

**COUNCIL OF
DIRECTORS OF STUDENT ACADEMIC SERVICES**

MINUTES

September 21, 2016

126 Institute for Teaching and Learning Excellence (ITLE)

10:30 – 12:00

In attendance: Amy Cole-Smith, Christine Crenshaw, Leslie Evans, Karen Hickman, Ebonie Hill-Williamson, Diane Jones, James Knecht, Amy Martindale, Marissa McIntyre, Marilyn Middlebrook, Lance Millis, Rita Peaster, Jesus Raygosa, Kyndal Roark, Kristi Seuhs, Richard Shepard, Susan Tolbart, Deb Vanoverbeke, Missy Wikle and Celeste Taber.

1. Advisor Holds – Rita Peaster and Celeste Taber

Celeste Taber began the meeting by addressing the Banner system. The items which Rita Peaster will be discussing are issues that have no perfect solutions. These issues have been shared with Instruction Council and now with Directors of Student Academic Services (DSAS).

The Registrar's office is seeking the advice of the DSAS members as to which direction would be best between Advisor Holds and Alternate PINs. Rita provided an Advisor Registration Holds vs. Alternate PINs handout. As the University prepare for Spring '17 registration, Rita wanted to present information regarding advisors holds vs. alternate PINs. From previous feedback, the plan has been to move from alternate PINs to advisor registration holds if it is possible. Assuming this change is technically possible, there are some challenges that have recently become apparent. The handout states the pros and cons of Advisor Registration Holds and Alternate PINs.

1)PINs can be set to be effective one term at a time, while the Holds are not term specific. The way that Banner has architected holds is date specific. It will impact all registration. For example - assuming that an advisor hold is placed on a student's account (to force mandatory advising) prior to enrolling for the spring semester, this hold prevents the student from adding or dropping any classes in the current fall semester. And if the hold is lifted to add or drop a class, the student could conceivably enroll for the spring semester at that time, without the advisor's knowledge or permission.

2)Both PINs and Holds are viewable to advisors in Banner Self Service. PINs are not viewable to students, however Holds are.

3)Advisors can lift Holds in Self Service. PINs cannot be lifted in Self Service.

4)PINs – if advisor logs in with student PIN, they can unknowingly override an alternate PIN.

5)Neither Holds nor PINs have an easily accessible audit trail. IT has been asked to build in some audit capability on the back end at the database level so in the future an audit trail can be performed if needed. A true customization for OSU is not likely. All resources are going toward getting the baseline functionality working along with some automation.

Missy Wikle stated that the one concern with the Holds does not outweigh the numerous concerns with PINs.

A question was posed – could advisors place an alternate PIN for those students whose Hold was temporarily lifted. The functionality is there but that process would lend to confusion. Another question was posed – assuming that Holds is the option, would students ever be able to add / drop a class online. The students will need to drop / add in person at the registrar's office. Celeste suggested advising the students for the next semester at the time they are discussing drop and add. At this time, placing the Hold will need to be accomplished in INB, while releasing the HOLD will need to be accomplished in Banner XE. Assuming that the Registrar's office is able to proceed with Advisor Holds they are seeking answers to the following questions:

If we proceed with Advisor Registration Holds we need to determine:

1. Who should be able to release advisor holds from Self Service?
 - a. Anyone with an active advisor role (most flexible)
 - b. Any advisor with a defined advisor role for the student (per SGASADD)
 - c. Only primary academic advisors (per SGASADD)

2. What effective date should we use for the hold?
 - a. Date process runs to add advisor holds (approximately October 1)
 - b. Date Spring 2017 registration opens (October 24)

The preferences of DSAS members are highlighted above.

2. Connected Drops for Concurrent Prerequisites – Rita Peaster and Celeste Taber

When a student is registered in a pair of classes where registration in one was allowed because registration in the other class met an enforced concurrent prerequisite or corequisite requirement, Banner recognizes the classes as connected. Options for handling student requests to drop a single class that is connected to another class are as follows:

1. Yes – Automatically drops both connected classes when student requests to drop one of them; no notification is given to the student that another class was dropped
2. No – Does not allow dropping one connected class, unless student requests to drop both at the same time
3. Confirm – Gives student choice of dropping both connected classes or not dropping either; requires input from the student. If the student selected to proceed with the drop, both classes are dropped. Otherwise, neither class is dropped.
4. Banner XE has added a fourth option that allows students to drop any class, even if it is a corequisite or concurrent prerequisite

After discussion it was determined by the DSAS members to leave the block on the pre-requisite /corequisite classes, but that there may be circumstances that will require a manual override. Registrar's office can investigate the option of editing the block statement if needed. All departments should review their pre-requisite classes and adjust those requirements accordingly. This project may take a significant amount of time. In the meantime, students will need to seek advisors' and departments' signatures to override dropping a corequisite class with a drop/add card. Since each department defines corequisite & concurrent prerequisite requirements, their signature/approval should be required to allow students to drop one of their connected classes.

As students drop classes in Banner, the credit hours that attach to the class they've dropped with a "W" are still added into the student's total registered hours. If a student who has dropped hours and wants to add a short course later in the semester, students may receive a "maximum hours exceeded" message. The error message has recently been updated to explain to the student that if they have dropped classes during the semester they may be allowed a maximum hours' override through the Registrar's office. This process can be accomplished with a drop/add card, no need for an excessive hours' permit.

