

**COUNCIL OF
DIRECTORS OF STUDENT ACADEMIC SERVICES**

AGENDA

March 17, 2021

Zoom - <https://zoom.us/j/99545430954>

10:30 a.m. – 12:00 p.m.

In attendance: Laurie Beets, Chris Bingham, Jessica Priddy Bullock, Larry Burns, Aaron Christensen, Kathryn Gage, Amy Gazaway, Ebonie Hill, Nick Holmes, Diane Jones, Cheryl Kleeman, James Knecht, Rae Ann Kruse, Amy Martindale, Marissa McIntyre, Marilyn Middlebrook, Lance Millis, Linda Millis, Beverly Morris, Rita Peaster, Libby Reigh, Vincent Rivera, Kyndal Roark, Sky Rogers, Kristi Seuhs, Richard Shepard, Deb VanOverbeke, Denise Weaver, Missy Wikle, Robin Wilson and Jeanette Mendez, Chair.

1. FYS Restructure Update – Missy Wikle

Adjustments in the First Year Success (FYS) office – the strategic planning began over one year ago but due to COVID the planned was disrupted.

- Rob Raab will be in charge of the financial coaches within the FYS office. John Brownlow will be working with R. Rabb, as well as Larry Burns, IRA and David Marriott, Admissions. As DSAS representatives, if you are looking for data or help with retention grant funding or options for your students please contact R. Raab. Each college has been assigned a specific FYS coach.
- Rae Ann Kruse will now be the FYS associate director for Orientation and Campus Connection. This will encompass first year, international and transfer students. Information regarding the connection coach initiative will be detailed at a later date.
- Palvih Bhana, Family Programing, will be working on webinars for onboarding parents in a positive way – how the University works. This program is meant to be a partnership between Student Affairs and FYS to make sure that we are assisting parents throughout the process. P. Bhana's focus will be the first-time parent to make sure the information they receive has the appropriate tone, as well as detailed information. The ultimate goal is to harness the power from the parents, take that energy and point it in the right direction, i.e. "Hugs from home".
- FYS now has five (5) financial planning coaches and five (5) campus connection coaches
- New Student Orientation (NSO) will be held in person. There will be 30 one-day programs with 125 students in attendance per day. All advising staff is being encouraged to get the vaccines.
- There will be a Fall 2021 Welcome Week. P. Bhana will be submitting communication soon regarding assistance.

2. Veteran/Transfer Student Update – Cheryl Kleeman (postponed to 4-21-21)

3. Transcript Registration Holds – Libby Reigh

Previously, Undergraduate Admissions placed holds on students' accounts before they had the opportunity to submit a final high school transcript. Admissions moved to a process of waiting to place transcript holds on students' accounts after they have enrolled for their first semester. The hold would affect their second semester, but not their first. When this change was made it was discovered that about 700 students at the end of orientation still had not provided OSU with their high school transcript. Through communication, without any holds being placed, Admissions was able to dwindle that number down to about 40.

OSU Undergraduate Admissions has not had a solid process for placing and removing college transcript holds since Banner was implemented. Currently, there are 1962 missing college transcripts of which none have had a registration hold placed. Aggressive communication to students will be started as soon as DSAS approves. Depending on the effectiveness of the communication, this topic may need to be revisited in the early fall to discuss

placing registration holds for Spring 22 semester enrollment. Admissions will take the lead on the first round of communication, following by the colleges, if needed. Feedback discussion included the following:

- Specifying the previous institutions from which the transcripts are needed within the communication to the students. Admissions will also work to create a list of new students with missing transcripts to offer to NSO prior to the student's orientation.
- Confusion when advising appointments have been completed, followed by holds being placed just prior to enrollment. Libby is seeking information from DSAS regarding the proper time to place the missing transcript hold on accounts. Advising holds are placed the weekend between weeks 5 and 6. Possibly transcript holds could be placed at that same time as well.
- Concern that lack of a transcript hold will be a lack of a reminder that there is a transcript outstanding and possibly coursework that we are unaware of but the student thinks has been transferred to our institution.
- Clarity regarding transfer students - many times our advisors are working with students who are transfers but are not identified as transfers.
- Advisors may be issuing more advisor overrides from conversations with students regarding specific courses at other education institutions.
- The course check prior to start of semester that removes students from courses if the prerequisites have not been notated in our system.
- For new students –queries can be made in Slate regarding the new student information. When colleges receive their lists from NSO instead of placing a hold we know from the query that this student has a hold from a previous institution, and we can remind them at that point.
- Students from Northeastern Oklahoma A&M (NEO) are under the assumption that they are already enrolled. Admissions will investigate this matter.

4. Higher Education Emergency Relief Fund (HEERF) – Linda Millis

HEERF was passed on 12-27-20, awarding \$4.4 million to students who had received a Pell grant for this semester. Applications continue to be received. International or undocumented students are not eligible to apply. Office of Scholarships and Financial Aid will notify those students of the qualifications. New stimulus will assist us in aiding additional students. For students who have been forced to discontinue their education for a semester due to financial burden, encourage them to contact OSFA. If the students are freshmen, they should contact FYS.

5. Establishing a Pre-BSN Program Code for RN to BSN Students – Kristi Seuhs

The College of Education and Human Sciences is meeting with Registrar, Admissions, etc. regarding a new program code. FYI – new program code we are working on RN to BSN – helps us track students who are admissible to the University but not quite admissible to nursing program due to a multitude of prerequisites or licensure issues. The new program code would be helpful to assist students to be fully admissible to the nursing program.

6. Other

- Student diversity module training has launched. A handful of issues have occurred regarding the release of holds, but for a huge majority, the hold was lifted immediately. A significant number of people are contacting Institutional Diversity when they are experiencing issues. The FAQ will address issues the students may be having and solutions for the issues. Content concerns should be addressed by Institutional Diversity. Technical difficulties should be addressed by Information Technology (IT). DSAS members recommended that IT information be added to the diversity module website. Currently it does not include IT information. The FAQ however, details the IT information. Note: IT has been requesting a screen shot of the proof of completion. This information should be included to the FAQ and on the website.
- Congratulations to Chris Francisco, Mathematics Department Head, who will be the interim vice provost for the next 13 or so months.
- Admissions announced that OSU has been approved for the 5-year test optional pilot. There will be lots of work with tracking data, but this is very good news!

Meeting was adjourned at 11:20am

Minutes were recorded by K. Roark