared to have advisors on-hand to answer ESP-related questions.

Q: How will the system deal with changing student intentions regarding their campus of enrollment, post May 1st intent to enroll?

A: Campuses should report out the number of expected students from the global database in order to plan the number of sections it will offer. There will be no-shows caused by new thinking, fresh scores, changes of heart; it is likely that campuses will find that not all students who sign up actually show up for their classes. In the end, ETS will only collect data from those students who actually participate.

Q: Who will assess student performance? Recommend level of remediation?

A: The data can be processed into the system "as if" it were a fresh ELM or EPT score. Those students with sufficiently high marks might actually complete their remediation requirements; others may eliminate a term; others will only receive the benefit of instruction but will have the same number of terms to complete.

Q: How will enrollment be handled after ESP to adjust level of remediation in first semester courses?

A: As most students will already have been enrolled in the fall term, campuses will have the opportunity to adjust enrollments for those high-achieving students who participate in Early Start. The same procedure would be invoked for students who submit passing SAT/ACT or, in certain cases, new ELM scores.

Q: How will students be assessed in a timely fashion in order to advise and enroll them properly? Or disenroll them?

A: There is no question that Early Start is out-of-step with the fall enrollment procedures. Adjustments to fall enrollment can be made, however, as soon as the results are returned. That is why Early Start is expected to conclude by first week of August in order for grades to be captured and scores to be available at each destination campus.

Q: What happens after completing the Early Start course during the summer?

A: Ideally, students who complete an authorized Early Start class or approved activity will, at the point of completion, be assessed as either (1) remediated and eligible to enroll in college level courses for the fall term; (2) partially remediated and eligible to enroll in the 2nd tier of remediation in the fall term; (3) not remediated but

eligible to enroll in the fall term; or (4) not remediated and potentially not eligible to continue in the Fall term for failure to complete assignments or for an unauthorized withdrawal from Early Start.

Q: Should the intent to register and deposit dates be standardized across all CSU campuses?

A: For the most part, campuses follow the national intent to register date of May 1. Enrollment deposit requirements are not uniform, however.

Q: Will a student be required to participate in Early Start if they do not have final grades from a high school class related to Early Start conditional readiness?

A: Conditionally exempt math students are already exempt from Early Start .

Q: Is there a final date by which we must have completed Early Start courses so that student will have them for the start of school at a semester campus?

A: The Early Start results will be available to campuses in mid-August. However, Early Start enrollments completed at community colleges will only be available when transcripts are received.

Q: Are campuses obligated to meet enrollment demand for Early Start? Ex: If enrollment demand was 1,600 FTE's and the campus can only secure 1,200 seats, can the campus refer students to other campuses?

A: Campuses are expected to accommodate the enrollment demand which is why we want to secure this information as soon after May 1 as possible. It is why we have permitted campuses to announce the Early Start requirement to students who only have ACT/SAT values present. As all service enrollments will be through self-support, the FTE comparison does not fit although the meaning is clear. If campuses find themselves in an overload situation, they will be expected to contact our office immediately.

Q: How will working students attend Early Start courses?

A: Early start is a requirement for fall course enrollment for identified students. Students who will be balancing work obligations in fall will need to do the same in summer.

Q: How will Early Start impact directed self placement programs?

A: Directed self-placement in English should be enhanced by the Early Start experience.

Q: If a student does not finish the math course, how will they enroll in fall?

A: Most students will already be enrolled in fall in the appropriate math course that matches to their ELM results.

Q: Will there be further guidance/criteria on the granting of exemptions from the Early Start Program beyond what we have currently (e.g. EOP, INTL, non-resident, late admits)?

A: A standard exemption procedure will be developed as the Chancellor Office plans to review/study information on exemptions.

RESIDENCE

Q: What policy issues are needed to ensure that campuses provide summer housing and student services to Early Start students?

A: As most campuses offer summer session or YRO courses, routine campus services are available. Housing is not required for Early Start.

Q: Should all campuses be expected to provide a residential option during the summer or only some campuses on a pilot basis?

A: There are no expectations in this regard.

