

**COUNCIL OF
DIRECTORS OF STUDENT ACADEMIC SERVICES**

MINUTES

September 4, 2013

Present: Barbara Bremer, Lynn Brown, Charles Bruce, Celeste Campbell, Chris Campbell, Steve Damron, Jovette Dew, James Knecht, Amy Martindale, Brenda Masters, Marilyn Middlebrook, Lance Millis, Rita Peaster, Jessica Roark, Kristi Seuhs, Richard Shepard, Missy Wikle, Lisa Lane, Jean Van Delinder, and Shiretta Ownbey.

1. Center for Health Sciences Graduate Programs Transition – Jean Van Delinder and Celeste Campbell

Dr. Van Delinder wanted to give members an update about the graduate programs at the Center for Health Sciences (CHS) in Tulsa. Traditionally CHS has had two graduate programs and now they have a third, Health Care Administration (HCA), formerly an option of the OSU Interdisciplinary Sciences degree under the Graduate College. In creating the Health Care Administration degree program CHS, it was recognized that students would no longer have access to online enrollment and faculty wouldn't have access to online grading, etc. Dr. Campbell noted that CHS along with OSU-OKC and OSUIT all are separate institutions. Several years ago there was a decision that the two institutions OSU-Stillwater and CHS would be joined in SIS in an unusual, complex way that created several issues. The graduate programs are accredited through the Graduate College; therefore, there is even a stronger tie. As students are taking courses in these interdisciplinary graduate programs, some of the required courses must be taken at OSU-Tulsa, and then students have to enroll as non-degree students and have two different bills, etc. This system does not work well for students. All of the CHS graduate programs will be treated as OSU graduate programs and will now have a process like the other graduate degrees. This should be a positive move, making this more seamless and this change should be in place by Spring 2014. The CHS graduate programs will remain under CHS on the OSRHE inventory. Fee rates will be billed by course rather than by institution, so if a student takes a course at more than one institution, the student will just pay the fee rate for each course. This change in process does not involve the professional program, Doctor of Osteopathic Medicine at CHS.

2. Reverse Transfer Update – Celeste Campbell

Dr. Campbell wanted to give an update on the reverse transfer initiative. The upper administration is reviewing the plan.

3. FERPA Identity Verification Requirements and the USR Screen – Rita Peaster

Rita wanted to share some minor updates in relation to the FERPA identity verification process. In 2009 there were significant changes to FERPA and one of those changes involved identity authentication of students. What becomes difficult is when an individual is trying to verify a student's identity over the phone. In 2010 an "O-Key Challenge Secret" was created in O-Key as well as a related USR screen in SIS to make it easier for student services offices to identify students. This has proven to be somewhat challenging as there are inconsistencies within the process and there is no way to get an "O-Key Challenge Secret" from former students, as they don't have okey credentials. This has prompted some changes which will go into effect later this month. The

terminology in O-Key and SIS will be consistent and called “phone password” to identify identity over the phone. Then USR screen will label the Phone Password from O-Key as “O-Key Phone Password”; current students can look up and/or modify their Phone Password from O-Key. The USR screen also has a new “Alumni Phone Password” for former students without an O-Key account; they will set/modify their Phone Password through the Registrar’s Office. Once this has been finalized, Rita will send out an email with more details. The actual passwords will not change, just the terminology.

4. Update on Detecting AP Exam Scores in Enforced Course Prerequisites – Rita Peaster

Rita noted that at a recent DSAS meeting Dr. Martindale expressed a concern that there has been frustration for new freshman in regards to Advanced Placement (AP) exam process in that SIS does not recognize the course credit on the transcript for new freshmen and if this credit is a prerequisite for another course SIS will not allow the student to enroll in the course via SIS. Advisers or instructors must write an enrollment permission memo and send the student to the Registrar’s Office, adding complication to freshman enrollment. During recent years, departments have increased their enforcement of course prerequisites on SIS, which is a positive step to ensure that students are poised to succeed in their classes. Some course prerequisites can be met via AP credit. However, first semester students have AP credit recorded with a grade of N until they complete 12 hours at OSU (per OSRHE policy), and a grade of N does not satisfy an enforced prerequisite. The Registrar’s Office has been working with Doug Reed in IRIM to explore options, and believe that they can begin enforcing AP credit scores as prerequisite test scores for specific courses beginning as early as Spring 2014, which would assist new freshmen for whom the passing AP credit does not appear on their transcripts. There is already a mechanism in place to load the AP credit scores into SIS screen 210 and we can add prerequisite exam/test registration controls to specific courses on screen 131 similar to the ALEKS exam requirements. The Registrar’s Office is proposing to pilot this project with a handful of courses for Spring 2014 and will consider expanding this model to a larger base of courses after evaluating the initial pilot. This project will require the Registrar’s Office to monitor existing registration controls in place for each course to make sure that SIS can handle the additional prerequisite(s), as well as working with Undergraduate Admissions to identify the specific AP exam codes and minimum scores required for each course.

