COUNCIL OF
DIRECTORS OF STUDENT ACADEMIC SERVICES

MINUTES

November 8, 2017
<mark>126 ITLE</mark>
10:30 a.m. – 12:00 p.m.

In attendance:
Chad Blew, Larry Burns, Jessica Priddy Bullock, Chris Campbell, Ryan Chung, Jovette Dew, Leslie Evans, Linda Good, Karen Hickman, Christy Hawkins, Bobby Jenkins, James Knecht, Amy Martindale, Marissa McIntyre, Marilyn Middlebrook, Lance Millis, Beverly Morris, Rita Peaster, Libby Reigh, Kyndal Roark, Sky Rogers, Kristi Seuhs, Richard Shepard, Julie Swaringen-Griffin, Missy Wikle and Celeste Taber, Chair

1. **SAS – Visual Analytics Tool – Christie Hawkins**
   Christie Hawkins, Director of Institutional Research & Information Management (IRIM), presented the SAS Visual Analytics Tool to the Directors of Student Academic Services. Once Banner Student went live in Fall 2016, IRIM began looking at various reporting tools, and by Spring 2017 settled on SAS Visual Analytics, which is a dash boarding business intelligence type tool. SAS has an excellent visual component to the program, as well as robust analytical tools. It has a data management component, data mining and enterprise guide. This tool will be very helpful as we analyze data such as retention data. Production and development servers are functioning, along with a public server that will contain no identifiable data on the server. The production server will be based on Banner security to determine who has access. When access is allowed, the IRIM website will contain a Cowboy Data Roundup logo which will give the user access to the public information.

   C. Hawkins commended Larry Burns, Assistant Director for IRIM, who has spearheaded the implementation of this program and has done a fantastic job. C. Hawkins presented DSAS with a demonstration of the analytics tool. She explained that this system is able to query information based on a multitude of options, such as enrollment by type (undergraduate / graduate), location, specific college, department level, gender, residency and ethnicity, to name a few. The goal is to have multiple years of history as well as years going forward in an effort to develop trend data. This system also enables you to perform hierarchies. IRIM is looking at different types of queries to determine what is most helpful for each college. There is a map component with this system, however the displays are still a work in progress.

   IRIM is also working on a student 360 type of project. Advisors will be able to input a CWID, and the system will display information compiled by other offices on a specific student in an effort to provide advisors with a more complete picture of that student.

2. **Academic Regulations 2.1 and 7.8 – Amy Martindale**
   University Academic Regulation 2.1 Classification of Students. Undergraduate classification is determined by the criteria below:
   Freshman fewer than 28 semester credit hours earned
   Sophomore   28-59 semester credit hours earned
   Junior   60 to 93 semester credit hours earned
   Senior   94 or more semester credit hours earned

   All DSAS members were to discuss with their respective colleges for any revisions, and return to DSAS with suggestions. C. Taber reported her findings at the Big 12 Registrar's Conference. Seven of the Big 12 institutions use 30 hours for sophomore, 60 for junior and 90 for senior classifications. West Virginia is in the process of moving to the 30, 60, 90 classification in May, 2018. (Implementation was delayed due to financial aid impact and course restrictions – announcement with a future term.) The only institutions in the Big 12 who do not

follow the 30, 60 90 classifications are OSU and TCU.

Financial aid regulations specify an increase in loan amount eligibility for students classified as sophomores. For those students who do not have 30 earned credit hours at the beginning of their second year, they would only be eligible for the same loan amount as their freshman year. C. Blew added that this reason should not be a determining factor when considering this decision.

Discussion revealed support for the 30, 60 90 classification due to alignment with the majority of the other Big 12 institutions, block rate tuition, and the Finish in Four initiative.

A. Martindale will work with other directors to create a document to present to DSAS for an official vote to change these academic regulations to proceed through the process.

University Academic Regulation 7.8 Graduation Application.
All degree candidates must submit a graduation application (online via Self Service) before or during their final semester to be eligible for graduation. Undergraduates must be classified as a senior before they can submit a graduation application, and graduate students must have filed an approved Graduate Clearance Form with the Graduate College before they are eligible to submit a graduation application.

Students must submit their graduation application by November 1 for their name to appear in the fall commencement program, and by April 1 for spring and summer graduate names to appear in the spring commencement program. Students who will complete all degree requirements in the summer should file their graduation application for the summer term, but are invited to participate in the spring commencement ceremony.

