

**COUNCIL OF
DIRECTORS OF STUDENT ACADEMIC SERVICES**

MINUTES

June 20, 2018

126 ITLE

10:30 a.m. – 12:00 p.m.

In attendance: Jessica Priddy Bullock, Chris Campbell, Ryan Chung, Jovette Dew, Leslie Evans, Jordan Garriott, Linda Good, Ebonie Hill-Williamson, Kelva Hunger, Keely James, Bobby Jenkins, Diane Jones, Marissa McIntyre, Marilyn Middlebrook, Lance Millis, Beverly Morris, Rita Peaster, Libby Reigh, Kyndal Roark, Sky Rogers, Kristi Seuhs, Richard Shepard, Julie Swaringen-Griffin, Candace Thrasher, Deb VanOverbeke and Pamela Fry, Chair.

1. GRE Fee Reduction Program Update – Linda Good

L. Good reported that currently the GRE fee reduction program is made available through the Office of Scholarship and Financial Aid (OSFA). However, as of 7-1-18 the application for GRE fee reduction will be located online only through the official GRE website. Students will be required to complete a FAFSA as well to demonstrate financial need.

2. Degree Works Exceptions Requiring Academic Affairs or OSRHE Approval – Rita Peaster

R. Peaster explained that a clarification was needed regarding who should be entering general education substitution exceptions in DegreeWorks. The previous practice required signatures from Academic Affairs, followed by submission to Registrar's Office (RO). The RO would apply the exception to the student and image to student's file. With the implementation of DegreeWorks, many exceptions were entered by degree certification specialists. However, not all colleges have been using DegreeWorks in this manner. All colleges are on track for the use of DegreeWorks for final graduation clearance, which is a significant milestone. RO will continue to refine the graduation clearance steps through DegreeWorks and will continue to follow the approval steps for exceptions. R. Peaster cautioned DSAS members that when exceptions are entered in DegreeWorks, they can become unhooked.

3. Students With Expired Catalog Terms – Rita Peaster

R. Peaster expressed her concern with the serious issue of students who continue with expired catalog terms. RO needs to find ways to help identify those students as they look at audits. After some discussion, it was decided that RO would provide each college with a Students with Expired Catalog Term report for review during the Summer semester.

4. Summer Withdrawals – Rita Peaster

Refer to Summer Withdrawals document. In 2010 the withdrawals process was reviewed with the goal of removing some of the burdensome steps that students were expected to take to withdraw from the university. Considering that summer semester is not a required term for continuous enrollment, it did not make sense to force the students through the process of a withdrawal form. A simple drop/add card could be used for withdrawing from summer term courses. During the Banner implementation, some of the summer withdrawal processes reverted back to the previous practices. Having realized this, the RO is returning to the practice of no required withdrawal form for students withdrawing from all courses during the summer semester.

In the 6-7-18 Instruction Council meeting, the members determined that students attending the summer semester should be allowed to drop their last class online. No withdrawal form will be required. If an

advisor wishes to place a hold on specific students prior to their dropping of their final class, they may do so, and the students would be prevented from dropping final courses without approval of the advisor. DSAS members expressed some concern that students who enroll for the summer semester, but not the fall semester may fall through the cracks if that student withdraws from all courses. RO agreed to closely monitor this summer online withdrawal for a year to determine its success.

5. OSU Student Satisfaction Survey Report – Ryan Chung and Kelva Hunger

Refer to the OSU University Assessment and Testing 2018 Student Satisfaction Survey Report document. R. Chung stated that there have been approximately 8000 survey reports submitted. There were 6000 open-ended comments submitted that were reviewed and categorized by K. Hunger. The information will be available online for further breakdown. Undergraduate advising was discussed with a high approval rating of 77 percent overall and a satisfaction breakdown as follows: Freshmen – 82.4%; Sophomores – 80.5%; Juniors – 76.8%; Seniors – 73.2%. Communication with Institution Research and Information Management (IRIM) is needed prior to allowing campus access to sensitive information. P. Fry commended the members of DSAS for the advising efforts as is obvious by the survey.

R. Chung stated that he is in the process of merging the data from this survey for a future predictive model – a strategic action plan for retention.

P. Fry expressed her concern regarding a Wall Street Journal article that stated a recent poll reported that 49% of the poll participants feel that college is worth the investment, while 47% of the participants did not. Five years ago the same poll reports that 54% felt that college was worth the investment, while 40% did not.

6. Other

- **P. Fry announced that today** at 3:00 she and Susan Johnson will meet with Tulsa Community College (TCC) advisors in an effort to coordinate our efforts and release the OSU-Tulsa transfer maps that have been developed. DSAS and Associate Deans were very instrumental in this transfer map development. The link is for the transfer map information is <https://tulsa.okstate.edu/transfer>. Currently there are 18 completed transfer maps with five more in the process. These maps contain more information than just transfer credit. She asked all DSAS members to review the site to double check for corrections. She emphasized the importance of creating the OSU-Tulsa and TCC partnership and messaging that information to students. The next significant initiative for transfer maps is Northern Oklahoma College.
- P. Fry discussed the summer reinstatement process. With more and more summer courses being offered online only, there may be a need to require proctored exams. Nationally, online offerings can contribute to a lack of academic achievement. How can we ensure that the students are doing their own work for reinstatement? J. Priddy Bullock stated that other universities adopted a practice of providing students with an online workshop to determine the reasons for the struggling student. This process would take time and resources. This issue is something to address at a later meeting.
- P. Fry discussed the 40 percent response rates of the Survey on Student Instruction with DSAS. The response rates vary widely by incentive. Verbal reminders from faculty members are very effective. The possibility of viewing grades earlier with a completed survey was discussed. The issue of penalty vs. incentive was mentioned. Further discussion is needed to determine an effective plan.
- R. Chung announced that the Parent/Guardian Survey should be launched soon. The parents data will not be linked to the student data. UAT is happy to assist in any way necessary.
- M. McIntyre announced that Barbara Bremer will be retiring July 6, 2018 after 40+ years of service to Oklahoma State University. The vacant position has been listed.
- L. Reigh announced that Karen Chen is the new Assistant VP of Enrollment Management.

Meeting was adjourned at 11:33 a.m.

Minutes were recorded by Kyndal Roark