

**COUNCIL OF  
DIRECTORS OF STUDENT ACADEMIC SERVICES**

**MINUTES**

*May 18, 2011*

**106B Whitehurst**

**10:30 – 12:00 p.m.**

**Present: Barbara Bremer, Celeste Campbell, Chris Campbell, Christy Crenshaw, Precious Elmore, Mary Kay Jennings, Amy Martindale, Jessica Roark, Craig Satterfield, Missy Wikle, Nicole Miller, Susan Willoughby, Susan Phillips, Carrie Hulseley-Greene, Matt Fletcher, and Pamela Fry.**

**1. University Concierge Program – Carrie Hulseley-Greene and Matt Fletcher**

Carrie noted that about a 1 ½ years ago President Hargis requested an information coordinator or concierge to be the first point of contact for the University to answer inquiries and assist students and alumni. OSU Communications hired Matt Fletcher (presently located at 413 WH, 744-6678) to be the University concierge.

Matt's physical location, beginning in August, will be on the first floor of the Student Union. His area will assist with all types of University inquiries from directions to athletic inquiries. Christy Crenshaw noted that the Undergraduate Admissions Office received hundreds of calls with a variety of different types of inquiries and asked if the individuals answering the calls received any type of training for operators. Are the operators properly trained to the basic function of the University and to know where to forward inquiries? Carrie replied that the operators receive training on the structure of the University. Celeste asked if it might be beneficial for the operators to meet with frontline folks in the Registrar's Office to discuss how inquiries are handled in that area.

**2. University Academic Services Center Update and Discussion – Pamela Fry**

Pam noted that a search for the Director of University Academic Services Center (UASC) has begun and Cheryl Devuyst will be the chair of the search committee. The staff of University Academic Services (UAS) is currently reviewing the position description and the hope is to have the paperwork through Human Resources by Friday and the position opened around June 17<sup>th</sup>. Members asked if there was a plan for an interim Director and Pam noted that she was working on that.

The Undergraduate Academic Alert working group has met and the process and pieces of this will be shared in the next DSAS meeting. This is also one of President Hargis' top priorities. There were concerns over not being able to email students to alert them of their academic status that has now been resolved. Academic Advisers will be notified by email and Missy noted that areas need to contact her office if they don't want her office to move the students to the UASC. It was noted that the matriculation of the student will change when moving to UASC. UASC materials will be created to explain the process and expectations. Undeclared students are coded as "GUUND" in SIS. Members asked Chris Campbell if his office was ready for the transition and he replied that they are working on a process. Pam noted that she appreciates the University Academic Services staff.

**3. Revision of Procedures Related to BUS Degrees – Celeste Campbell**

A new process for the Bachelor of University Studies degree will begin this Summer, June 1, 2011 and paperwork will be shared with colleges. Members noted that University Academic Services should be a part of the process. Amy will make suggestions for changes to the BUS form in regards to adding the minor information. Celeste noted that Rita will be working on creating a spreadsheet that would automatically calculate the areas. Education and Arts and Sciences are volunteering to test the new spreadsheet. Marilyn is concerned about the timeline for the approval process and noted that there are times when it has taken months for a BUS plan to get approved and it was noted that the tie-up is usually at the department level. Members asked if there could be an instrument put in place for tracking the plans. Members approved.

#### **4. 7.3 Residence Waiver for Certain Premedical Students - Celeste Campbell**

Recommended modifications (highlighted below) to the version of Academic Regulation 7.3 that was approved by DSAS on March 9, 2011.

Students who complete at least 94-90 semester credit hours in a recognized premedical science program and then transfer to a professional program leading to the doctoral degree at an accredited professional school including medicine, osteopathic medicine, chiropractic medicine, veterinary medicine, dentistry, optometry, pharmacy, physical therapy, or podiatry will be awarded the appropriate baccalaureate degree upon the successful completion of 30 semester credit hours in basic medical science courses applicable to the OSU major. This option is available only to students who have completed all other degree requirements for the major, and have taken at least the last 30 semester credit hours of work at OSU prior to transferring to a professional school.-(See Academic Regulation 7.2 Residence Credit Requirements), and have completed at least 60 semester credit hours at a baccalaureate degree granting institution (See Academic Regulation 4.4 Transfer Credit from Community Colleges). Credits from accredited professional schools that are part of baccalaureate degree-granting institutions will satisfy the 60 hour requirement.

Celeste noted that she contacted the Oklahoma State Regents for Higher Education (OSRHE) and made the above revisions to Academic Regulations 7.3. Members approved.

#### **5. Revisions to OSU Policy 2-0206: Adding and Dropping Courses and Withdrawing from the University – Celeste Campbell**

Celeste noted that the changes to OSU policy 2-0206 are related to the late drop and tuition appeal processes. Celeste commented that approval of these changes are usually brought to the DSAS group first but due to the fact that Faculty Council's last annual meeting preceded DSAS, it was necessary to present to Faculty Council first. Academic Affairs has also made some procedural changes. Members are very pleased with the revisions and the motion was approved.

#### **6. Academic Deficiency Working Group – Pamela Fry**

Pam noted that an Academic Deficiency Working Group will be formed and asked members for participation. Pam noted that Jeremy Penn, Brenda Masters and Christie Hawkins should participate and Chris Campbell, Missy Wikle, and Lance Millis volunteered to participate. It was suggested to include Tony Valentine from Arts and Sciences as well.

Adjourn: 12:00 p.m.