

**COUNCIL OF
DIRECTORS OF STUDENT ACADEMIC SERVICES**

MINUTES

November 16, 2016

126 ITLE

10:30 – 12:00

In attendance:

Jovette Dew, Leslie Evans, Pamela Fry, Jeff Hartman, Christie Hawkins, Ebonie Hill-Williamson, Diane Jones, James Knecht, Virginia Leathers, Amy Martindale, Marissa McIntyre, Marilyn Middlebrook, Lance Millis, Rita Peaster, Kyndal Roark, Kristi Seuhs, Richard Shepard, Deb Vanoverbeke, Joe Weaver, Missy Wikle

1. Retention Initiatives – Christie Hawkins

Recently, University of Oklahoma announced a 90% retention rate for the first time freshman (an increase of 4 percentage points). Offices within OSU's Division of Administration & Finance have taken a closer look at what measures can be made to affect our retention rate. Dr. Hawkins contacted her counterpart at OU and was informed of the following:

- First-time full-time freshmen – no bursar holds
 - Increased financial coaching
- Phone call to first-time freshmen who had not enrolled for spring semester
 - Gathered data to look at mid-term grades, bursar balance, etc and arranged for counseling with financial aid personnel
- Devoted funds to financial aid to help students who didn't know how they would take care of their bursar balance
- Started requiring students to make an advanced payment of \$1000 by August 1st. If the student could not pay the \$1000, they had an option of submitting a financial plan for the payment. In some cases, the students were placed with financial aid counselors.
- Determined whether the students who had no funds nor a way to procure those funds should attend the University, possibly begin their higher education at a community college.

OSU loses about 7-9% of the freshmen population between the fall and spring semesters. If the University wants to do something to affect next year's retention rate, something has to be done immediately. The following actions have been put in place effective immediately:

- Identified OSU's first-time, full-time freshmen (OSU hours full time), lifted bursar holds, emailed students to notify them of the lifted hold, and encouraged them to continue to seek ways to arrange for payment.
- Identified pool of funds - \$500,000 – designated by Vice President Joe Weaver – looking at students who have strong mid-term grades with high financial balances. The Bursar's Office and the Office of Scholarships and Financial Aid are looking more closely at Oklahoma students rather than out-of-state and working with those students individually to help them with funding alternatives.
- Residential Life Director, Leon McClinton submitted a letter to every new freshman who lives in residential life reminding them of enrollment, and resources if they needed support / advice. He also submitted a letter to the parents of all of those freshmen encouraging them to speak to their students about discussing next semester's enrollment with their advisors, making sure they are taking care of their financial obligations, and making sure their student is engaged at OSU. He has had a very positive reaction to the letter. Engagement on campus, although very difficult to track, is one of the things that significantly affects retention.
- Robo call from President Hargis to first-time freshmen inquiring about their semester and reminding them to enroll for the spring semester and to seek out resources if there are difficulties.

Actions that still need to be considered are as follows:

- Create a report for advisors - data they need for these first-time, full-time freshmen – midterm grades, bursar balances, enrollment date.
- Prioritize the students at risk for leaving:
 - Retention study by Dr. Celeste Taber
 - Bursar balance of \$1000 or greater
 - More than 3 hours of “W”
 - More than 3 hours of D or F midterm(if a student meets all three of these risks, they are priority 1, if they meet two of the three risks, they are a priority 2, if they meet one of these risks they are a priority 3.)
- Submit a list of non-returning freshmen to Instruction Council members for advisors to contact and categorize reasons in an effort to aggregate the data.
- Discuss additional long-term plans.