FUNDING

Q: Who pays for curriculum development?

A: The CSU is engaged in with high school faculty to develop and to refine appropriate writing and mathematics courses for senior-year high school students. The Early Start curriculum, however, is the responsibility of each campus; each campus subsidizes the development as it would for any other course.

Q: Is Early Start self-supported? Will student fees cover the cost of the program?

A: Even though Early Start is offered through self-support, it is not designed to be profit-generating. Campuses should “break even” with the fees collected or from the funding provided through our CSU financial aid source.

Q: Who pays for administrative costs (configuring systems at each campus, student evaluations, materials, instruction, grading, tracking, etc)?

A: The campuses provide for these costs.

Q: How will campuses fund Early Start pilot programs?

A: The pilot period is largely over. We go live with our plans and programs in Summer 2012.

Q: Should campuses be encouraged to submit a funding proposal to pilot an Early Start program prior to the 2012 implementation date?

A: No, but there is a need to develop an Early Start math course that several community colleges could offer. If there is an interest, then the campus should contact the Vice Chancellor’s office.

Q: What funds will be used to compensate faculty?

A: Faculty instruction will be paid through standard special program salary schedule Class Code 2322.

CMS

Q: Is CMS providing functionality to facilitate the Early Start Program?

A: Yes. CMS Central Student Administration (SA) Application Team continues to work with representatives from: the Chancellor’s Office’s Student Academic Support (SAS) and the Student Administration User Group (SAUG) to determine the functionality and tools that will assist campuses in facilitating this program. Specifications for the following functionality are in progress:

- Smart Page
- Global Database
- Self Service Admit/Enroll
- ESP Score/Grade Processing

Q: How should campuses code pre-requisites to check for EPT/ELM?

A: Pre-requisite checking across the CSU in a uniform way may not be supported by Early Start. As students only need to begin their remediation, pre-requisite checking in Early Start may not be necessary. Both the Early Start Committee and the SAUG Subcommittee will discuss this item at future meetings. Alternative solutions would be to inform students about appropriate selections through an independent statewide Early Start listing of classes or through the messaging feature on the Smart Page. How differentiated Early Start courses will be at any particular campus has also not yet been determined.

Q: If students with conditional exemptions in math are not subject to ESP, how do campuses recognize this and override a failing ELM score?

A: Conditional EAP is already coded or downloaded.

Q: Do we have to upgrade our system simultaneously with Early Start implementation?

A: Early Start related CMS modifications will be released in version 8.9 and well as 9.0.

Q: How will students register under current systems timeline if they have not begun the Early Start Program process?

A: Most will have already enrolled for fall. Adjustments to fall enrollment might be required based on Early Start results.

Q: How does the use of Self-Service affect campuses who do not utilize this tool?

A: All campuses are expected to utilize the delivered tools for Early Start. The “tool” for enrolling ESP students will be through the CMS Self Service modification with the intention that this tool will be come available in the future for all of Extended Education enrollments.

Q: For campuses using CashNet, how will they address the issue of having a student enroll and not be able to pay until the file is loaded to CashNet?

A: Various options are currently under review to address this question.

Q: Can the Self Service Modification be available only to students in the Early Start Program?

A: The Self Service process will search match against the Global Database to prevent non-ESP students from registering. If the student matches in the Global Database, the process will continue to search match against the PeopleSoft database to prevent duplicate EMPLID's. Search Match parameters for PeopleSoft will be included in a set up page so campuses can determine the levels appropriate for their campus business needs.

SMART PAGE

Q: What is the purpose of the Smart Page?

A: The Smart Page is a new student page developed by CMS where students can indicate where and how they intend to participate in the Early Start Program. Students will enter the Smart Page as determined by the Destination Campus. The purpose of the Smart Page is to:

1. Establish the requirement to participate in Early Start for English, math or both.
2. Require the student to commit where/how he/she plans to complete the Early Start experience
3. Provide a means to share information between the destination and service campuses

Q: What will the Smart Page do?

A: The Smart Page will capture the student's decisions and intentions. It will also allow campuses to display custom communications to students within the page.

