

**INSTRUCTION COUNCIL
MINUTES
November 17, 2016
204 WH
9:00 a.m. – 10:30 a.m.**

In attendance: Cynda Clary, Bruce Crauder, Bob Davis, Karen Flaherty, Jeff Hartman, Christie Hawkins, Darlene Hightower, **Byron Hook**, Susan Johnson, Diane Jones, James Knecht, Virginia Leathers, Tina Meier, Bavette Miller, Shiretta Ownbey, Rita Peaster, Kyndal Roark, Chris Ross, Randy Seitsinger, Celeste Taber, Candace Thrasher, Jean Van Delinder, Joe Weaver

1. Retention Initiatives – Christie Hawkins

Recently, University of Oklahoma announced a 90% retention rate for the first time freshman (an increase of 4 percentage points). Offices within OSU's Division of Administration & Finance have taken a closer look at what measures can be made to affect our retention rate. Dr. Hawkins contacted her counterpart at OU and was informed of the following:

- First-time full-time freshmen – no bursar holds
 - Increased financial coaching
- Phone call to first-time freshmen who had not enrolled for spring semester
 - Gathered data to look at mid-term grades, bursar balance, etc and arrange for counseling with financial aid personnel
- Devoted funds to financial aid to help students who didn't know how they would take care of their bursar balance
- Started requiring students to make an advanced payment of \$1000 by August 1st. If the student could not pay the \$1000, they had an option of submitting a financial plan for the payment. In some cases, the students were placed with financial aid counselors.
- Determined whether the students who had no funds nor a way to procure those funds should attend the University, possibly begin their higher education at a community college.

OSU loses about 7-9% of the freshmen population between the fall and spring semesters. If the University wants to do something to affect next year's retention rate, something has to be done immediately. The following actions have been put in place effective immediately:

- Identified OSU's first-time, full-time freshmen (OSU hours full time), lifted bursar holds, emailed students to notify them of the lifted hold, and encouraged them to continue to seek ways to arrange for payment.
- Identified pool of funds - \$500,000 – designated by Vice President Joe Weaver – looking at students who have strong mid-term grades with high financial balances. The Bursar's Office and the Office of Scholarships and Financial Aid are looking more closely at Oklahoma students rather than out-of-state and working with those students individually to help them with funding alternatives.
- Residential Life Director, Leon McClinton submitted a letter to every new freshman who lives in residential life reminding them of enrollment, and resources if they needed support / advice. He also submitted a letter to the parents of all of those freshmen encouraging to speak to their students about discussing next semester's enrollment with their advisors, making sure they are taking care of their financial obligations, and making sure their student is engaged at OSU. He has had a very positive reaction to the letter. Engagement on campus, although very difficult to track, is one of the things that significantly affects retention.
- Robo call from President Hargis to first-time freshmen inquiring about their semester and reminding them to enroll for the spring semester and to seek out resources if there are difficulties.

Actions that still need to be considered are as follows:

- Create a report for advisors - data they need for these first-time, full-time freshmen – midterm grades, bursar balances, enrollment date.
- Prioritize the students at risk for leaving:
 - Retention study by Dr. Celeste Taber

- Bursar balance of \$1000 or greater
 - More than 3 hours of "W"
 - More than 3 hours of D or F midterm
- (if a student meets all three of these risks, they are priority 1, if they meet two of the three risks, they are a priority 2, if they meet one of these risks they are a priority 3.)
- Submit a list of non-returning freshmen to Instruction Council members for advisors to contact and categorize reasons in an effort to aggregate the data.
 - Discuss additional long-term plans

Vice President Weaver added that when reviewing the financials of these first-time, full-time freshmen he was struck by the number of these students who had \$10,000 - \$15,000 bursar accounts without any knowledge as to how to pay these accounts. The previous process had been for the Bursar's Office to place holds on those accounts. There were those students who would contact the Bursar's Office and arrange for payment, however there were large groups of students who would not contact the Bursar and not return to OSU the following semester. OSU wanted to eliminate that barrier and be more aggressive about contacting the students in a positive manner without letting themselves (the students) to select out. There is concern that possibly the University is not doing enough to help these students, especially if it is our policy to hold their transcripts until their debt is paid, yet not assisting them in procuring a way to repay the debt. We need to either reject those students in the first place or have systems in place to help shepherd them through the academic process. The finance side of the University is committed to trying some different avenues, such as lifting the bursar holds.

