Council of Directors of Student Academic Services

Minutes | April 1, 2026, | 10:30 AM – 12:00 PM

Updates on the Advisor Transition

The Office of Student Success will lead retention and advising coordination by working with deans and leaders across campus to populate action groups and guide advising practices. The reorganization clarifies that OSS will guide but not unilaterally decide all functions, and academic advising will be managed more consistently under this structure.

- The Office of Student Success will take a guiding role over coordinated academic advising across campus.
- Advisors across campus will aim for a 250:1 advisee load and most will carry an UNIV 1111 teaching load counted as in-load obligations.
- A manager position will be elevated to oversee professional development for advisors and matches for that role will be determined shortly.
- The Cowboy Success Team will pilot in fall 2026 to connect incoming students to advisors, career coaching, and financial planning resources.
- An implementation committee will be formed and a meeting call will go out to begin planning the rollout.

Advisors are expected to be students' primary advisor from orientation and remain unless a student elects a change, with a target caseload of 250:1. Most UNIV 1111 sections will be counted as in-load teaching rather than receiving stipends for advisors. The group confirmed accommodations for special circumstances and described oversight and backup support through Tracy and the Office of Student Success.

The Cowboy Success Team will launch in fall 2026 with incoming students introduced to advisors and links to career and financial planning resources, with expansion of faculty, alumni, and corporate mentoring planned in later years and an implementation committee to coordinate rollout. Roles for second-, third-, and fourth-year mentoring and program opt-ins like Honors and TRIO were discussed as phased future work.

OSU Tulsa Undergraduate Courses

A working group identified student confusion over OSU Tulsa in-person enrollments and narrowed feasible solutions due to technology limits. The primary technical fixes under consideration are moving the campus field in Banner search results and adding campus visibility in self-service registration.

The group discussed and dismissed broad use of departmental permission restrictions due to administrative burden and inconsistent outcomes for students.

- Departmental permission restrictions were broadly rejected as a preferred mechanism because they create barriers and inconsistent outcomes for students.
- The team plans an automated Slate email to Stillwater-advised undergraduates who enroll in in-person Tulsa classes to confirm whether the enrollment was intentional.
- Proposed technical changes include moving the campus field higher in Banner search results and adding campus visibility in self-service to reduce mis-enrollments, pending IT support.

For corrections to unintentional Tulsa course enrollments, the team emphasized concise, informal messaging that clearly tells students to schedule an appointment with their advisor and linked the message to the advisor appointment scheduler, while avoiding CCing advisors to preserve open metrics in Slate. Participants discussed using existing registrar email templates, testing mobile rendering, and keeping the message short with clear action steps.

- Message wording and a clear, short action-oriented email that links to advisor appointment scheduling were prioritized to help students correct mistaken enrollments.

Rubric for Student Messages from Advisors – Kelli Leech

Kelli introduced a rubric developed by the communications group on advising and led by the provost to govern messages sent on behalf of advisors. The initiative aims to reduce message fatigue and increase trust by notifying advisors via listserv and labeling emails as sent on behalf of their academic advisor.

- The committee proposed a campus-wide rubric to decide when Student Success sends advisor-branded messages to students.

Procedures were described: advisors will appear as the reply-to address, emails will include a phrase indicating the message was sent on the advisor's behalf, and when not all students are affected a recipient list will be provided. The committee discussed that a committee would review and apply the rubric for specific messages.

- The rubric contains six yes/no criteria; a message proceeds if at least four are answered yes.

The group reviewed student feedback from surveys and focus groups showing strong preference for advisor and local college communications and for opt-in choices. The team noted overlapping work on a mass-communications Slate policy and requested that the similar document be shared.

- A similar mass-communications Slate policy exists and Kelli agreed to share that document with the group.

Group members proposed a wording clarification that the rubric applies to system-generated messages, conducted a vote, and approved the rubric unanimously. The approval included the specified addition about generated messages.

Admissions Criteria, Test Optional – Larry Burns

The meeting concluded with an admissions update announcing that test-optional applicants will require a 3.25 school GPA beginning Fall 27 and that below that threshold applicants must provide test scores. The organizers said they will schedule a 15–20 minute HLC training and must identify a time when Shannon can attend.

Meeting adjourned at 11:30 a.m.

Minutes recorded by A. Pinion