Students whose graduation application has become inactive (due to not meeting degree requirements, changing a component of their degree program, or other factors) will be required to submit a new graduation application via Self Service. Graduation applications do not automatically roll to the next term if degree requirements are not met. Contact the Registrar's Office if assistance is needed.

The College of Arts and Sciences (CAS) would like to see the graduation application detached from senior status. R. Peaster voiced her concern about moving the threshold to allow students to apply for graduation earlier than senior standing because of the negative consequences on their graduation application. The graduation application can be inadvertently inactivated due to some types of changes to their curriculum without any notice to anyone, which can lead to the student's inability to be cleared for graduation. C. Taber reminded the directors about the exception form on Sharepoint specifically for juniors who wish to file a graduation application. If graduation application is the trigger for the college to perform the final graduation check, there may need to be some other mechanism for the trigger. It should be determined how many students are negatively affected by this regulation to consider a change in policy that would affect the entire campus.

3. **Financial Aid – Chad Blew and Linda Good**
   C. Blew reported that he recently met with Instruction Council and Dean's Council on 11-9-17 to discuss the financial aid regulations. He is in the process of developing a working group comprised of representatives from each OSU-Stillwater academic college, Financial Aid, Registrar's Office, IT and OSU-Tulsa to discuss Degree Works implementation across campus to bring the University into federal compliance.

   L. Good referenced the *Undergraduate Students: Federal Financial Aid and Enrollment,* revised document. She addressed the concern about remedial hours. Students admitted into a degree-seeking program taking remedial coursework can receive federal aid for those hours. Students who are undeclared for a major can receive federal aid for coursework taken while in an undeclared status as long as the coursework counts towards the student's degree. The critical factor is that students must be admitted as degree seeking students.

L. Good also reviewed financial aid limitations. Students can receive Pell grants for no more than 12 semesters or the equivalent. Students may not receive Direct Subsidized Loans for more than 150% of the length of their degree program. Students have a lifetime loan limit in both programs (subsidized and unsubsidized loans) based upon their financial aid dependency status. Students cannot receive Oklahoma's Promise for more than five years. Oklahoma State Regents for Higher Education (OSRHE) is submitting proposal to cap the credit hours for which the scholarship will pay to 129 credit hours, with the exception for students enrolled in degree programs that require more than 129 hours.

L. Good encouraged directors to review the case studies detailed on the *Undergraduate Students: Federal Financial Aid and Enrollment*, revised document for several examples of aid.

There is a misunderstanding by students that they are required to take 12 hours per semester to be considered a full-time student in order to receive their federal aid. Possibly the university needs to consider a massive educational campaign for students.

Chris Campbell, chair of the DSAS financial aid working group, reported several concerns voiced by the working group. He verified that students with undeclared majors will still be able to receive their federal aid as long as they are a degree-seeking student. He questioned the implementation of Degree Works within all colleges in order for the federal regulations to be applied to all students. C. Blew explained that they cannot use the system in Banner that checks compliance until all colleges across our campus have been implemented into Degree Works. L. Millis expressed concern that CEAT students are scribed further back than anyone else on campus, and therefore placed at a disadvantage. C. Blew stated that he understood, but we cannot ignore compliance because it is not equitable across student body. R. Peaster added that possibly there would be a period of time that would allow us to make Degree Works available to students but not use the program for financial compliance until there has been time to adapt our students to the system. C. Blew emphasized that the Financial Aid office will be working to find a process by which OSU is in compliance while minimizing any negative impact on students.

Further discussion is needed and may be presented at the December DSAS meeting if the DSAS working group has not met with Financial Aid representatives by that time.

4. **Undergraduate Training Modules – Libby Reigh and Candace Thrasher**
   All DSAS members were emailed the *Academic Integrity Modules for New Students Undergraduates* document. As an intern with Academic Integrity (AI) Coordinator Candace Thrasher, L. Reigh collected data to create the undergraduate training modules, very similar to the training modules for all international students, which explains academic integrity in a way that may be very different from their culture. Currently, undergraduate students receive training on AI from various points. There is a session in the First Year Seminar (FYS) dedicated to AI. The goal is to have all undergraduate students view the training modules. The plan for requiring the viewing is not in place at this time, however. The document content is tied to policy, which is not under review at this time. However, the scripting needs to be approved by DSAS before videos can be produced. L. Reigh encouraged DSAS members to share the packet with colleagues who either present FYS or serve in any AI capacity. Any feedback should be directed to C. Thrasher and L. Reigh by Friday, November 17, 2017.