Randy Seitsinger questioned the process when these students become sophomores. Mr. Weaver explained that the University will need to intervene at that point as well. We need to address this campus-wide issue, not just the first-time, full-time freshmen retention. It is critical to having staff in place to assist with the financial coaching and increasing that type of interaction with the students so they know what their options are.

The IRIM office will gather a list of students who have not enrolled between fall and spring and then spring and fall. The list, containing only active students, will be submitted to Academic Affairs, who will then submit those names to the members of Instruction Council to be distributed to the appropriate advisors. Legal counsel recommended that the Academic Affairs office not provide the financial or student conduct information on the report due to FERPA. Dr. Hawkins had understood that if someone needed to know certain information in order to complete their responsibilities within the institution it was not a violation. Dr. Fry mentioned that a student only needed to be enrolled in 1 credit hour for the following semester to be considered a returning student.

Cynda Clary wanted to express her appreciation of the Bursar's Office taking time to look at the Bursar's holds for the first-time, full-time freshmen during the fall semester. There does seem to be some kind of disconnect of expectation between the prospective student who eventually becomes an enrolled student. The reasoning may be that these students are first-generation students or the fact that a summer job can no longer pay for a semester in college.

Dr. Clary questioned the amount of money going toward the meal plans for freshmen. Many times there are large amounts of unused dining money at the end of the semester. Should the dining plans be reduced, or possibly a portion of the remaining amount go towards the student's Bursar account? **A discussion with Mitch Kilcrease of University Dining would be appropriate.**

Celeste Taber listed the following holds that could also be affecting freshmen enrollment:

1. Haven training – affecting 612 students (freshmen and new transfers)
2. High school transcript – affecting 192 students (freshmen and new transfers)
3. Immunization records – affecting 1000 students (freshmen and new transfers)

Randy Seitsinger requested retention information for the college, separated by programs. Dr. Hawkins stated that report was not available at this time. Possibly there would be some information by department, however.

2. Banner System and Transfer Students – Jeff Hartman, Associate Director of Admissions

Transfer credits in Banner, Admissions is processing all undergraduate (domestic and international) transfer requests. Listed below are the challenges facing Admissions since switching to the new system – Banner.

Transfer Credit Processing:

- Current Backlog:
 - Courses already articulated – 10-12 business days before posted in Banner
 - Courses needing articulation – 15-20 business days before posted in Banner
- New System – still finishing first complete cycle
- Issues that are effecting or have effected backlog – All issues lead back to Banner
 - Review of Academic History loads – 3 rounds with each round taking 5-7 days
 - Joint decision by IT, Banner consultant and Undergraduate Admissions to NOT import articulated courses from SIS to Banner
 - Institutional catalogs have been rebuilt or are in the process of being built as transfer courses are received from those Institutions
 - Dual Processing of Transfer Credit
 - Required to enter Transfer Credit into both SIS and Banner for Spring 16, Summer 16 and currently enrolled students
 - Spring and Summer dual entry has been completed (Sept. 2016)
 - Currently enrolled dual entry is still ongoing
 - Manually Marking Repeats
 - First XXXX Report from Cognos in March 2016 showing all courses with no articulation
 - Required to halt all transfer credit processing due to Banner data loads
 - For Spring 2016 Academic History load (2 days)
 - Final Academic History load (1 week)
 - Multiple SIS to Banner clean-up projects
 - Incorrect terms for transfer work, invalid grades for credit by exam, blank grade for transfer work, moving/clearing holds, attribute issues, High School diplomas, Associate degrees
- Transcripts are available in BDM for currently enrolled students or based on NSO date for new students
- Online Transfer Credit Guide
 - Automatically updated from SIS to online guide – not currently working for updates made in Banner
 - Guide was last updated on 9/24/2016 – when dual entry for Spring 16 and Summer 16 students was completed
 - We have placed a request with IT to update process (Banner to online guide)

Dr. Fry offered any help that Instruction Council can lend to expedite the articulation process.

