ASCRC Minutes 3/6/182:00 GBB 225

## Call to order

Members Present: B. Carpenter, D. Coffin, J. Eglin, M. Hendrix, J. Iverson, T. Missett, G. Morell, D. Parsons, A. Sala, K. Sugden
Ex-Officio Present: J. Hickman, B. French, N. Lindsay, T. Morgan
Members Excused: N. Greymorning, B. Hillman, V. Hopkins B. Holzworth
Guests: Kent McGowan (Financial Aide), McCormick (Business Services)

The minutes from 2/27/18 were approved.

## Communication

* Chair Coffin gave an overview of the Committee’s concerns and recommendations regarding hardship withdrawals. He received complaints from students that the process is difficult to navigate, particularly for a student who has experienced trauma. First the Committee needed to understand the process in order to suggest improvements. The diagrams of the current process and recommendations were displayed. The Committee suggests that there be one entry point form for students to complete that can be accessed by the various offices depending on the situation. The withdrawal process should not cause additional trauma for students.

Students that have contacted SARC with a Title 9 issue receive 100% refund. Board of Regents policy determines whether students qualify for a refund. Title 4 requires financial aid to be returned if students drop out. Over $1 million is returned each year. Students don’t understand the consequence of leaving. Students need to have a positive relationship with an advisor. The money must be repaid for them to re-enroll at any institution of higher education. This information needs to be covered during orientation and the first-year seminar class. Approximately 250 students withdraw each semester. Only 50-100 of these students notify the institution.

The Registrar’s Office needs to be notified if students are not attending classes. The Early Alert system can be used for reporting. Unfortunately, only 59% of faculty members participate in the system. It can help identify students that are having difficulty. The Registrar has also piloted attendance tracking software.

There needs to be clear information on the website to direct students and notify them of the consequences / barriers for remittance. A self-directed survey could ensure students are directed to the appropriate department for assistance. It could also provide some intervention and trigger their advisor to reach out to them. Curry Health Center has an interactive website that could be used as a model.

In the past Curry Health Center would review information for Medical Hardship withdrawal, but now only provide this service for students that are treated by them. Students are required to have a letter from a doctor to support their claim.

The Committee can take steps to improve the situation. Catalog language can be carefully crafted to provide information to students, but not advertise retroactive withdrawals. Static web pages can be created fairly quickly. The Workgroup can meet with Exit Counselors to understand the reasons students are leaving and clarify the vision for the web content. It can meet with IT to determine what is needed for the electronic form and survey. A proposal with background information and data can be provided to the administration. Chair Coffin sent a follow-up communication (appended) to the Workgroup. ASUM has also established a retention committee where this information can be shared for input.

## Business

* The revision to the catalog language for the Dual Degree / Dual Major was sent back to committee. Registrar Hickman provided sample language regarding Dual Degree / Dual Majors from MSU and Billings. The required 30 credits for a second degree derives from the long standing standard that 30 credits or a year of full-time study are required to be competent in a discipline. Students with dual degrees receive two diplomas. Students with double majors do not. After a lengthy discussion, Chair Coffin volunteered to draft language for consideration at the next meeting.

Assistant Registrar Troy Morgan found a cohort of students graduating in the spring with Double majors BS / BA, which is not in compliance with the standard. These students should receive dual degrees. The have completing the requirements of both majors, but may not have fulfilled the additional 30 credits. The Graduation Appeals Committee will need to make an exception for these students. This is an important distinction in terms of reporting.
* Professor Sala proposed that the Committee meet every other week and come prepared to be more efficient. After debate it was decided that if discussion on an issue goes over 30 minutes it will be forwarded to a Workgroup. This is the practice at ASUM.
* The curriculum totals were shared with the Committee. Given the small number some of the subcommittees will be combined to expedite the review. There are still a few level I proposals that have not been signed by the Provost. If these are approved, Camie will notify the appropriate reviewers. The Provost decided to wait on the moratorium forms until the UPC completed its work.

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|  | e-curr  | Prog Mod | Level I | Members |
| Biomedical Sciences | 10 | 3  |  | Doug CoffinAnn DelaneyKent Sudgen |

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| --- | --- | --- | --- | --- |
| Business | 3 | 4  |  | Tony CrawfordWilliam Hillman |
| Science & Math | 2 | 1  |  | Marc HendrixAna Sala |

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| --- | --- | --- | --- | --- |
| Education & Fine Arts | 1 |  | 1 | Tracey Missett |
| Humanities | 2 | 1 |  | John Eglin |
| Social Science | 2 | 4  |  | Joel IversonN. Greymorning |

## Good and Welfare

* ASUM had a successful budgeting process over the weekend.

## Adjournment

The meeting was adjourned at 3:40 p.m.

### Message from Chair Coffin

We had a good meeting on Tuesday. I think we can make some positive changes with two goals:

1. Make it easier for students with “special circumstances” to handle a semester withdrawal and make their return to UM both more likely and much easier.

2. Reduce the number of “walk off” withdrawals, whereby students simply leave campus without settling their affairs (academically or financially), making any return to UM (or elsewhere) exceptionally difficult, and they expose themselves to financial jeopardy.

This should reduce the $ 1 million that UM has to return to the federal govt, and provide for greater retention/return of students.

We hope to accomplish the following:

1. Compile a Cyberbear routine that follows the workflow that we discussed in ASCRC. It would include a triage/routing routine that would benefit the students and the university both.

2. Put in a work order with IT to implement the new workflow.

3. Compile information regarding withdrawals etc. for a central file posted on an existing web site.

4. Rewrite the catalog with updated information REQUIRING all semester withdrawal students (or their proxy), particularly those receiving financial aid, to go through a EXIT interview with an EXIT councilor in either Business Services or OSS. This information must also be provided to incoming students and be conspicuously posted for all students.

5. We want to explore Starfish routines etc. to identify at risk students to try and prevent their withdrawal, but certainly ensure that it’s done properly (with an Exit interview) so that we can track them, recruit them and prevent their permanent estrangement from high education.

6. Students must understand that they cannot collect financial aid when they are not attending/active in classes. We might draft a letter/form to that effect. We need (Starfish?) a means to monitor attendance.

So, I will work with Brian and Bailey to put together the Cyberbear routine and get it submitted to IT with a goal of next semester (Fall 18) implementation. I will work with Brain, John, Kent and Joe to rewrite the catalog language and compile the folder. Obviously we’ll all get a change to review all these materials before we submit them to ASCRC for review or approval or implement anything.