Q: Where is the best place for the Smart Page to reside? Admissions or Student Records?

A: Subcommittee campus representatives preferred self service Admissions.

Q: Will the Smart Page require individual login and password from their campus logins? More passwords to remember?

A: Smart Page access will be provided through the Admissions section of self service; consequently, additional logins and passwords will not be required.

Q: Can a student access the Smart Page again? Can he make a change to a different Service Campus?

A: Yes. A student can access the Smart Page multiple times to update his response(s). An audit table to retain the history of a student's response(s) will be maintained.

Q: Once the student has completed the Smart Page, will the selection be documented for the student to review at a later time in self service?

A: Since the student is able to return to the Smart Page to change his response(s), the student can review his selection(s) upon his return to the Smart Page.

Q: If a student wants to change to a different Service Campus but the Smart Page weblink is not accessible, who should the student contact?

A: An administrative Smart Page will be available for limited campus users. These designated users, who will have access to the administrative Smart Page, can make updates on behalf of the student if the student is unable to make the updates/changes through the Smart Page.

Q: If a student is required to participate in ESP for both Math and English, can the student elect to take the sessions at two different Service Campuses?

A: Yes. On the Smart Page, a student can choose to participate in the Early Start Program for both Math and English at different Service Campuses.

Q: My campus has custom self-service pages. Can my campus integrate the Smart Page questions into our custom self-service page and not use the Smart Page?

A: It is important that campuses use the delivered Smart Page and relocate the delivered link to their custom self service pages. The delivered Smart Page writes data to the Global Database (see questions below); data that is then accessible to other campuses. Using a campus modification would not be able to leverage the Global Database functionality which will defeat the ability to communicate with the several service campuses.

Q: Where are Smart Page responses stored?

A: Smart Page responses will be stored on the Global Database (see questions below) as well as to Destination Campus production tables. When a student enters his response(s) on the Smart Page at his Destination Campus, his response(s) are written to the Global Database for other campuses to access; his responses(s) are also written to tables in the Destination Campus so any reporting that needs to be done is against data from the production environment.

Q: Will information on Early Start be available from the Smart Page?

A: Yes, a link guiding the student to the calstate.edu website with more information on Early Start will be available for users. There will be an additional link that will share what all campuses are offering with respect to Early Start. In addition, campuses will be able to display custom communications within the Smart Page.

Q: Can there be separate setup for English and Math service indicators in the Smart Page setup?

A: Yes, the Smart Page is so divided.

Q: Clarification needed to indicate what invokes the Smart Page to appear. Has the trigger been hardcoded or is it part of setup?

A: CMS will provide documentation on the logic of the Smart Page and what values trigger messages and ESP options for signing up.

Q: If a student has been accepted at more than one campus, he/she may very well indicate intent to take remedial coursework at more than one campus, will the Smart Page restrict the student to only one choice?

A: Students can only submit multiple places if they *file Intents to enroll* at more than one campus. This will happen particularly at campuses that do not require SIR enrollment deposits. Students cannot submit multiple requests from same Smart Page for the same Destination campus. Campuses should count on a natural “no show” rate in doing this work at the outset as there will be just as many FTF who elect not to attend a CSU in the last minute as there will be students who “double book” their Early Start options.

Q: If students can go into the Smart Page and update their service campus, does the service campus get notified in the event that they are no longer the service campus? Does the original service campus lose their security to the Administration page for the student that time? What if the student has already been Quick Admitted/Enrolled?

A: There is no notification procedure; campuses should expect a certain “no-show” rate from these changes. If a student changes his/her service campus, an audit record can be queried for historical purposes. However, only the active service campus will retain administrative rights over the data on the global database.

Q: Does the campus have the ability to indicate the date at which they will no longer be accepting students as a service campus?

A: No, one of the goals of the Smart Page is to collect this information in order for campuses to provide service through the first week of August. All campuses need to remain open.

Q: Will student be able to go to the Smart Page to see what all the Early Start options will be at both service campuses and destination campuses?

A: No, a separate but linked repository of information in the form of a systemwide schedule of classes is under consideration.

