

FW: Emancipated Minor Questionnaire trigger-question

8 messages

Leahy, Mitch <mleahy@santarosa.edu>
To: Patricia Donohue <pdonohue@ccctechcenter.org>

Thu, Mar 28, 2019 at 3:14 PM

Hello Patty,

Here is some feedback from our staff concerning the care and control question.

Mitchell Leahy

Coordinator, Admissions and Records

Admissions, Records & Enrollment Development

Santa Rosa Junior College

Phone: 707-527-4510

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From: Martinez, Reina <rmartinez@santarosa.edu>
Sent: Thursday, March 28, 2019 2:45 PM
To: Leahy, Mitch <mleahy@santarosa.edu>
Subject: Emancipated Minor Questionnaire trigger-question

Hi Mitch,

I looked into this frustrating phenomenon and here's the triggering question:

Parent/Guardian Information

By California law, qualification for resident tuition is based on the residency of your parent(s) or guardian(s) until you are 19 years of age, except in certain special circumstances. The following questions will be used to determine whether or not you need to provide **parent** or **guardian** information for the purposes of determining residency. Your response will not affect your admission to college.

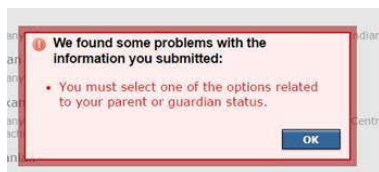
Select the statement that applies to you:

At least one of the following statements is true about me.

- I am or have been married.
- I am legally **emancipated**.
- I do not have a living parent or guardian.
- As of 06/18/2017, I will be on active duty in the armed services.
- As of 06/18/2017, I will have been **self-supporting** for at least one year.

None of the statements above is true about me.

I suspect that the reason so many students answer this question incorrectly is that they skim over the list of statements and don't notice the "None of the statements above is true about me" option that is separate from "At least one of the following" so they simply move past the list without marking either answer. When they try to go to the next page, the following message pops up:



I think when students receive this they think they have to select "At least one of the following..." in order to move on, because that is the answer that is highlighted with a red box to signify the question is unanswered. (see screen clip above with "At least..." highlighted in red – that is what happens after the error message pops up)

If you have any questions, please let me know.

Regards,

Reina Martinez

Admissions & Records Specialist

Santa Rosa Junior College

1501 Mendocino Ave | Santa Rosa, CA | 95401

Tel: (707) 521-7953 Fax: (707) 527-4798

Patty Donohue <pdonohue@ccctechcenter.org>
To: "Leahy, Mitch" <mleahy@santarosa.edu>

Mon, Apr 1, 2019 at 6:52 PM

Thank you so much, Mitch. This is very helpful.

I plan to review this feedback with the team.

Patty

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Patricia Donohue
Product Manager, OpenCCC, CCCApply, SSO Proxy
California Community Colleges Technology Center
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3536 Butte Campus Drive, Oroville, CA 95965
CCCApply Support: www.ccctechnology.info

Patty Donohue <pdonohue@ccctechcenter.org>
To: Amanda Mason <amason@unicon.net>, Tyler Bain <tbain@unicon.net>
Cc: Dawn Edmunds <dedmunds@unicon.net>

Mon, Apr 1, 2019 at 6:59 PM

I realize it's probably too late to incorporate any of this feedback into our upcoming change to the Parent/Guardian Information language - but this is really good feedback from Santa Rosa. I totally see how this could be a problem. Can we get together and discuss a design solution that could help reduce this issue from happening so frequently? I'm thinking - even something simple like moving the "None of these statements apply to me" statement and radio button up (layout) closer to the bulleted list - might help the student's eye stay with the full scope of options before abandoning the question?

I'm curious what you recommend Tyler?

Thanks,
Patty

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Amanda Mason <amason@unicon.net>
To: Patricia Donohue <pdonohue@ccctechcenter.org>
Cc: Tyler Bain <tbain@unicon.net>, Dawn Edmunds <dedmunds@unicon.net>

Tue, Apr 2, 2019 at 8:59 AM

Let's invite Tyler to our requirements meeting today and discuss this and what can be done.

Amanda

From: "Patricia Donohue" <pdonohue@ccctechcenter.org>
To: "Amanda Mason" <amason@unicon.net>, "Tyler Bain" <tbain@unicon.net>
Cc: "Dawn Edmunds" <dedmunds@unicon.net>
Sent: Monday, April 1, 2019 6:59:56 PM
Subject: Fwd: Emancipated Minor Questionnaire trigger-question

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Amanda Mason
Director, Business Analyst | Unicon, Inc.
602.317.8121 (c)
amason@unicon.net

Amanda Mason <amason@unicon.net>
To: Patricia Donohue <pdonohue@ccctechcenter.org>
Cc: Tyler Bain <tbain@unicon.net>, Dawn Edmunds <dedmunds@unicon.net>

Tue, Apr 2, 2019 at 9:03 AM

Actually Patty - Tyler is not available at the time we meet. Can we meet at 3:30-4 today with Tyler? Patty it looks like your calendar is free at that time. Let me know and I'll set it up from there.

Amanda

From: "Amanda Mason" <amason@unicon.net>
To: "Patricia Donohue" <pdonohue@ccctechcenter.org>
Cc: "Tyler Bain" <tbain@unicon.net>, "Dawn Edmunds" <dedmunds@unicon.net>
Sent: Tuesday, April 2, 2019 8:59:17 AM
Subject: Re: Emancipated Minor Questionnaire trigger-question

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Patricia Donohue <pdonohue@ccctechcenter.org>
To: Amanda Mason <amason@unicon.net>
Cc: Tyler Bain <tbain@unicon.net>, Dawn Edmunds <dedmunds@unicon.net>

Tue, Apr 2, 2019 at 9:08 AM

I can only do this (meet at 3:30) if we cancel our requirements meeting at 1pm. I have very little time today when I'm not in meetings and I have a COB deadline for the CO. Let me know which single meeting time we land on.

Thanks

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Patty

[Quoted text hidden]

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I suspect that the reason so many students answer this question incorrectly is that they skim over the list of statements and don't notice the "None of the statements above is true about me" option that is separate from "At least one of the following" so they simply move past the list without marking either answer. When they try to go to the next page, the following message pops up:

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Amanda Mason <amason@unicon.net>
To: Patricia Donohue <pdonohue@ccctechcenter.org>
Cc: Tyler Bain <tbain@unicon.net>, Dawn Edmunds <dedmunds@unicon.net>

Tue, Apr 2, 2019 at 10:15 AM

I dont have a ton to go over with you reqs wise so lets do it. I'll move that meeting to 3:30. Tyler has a hard stop at 4.

Amanda

From: "Patricia Donohue" <pdonohue@ccctechcenter.org>
To: "Amanda Mason" <amason@unicon.net>
Cc: "Tyler Bain" <tbain@unicon.net>, "Dawn Edmunds" <dedmunds@unicon.net>
Sent: Tuesday, April 2, 2019 9:08:30 AM

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Patty Donohue <pdonohue@ccctechcenter.org>
To: Amanda Mason <amason@unicon.net>
Cc: Tyler Bain <tbain@unicon.net>, Dawn Edmunds <dedmunds@unicon.net>

Tue, Apr 2, 2019 at 2:11 PM

Perfect. See you then.

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