3. Banner XE Production Pilot Test Update – Rita Peaster and Celeste Taber

Faculty Grade Entry – Celeste recently worked with a small group from Pre-session. Everything has worked well with one exception. They could not assign an "F" if the last day of attendance was before August 15 (the main semester start date). The problem with the August Pre-session is that the upgrade requires a last day of attendance, and we have our fall term set up, for other purposes, to start on the first day of the full semester. This is a complex issue, and the system does not understand that you could have a last attend date before the main semester begins. Colleagues from other colleges who are using with this system are working with OSU to help resolve this issue. This problem should not prevent our faculty from entering mid-term grades because there is no last attend date required.

Most of the DSAS members have had the opportunity to be part of the pilot XE Student Profile. There has been very little feedback and what has been discussed has been positive. Student attributes are not visible to advisors as of yet. Rita explained that possibly that capability would be released in a future update. An issue with student phone numbers was mentioned. There are 36 different phone types which made it difficult for transferring of information from one system to another. Rita informed the DSAS members to continue to look in INB for student phone numbers.

Rita also asked Leslie Evans to share about the registration piece in Banner. College of Education has had their students dropping and adding at their front desk. Student feedback is good. College of Engineering, Architecture and Technology is the next college in line for registration in Banner.

4. Star Advisor Assignments and Math Placement Exam (ALEKS) Updates – James Knecht

An upgrade to the OSU Math Placement (ALEKS) will be installed in October. Access to the exam will be “closed” in order to complete the updates. This new system is more helpful to students in the “Prep and Learn” area of the exam system, and scores are easier to identify.

For the STAR advisor assignments that are made automatically by data load, the transition from SIS and Banner over the summer caused some updating issues that, unfortunately, could only be updated by hand. Typically, when IRIM and IT create the files of what data to load into STAR, it has always been built to load data based on the active term and the students actively enrolled in that term. So, if a student was not enrolled in the summer, then changes made to their records were not updated in STAR because they were not active in the summer. This caused some advisors assignment changes/removals that were made in the summer in SIS to not actually be made to the students’ profiles. James can manually remove any advisors who are still assigned to students in STAR; the assignments simply need to be verified in Banner, and then James needs to know the specific changes to be made. All future changes made in Banner are being made successfully now that it is the sole source for STAR data. Also, James reported that in the six weeks of school there have been 1176 academic alerts successfully submitted in STAR.

5. Alternate Pins Being Re-Applied Second Tuesday of Class – Lance Millis

Lance Millis withdrew the agenda item before discussion.

6. Transfer Agreements and Veterans Initiatives – Amy Cole

So far we have seven transfer agreements with Tulsa Community College (TCC) and Northern Oklahoma College (NOC). The goal is 30 transfer agreements. Tau Sigma Transfer Honor Society has begun, and the first meeting is September 16, 2016 at 5:00 pm. There will be a continental breakfast for transfer students on October 4th and October 12th from 8:30 – 11:00 at University College – 040 Student Union. There is work to be done with Admissions regarding the International Transfer Agreements.

November 11th will be the official opening ceremony for the Veteran Center at North Classroom Building. The feedback from the veterans has been outstanding. Rick Hansen has done a great job in reaching out to our veteran population. At the ceremony OSU will be receiving the Purple Heart Institution Award, the first institute in Oklahoma to receive this honor. OSU will be honoring Purple Heart recipients at this ceremony as well. The Vet Center is working to get Green Zone training approved for their staff and faculty. Green Zone training will include training to look for signs of a vet student in distress. NOC will also be taking advantage of the Green Zone training.

7. Academic Alert – Missy Wikle

Be aware that when the students are receiving their academic alerts, the email comes from their advisor and not the instructor of the course. Additionally, the students do not see the comments posted by the instructor. If the student has more than one advisor listed in the system, the email comes from the first name on the list, regardless of whether that individual is the student’s primary advisor. Currently there is no way to alter this issue. STAR does not make distinctions between advisors. There was also discussion of adding the name of the class to the academic alert. Currently only the professor’s name is attached to the alert title. Once the student enters the link for case details however, the class is listed. James is talking to the company to determine if the alert email can be posted from the instructor rather than from the advisor.

8. Innovative Educators Campus – Missy Wikle

Innovative Educators Webinars offers a way for staff to attend professional development classes without the cost of attending a conference. University College Advising purchased three Innovative Educators Webinars for their staff, and that purchase qualified the University to purchase access to their entire database for a year for \$3995. The \$900 from UCA would go toward that fee. Attached is the list of webinars that are offered. If DSAS is interested in

utilizing this resource, Missy will pursue the search for additional funding. DSAS members indicated definite interest in these webinars. UCA can offer the space for large groups for these webinars if needed.

9. **Other**

- Advisors Conference is this Friday, September 23, 2016.
- Ebonie Hill-Williamson mentioned that the Honors Attribute does not mean the student is active. She will send lists of active Honors students to the respective DSAS members' colleges. Only the active Honors students will have priority enrollment.

Meeting was adjourned at 12:20 pm.

Minutes were recorded by Kyndal Roark