Vice President Weaver added that when reviewing the financials of these first-time, full-time freshmen he was struck by the number of these students who had \$10,000 - \$15,000 bursar accounts without any knowledge as to how to pay these accounts. The previous process had been for the Bursar's Office to place holds on those accounts. There were those students who would contact the Bursar's Office and arrange for payment, however there were large groups of students who would not contact the Bursar and not return to OSU the following semester. OSU wanted to eliminate that barrier and be more aggressive about contacting the students in a positive manner without letting themselves (the students) to select out. There is concern that possibly the University is not doing enough to help these students, especially if it is our policy to hold their transcripts until their debt is paid, yet not assisting them in procuring a way to repay the debt. We need to either reject those students in the first place or have systems in place to help shepherd them through the academic process. The finance side of the University is committed to trying some different avenues, such as lifting the bursar holds.

2. Evaluation of Transfer Credit – Jeff Hartman and Virginia Leathers

Transfer Credit Processing:

- Current Backlog:
 - Courses already articulated – 10-12 business days before posted in Banner
 - Courses needing articulation – 15-20 business days before posted in Banner
- New System – still finishing first complete cycle
- Issues that are effecting or have effected backlog – All issues lead back to Banner
 - Review of Academic History loads – 3 rounds with each round taking 5-7 days
 - Joint decision by IT, Banner consultant and Undergraduate Admissions to NOT import articulated courses from SIS to Banner
 - Institutional catalogs have been rebuilt or are in the process of being built as transfer courses are received from those Institutions
- Dual Processing of Transfer Credit
 - Required to enter Transfer Credit into both SIS and Banner for Spring 16, Summer 16 and currently enrolled students
- Spring and Summer dual entry has been completed (Sept. 2016)
- Currently enrolled dual entry is still ongoing
 - Manually Marking Repeats
 - First XXXX Report from Cognos in March 2016 showing all courses with no articulation
 - Required to halt all transfer credit processing due to Banner data loads
 - For Spring 2016 Academic History load (2 days)
 - Final Academic History load (1 week)
- Multiple SIS to Banner clean-up projects
 - Incorrect terms for transfer work, invalid grades for credit by exam, blank grade for transfer work, moving/clearing holds, attribute issues, High School diplomas, Associate degrees

- Transcripts are available in BDM for currently enrolled students or based on NSO date for new students
- Online Transfer Credit Guide
 - Automatically updated from SIS to online guide – not currently working for updates made in Banner
 - Guide was last updated on 9/24/2016 – when dual entry for Spring 16 and Summer 16 students was completed
 - We have placed a request with IT to update process (Banner to online guide)

3. Registration Hold – Rita Peaster

The drop deadline did not go according to plan this year due to registration holds which impacted students' ability to drop fall classes online; however, the Registrar's Office has several ideas to present to the Directors in an effort to encourage effective dialogue. See *Registration Holds – Looking Forward* handout.

- Coordination with hold "Owners" – communicate issues with Banner registration holds and the impact to the students.
- Timing of hold placement – either wait to add the hold until after W drop deadline or early enough that advisors are well aware of hold before advising students.
- Timing of hold effective dates – standard practice is to make holds effective the day the hold is placed; however, it is possible to place a hold with a future effective date. These holds are not apparent in Self Service, but they are present in SOAHOLD in INB. There may be a need to rebuild certain reports that will show future holds.
- Timing of new semester enrollment dates for continuing students – option of delaying the enrollment until after W drop deadline and condensing the continuing student enrollment dates down to a two or three-week period.
 - There is no real concern about Banner being able to handle that amount of enrollment in a shortened period.
 - Concern that if there are student issues with enrollment they will not all be able to visit with their advisors in the two to three-week period.
 - Concern that 1/3 of student body is eligible for priority enrollment. There may need to be further discussion regarding priority.
 - Concern regarding senior students who miss their allotted enrollment period and miss being accepted into a course that is only offered one semester per year possibly affecting their graduation date.

Time in order to meet with hold owners - Rita needs general sense which pieces of this document to proceed with when communicating with hold owners and other stakeholders in order to impact changes next semester.

4. Other

- Next DSAS meeting will be held 12-7-16 in order to review changes with Registration Holds more closely before Registrar's Office meets with Christie Hawkins and Joe Weaver.

Meeting adjourned 11:55 am

Minutes recorded by Kyndal Roark

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