

**COUNCIL OF  
DIRECTORS OF STUDENT ACADEMIC SERVICES  
MINUTES**

*September 15, 2010  
204 Whitehurst  
10:30 – 12:00 p.m.*

**Present: Kari Alldredge, Chris Campbell, Christy Crenshaw, Bob Davis, Jovette Dew, Keely James, Mary Kay Jennings, Martha McMillian, Marilyn Middlebrook, Lance Millis, Kevin Moore, Libby Reigh, Jessica Roark, Craig Satterfield, Kristi Seuhs, Missy Wikle, Mark Weiser, and Gail Gates.**

**1. Efforts to Identify and Communicate with Potential “No-Shows” – Celeste Campbell**

Dr. Campbell noted that the Registrar’s Office has been making a centralized effort to get information from a variety of entities to improve “No-Show” identification and communication. It is the responsibility of the students to cancel their enrollment but it is also the university’s responsibility to identify these students. The goal is to use a variety of strategies to identify students who are not attending class and send a letter to the student telling them about the petition process. The Registrar’s Office is trying to identify these students within the “W” drop period so they won’t have to petition for a late drop and grade changes. The Registrar’s Office may be asking members to follow up with the students after they send out a letter to the students around September 28<sup>th</sup> asking students to contact their advisers. Please send any suggestions to Celeste.

**2. Changes in Options for SIS Excessive Absences Reports and Final Grade Reports – Celeste Campbell**

The purpose of the change in excessive absence and final grade reports is to improve the quality of attendance data obtained from faculty by providing more accurate reporting options. Attendance data is collected from faculty during the 4<sup>th</sup> week of the fall and spring semesters (excessive absence reports) and whenever an F is assigned as a final course grade. This information is used to facilitate advising and to verify non-attendance for appeals, for VA reporting purposes, and for financial aid eligibility. An examination of excessive absence and final grade responses from faculty suggests that they are hesitant to select the “never attended” category. Faculty who do not take attendance are not able to confirm that a student never attended. As a result, even if they have no evidence of student attendance, such as no homework submitted and no exams taken, they tend to select the “excessive absence” option. With consultation from Mindy McCann, Chair of the Faculty Council Academic Standards and Policies Committee, and support from Instruction Council, modifications are being implemented during Fall 2010 to improve the quality of attendance data. It would be helpful to let faculty know how this data is used.

**3. Process for Correcting Advisers in SIS – Celeste Campbell**

The adviser name listed in D2L is determined by the adviser listed on SIS. The SIS data may be populated from the student’s enrollment form, from an academic program declaration form, or from information the College has placed directly in SIS. The College has the authority to change the undergraduate adviser name and Rosslyn Orcutt in the Graduate College has the authority to change the adviser for graduate students. Colleges need to find a system to make sure the adviser is correct. Amy Martindale sent members Arts and Sciences’ process for correcting advisers in SIS.

It was noted that the list of advisers by student can be viewed in the ePrint report "ASMORPT".

**4. Replace "Electronic Email Address" with "Institutional Email Address" in Definition of OSU "Directory Information" (OSU Policy 2-0701 3.02) – Celeste Campbell**

The "Alternate" (Type A) email address was established in SIS in 2010 as part of the FERPA compliance project. The primary purpose for establishing the alternate email address was to provide a delivery mechanism for the initial token or PIN that is needed for initial O-Key activation. The alternate email is populated from admission application data and from information individuals provide on the "Alternate Email" section of Orange Key Account Services.

Although "electronic mail address" is included in the list of OSU Directory Information, the alternate email address should not be included as directory information when responding to requests from individuals who are not authorized under FERPA to access student educational records, such as when responding to open records requests.

Although the alternate email address was primarily established as a delivery mechanism for information needed to set up O-Key/SIS accounts, the intent was to also use this account to solve other university communication problems with students and former students. When students have not activated their OSU email or after they have left the university, an alternate electronic communication option is needed.

Members approved the proposed change in the policy to include only the institutional email address as directory information.

**5. Holistic Admission – Gail Gates**

Dr. Gates is working with the Oklahoma State Regents for Higher Education (OSRHE) on a report about the holistic admissions process at OSU. Data from the first full cohort (Fall 2009) show that students admitted through this process are retained as well as regularly admitted students and their first year GPA was comparable to students admitted through the third door.

**6. Final Revisions to Application Questions – Libby Reigh/Christy Crenshaw**

Dr. Crenshaw noted that the Provost asked Undergraduate Admissions to consider reducing the number of questions on the Scholarship Application to three questions to focus more on students' leadership qualities.

**7. Other**

It was noted that Spring enrollment begins October 20<sup>th</sup> and the enrollment guide is on the web. Members asked if there was a report that lists enrollment date by student and it was suggested to contact Doug Reed for that information.

Dr. Gates noted that Provost Sternberg addressed Faculty Council yesterday regarding OSU's rating in the US News and World report. Dr. Sternberg questioned if the rating is appropriate for land grant universities. Dr. Sternberg also noted that OSU will need more resources to support enhanced retention of new students. The retention data will come out the end of the month and Dr. Gates will share with members.

Dr. McKeever's office contacted Undergraduate Admissions about creating a program using research faculty to visit with High Schools about the opportunities at OSU. Undergraduate Admissions plans to pilot the program with a few selected High Schools. Christy Crenshaw researched other universities about faculty communicating with prospective students and it was surmised that the focus needs to be on bringing students to campus so that students can have a campus experience and the opportunity to visit with faculty. Members commented that there was some concern about protecting young faculty from additional responsibilities so that they can attain promotion and tenure.

Adjourn: 12:00 p.m.