

**COUNCIL OF
DIRECTORS OF STUDENT ACADEMIC SERVICES**

MINUTES

March 14, 2018
126 ITLE
10:30 a.m. – 12:00 p.m.

Attendance: Jessica Priddy Bullock, Ryan Chung, Pam Ehlers, Leslie Evans, Kathryn Gage, Linda Good, Karen Hickman, Ebonie Hill-Williamson, Bobby Jenkins, Diane Jones, Kelly Kavalier, James Knecht, Amy Martindale, Marissa McIntyre, Marilyn Middlebrook, Lance Millis, Todd Misener, Robyn Moore, Beverly Morris, Blake Myers, Rita Peaster, Libby Reigh, Trevor Richardson, Kyndal Roark, Sky Rogers, Kristi Seuhs, Richard Shepard, Julie Swaringim-Griffin, and Pamela Fry, Chair.

1. Overview of FYS Data Regarding Student Attrition – Missy Wikle

Refer to *Primary / Secondary Reasons* documents for detailed information. As part of the First Year Success office, we discovered that 375 freshmen did not return to OSU for Spring 2018, and 147 of those students are listed as unknown for their reason for not returning to OSU. How can we better track our students and leverage advising as a retention impacting strategy? How can we get these students connected to the resources they need earlier in the semester? How can advisors partner with First Year Success office to help with students they cannot find? What are best practices within advising can we utilize to impact retention? Where are the gaps that FYS can fill?

The following suggestions were discussed:

- Directors of Student Academic Services (DSAS) encouraging their advisors to utilize the Star system for communication with students so that we can keep better track of students.
- Possible short survey to be completed by advisor regarding student in an effort to identify issues to be addressed earlier in the semester
- List of freshmen cohort to colleges was very helpful – (midterm grades, academic alerts info) – reasons for students leaving came to colleges too late to be helpful this semester, categories need to be available to advisors early in order to be useful in getting the correct data
- Advising loads need to be regulated
- For the students who have secondary advisors - email to primary advisor and place note in Star system
- Case management between colleges and FYS office for those students who have issues
- NACADA National conference in San Antonio in Spring 2019 - provides best practices info, Excellence in College Advising info, utilizes DegreeWorks and Star systems.
- [2017 Kamm Lecture in Higher Education Video](#) engagement - more about depth than breadth – peer to peer authentic relationships https://ostate.tv/media/0_a25918r3
- Committee to strategize how to get the FYS office to work more collaboratively with the colleges

P. Fry mentioned that our past advisor surveys revealed that our students value the expertise of OSU advisement.

2. Pre-Professional Academic Support Services Office/Team – Jessica Priddy Bullock

Jessica Priddy Bullock, Director for Pre-Professional Academic Support Services introduced Kelly Kavalier, the new Pre-Law Coordinator in the Pre-Professional Academic Support Services Office. K. Kavalier is a licensed attorney for the last 11 years and has worked as an academic advisor for the last 10 years. She is also the assistant director and senior academic advisor with University College Advising. She currently has a 25% role as the Pre-Law Coordinator. Pre-Law appointments and services are now available with K. Kavalier in the University College office - prelaw@okstate.edu. In April, she will be taking a small group of students to law schools at University of Tulsa, Oklahoma City University and University of Oklahoma. These tours will not only aid the

students as to what Oklahoma law schools have to offer, but also facilitate good relationships between OSU and the law schools in Oklahoma.

The Pre-Professional Academic Support Services team is launching their new website, which will focus on pre-professional academic support services for the entire campus. DSAS members were encouraged to inform all students interested in pre-professional endeavors to visit the website – <http://prehealth.okstate.edu> or <http://prelaw.okstate.edu>.

3. Mental Health Research and Wellness Survey Results – Todd Misener and Trevor Richardson

Todd Misener, Chief Wellness Officer, and Trevor Richardson, Director University Counseling Services, presented DSAS with preliminary results from a resilience study – study of all participants of the New Student Orientation program. Refer to *Resilience Study Midpoint Preliminary Results* document. The purpose of the study was to look at where resilience fits within our student body, and there are some issues. We wanted to articulate this information and see how that plays out in the research itself. We are seeing a large increase in the need and use of mental health services. Crises are starting to manifest themselves into things that derail students success.

Refer to *Campus Mental Health Review by Todd Misener, PhD, and Trevor Richardson, PhD* document. National College Assessment Data 2008 – 2016 revealed an increase in prevalence of mental illness, specifically anxiety and depression. The data was gathered from students who were self-reporting if a doctor had diagnosed them in the last 12 months with a mental illness. The prevalence of mental illness across the country is increasing, and reports indicate that 27.3% of students have been diagnosed with one or more mental illnesses. A random sample of OSU students (2500) from the Fall 2016 Undergraduate Prevalence of Mental Illness research revealed 25.7% of our students self reported a diagnosis of mental illness.

Unique students engaging in OSU University Counseling Services from 2010 – 2016 revealed a significant increase in student visits (21%). Currently OSU is below the industry standard for number of counselors per students. Baseline ratio is 1500 to 1 students to counselor, and we have 11 full-time counselors for 23,000 students. Our counseling center has a weight list for appointments. We do have counselors on call for emergency situations, but when students know there is a weight list, that fact alone may be a deterrent from even trying to get help. OSU would need to hire four additional counselors to meet industry standards.