Initial Test Case

Enrollment in MATH 2153 requires a minimum grade of C in MATH 2144. Per Undergraduate Admissions, the AP test exam codes for credit in MATH 2144 are as follows, and each require a minimum score of 3:

- AP66 = MATH 2144
- AP68 = MATH 2144 & MATH 2153
- AP69 = Calculus AB Subscore Grade (*when AP 68 is below a 3 but the AP 69 (subscore) is at least a score of 3, the student will receive credit for MATH 2144*)

Translating these test scores to prerequisites for MATH 2153, we get the following revised prerequisite enforcement:

- Minimum grade of “C” in MATH 2144, or
- Minimum AP66 exam subscore of 3, or
- Minimum AP68 exam subscore of 3, or
- Minimum AP69 exam subscore of 3.

It was noted that minimum AP score comments on SIS Web (which look fairly cryptic) can be hidden and/or a memo could be created in SIS Web. Members agreed to hide comments would be best. It

was noted that maybe a short general comment about AP credit can be added in SIS. It was also suggested to look at the Undergraduate Admissions brochure referencing the AP information. The wording will be reviewed and similar wording will be replicated in the memo information. The Registrar's Office will draft a couple of options for the memo and send out to group.

5. Assisting/Advising Students with Special Status (Non-Degree Seeking, etc.) – Kristi Seuhs and Shiretta Ownbey

Kristi noted that there have been discussions in Human Sciences regarding students who show up to enroll in the Human Sciences Student Services Office who are non-degree seeking and how they could be better served. Kristi's group began to track patterns of these students and questioned if these students were being sent to the appropriate areas for advising, etc. Rita, Kristi and Undergraduate Admissions have had conversations and felt it would be best to bring this topic to the group for further discussion and feedback. How are these students being coded in SIS and are they being asked the correct questions by admissions to direct them to the appropriate advising offices. These students cannot be coded as non-degree seeking if they have earned more than nine hours and non-degree seeking falls under the "special student" category. It was asked if the admission coding be changed and if the students are being asked the right questions? Rita asked if the situation was that these students are being coded degree seeking and should be coded as non-degree seeking and the response was yes. Should there be a new code created for these students? Is this effecting retention numbers? There is a lot of effort and time being spent on trying to figure out where these students belong and the best way to serve them. It was asked, is non-degree seeking is an option on the admissions forms and it was noted that it would be good to find out. It was noted that Non-Degree Seeking status is not eligible for Financial Aid. Dr. Ownbey asked the group if we need a small working group to discuss these issues. Working group: an Undergraduate Admissions rep., Kristi Seuhs, Missy Wikle, Chris Campbell, Registrar rep, and Charles Bruce.

6. STAR System Discussion – James Knecht

James sent the advising centers' front desk staff a video for the updated Advising Center mode. If you're having problems with that let James know. James is still missing some volunteers for the Advisor Center Conference Panel, Agriculture and Engineering. If Tulsa wants to participate, please let James know. There are now new opportunities in the way we can construct your location setups to provide an opportunity to use a "service-based advising" for discipline specific types of advising. Advisors can set up a "service" to allow students not assigned to them to make an advising appointment. Such a service could mean an advisor could potentially receive more appointments with this function. There is also a new "Case Management" function which would allow an advisor to request information from another advisor or entity such as to perform graduation checks. Advisor reports now contain a location box to track advising. James is in the process of getting the CEAT tutoring centers up and the Jesus Raygosa's group will be next. Dr. Martindale's group is beginning to use the search report function and it was asked if there was a way to add the campus-wide identification (CSID) numbers and James replied yes, there is a checkbox to select the CWID prior to sending the report to Excel.

7. Other

Advisor's Conference next Friday.

Adjourn: **11:35**