COUNCIL OF
DIRECTORS OF STUDENT ACADEMIC SERVICES

MINUTES

August 9, 2017
204 Whitehurst
10:30 a.m. – 12:00 p.m.

In attendance: Lee Bird, Christy Bunny, Chris Campbell, Ryan Chung, Amy Cole-Smith, Leslie Evans, Linda Good, Ebonie Hill-Williamson, Keely James, Bobby Jenkins, Diane Jones, David Mariott, Brenda Masters, Marissa McIntyre, Marilyn Middlebrook, Lance Millis, Beverly Morris, Casey Oldenberg, Rita Peaster, Kyndal Roark, Richard Shepard, Celeste Taber, Candace Thrasher, Deb VanOverbeke, Missy Wikle, Susan Willoughby and Pamela Fry, Chair

1. **Leadership OSU, BCT, I Am OKSTATE – Lee Bird**
   Dr. Lee Bird is the Vice President for Student Affairs. Her office was involved in the creation of a program called Leadership OSU. Last fall they facilitated a pilot study of 50 at-risk students and matched them to 50 faculty/staff mentors. The return rate from fall to spring was 97.5%. Student Affairs is looking for additional mentors for this program. The letter explaining the program has been distributed to all faculty. Students who fall within the at-risk parameters and have an interest in leadership have been contacted. All questions should be addressed to Dr. Kathryn Gage 405-744-5328. Student Affairs is planning for 100 students / mentors. This is a one-semester commitment. All research indicates that there is positive outcome when faculty and students are connected outside of class.

   The Behavioral Consultation Team (BCT) program is the threat assessment program at Oklahoma State. This program is meant to identify students in crisis sooner rather than later. There were 46 consultations originating from faculty last year and an additional 51 cases managed by BCT throughout the year. L. Bird encouraged DSAS members to share the BCT information with all faculty and staff in their colleges. We are seeing more chronic psychological issues that are presenting in the classrooms and residence halls. Suicidality has increased significantly, creating challenging times in higher education. Opiod abuse is a known issue. Instructors should watch for sleeping in class and aggressive outbursts. When in doubt contact the Student Affairs office / BCT at 405-744-5328.

   I Am OKSTATE is a marketing campaign to promote programs and services to the students within the first 6-8 weeks of the semester. It is an effort to get them out of their rooms and involved in campus activities or seek services. L. Bird asked the members of DSAS to notify Student Affairs regarding significant college events, post on university calendar, tab it for IAmOkstate. Getting students more engaged earlier contributes positively to retention.

   Reference "*Need Help?*" document. Student Affairs will be glad to print additional copies for other offices on campus at a cost of $11.03 each. Please email Shawna.goodwin@okstate.edu with the number of posters, the specific department and the fund code to be charged. Student Affairs personnel will deliver. The poster is 21″x32″ in size.

2. **Finish Orange Update – Amy Cole-Smith**
   Everyone should have received a new template for the new Finish Orange transfer agreement. Four transfer agreements have just recently been signed between OSU-Stillwater and OSU-IT. Tulsa Community College (TCC) is ready to start the 2017-2018 transfer agreements. A. Smith will send out a list of current transfer agreements for your review. Northern Oklahoma College (NOC) is encouraged about the 15-20 transfer agreements with OSU and are ready to solidify these agreements. The combined Memorandum of Understanding between OSU and NOC was signed June 27, 2017.

   A. Cole-Smith previewed the University College website - universitycollege.okstate.edu - with the viewable

transfer agreements. P. Fry reported that in the near future researchers predict 75 percent of all college graduates will have course work from three institutions and that within the next 3-5 years the number of transfer students will equal or exceed the number of first-time freshmen entering college. She would like to advertise 100 percent applicability to these transfer students if they follows the plan, which will ensure student success. K. James expressed concern with concurrent students. They are taking courses that cannot be guaranteed until they enter college and begin working from a specific degree plan. There was discussion regarding the state regents need to revisit this issue. The Early Colleges concept has somehow addressed this issue because their students graduate from high school with a high school diploma and an associate's degree.

