

**Wayne State University**  
**Proceedings of the Student Affairs Committee**  
**November 9, 2011**

**Present:** Chardin Claybourne, Cheryl Dove, Moira Fracassa, Avril Genene Holt, Michael Horn, Barbara Jones, Victoria Pardo, Robert Reynolds, Michele Ronnick, Brad Roth, Naida Simon, David Strauss, Kevin Tatulyan, Keith Wadley, Mary Width, James Woodyard

**Absent With Notice:** Judith Fouladbakhsh, Liza Lagman-Sperl, Jason Mateika

The meeting was called to order at 1:30 pm.

The minutes were approved unanimously.

**Military Make-up Policy:** We discussed the two policies presented to the committee: (1) The Special Circumstance policy devised by Keith Wadley and Liza Lagman-Sperl and (2) Recalled to Active Duty Policy from Howard Shapiro. We decided to incorporate the two policies in one.

**Special Circumstance and Recalled to Duty Policy**

**Special Circumstance Policy:** The following are examples of events that qualify as a Special Circumstance for the purposes of course responsibilities including examinations as well as the documentation (when appropriate) expected of students claiming these circumstances:

**Illness on the day of the examination after receiving health treatment:**  
Provider note

**Death in the immediate family:** Death Certificate

**Jury Duty or Court Summons:** Jury duty notification or Court notice of summons

**Incarceration:** Court notice

**Military Service:** Military Orders

**Recalled to Active Duty (Reservists/National Guard):** Students serving in the Selected Reserves or National Guard who are called to Active Duty during a semester may request full reimbursement of tuition and fees. Student must file an *Exception to Enrollment Policy* form and submit a copy of their orders to OMVEB. If the recall occurs after the student has made considerable and successful progress in the semester's coursework, it may be in the best interest

of the student to complete the work successfully rather than withdraw. The University will make every attempt to give *special consideration* with respect to examinations, tests, and other assignments to allow the student to successfully complete the courses whenever feasible. Students called up near the end of a semester are encouraged to consider requesting incomplete grades (I) for coursework.

Wayne State University supports students who are members of the United States armed forces and reserve units. Under current University policy, students who enlist for military service, or are serving in Reserve or National Guard units who are called to short-term or long-term active military duty, are also eligible to withdraw from classes and request a full refund of tuition by way of an administrative withdrawal through the Registrar's Office.

When appropriate, instructors may prefer to make arrangements for the student to take an incomplete to be made up within one calendar year of the term in which the incomplete is given.

In the event that a student finds him/herself in any of these circumstances he/she must supply the appropriate documentation as evidence of his/her need to sit for a make-up examination (mid-terms, finals, quizzes etc.). Whenever possible, students are expected to notify their instructors well in advance so that alternative arrangements as suitable as possible may be worked out.

**Director of the Student Service Center:** Both Gayle Reynolds and Robert Kohrman came to discuss the new Student Service Center (SSC). The Organizational Chart has one director and one associate director. There is a Call Center Manager and a Front Counter Manager. These managers have Enrollment Service Specialists report to them and the Front Counter Manager also has responsibility for the student assistants. Rob Kohrman was very appreciative and complimentary about the help he received from the Office of Student Financial Aid (OSFA) team in creating this Center. Barbara Jones spoke for the OSFA team saying that this new center has allowed the Financial Aid Officers to focus on their primary responsibility, which is awarding aid. The SSC staff (at the Welcome Center front counter and on telephones) and Financial Aid Officers (providing counseling services the area known as the Fishbowl) together effectively coordinate services to students.

The idea of the SSC was to consolidate and align the existing student services into an enrollment management team framework. The units involved are the Office of the Registrar, the Office of Student Financial Aid and the Office of Undergraduate Admissions. Also included was Student Accounts Receivable. There are three areas of integration: Customer Service, Communications and Processes. There are two centers: the Call Center on the fourth floor of the Welcome Center and the Front Counter in the lobby of the Welcome Center. There is a coordinated effort to document all contacts with students both current and prospective. They use a software package called Salesforce CRM (Customer Related Management). The main focus is to assess situations and solve problems. There are three methods of contact: calls, walk-ins and emails. During the month of October, there have been 9,351 phone calls, 3,262 walk-ins and 2,519 email contacts.

Contact information: Call Center (313) 577-2100; Gayle Reynolds (313-577-9051). The email address is [studentservice@wayne.edu](mailto:studentservice@wayne.edu). The website is [wayne.edu/studentservice](http://wayne.edu/studentservice). The address is 42 W. Warren in the Welcome Center.

**Budget Survey:** Jim Woodyard will send to the committee these data from an administration survey conducted by Lyke Thompson and the Center for Urban Studies. We will look at what Jim provides to determine what course of action we will take.

**On-Line Course Committee:** There is a meeting scheduled for Friday, November 18 from 4 – 5 pm. Bob Reynolds cannot make that meeting. Once there is an agenda, he will forward it to this Committee and perhaps someone can go in his stead.

The next meeting is **Wednesday, January 18, 2012 at 1:30 pm in 1270 FAB.**

The meeting was adjourned at 3:05 pm.