5. **ACT/SAT General Messaging Update – Libby Reigh**
   The following districts in Oklahoma have chosen to provide the SAT "free" to juniors this spring 2018: Oklahoma City, Tulsa, Norman, Mid-Del, Yukon, Broken Arrow, Union, Muskogee, Wilson, and Chisolm. Each of these districts require that all juniors take the SAT. In addition to the SAT being a college readiness measure, the schools are utilizing the exams for accountability measures in their districts.

   This does not necessarily mean that an ACT test will not be offered by these schools at other times (like national test dates). Each school operates a little differently. It is best to check the school's website or ask the counselor

for specific questions on which tests are offered. The SAT scores will be converted to ACT scores for common terminology.

6. BUS / Degree Works Pilot Process – Rita Peaster
    Mid June we piloted a process for streamlined BUS plan of study (POS). The process incorporated a streamlined plan of study form with a Degree Works audit attached that reflected the detailed course requirements. There was a recommended flow that required some electronic signatures and email distribution. The pilot was conducted by College of Education, Health and Aviation (EHA), College of Arts and Sciences (CAS) and College of Engineering, Architecture and Technology (CEAT). During the October DSAS meeting, many members expressed an interest in moving the BUS process out of a pilot phase and using it across all colleges and all students who declare BUS. Feedback was requested from the individuals in the pilot group. A few suggestions from the feedback were as follows:
    - Rather than emailing everyone at every step of the approval, the following email flow (after student, advisor, department and college signatures have been obtained) to route the POS and Degree Works audit PDF files:
        o Forward to Athletics or Registrar
        o Forward to Registrar and/or Vice Provost
        o Forward signed POS to all parties listed on the plan as notification that the process is complete.
    - Explore the Degree Works audit using student attributes to track the overall BUS credit hours (when they exceed 120 hours) and incorporate into the Degree Works scribe for the BUS plans. For the 2016-2017 academic year, only the BUS University Studies has that wording that specifies a requirement more than 120 hours. A change is being put forward for the 2018-2019 academic year so that the same wording is reflected on both BUS plans (University Studies and Multidisciplinary Studies) and to incorporate that into the Degree Works scribe. This has not been tested yet.
    - Update the POS form to reflect "Vice Provost" title instead of "Associate Provost" title.

    The proposal is to move forward using this streamlined plan, using these suggestions. For the colleges needing to be trained with the streamlined BUS plan of study, the Registrar's Office will provide a document that explains the flow. There is also an email template.

    Motion was made and approved to accept the streamlined BUS Plan of Study update as the procedure for which all BUS plans are processed.

7. Banner Update – Rita Peaster
    This spring when priority enrollment opened, the university experienced some issues. The Registrar's Office worked with IT to understand the issues. When Banner 9 was configured, it was based on a non-standard internet port, which means that locations off campus that might have tight internet security, would not allow access to a non-standard internet port. IT made a change to move the Banner 9 components to a standard internet port, and operations were smooth until shortly after October 23, when priority enrollment opened. There was a significant spike in users submitting priority enrollment at 1am. Some of the servers were actually caching the old URL with the non-standard port information. As of November 1 IT reports that the issues should be resolved.

    The student population eligible for priority enrollment is 25 percent. There was discussion on how to further prioritize the priority enrollment population. Possibly the lower division honors students could postpone their enrollment for 24 hours. Advisors would like to see the advisement appointments more evenly spread throughout the semester, not just immediately before enrollment. The Registrar's Office will explore gathering and analyzing data on students who register on the priority enrollment date.

    IT recognizes that Banner 9 performance is slower than Banner 8 and they are looking at some of the back-end architecture to determine what can be done to improve the performance. There is no timeline but it is high on the priority list.

    Going forward for 2018 some of the priorities of IT are as follows:

- Re-architect Banner 9 back end infrastructure to improve performance
- New version for faculty grade entry to correct known issues
- Replacement of administrative INB interface with Banner 9 by end of 2018
- Banner 9 self service for other OSU A&M institutions
- Term based registration holds solution
- Online curriculum/major change project – work group volunteers needed (email from R. Peaster will be distributed)
- Some requests need to be deferred – student photos in self service, newer versions of Banner 9 self service

8. **Other**
   - M. McIntyre announced that the new business building will be ready for spring 2018 semester classes, with faculty and staff moving in later in the semester

Meeting adjourned at 11:55 a.m.

Minutes were recorded by Kyndal Roark