P. Fry announced that the TCC provost and program representatives from OSU will be meeting on November 3, 2017 to talk about how the flow thru from TCC to OSU. Specific areas to be addressed are business, education, chemistry, physics and foreign language.

3. **CourseLeaf Update and Catalog Preview – Brenda Masters, Celeste Taber, Rita Peaster, Susan Willoughby**
    B. Masters announced that the kick-off phone conference for the curriculum portion of CourseLeaf is scheduled August 22, 2017. She explained that D. Jones has spent this summer scanning past documents associated with curricular changes and degree changes in an effort to prepare a document database to back up the rest of the information in CourseLeaf.

    C. Taber referred to the "*CourseLeaf Update*" document. The progress for the CourseLeaf catalog is as follows:
    - Kick off and planning meeting in April
    - Migration of 2016-17 catalog content to CourseLeaf
    - Changes submitted as usual to S. Willoughby
    - 2017-18 content updates made in CourseLeaf catalog

    The anticipated release of the final catalog is late September:
    - Catalog will be online
    - No printed catalogs
    - PDFs of catalog pages or sections can be dynamically generated on demand

    S. Willoughby previewed the online catalog:
    - Same information as before – different layout
        - General Education – 40 hours
        - College and Departmental Requirements - can be obtained in GenEd or with the major
        - Major Requirements -
    - Academic calendar info
    - Course descriptions with prerequisites
    - Degree program list by college and in alpha order
    - Certificate list
    - Overview tab – will list all administrative info about the individual colleges.
        - Academic areas – new way of looking at info - courses being offered in that department, undergraduate programs, graduate programs and faculty.

    Next steps:
    - Transition away from paper catalog and embrace new online information source that is dynamically connected to student system (connection between course action process and degree programs and catalog)
    - Train key catalog contacts on how to update their section of the catalog in CourseLeaf (Spring 2018)
    - Begin Curriculum Management phase of project

4. **Demystifying the Undergraduate Repeated Courses Process – Rita Peaster**
    Refer to the "*Banner Repeat Processing*" presentation / handout. R. Peaster explained that there has been a significant number of questions from advisors and graduation specialists regarding this process. Refer to University Academic Regulation (UAR) 6.13. Basically if a student repeats a course and the original grade was a D or F, then the second attempt would be used to figure the grade point average (GPA) and the first grade would be excluded. Even if the second grade is lower. If a student repeats a course more than once all subsequent

instances would count toward the GPA. But only one instance should be included in earned hours. If the first grade is higher than a D then all of the instances will be included in the GPA, but only one instance will be included in the earned hours.

In the previous university grading software system – SIS – the repeats converted to Banner by the following:

SIS OSU Courses	SIS Transfer Courses	Converted OSU and Transfer Courses in Banner	Exclude from GPA and Earned Hours	Include in GPA Only (not in Earned Hours)	Include in GPA and Earned Hours
Repeat "excluded from GPA"	*	E	Y		
Repeat (included in GPA)	@	A		Y	
(No indicator)	(No indicator)	(No indicator)			Y

Banner Custom Repeat Process
   E = excluded from GPA and earned hours
   A = included in GPA only (not in earned hours)
   I = included in GPA and earned hours

   Does not re-evaluate instances previously marked as excluded
   • Does look for new repeats of those excluded courses (three or more attempts)
   • Will adjust A and I indicators if needed
   • I indicator assigned to included instances with highest grade

   When the repeat process information was transferred from SIS to Banner, SIS limitations were discovered. Therefore, Banner inherited translated problems from SIS. Banner is programmed to search for the instance with the highest grade, and that instance will be included in both GPA and earned hours. Due to Banner's logic, there is no need for submission of the Repeated Course Override form.

   There are limitations to the Banner custom repeat process (same limitations existed in SIS).
   • Courses repeated in the same term may not be marked as expected (ex. repeated 8-week course in the same semester)
   • Zero ending course types are not considered
   • Courses with special grades that don't count in GPA are not considered
   • Courses that are not in the Banner course catalog (ex. Math 2---) are not considered

   The process runs three ways:
   • Daily – transfer work that been processed earlier that day
   • Student ID – runs weekly - students who have had a grade change / reprieve / renewal, etc.
   • Term based – end of term processing after all grades are recorded and grades are rolled to history, looking at students who are enrolled that semester and just the courses they were enrolled in that semester to see if they have been repeated.

