

Council of Directors of Student Academic Services

AGENDA | August 28, 2024 | 10:30 AM – 12:00 PM

Zoom Link: <https://okstate-edu.zoom.us/j/94177167318?pwd=8zxxogp05QcepeBUVhFnatJ51QuD5I.1>

Passcode: 405405

1. Summer Synopsis—Shannon Baker

S. Baker thanked everyone who was instrumental in helping Student Success successfully move forward throughout the summer with enrollment sessions. In addition, S. Baker announce the new office location for the Office of Student Success being in Legacy Hall. Student Success held a debriefing meeting where managing advisors and administrators reviewed the performance of the summer sessions so that opportunities for improvement could be identified. S. Baker shared the identified areas where the team will work to make improvements:

- SS will work on setting up opportunities for department heads and college staff to meet with the appropriate members of SS to learn more about various programs. This will help uphold correctness and consistency of information and policy with students and their academic programs.
- SS will review major change processes regarding onsite enrollment session major changes so that we can minimize confusion and chaos at enrollment. There were many instances where a student changed their major to a different meta major group, and the team was not prepared to handle those cases quickly or efficiently.
- SS will work with enrollment management to on the need for more thorough information from students prior to enrollment sessions to avoid issues regarding prerequisites.
- Student success will work on the prerequisite list so that there is a standard procedure for what constitutes as proof of a completed prerequisite.
- Math placement: SS will be reaching out to incoming 1st year students in spring of 25 to communicate the significance and importance of the math placement exam. This will help avoid issues regarding students being unable to enroll, being setback in their degree plan, etc. due to poor math placement scores.
- SS will address the issue of students switching into incorrect sections of UNIV 1111. This caused them to be in a UNIV 1111 course for a meta major that was not theirs.

S. Baker reminded the group that University College has been eliminated, and she asked the college leaders to be aware that for students changing majors with less than a 2.0 GPA, the receiving college needs to receive the student either in the major they've chosen or as undeclared within that college. SS will be working with the registrar's office to update warning messages within the major change form so that it doesn't prompt students to select University College.

S. Baker asked for other feedback from the summer and/or UNIV 1111 and offered for members to share via email should that method fit their preference.

2. Update on Withdrawal Policy—Shannon Baker

S. Baker gave an update on the withdrawal process. In week 0 the data shows that student withdrawals were down from the previous year's number of 256. In week 0 there were 72 withdrawals. Withdrawals leveled out in week 1, and week 2 would be the critical week where a peak of withdrawals is usually seen. Advisors are asked to interact and intervene with students looking to withdraw, to try and retain the students. For students who do withdraw, advisors are tasked with reaching out to ask if they are interested in a path back to OSU.

3. EdSights Text Chatbot, "Cowboy Charlie" -- Shannon Baker

S. Baker introduced the text bot initiative, "Cowboy Charlie," which is scheduled to reach out to first year students beginning September 10th, and check in on their wellbeing financially, academically, emotionally, and physically. Students can opt out if they'd like. If there are emergency responses /messages from students, those students and their messages will be forwarded to Aleigha Mariott or Scott Alexander or OSUPD. The dashboard will indicate which students are high-risk so that we can have the appropriate representative reach out to them. We will also be able to learn a lot about student voice using this tool, which will help us to adjust the voice of the chatbot in future years.

4. New Names and Expanded Services for Student Support - Dr. Aleigha Mariott

A. Mariott shared updates on changes in Campus Life. The team appointed Scott Alexander as the Director of Student Support. In addition, Student support has expanded and evolved. Student support still includes Case Management and what used to be Veteran Student Success, but is now named Military Affiliated Student Support, they are still located in the basement of the Student Union. This change in name encompasses a wider breadth of our student population to identify that more than just veterans can use this space. The Transfers unit has been separated from Military Affiliation, with Cheryl Kleeman's departure, the role expanded to encompass non-traditional students and

transfer students, a coordinator has been hired for that role. This unit is not located in the basement of the Union. They're in 211 of the Student Union with other student support and involvement services on campus life. Additionally, a new staff member for the non-traditional and transfer students support has been hired. Campus life has also developed services and designated a staff member for former foster youth and 1st generation students. Last, on the student affairs side of things, space for on-campus housing has been identified.

