Council of Directors of Student Academic Services

Minutes | May 20, 2026 | 9:00 AM – 10:30 PM

Financial Aid Implications for Late Enrollment Petitions

- Presenters: Linda Millis, Leslie Evans, and Bobby Jenkins.
- Adding a course late does not guarantee that a student's financial aid can be increased or otherwise adjusted. Financial aid changes are limited by the established recalculation date.
- The option of changing or removing the recalculation-date restriction was reviewed. The group determined that doing so would negatively affect more students than it would help.
- A projected 1.5% decline was reported across all cohorts. Although this is the lowest figure in a long time, it is not the lowest ever reported, and the decline may also affect graduation outcomes.
- Financial concerns continue to be increasingly important for students and should remain part of student-success conversations.

Student Success Committee and Office Structure

- The Office of Student Success is being organized around three primary functions: leading retention efforts, coordinating advising roles and experiences across campus, and managing programmatic efforts.
- The current DSAS structure will transition to a broader committee model that includes the Student Success Persistence Council, University Advising Council, Student Success Action Committee, and Student Success Forum.
- The Student Success Persistence Council will be co-chaired by Dr. Marsh and Dr. Baker and will include approximately 20 representatives from across campus.
- During the first six weeks of the semester, the council will focus on "just in time" retention work and meet more frequently. After that period, the council will meet monthly.
- Four subcommittees will focus on first-year students, students in years two and three, students with 90 or more credit hours, and transfer students. The chairs of these subcommittees will also serve on the Persistence Council.
- The University Advising Council will replace DSAS and will focus on advising coordination. The Student Success Action Committee will support implementation of identified solutions.
- The Student Success Forum will meet twice each semester and provide a broader opportunity for campus participation in student-success discussions.
- A Student Success Operations Coordinator will be hired to organize calendars and committee workflows, track initiatives, and support measurement of progress.
- The planned structure includes 85 individuals filling 90 committee and subcommittee positions.
- Chico Harring will coordinate professional development so new academic advisors receive both common training and college-specific training during the summer.

Cowboy Success Team Initiative

- The Cowboy Success Team initiative will launch with incoming students and provide a coordinated core support team that includes an academic advisor, financial planning coach, and career coach.

- Students will access team information and appointment options through a dedicated Slate tab. The initiative will also be supported through postcards, welcome emails, a webpage, and coordinated communication with enrollment management, colleges, and Orientation Leaders.
- The support model is expected to expand over time. Examples discussed included Student Academic Mentors for first-year students, faculty mentors for second-year students, and possible corporate or alumni mentors for upper-level students.
- Kelly will build and maintain the Cowboy Success Team webpage on the Student Success website.
- The group will continue clarifying the respective roles of academic advisors and career coaches, including review of the Indiana University model and coordination related to the advising syllabus.
- Annual review of advising ratios and coordination with Human Resources were identified as part of ongoing planning when staffing adjustments may be needed across colleges.

Cowboy Success Team Tab and Communications

- The new Slate tab was discussed in relation to incoming students and the information presented to students and families during Orientation and Enrollment.
- Amanda indicated the tab could be activated when ready. Nick requested activation for the following day so students and families could view the pages described in the Orientation and Enrollment slides.
- Interim language is needed for students whose advisors have not yet been assigned in Banner so they are directed to an appropriate contact.
- Additional advisor photos are needed for the tab, and academic advisors should ensure their system photos are current.
- The wording on the remaining 4,000 Cowboy Success Team postcards will be updated as discussed.
- Kelly, Natalie, and Rachel were recognized for their contributions to the project.
- Career Services shared an update on its virtual-appointment pilot, including direct outreach to 1,500 students and early indications of success.

Action Items

Item
Activate the Cowboy Success Team tab in Slate for all students by the following day.
Add interim Slate language directing students to an appropriate contact when an academic advisor has not yet been assigned in Banner.
Update the wording on the remaining 4,000 Cowboy Success Team postcards as discussed.
Send the financial aid handout to college representatives after the meeting.
Coordinate with Chico Harring and the colleges to ensure new academic advisors receive common and college-specific training during the summer.
Coordinate the Cowboy Success Team launch for incoming students, including postcards, emails, and communication with enrollment management, colleges, and Orientation Leaders.

Item
Ensure academic advisors update their system photos for the Cowboy Success Team tab.

Meeting adjourned at 11:30 AM
Minutes recourded by A. Pinion