GLOBAL DATABASE

Q: What is the Global Database?

A: The Global Database is a shared campus database that contains information on Early Start Program students and their Early Start Program response(s) from the Smart Page **for students who elect to attend a service campus**. The data in the Global Database is accessible based on Campus Codes. If the student has your Campus Code as a Destination Campus and/or Service Campus in the Global Database, the campus will have access to that student's data in the Global Database.

Q: How do I access the Global Database to view which students have elected to come to my campus for the Early Start Program?

A: Campuses can write queries to extract the data in the Global Database (only students who belong to your Campus Code as a Destination and/or Service Campus) to identify ESP participants at their campus.

Q: What could I do with the data from the Global Database?

A: Some examples for using the queried Global Database data:

- To identify the number of service students who will be attending your campus for the Early Start Program— this data can then be used to assist in anticipating capacity
- To identify the number of service students who will be participating in ESP English and/or Math at your campus – this data can then be used to assist in course scheduling
- To capture ESP service students' contact information – this data can then be used to send communications to those students

Q: If updates are made to a student's data, how is data updated in the Global Database?

A: Data in the Global Database can be updated either by the student or by the campus. A student updates the Global Database each time he submits a response through the Smart Page. Initial responses and changes to responses are maintained. A campus user can update the Global Database through the administrative Smart Page, when student responses are administratively updated. The campus will also be able to update student data in the Global Database through processes. CMS will deliver a process series of processes that will update Financial Aid information, biographical information, and EPT/ELM data in the Global Database.

Q: Why are the completed grades/scores not kept in the Global Database?

A: A separate process will be developed for campuses to upload ESP scores/grades to the Educational Testing Service (ETS). Campuses can then download ESP scores/grades from ETS that will include every ESP student's data. Campuses will use familiar PeopleSoft test load functionality to download the scores/grades to the Test Results page in their databases. By moving the data to ETS, departments like the Chancellor's Office Analytic Studies department will be able to assemble concordance reports of EPT/ELM/EAP data with ESP data and match that data with data that will eventually be supplied by campuses via ERSA, ERSS, and sERSS. ETS also provides an additional level of security that grade capture and reporting requires.

Q: How will the campuses communicate the student data?

A: Through the Global Database, campuses will be able to extract student data.

Q: How will a service campus communicate with students in the Global Database if the student does not exist in the campus database? What mechanism/toll will a campus use to communicate with students about their enrollment process at the service campus?

A: Various options are under view to address this question. Information will be provided to the campuses after the impact is given a thorough review.

Q: How is the Global Database updated?

A: It is updated by student actions and by campus actions. Students have the opportunity to update their information on the Smart Page. An administrator at the campus, can also update student information. Both actions will automatically update the Global Database.

Q: Who has access to the Global Database?

A: Limited administrators at both the destination and service campuses will have access to the Global Database. Students will be able to update information by means of their responses from the Smart Page.

Q: Do service and destination campuses have the ability to update student information?

A: A campus will only be able to view/update student data in the Global Database based on the Destination/Service Campus Codes.

Q: How to Use the Data in Global Database?

A: The campuses of instruction will query the global database to determine which students and how many have selected them as the site for their Early Start experience. The biodemographic and address data will be used to communicate with these students.

Q: How will sensitive data be treated?

A: Level 1 Data represents information such as SSNs that will be encrypted at the database level and masked at the application level when viewed. Campuses should have access to enough data to determine application status and financial aid eligibility to pass this information to the Service campus. The Global Database will only be accessed through secured views in order to prevent unauthorized access.

Q: How will a destination campus know a student has completed the Early Start requirement?

- Once the student completes the Early Start Program, a flag is marked in the Global Database, along with the completion date.
- When the grade roster is completed with grades/translated scores, a process to create an ESP Scores file will be run.
- The ESP Scores file will be SFTP-ed to ETS.
- Campuses will then download ESP Score files that will include all campuses and load/post scores to their Test Results page.

Q: How will the service campus use the global database?

A: Service campuses will use queries to access data.

Q: In the Global Database, why is SSN the only encrypted data? What about date of birth?