5. Updated Undergraduate Admissions GPA Policy – Jeff Hartman

J. Hartman shared that the regents made policy changes regarding admission GPA requirements for freshman students. The biggest change being that the regents removed the term “unweighted” when it came to the requirement for freshman admission. Schools in the region can now create their own admission policy regarding GPA as long as they have a written policy. OSU will begin to accept the GPA that is represented on the student's transcript whether it is weighted or unweighted, as long as the GPA is in a 4-point scale. So, some may see GPAs above 4.0 because students can achieve a 5.0 on a weighted 4-point scale. If the high school transcript is in any scale other than a 4-point scale, OSU will convert it to a 4-point scale so that there will be consistency across CRM platforms. The slate team is already working to accommodate for the differences in transcripts and how they will be shown in Slate and Banner. For concurrent students, the policy reads that they will still be judged on an unweighted scale, so that is how admissions will continue to function, until further notice. If there are any questions, please email J. Hartman.

6. Honors College and Degree Works – Ebonie Hill-Williamson

E. Hill-Williamson shared that honors college is now in degree works. All new freshmen who are in honors now have an honors degree seeking option on their degree works profile. This is only for freshmen at this time. The goal is for all current honors students to be added into degree works within the next 18 months (about 1 and a half years).

S. Baker asked if it would be helpful if T. Kerstetter arranged a professional development workshop for this new degree works process could be demonstrated. She suggested that the training could start with the first-year team knowing that the degree works option will only be available to freshman at the start, then build out from there. While not every advisor would be able to attend, representatives from each college could attend on behalf of their college and share the information with their team at a later date.

E. Hill-Williamson agreed that navigating degree works for honors college degree plans may be a bit complicated due to many nuanced variables, so having an opportunity to train advisors on how to use the platform would be helpful.

A. Martindale suggested that it be incorporated into the training that advisors still refer students to their honors college advisor instead of giving honors advice to avoid mistakes and giving students false information. E. Hill-Williamson agreed that this could be added to the training.

7. Discuss Clarifying On-Campus Event Communications to Students Across all Campuses – Beverly Morris

B. Morris asked the group to help consider ways to bring clarification to the Tulsa students' understanding of the location of events sent out in communications to all students. Many students are showing up to events at the Tulsa Student Union, looking for an event that is being held on the Stillwater campus. They show up because they received an email or other form of communication that informs them of the event and lists the location as "Student Union," but does not specify which campus. Morris asked if there was a way to develop an opt-in method for students to identify with a campus and receive only those communications.

D. Mariott agreed that the issue is warranted, and he explained that in Slate when communications are sent, the audience is based on the location assigned to the student, however, if a student has classes on both the Stillwater and the Tulsa campuses, they will receive the message, and this still may be confusing to them. He agreed that they could investigate an opt-in method.

B. Morris added that clarifying which campus the event is happening on in the copy of the communications would help all its own.

D. Mariott asked B. Morris if they could schedule time to talk further about the issue offline. B. Morris agreed.

8. How would your ideal DSAS meeting function? -- Shannon Baker

S. Baker shared that she has received feedback from a few members on the frustrations they have with the way the DSAS meetings have been structured. She opened the floor for people to share their thoughts on what their "perfect" DSAS meeting looks like, asking if people would prefer to meet in-person, remain online or alternate between the two.

A. Martindale explained that she finds it helpful to have the date's meeting agenda linked on the meeting's calendar event.

A. Pinion agreed that this is best practice and will start to implement the idea.

M. Middlebrook shared that she would prefer to return to the in-person format for the meeting because there was something encouraging and helpful about the in-person interaction with colleagues.

S. Seuhs acknowledged that the group is no longer just directors of student academic services, it's much larger now, and the name should potentially be adjusted to fit the reality of the group and units/departments coming together. In addition, she suggested opening the floor for members to determine how valuable attending these meetings is.

S. Baker agreed and shared that A. Pinion can put together and share a poll that will allow people to share how they prefer to meet, in-person, virtual, or alternating. In addition, people can submit their thoughts on whether they feel the meeting is vital to their team and whether they need to attend monthly meetings.

R. Peaster expressed that the directors of student academic services for the colleges are considered the voting members, and a lot of the members on the call do not vote, so it is important that the original purpose/aspect of the DSAS meetings is retained as it helps the directors to serve in an important role.

B. Morris added that while she would attend in person where able, she would still like the opportunity to join virtually, as her main campus is in Tulsa.

M. Middlebrook suggested the idea that the entire group gather every other month, while the directors of student academic services join monthly, to retain the important DSAS role, spoken to by R. Peaster. On months where only the DSAS members gather, they can discuss the happenings in each college.

Meeting Adjourned at 11:18 am

Minutes recorded by A. Pinion