

**COUNCIL OF
DIRECTORS OF STUDENT ACADEMIC SERVICES**

MINUTES

November 6, 2013

204 Whitehurst

10:30 – 12:00

Present: Barbara Bremer, Celeste Campbell, Chris Campbell, Steve Damron, Jovette Dew, James Knecht, Rae Ann Kruse, Lisa Lane, Amy Martindale, Brenda Masters, Marilyn Middlebrook, Lance Millis, McKenzie Mohler, Rita Peaster, Libby Reigh, Kristi Seuhs, Richard Shepard, Robin Wilson, Susan Dale, and Shiretta Ownbey.

1. Six Week Grade Report for Advisors – Amy Martindale

Dr. Martindale noted that the College of Arts and Sciences' juniors and seniors taking lower level courses weren't included in the six week grade reporting and Dr. Martindale asked to have that information included. Dr. Martindale asked Doug Reed why juniors and seniors taking lower level courses weren't include in the report and Doug noted that the original request was only to include freshman and sophomore reporting. It was asked if members wanted to include reporting on juniors and seniors and members felt this would be beneficial for them as well. Dr. Martindale also noted that they have one advisor that has asked for a report listing every course with a "D" or "F". Members noted that there were other ways to get that information and didn't find this request to be essential. Celeste noted that there is a report that summarizes the six week grade report by course, SISNGREG.

2. Student Survey of Advising – Brenda Masters

Dr. Masters wanted to give members an update on efforts of the advising group chaired by Dr. Martindale. This group has been working on how to conduct a student survey of advisement to assess student perception of advisement. STARS does not have a built in capacity for this and James noted that this is an endeavor which will be considered.

3. Use of Technology by Advisors – Brenda Masters

Dr. Masters noted that STARS system has been active for approximately two years now. It is helpful to have the documents scanned into the system so that it can be useful to other advisors. There is a reality of time issues but want to make certain that the program is used to its fullest capacity and with consistency throughout the University. Dr. Masters realizes that there are issues with finding the appropriate time to scan documents and enter information into the program and perhaps part-time help could assist in completing these tasks. There is a new advising tool that has been procured by the university called "Student Success Collaborative", part of the Educational Advisory Board which OSU is now a member. Included with this membership is access to an analytic package that identifies courses to a specific degree. It allows OSU to utilized study outcomes from other institutions with in-depth and insightful conversations regarding retention, first year experience, and finding the right degree path for students. Dr. Masters will have the Educational Advisory Board website login sent to members. There will be many pilot steps including training. This group will have access to a webinar experience. Dr. Damron noted that Ag will have several new advisors and it was noted that James offers training sessions. Dr. Martindale noted that A&S has purchased some desktop scanners for a reasonable price. Members commented that they are interested in more information regarding the scanners and Dr. Martindale will share details. Dr. Ownbey asked if there is a way to figure out how the STARS system is being utilized throughout the university. Honor's representative, McKenzie Mohler, was asked if Honors' utilizes the program. McKenzie noted that they use "File Maker" and James will check to see how this program could be integrated into STARS. It was noted that there is a new part-time staff member in

Academic Services for Student Athletes (ASSA) who has been hired to scan their degree sheets. Dr. Martindale noted that the electronic degree sheets are very beneficial as not only can advisors see and use these but the students can view their own academic status. Dr. Damron noted that the College of Agriculture doesn't have the faculty time or expertise to do this. Members asked if there could be a central area that could post electronic degree sheets and it was asked if work study or graduate students could be employed to work on the project within the colleges. Dr. Masters commented that one aspect that could be beneficial is "advising assistants". Dr. Ownbey noted that if there is a desire to have a student worker for this purpose, now is the time to talk with your deans and ask for additional funds for these purposes during the budget process. Dr. Masters noted that she will make sure members receive the EAB login information and asked members to please distribute to any individual that might find this beneficial.

4. Demo of Class Schedules/Courses Information Webpage – Rita Peaster

Rita noted that their office had been receiving some communications from individuals having difficulties in finding class schedules, short course drop/add deadlines and other course information. This has resulted in a need for a small update to the Registrar's Office website in regards to the class scheduling page on the website specifically the short course, internet and outreach courses. The Registrar's Office encourages individual to use SIS for the course scheduling information. Also, there is a link to the building names and locations including a map.