It is important to address this issue before it becomes crisis. By the time students come to the counseling center, their situation can be critical. According to the OSU University Health Services, there was a significant increase in mental illness diagnoses from 1550 students during Fall 2016 semester to 2011 students during Fall 2017 semester. Furthermore, there are differences between harmful behaviors associated with mental illness. National data shows that students with diagnosed mental illnesses are almost 5 times more likely to self-harm or attempt suicide than those students without mental illnesses.

As the level of depression increases, the retention rate decreased, as well as correlation to negative outcomes relative to their academic performance. There is also a significant correlation between depression and resilience. Resilience is defined as the capacity to adapt into stressful environments. Resilience helps to identify those students under the same amount of stress and the higher the resilience the better the students respond.

It is important to –

- **recognize** a distinct change in a student's behavior – inability to function on a day-to-day basis: sleep changes, eating changes; emotional outbursts
- **respond** to the students in a non-judgmental fashion (open and safe environment)
- **refer** the student to the specific area for assistance – 405-744-5472 – counseling center office; 405-744-6523 – OSU Police Department for after hours or when safety is a concern

At this point in time, there is a wait list for students in need of consistent counseling. However, crisis counseling will be handled same day. University Counseling has an on-call counselor 24/7.

In making referrals it is important to de-stigmatize counseling, provide info in written form, follow up with students, consult with colleagues for help and take good care of yourself. Confidentiality will apply after the referral is made to University Counseling Services. The students can complete a release of information form to include the person referring, but that decision is up to the student.

The Behavior Consultation Team (BCT) was created to deal with threat assessment but in recent years has been dealing with a significant number of mental health issues. The Students of Concern Committee is currently being formed to focus on students with mental illness issues. The committee will consist of a representative from each college. This committee will be a very useful tool in assisting these students in finding the help they need.

A separate committee has been formed from representatives of academics and student affairs to develop a strategic plan to address mental health on our campus. Currently, they are focusing on coordinating training on building resilience within students through advising, community mentor housing and first year seminar instruction.

Campus wide suicide prevention presentations were discussed. T. Richardson informed DSAS that Dr. Joseph Dunnigan will be recording the suicide prevention program and making it accessible to all faculty and staff in the very near future.

4. 2017 OSU/NOC Enrollment Recap and Preliminary Planning for 2018 OSU/NOC Enrollment Partnerships – Missy Wikle

Postponed for a future meeting.

5. Academic Alert Email – Karen Hickman

Refer to *OSU Academic Alert – Grades* document. K. Hickman, L. Evans and J. Dew worked together to revise the academic alert email, which was discussed at the February DSAS meeting. The approach was to simplify, trouble shoot and clear with IT and the software company.

Suggestions were discussed and options were as follows:

- Revise the action statement “How to view your Academic Alert details” with more emphasis to make the student aware that there is more information with this alert, effective immediately and monitor the usefulness.
- Purchase another alert system that could be streamlined to our specifications

The decision was made to make changes in the wording of the current alert system, effective immediately, and monitor its effectiveness.

6. STAR Update – James Knecht

STAR will be programmed to add the “A” to the student campus-wide identification (CWID). The process is tentatively scheduled to begin on Tuesday, March 20. DSAS members requested that J. Knecht email them when the procedure is fully operational.

7. Banner 9 Administrative System Demo – Robyn Moore

Banner 9 looks different. This new version has a more user-friendly look and feel to it. Training will be provided, and R. Moore has prepared shortcut cheat sheets for better functionality. The browsers should not be as limited with this version as in previous versions. Registrar’s Office is working in the test environment of Banner 9 at this time. When the system is ready for complete implementation, training will be available.

8. Proposed Timeline for Student Access to Degree Works – Blake Myers

Refer to *Student Access to Degree Works Draft Timeline* document. OSU Office of Scholarships and Financial Aid (OSFA) is diligently working to comply with federal regulations on how aid can be used for courses that meet degree requirements. The component they are planning on using relies heavily on DegreeWorks (DW). This component compares with DW to make sure that the courses the students are taking meet specific requirements so that they can receive aid for those courses. All 2016-2017 degree plans are in DW for every college, and IT has provided four part time scribes to help get all of the plans backscribed (2013-2014, 2014-2015 and 2015-

2016). Once these plans are scribed, DW will work well with OSFA's component. Currently, only academic advisors can access DW, and our goal is to give students access to this information as well. Proposed timeline is as follows: reaching out to key student groups – undergraduate and graduate student governments associations, residents hall, executive leadership council – seeking volunteers to serve on a student committee to help with communication plans, training materials and general feedback in an effort to make DW more successful. Registrar's Office would like to work with First Year Seminar instructors for full implementation by Fall 2018. Resources will also be available on the Registrar's website. There will be refresher training courses for advisors.

9. **Other**

- **J. Knecht reported that the Advisor Survey is live.**

Meeting was adjourned at 10:32 a.m.

Minutes for recorded by Kyndal Roark