Dr. Fry reminded the members of the importance of transfer maps. She mentioned an article, *A Playbook for Transfer Students*, how four-year universities should be addressing the transfer population. She will be submitting the article to all members via email.

3. The College of Arts and Sciences Foreign Language Requirements – Bruce Crauder

Dr. Crauder explained that about one year ago, the science department heads in the College of Arts and Sciences signed a letter in which they wanted to reduce the foreign language requirement for the Bachelor of Science (BS) degree from the current 10 college credit hours. After a year's study and considerable faculty input, it is proposed to be reduced to two years in high school or 6 college credit hours. The 6 hours are to be taken in 3-hour increments. The 3-hour courses will be covering essentially the same information as the 5-hour courses. The Bachelor of Arts (BA) degree requirement will be going from 10 college credit hours or two years in high school to 9 college credit hours, with 3 hours at the 2000-level, to be completed in three semesters. Although the credit hours are fewer, the level of proficiency is greater. Six hours of entry level foreign language will be equal to what we now know as 10 hours. The extra three hours of 2000-level foreign language is an additional requirement. Please review the handout entitled OSU Arts & Sciences Foreign Language Proficiency Requirement Change Summary for 2017-18, attached to these minutes, for further information.

In terms of transfer credit, TCC historically teaches their language courses in 3-hour classes. As far as content – 6 hours at TCC = 5 hours at OSU (four semesters at TCC to equal the OSU requirement). At this time, the information we have suggests that 12 hours of foreign language at TCC could potentially satisfy the 9 hours of foreign language as the BA degree requirement at OSU. A popular degree at OSU-Tulsa is a BA in American Studies, where OSU-Tulsa depends on the foreign language requirements to be satisfied at TCC. Dr. Crauder believes that it would not be unreasonable for OSU to consider adding a BS in American Studies or changing the BA to BS in order to address the change in foreign language requirements at OSU.

Dr. Fry stated that TCC is very receptive to our plans at OSU. If there is a course offered at TCC that is not meeting the equivalency, they are eager to find a way to advance their students.

James Knecht mentioned that along with the changes in the requirements for foreign language, Instruction Council may need to look at the expectations of the CLEP.

MOTION WAS APPROVED TO ACCEPT THE CHANGES IN THE FOREIGN LANGUAGE REQUIREMENTS FOR THE BS AND BA DEGREES IN THE COLLEGE OF ARTS AND SCIENCES – 6 HOURS FOR BS AND 9 HOURS (3 OF THOSE HOURS AT A 2000 LEVEL) FOR BA.

4. Curricular Request

College of Education

**AEROSPACE ADMINISTRATION AND OPERATIONS, BS (247)
Program Modification: Program Requirement Change**

Program Requirement Change: Course requirement changes

The College of Education requests the course requirement changes to better reflect the current course requirements.

**CAREER AND TECHNICAL EDUCATION, BS (196)
Program Modification: Program Requirement Change**

Program Requirement Change: Course requirement changes

The College of Education requests the course requirement changes to better reflect the current course requirements.

**APPLIED EDUCATIONAL STUDIES, EDD (069)
Program Modification: Option Deletion**

Option Deletion: College Interdisciplinary

The College of Education requests the option deletion given that the emphasis area in the Curriculum Studies option in the PhD in Education was approved in 2013 and was intended to replace the College Interdisciplinary option.