Refer to the multiple scenarios in the handouts for detailed repeated process examples. There will be instances where the repeats can be reviewed on a case-by-case basis. The Registrar's Office has developed a process of the case-by-case reviews to be requested.
   • Request should come from the student's academic advisor or college dean's office
   • Change that is contrary to the OSU repeat policy cannot be considered
   • Scenarios that are neither clearly specified in policy nor handled in an optimal way by the automated process can be considered on a case-by-case basis.

- Contacts: Rita Peaster, Amber Todd, Casey Oldenberg, Greg Stine

Side note - the only other university in the Big 12 Institutions with an automated repeat process besides OSU is West Virginia University.

5. **Registration Clarification: Dropping the Last Class and Changing Credit Hours in Variable Credit Courses – Rita Peaster**

Dropping Last Class
- In Banner 8, the setting to control whether students can drop last class online is global (applied to all terms open for registration)
- Given that we often have multiple terms open for registration at the same time, it was not feasible to allow students to drop last class online in Banner 8
- In Banner 9, this setting is term-based
- We have enabled the term-based setting in Banner 9 to enable students to drop their last class online through the main term's nonrestrictive drop/add deadline
- When both Banner 8 and 9 registration options were available, students would experience different behavior depending upon which registration link they chose
- Now that only Banner 9 registration is available, all students can drop their last class online through the main term's nonrestrictive drop/add deadline

Changing Credit Hours in Variable Credit Courses
- In Banner 8 and 9, the setting to control whether students can change credit hours for variable credit classes online is term-based, and works independent of registration drop/add deadlines*
- Changes to credit hours can be made online through the main term's restrictive drop add deadline – after this time, changes for short courses with unique drop/add deadlines must be made via a drop/add card in the Registrar's Office (or Enrollment Services on the Tulsa campus)
- Registration in a variable credit course defaults to lowest credit hour option
- Credit hour changes are made on the **Schedule and Options** tab of Registration (variable credit courses will have the credit hour underlined to indicate it's clickable):

- Click on the underlined credit hour value to edit – the credit hour range displays:

- Must click the **Submit** button in the lower right corner for changes to save. Students will see green *Save Successful* message in upper right corner, and total Registered and Billing hours will update.

Note: Prior to the end of the Spring 2017 term we did not realize that the term-based control which allows students to change credit hours online did not recognize unique class drop/add deadlines. Students may have been able to change credit hours in variable credit courses throughout the term in Fall 2016 and Spring 2017.

6. **Continue Discussion of MyMajors and Kuder Programs**
   MyMajors may be best utilized through Admissions or perspective students with New Student Orientation (NSO). Advisors can also present the MyMajors program to their students as a tool. There was discussion to address concerns with the MyMajors program. There needs to be an assurance that consistent information is posted for different degree programs so that no program is slighted. The program will require resources from each college to prepare the information for MyMajors. P. Fry mentioned that Dr. Pam Ehlers, director of Career Services, may be able to provide a seminar on the Kuder program. P. Fry will follow up with Career Services.

7. **Other**
   - Reminder: Advisors Conference September 8th
   - P. Fry welcomed Dr. Ryan Chung, the new director for University Assessment and Testing
   - L. Millis announced that next year's freshman class will have new requirements for enrollment in the College of Engineering, Architecture and Technology (CEAT) –– 24 ACT overall, 24 ACT Math, 3.5 GPA.
   - L. Millis announced that Parker Hall is the new location of the CEAT Living Learning Program, which consists of tutoring, housing, writing lab, community service opportunities, faculty interaction, social events, etc.
   - E. Hill-Williamson announced that the Honors College will have three advising offices in Stout Hall starting in September. They will be adding two advisor positions to their staff.
   - C. Taber announced that she is planning her retirement within the next 6 months. Her hope is that early announcement will mean easier transition.

Meeting was adjourned at 12:04 p.m.
Minutes were recorded by Kyndal Roark