

Advisors' Council

December 9, 2015 8:45 a.m.

UC Chickamauga

Members attending: April Anderson, Debbie Bell, Emily Blackman, Amanda Chambers, Angelique Cook, Sue Culpepper, Amy Davis, Lindsey Felix, Yancy Freeman, Angela Google, Avalon Gourlay, Stacie Grisham, Nicole Jones, Laura Lee, Rebecca Littleton, Kayla McAuliffe, Joseph McCauley, Deardra McGee, Amber Noblit, Nicole Orr, Nikki Ownby, Sevan Paris, Jessica Pierce, Carl Raus, Mary Beth Rayner, Rhonda Reynolds, Brian Tucker, Marjorie Whiteside, Sarah Wright.

Others in attendance: N/A

Call to order: Lindsey Felix at 8:47 a.m.

Welcome

Approval of Minutes:

A motion was made to approve the November minutes by Avalon Gourlay. The motion was seconded by Debbie Bell.

Announcements and Old Business:

University Relations has created a logo for the Advisors' Council. This was shown to the group today.

Mocs One Center:

Amy Davis, director of the Mocs One Center, spoke to Council about the Mocs One Center. The office, located in Room 124 of the UC, officially opened on November 30th, and there will be an open house on January 12th. "The Mocs One Center is a centralized location developed to assist students with Bursar, Financial Aid/Scholarship and Records questions. They want to provide a "teaching' environment – taking the time to show students how to effectively use their MyMocsNet account to obtain information. Examples are services that are provided are: Assistance with Online Transcript Request, Completion of Letter of Academic Standing and Enrollment Verification Forms, Process Registrations for Contract and Audit Courses, Assistance with other Financial Aid and Records Dynamic Forms, Process Emergency Loan Request, Financial Aid Questions, Payment Assistance, Research and Assist Students with any other Complex Administrative Processes they may encounter, and much more.

They will assist Walk-Ins and students via their Service Request Form. Departments should encourage students to submit an online ticket request available on our website. Once the ticket is submitted, the student will receive a response email verifying receipt.

Students should expect a response within 24 – 48 hours. If the Mocs One Center is unable to provide the answer, the ticket will be forwarded to the appropriate office for a response. Due to staff size, they are unable to accept multiple calls.

Revised Advisor Expectations:

Avalon Gourlay shared an update from the assessment committee. The committee has been working on shrinking down the number of advisor expectation from the original report. They have decreased the number to four, with bullet points. The expectations can now be tracked and measured. The training committee will use this data to help in training new faculty and staff advisors. The beginning stages of a curriculum map have been developed and it was shared with Council. If anyone has any feedback, please get with the assessment committee. The committee is also looking for additional volunteers.

EAB Re-enroll Campaign Update:

Stacie Grisham updated Council on the EAB Reenrollment Campaign. She thanked the group for their participation and help. She acknowledged that the list of students that was sent out had a few issues: 1.) It did not filter out graduation candidates. 2.) It included students that were not enrolled during the fall term.

Carl Raus stated that approximately 50% of his students on the list had not registered because of holds. Yancy told the group that there is a state law that prohibits students from registering with a hold on their account. Emily Blackman asked who determines what holds what? Who determines what holds prevent certain things? Yancy did not have answer to this. Jessica Pierce asked it was possible to get a report of students with holds prior to registration time, and then we can begin contacting students earlier. Deardra McGee asked if we could be included on the emails that are sent out to students with holds so that we can receive the same information. Yancy said that we could provide the council with a sample email that is being sent, but that we did not want to be included on all emails and communication. Yancy did say that we can provide a list of standard holds that prevent registration. Currently, holds cannot be found in EAB. It has been asked to add holds, pins, minorities, etc., but this has been harder than expected for many reasons.

Yancy did mention that there is an emergency student loan that students can apply for to help with holds for registration.

Emily Blackman asked if we could get a list of dates that departments plan to place holds. Yancy said this date should not be until the last date to withdraw. The reason for this is to prevent students from dropping.

Sevan Paris asked if there are any actions that could be taken before schedules are dropped on the 14th. The bursar office contacts the students several times before

dropping schedules and even allows extensions if students call in. We could provide a list, but the list is constantly changing.

The Reenrollment data should be uploaded on the Advisors' Council blackboard group. Click EAB SCC tab > Re-Enrollment Campaign – Spring 2016.

All members of Advisors' Council should be added to the blackboard group as of today. If you do not have access, contact Lindsey Felix.

Yancy said that when the campaign began, we had approximately 200 students that were not registered for the spring. As of today, that number is down to almost 100. We want to be able to document what you are doing. Please provide us with your report.

Joseph McCauley asked what is most important when creating the report. Yancy wants to see the contact with students. The dashboard will show that they are registered.

Stacie said that there is a new update coming for EAB, which will make institutional campaigns much easier.

There is a list of possible campaigns on blackboard. We would like to see feedback from the council as to what campaigns the group would be interested in completing.

Yancy suggested making a survey of the different topics. We want this to be a council decision.

There will be a webinar offered in January about EAB campaigns. The date and time are TBD.

TN Reverse Transfer Update:

The TN Reverse Transfer program is now in its second year. Eligible students are automatically notified about the program. This past fall, there were 7,500 eligible students and there was a 23% opt-in rate. The cycle for the spring will begin on January 28th, when the students receive the first email. There will be a follow up email on February 8th, with a deadline of February 17th. Gloria Gammell is available to come back to campus in the spring if there is a need or if we have additional questions.

Questions and Concerns:

Marjorie Whiteside said that more and more students are interested in summer classes. It would be nice if we could see the summer schedule during spring registration. She asked if there is any talk on making this available again. Yancy said he is going to try and have the summer 2015 schedule available. This way a student can see what was offered last summer. He also said that the campus is working on pre registering students.

Jessica Pierce asked if a department knows what is going to be offered in the summer, if they should wait to tell their students. Yancy said it is appropriate to tell students. If you know it, share it. Yancy also said there should be more summer courses offered.

TN E campus, formerly known as RODP, will be incorporated into our catalog by Fall 2016. Amanda Chambers suggested there be an equivalency chart for these courses available on the records website. Yancy said UTC will pick and choose classes. Marjorie asked if there will be a limit on the number of these classes. Yancy said students will only be allowed to take the courses available in our catalog. Carl Raus asked if these TN E campus courses will be available for AIQ. Yes, they will be.

Adjournment: Meeting was adjourned at 10:01 a.m.