5. Proposed changes to OSU Policy 2-0216 Final Exam Overload Policy and OSU Policy 2-0207, University Academic Format and Final Examination Policy – Celeste Campbell

The purpose of this project is to add exam conflict information as it was not currently in the policy. Members were suggesting different wording to the policy and Dr. Campbell asked that members send her their recommendations.

Summary/Purpose of Proposed Changes

1. Modify OSU Policy 2-0216: Final Overload Policy to
 - a. Change the title to "Final Exam Overload and Common Final/Common Evening Exam Conflict Policy" and
 - b. Clarify protocol for resolving time conflicts for common evening exams and common final exams. This protocol is currently published in the [Class Schedule](#) and the [Exams](#) section of the Registrar website, but has not previously been included in policy.
2. Modify OSU Policy 2-0207: University Academic Format and Final Examination Policy in a non-substantive manner to update references to OSU Policy 2-0216 and update other wording.

Justification/Rationale/Background

A published protocol grounded in policy is important to assist students, instructors, and departments with handling common evening exam/common final conflicts. Although the protocol currently in practice is published in the [Class Schedule](#) and the [Exams](#) section of the Registrar website, it has not previously been included in policy. Section 1.08 of OSU Policy 2-0207 (University Academic Format and Final Examination Policy) indicates that a process for final exam conflict resolution is found in OSU Policy 2-0216 (Final Exam Overload), but the overload policy does not in fact address time conflicts. The changes proposed in this document formalize the current practice for handling common evening exam/common final conflicts by incorporating it into Policy 2-0216.

Dr. Damron noted that he would like to see different wording for the word "precedence". Dr. Campbell asked if members could suggest alternate wording. Dr. Middlebrook asked, to whom the request in writing be submitted? Dr. Campbell replied that the student should submit the request in writing to the instructor and who would make the suggested change. Dr. Middlebrook commented that OSU now has an ombudsmen; wouldn't this be considered under the realm of this position? Dr. Masters noted that the

position of ombudsmen is typically for faculty and staff concerns. Dr. Masters noted this process was originated to minimize incidents and to identify faculty members who refuse to cooperate appropriately. It is impossible to write policy so that all individuals will adopt the policies happily and engage practice of the policy. Academic Affairs is attempting to implement two additional information sources, 1) an email called "ASK".edu and 2) a phone number associated with "ASK" (Academic Student Knowledge). The reason that this has not been discussed is because it is still being developed. There has been confusion regarding an understanding of the policy when referring to lower level or lower numbered courses. Dr. Middlebrook noted that some faculty are resistant to moving exams due to the possibly compromising the exam. Dr. Campbell asked members if they wanted to vote on the changes today or give members an opportunity to make additional suggestion and postpone until the next DSAS meeting and members agreed to postpone. Dr. Ownbey asked members to send any suggestions to Dr. Campbell and she will make the changes and bring back to the next meeting.

6. STARS Update – James Knecht

James talked to Doug Reed in IRIM and noted that currently an update is run every week to load new transfers and freshman into the STAR System between now and the last New Student Orientation date for the Spring semester. If transfers or new students pick an enrollment date, the student will be in the system. To find these students, make sure advisors are looking in the Spring term. In the past there has been interest in the case management and service-based advising capabilities. As an advisor, if you want case management setup you can pick the student and it opens the student's file, advisors can issue an alert and it adds the information to the student's file and tracks all the steps. If STAR System early alerts were used, one could be used to open cases. Members noted that it would be beneficial to tie SIS and STARS. James will move the student scheduler over to the new system in December, but a date to initiate those changes has not yet been set.

7. Other

Kristi noted that she and Libby had conversations about the non-degree seeking student issues and Libby thought it might tie into issues that undergraduate admissions is currently working on. Libby noted that non-degree seeking students are also coming to them from the colleges. Members asked, are there categories on the application indicating undecided and non-degree seeking. Some of these students are categorized as undecided due to the 9 hour rule or to qualify for financial aid. Members noted that the two options need to be defined clearly. Libby asked how their undergraduate admissions could improve the process. Libby noted that they will look at their process beginning with the admissions front end and on communications being used, and then talk to Missy. **NEXT MEETING**

Dr. Damron noted that the General Education Task Force Recommendations will be sent out and encourages individuals to read the entire document.

Adjourn: **12:13**