

Council of Directors of Student Academic Services

Minutes | May 21, 2025 | 10:30 – 12:00 PM

Student Success Slate CRM: All Campus Exception Form – Betsey Weaver

Shannon Baker opened the discussion on a centralized exceptions form for student success, which Betsey Weaver had been working on. Betsey noted that while there are existing specific forms for different departments, a global form could streamline the process. Amy Martindale and Kristi Seuhs contributed insights on the need for a defined workflow and the challenges of managing multiple approvals. The group agreed to consider the proposal further, with a potential aim for a spring launch.

People Soft Update – Shannon Baker

Shannon Baker discussed improvements in the hiring process for advisors, introducing a new approval layer in PageUp to facilitate smoother operations. Amy Martindale expressed concerns about a position in the PageUp pipeline, prompting Shannon to agree to bring the issue up at the provost staff meeting. Nick Holmes confirmed that PageUp is functional, although it requires a learning process for users.

Advisor Training/UNIV Training – Shannon Baker

Shannon Baker discussed two upcoming advisor training sessions on general education trails and the change of major form in Slate, set for August 1st from 10 to 11:30 AM and August 5th from 10:30 AM to noon. The trainings will be recorded for later viewing, and a diagram is being developed to help advisors guide students in understanding their progress toward trails. Additionally, UNIV training sessions are scheduled for July 31st and August 7th, with attendance required for those teaching 1111.

Prayer Room Request – Aleigha Mariott

Aaliyah discussed a request from Muslim students for a designated prayer space on campus, emphasizing the need for accessibility between classes. Shannon raised concerns about legal implications of designating a space for one religion, suggesting a more generic approach. Aaliyah noted that while they could not label the space specifically for Muslim students, they could enhance a webpage to include various faith-based resources.

Summer Retention Action Plan – Shannon Baker

Shannon Baker emphasized the importance of understanding student retention issues, particularly the decline in out-of-state student retention rates. She shared insights from

her meeting with the Provost, indicating that detailed inquiries about retention are being prioritized. The group discussed the distribution of a retention action plan and a basic needs assessment to assist advisors in supporting students who may be struggling.

Betsey Weaver explained the use for each of the queries created for advisors to aid in the retention action plan. The global summer outreach query is designed to capture students who have indicated a return date for summer or fall through advising notes or withdrawal forms. The query includes filters for users to view students by their respective colleges and provides insights into the last outreach attempts made to these students. Additionally, it allows for easy access to withdrawal forms and notes related to each student.

Shannon Baker pointed out that students who did not complete withdrawal forms but were enrolled in the spring should also be included in the advisor lists. Amy Martindale expressed concerns about the complexity of the current system for individual advisors.

Betsey Weaver highlighted the importance of including a return term for students who have not withdrawn in the advising notes form. David Mariott proposed having two separate tabs to better track students: one for those who plan to return and another for those who have not enrolled. Shannon Baker emphasized the need for robust outreach to ensure no student is left uncontacted regarding their enrollment status.

Shannon Baker emphasized the importance of understanding the outreach efforts and responses from students, prompting a discussion on data collection methods. Beverly Morris expressed the challenge of reporting data for multiple colleges, while David Mariott proposed working with Randy and Laurie to generate a comprehensive report. Amy Martindale and Kristi Seuhs highlighted the need for a more efficient tracking system to manage outreach and retention data.

The group explored ways to improve data collection on student enrollment responses, focusing on reasons for not returning and capturing students' intentions to return. Shannon Baker highlighted the necessity of reaching out to students who express a desire to return but are facing financial or logistical barriers. The discussion included the potential for a dropdown menu to categorize student responses effectively.

The meeting concluded with the decision to rethink how summer retention data would be tracked and reported. Audrey will schedule a meeting for Shannon Baker to meet with the necessary parties to accomplish this.

Meeting adjourned at 11:56 AM

Minutes recorded by A. Pinion and ReadAI software.