A: We have been working closely with our Security Department at the CO. As long as the SS# is encrypted (Level 1 Security) the DOB does not have to be.

Q: In the Global Database audit tables - will you include the source with update history – either student or administrative?

A: Yes both will be included.

Q: How is Financial Aid data updated? How does the Waiver Eligible field get updated?

A: A process will be developed to update the Global Database from the Waiver Eligible field.

TESTING & SCORING

Q: Will the CSU require that all EPT/ELM tests be completed by April?

A: No. For two reasons:

1. The last test date for the EPT/ELM is in early May
2. In the absence of EPT/ELM values, campuses should define Early Start candidates based on ACT/SAT cutoff values. In this way, most students in need of Early Start can define their intentions. Adjustments may be necessary when EPT/ELM values are eventually received. Students can also be told to delay their answers if they expect to have performed well on the EPT/ELM test.

Q: If the April deadline does not become a reality for a campus and the campus continues to require that EPT/ELM tests be taken no later than May 7, how do they prevent students who take the test after May 7 from selecting the campus as a service school?

A: They shouldn't. Campus Presidents were recently reminded that the Early Start Initiative is a system-wide responsibility as students will need to be served throughout the state, particularly where enrollment at the destination campus is not feasible. Campus Presidents have been asked to offer Early Start courses through the first week of August in order to accommodate these students.

Q: Where will the grades be stored?

A: The grades for Early Start will be in test-score form; they will be uploaded to the Educational Testing Services repository. Campuses are already familiar with downloading scores from this service. The actual grades always remain with the campus of instruction, but these functional values will be retained by the destination campuses in test-score form.

Q: After completing the Early Start course, how will destination campuses access the student grade/score?

A: Educational Testing Service (ETS) will house all grades/scores for Early Start. ETS will provide the ability for Destination Campuses to download ESP grades/scores by adding this capability to the current secure EPT/ELM score reporting web site. ETS will modify the EPT/ELM database to include additional fields to collect the Service Campus codes, Destination Campus codes, units earned, the date data was received, and the course name/number and other related fields.

Q: If a student places in the lowest level of Math remediation – meaning they need three terms of Math remediation, 10, 11 and 12, and the student takes one term of math remediation at a semester campus are campuses required to reconcile that in any particular way?

A: The Math Council and English Council adopted a grade reporting rubric that forms the 3rd deliverable. A campus will receive "scores" that resemble EPT/ELM values. These could then be used to assess whether or not remediation is finished or what remediation remains.

Q: If the EPT/ELM scores are not present, should a campus use SAT/ACT scores?

A: When EPT/ELM values are not present, we have agreed that SAT/ACT score values should be used to fulfill this communication obligation. Otherwise, students will not know what will likely be required of them during the summer nor will the campuses providing service instruction know how many students they can expect. This utilization does not exempt required students from taking the EPT/ELM for the fall term.

Q: What should campuses do if a student passes the EPT/ELM?

A: A portion of students will pass the EPT/ELM requiring an eventual adjustment. The added portion may be as high as 34% of the May test but probably more in the 20-25% range across the system. To reduce the number of potential adjustments that the Smart Page will pick up when scores are received, we can expect campuses to provide a basic message to students on the Smart Page along the lines we described which transfers the responsibility of "monitoring" the Early Start obligation directly to the students.

Q: Will ETS create a systemwide April test which will mitigate the adjustments on the Smart Page?

A: Based on the review of a proposal by ETS, creating a systemwide April test would be cost prohibitive at this time. Campuses are encouraged to consider their own local administration in April.

Q: Can a student be required to re-test?

A: We cannot require students to re-test; we can encourage them or they can simply volunteer.

Q: When will ELM/EPT scores be available? What are the cut-off scores?

A: Students scoring below the following levels must take Early Start:

- ii. Math – ELM <50
- iii. English – EPT < 138 (bottom quartile)

Use of ACT/SAT scores to exempt students from Early Start

- iv. Math – SAT Math Level Reasoning/Math Level 1/Math Level 2 ≥ 550 . ACT ≥ 23
- v. English – SAT Critical Reading ≥ 410 . ACT ≥ 17

Q: What is the logic behind these cutoff scores?