**EDUCATION, PhD (435)
Program Modification: Option Addition**

Option Addition: Language, Literacy and Culture

The College of Education requests the option addition as, currently, students pursuing a PhD with an emphasis in Reading and Literacy focus on Secondary English Education and receive a degree in the generic option, "Professional Education Studies." The proposed new option for the PhD in Education clarifies that student will focus their studies on reading and literacy as well as increases the visibility of the doctoral level degree program and the marketability of the graduate students.

TEACHING, LEARNING, AND LEADERSHIP, MS
Program Modification: Option Addition

Option Addition: Gifted and Talented Education

The College of Education requests the option addition to prepare educators to teach gifted and talented students by preparing students to create and modify programs, identify students, and appropriately counsel students.

ALL COLLEGE OF EDUCATION PROGRAM REQUESTS WERE APPROVED.

Graduate College

INTERDISCIPLINARY SCIENCE, MS (155)
Program Modification: Option Deletion

Option Deletion: Aviation and Space Science

The Graduate College at Oklahoma State University requests the option deletion given that it is no longer necessary with the creation of the M.S. in Aviation and Space degree in the College of Education. All students have transitioned to the new degree program.

GRADUATE COLLEGE PROGRAM REQUEST WAS APPROVED.

Center for Health Sciences

FORENSIC DOCUMENT EXAMINATION, GRADUATE CERTIFICATE (430)
Program Deletion

The Center for Health Sciences requests the program deletion as the program has been on suspension and all majors have now graduated.

CENTER FOR HEALTH SCIENCES PROGRAM REQUEST WAS APPROVED.

5. Banner Update – Rita Peaster

Registrar's Office (RO) is preparing to use Banner as the official software source for transcripts. There are a few technical issues to overcome before the transcripts can be printed from Banner. A communication will be sent from the RO when that change will be taking place. At that time, students will be able to request their transcripts from Banner Self Service. Information Technology (IT) is working on updates that will allow students who have holds on their transcripts to at least view their transcript. There will also be a View Grades feature that will be added to Banner Self Service that will allow them to view their final grades, as well as midterms, at the time a faculty member enters them online before they are rolled to history.

Final exams will be added to students' class schedules, much the same way that the common exams appear now. A communication will be sent from the RO when that change will be taking place.

DegreeWorks is in production environment. Currently, the College of Education, the College of Engineering, Architecture and Technology and degree clearance personnel in RO have access to the DegreeWorks program.

During the Directors of Student Academic Services (DSAS) meeting on 11-16-16 there was discussion regarding registration holds. It seems that there is a significant amount of confusion about how the various holds are intended to be enforced. In SIS the holds were allowed to be term specific; however, in Banner the holds are date specific. There is a need for better coordination and communication with the owners of the holds to ensure that they understand how holds work in Banner and the impacts to students. There was also discussion on changes in the timing of when holds are place and also the timing of the effective date of the holds. The next DSAS meeting has been moved to December 7th so that conversation can continue and decisions can be made in a timely manner.

6. Update to D2L-BrightSpace and Administration Security – Darlene Hightower and Tina Meier

Inquiries have been made as to who has access to the grades inside D2L. Information Technology (IT) drafted a policy for security groups we have inside D2L-BrightSpace. When a security group is added, policy change will be made and the security groups across campus will have access to information regarding the new security group. Responsibility for annual audit of user groups lies within IT Security. IT requires signatures from all associate deans and Dr. Chris Ormsbee in regards to all users with security access. See handout, attached, for the different security groups. IT was hoping to reduce the list of security groups, but the Points of Contact in each college were not in agreement with reducing the current list.

Brightspace has created a way for professors to check the grade audit that is located inside BrightSpace. It is also encouraged for the faculty to report any grade discrepancies to the associate deans. This need for added security and auditing comes from the fact that users can download the grades from D2L into a spreadsheet and then upload them into Banner.

Any feedback should be addressed to darlene.hightower@okstate.edu.

7. Other

Kyle Wray will be contacting Dr. Fry on behalf of the students who are in need of financial help. Dr. Fry will disseminate this information to the Instruction Council members.