What topic of importance to PESC should be important to enrollment managers?
Enrollment managers should be looking at the entire student experience from the student's perspective. The admissions process, for example, is disjointed and haphazard and not at all consumer-friendly. All the forms, tests, transcripts, monitoring and anxiety should no longer be business as usual.

How much like money and interstate commerce are college transcript credits in your opinion?
They’re not like money. They are money. If a student reaches a certain level in a college, why is that not portable? Even the telecom industry adopted portability, and now your cell phone number is portable. I can also carry my cell phone minutes across any border. College credits can lose significant value whenever they cross a border. Having to borrow to take a course over again makes unhappy consumers. Enrollment managers must deal with this issue soon. This is one of the most broken processes in the higher education ecosystem.

Has the Spellings Commission been of any help regarding the portability of college credits?
I think the committee and its report had tremendous potential. But I think David Ward correctly observed that much improvement could be built upon existing successes. For example, an automated transcript is not far from being a "student unit record." Why not maximize the investments already in place, rather than building something untried from the ground up?

What is the current status of Meteor and whom does it benefit?
We awarded Meteor top honors in our 2002 Best Practices Competition. It became quite popular with students and financial aid administrators, because it enables students to find and display their student loan account information themselves. The number of loan holders offering account access via Meteor is growing. Sallie Mae just joined, and the future looks bright.

Explain levels of assurance among trading partners.
If Johnny is logging onto my system, I may not know him at all. But if he’s logging on from Boston College, my trading partner, I now have a level of assurance about Johnny. I can even adjust my level of assurance about Johnny based on what I know about his logon at Boston College. This “transitive trust” is triangular in nature, and it is in use in all ATM networks.

Should the big Washington issue be college access or college graduation?
It should be the entire college experience from entrance to successful completion. Access is important, but that’s just the beginning of the conveyor belt. We need to monitor and optimize its entire length of travel.