

Good Evening,

I want to share an important update as we prepare for the start of the spring semester on Monday. As part of our ongoing efforts to address fraudulent enrollment, please keep the following in mind:

1. **Drops: The majority of administratively drops are occurring this evening, with another drop on Sunday.** As a result, some of you may see shifts in your course(s) enrollment. Please continue working with your [Dean or Division Office](#) to address any concerns.
  - **Administrative Drops:** The administrative drops will impact fraudulent enrollment in both courses and the waitlists. This group of fraudulently enrolled registrants will have a registration hold that will prevent them from enrolling in additional courses or waitlists.
    1. If a genuine, non-fraudulent student was inadvertently dropped, the student can contact the designated Counseling support number at **909.274.4100** to verify additional information. The Counseling team will support students in lifting their registration hold and supporting them in enrolling in courses.
  - **New and Additional Screening at the Application Level:** Today, IT launched a new process to screen applications before they are downloaded to Banner and placing applications that are flagged as potentially fraudulent in quarantine—meaning that those applications are not downloaded and will not be able to register. Then, only the applications that have passed screening are downloaded into Banner and able to register in courses.
    1. If a genuine student is inadvertently placed in quarantine, the student can contact [Admissions and Records](#) (909.274.4415) to verify information. The Admissions and Records team will support the student and download their application allowing them to register.
2. **Drop “no-show” students.** Ensuring accurate rosters will help open seats for students actively seeking to enroll.
  - **Mt. SAC has two Administrative Procedures (APs) that also address dropping No Show students:** [AP 5075 Course Adds and Drops](#) states that “an instructor may drop a student who has not arrived within the **first 30 minutes of the first course** meeting of an in-person or synchronous online course. For asynchronous online courses, students must complete the No Show activity designated by their professor **within three days** to demonstrate attendance or they will be dropped from the course for nonattendance.” Additional information in [AP 4105 Distance Learning](#) states (bottom of page 3), “faculty will drop, as a No-Show, any student who has not actively participated in the course or has not completed the faculty-determined check-in activity. Faculty members have discretion to establish any date between the official start of the term and the third day of the term.”
  - Per [Title 5 Section §58004](#), **professors have the responsibility to clear their rosters of inactive students** who are considered “No Show” students in online, hybrid, and face-to-face courses. For in-person courses, attendance is determined by physical presence, while in online courses, participation is measured through participation as defined in policy and on the professor’s syllabus. These policies apply regardless of course waitlists. To provide clarity for students, professors are encouraged to include a statement in

their syllabus outlining their course-specific drop policy, including how and when No Show students will be dropped

- Refer to the additional information below regarding dropping No Show students.
3. **Please show us grace as we navigate through the unexpected challenges next week.** While we have taken every measure to prepare, unforeseen situations may arise. Please work closely with your [Dean or Division Office](#) to share your concerns and identify any support needed. We are here to support you!

Your patience and collaboration are greatly appreciated as we work together to ensure a smooth start to the semester. While challenges may arise, we are committed to supporting you every step of the way. A huge thank you to Student Services and IT for their continued efforts in managing this process—their commitment and behind-the-scenes work have been instrumental in ensuring a smoother transition for both students and professors.

Thank you for all you do to create a welcoming and successful learning environment for our students. Wishing you a great start to the spring semester!

Please feel free to reach out to me directly if you have any questions.

Thank you,  
Kelly Fowler



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