A: Expected success in college-level English and mathematics courses.

Q: When will students know their performance on ESP?

A: If the instructor lets them know, right away. Otherwise, the results will be available at destination campus in 7-10 days after courses conclude.

Q: When will the campuses know about the student's performance on ESP?

A: Campuses will be informed within a week.

Q: Who pays for assessment and grading?

A: The campuses do.

Q: When should a student take the EPT/ELM test?

A: As soon as they learn they are not exempt based on EAP, SAT, or ACT scores. The earlier students test, the better for all involved.

Q: If applicants are required to take the EPT/ELM prior to admission, how will CSU ensure that a student's need for remediation will not affect the admission decision?

A: The EPT/ELM is never used as an admission determinant. Applicants may test before they are admitted if they choose to do so.

Q: What is the definition of at-risk for English?

A: A student who scores less than 138 on the EPT is expected to participate in Early Start in 2012.

Q: Can we allow students to re-take the EPT after completing the Early Start?

A: No. Scores are automatically cancelled by ETS when students re-test particularly if they take the test in the same cycle; i.e. the same test. This double exposure to the same test questions is much more likely with EPT than it is with ELM. The test is not designed to be a pre and post experience. Moreover, Early Start is about preparing for courses, not about preparing for testing. Students should not be asked to pay additional fees for a diagnostic result that is already available to the campus.

ARTICULATION

Q: How are the Early Start classes at the community colleges selected? How do they meet the ESP course requirements?

A: There are no formal early start classes offered at the community colleges. Nevertheless, students may indicate their intention to enroll at community colleges to fulfill this requirement and may find an appropriate English or math course. The ESP requirement will be officially met when these courses are completed and transcripts are sent. We are working with several CCC campuses to consider the development of formal classes to meet the ESP requirement.

Q: Will we be required to accept remedial coursework from any community college?

A: You must accept remedial coursework from a CCC listed in the Smart Page as fulfilling the Early Start requirement. How the coursework fulfills remediation is a campus issue.

Q: Are all courses supposed to be created as 1 unit courses whether quarter or semester?

A: No. Campuses will offer 1-unit courses (semester) or **1.5 unit courses (quarter)** and may offer other courses with different unit values for English and Math courses.

Q: Requirements for completion of remediation differ from campus-to-campus. How will the destination campus update the student's milestone levels if the remedial courses at the service campus are not the same (ex. 1 semester vs. 2 semesters of remediation)?

A: The reason for transmitting ELM-like and EPT-like values instead of grades is to enable these results to function as an augmentation of previously received scores.

Q: Can students take other classes?

A: Yes, but it is neither encouraged nor supported by Early Start.

Q: Is a one-unit course on a quarter campus the same number of hours as on a semester campus?

A: No, a one unit course offered by a quarter campus would be 10 hours while one for a semester campus would be 15 hours. Fulfilling the requirement is measured by units not by hours.

Q: Can the one unit course be online?

A: Yes.

Q: Will all campuses be required to create an online ESP activity?

A: No.

Q: Who will develop ESP curriculum? How will curriculum development across the system be organized?

A: Campus faculty. Course content can be shared across campuses.

Q: Will the Chancellor's Office suggest some common content for the one unit course?

A: No.

Q: Can the portable option course (service course) be offered in an on-line format? Can it be more substantive than one unit?

A: Yes and yes. However, each campus must offer at least one section of a one-unit course in math and a one-unit course in English.

Q: Will faculty who teach one or more sections of the Early Start portable class be subject to the 125% workload rule?

A: Compensation is based on the Special Program Salary Schedule, Class Code 2322.

Q: Can the Early Start course be taken prior to graduation from high school?

A: Yes.

Q: Can students taking Early Start on their destination campus take the one unit option meant for those who will matriculate at a different campus?

A: Yes, although the campus would be in the best position to guide students to the correct choices.

Q: Is there a list/description of all of the ways the campuses have decided to operationalize the one unit course?

A: Yes, there is a summary of all the plans.