

## Final Report Student Affairs Committee 2013 – 2014

This year the Student Affairs Committee met seven times. We had the following speakers and would like to thank them for their information and time:

1. Gayle Reynolds and Ann Elinski of the Student Service Center
2. Robert Kohrman, Associate Vice President, Budget, Planning and Analysis
3. Randie Kruman, Interim Director, Student Disability Services
4. Monica Brockmeyer, Associate Provost for Student Success
5. Dawn Dolly and Audrey Whitfield, both Associate Directors of APEX
6. Corinne Webb, Associate Vice President for Enrollment Management

The Committee addressed the following topics

1. **Student Service Center (SSC):** This is a key item in the Division of Enrollment Management. The SSC opened as a one-stop shop in October 2011. It consolidates the existing student services in the Office of Undergraduate Admissions, Office of the Registrar and the Office of Student Financial Aid. SSC serves as a call center and answers phone calls and emails for the above three offices as well as Student Accounts Receivable. Their office hours extend past the usual 8:30 – 5:00 day. SSC uses the software of Salesforce CRM to log and track phone calls and emails. The goals of the SSC include (1) be the first point of contact for students; (2) document the reason for the contact(s); (3) Resolve/address the issue; ensure students know the next step; (4) increase the level of student satisfaction; (5) improve communication with students; (6) encourage students to be self-directed and (7) educate our students to be more involved consumers.

The SSC is also involved with the SMART Check which is mandatory for students wishing to withdraw from class(es). Students must choose from a drop-down box the main reason for the withdrawal. These data have been collected but not shared with the University community. Also these data are stored in Salesforce CRM and not with the University. It was suggested that these data be shared with the University community.

2. **Student Services Fee:** This fee was originally called the Omnibus Fee and was instituted by President Reid in the 1990's. It was originally used to help fund information technology, athletics and public safety. Over time the fee was used to support other programs such as the Student Health Center, Library System, financial aid, marketing and student activities. Each additional use was reviewed and approved by the Student Senate. Decisions on the distribution of the Student Services Fee are based on the following: financial aid is the first priority followed by technology, athletics and public safety. The Committee wanted support of the Student Health Center and Libraries to be included.
3. **Student Disability Services (SDS):** The mission of SDS is to ensure a university experience in which students with disabilities have an equal access to programs and to empower students to advocate for themselves to fulfill their academic goals. SDS uses assistive-technology software. Several examples of these software packages include JAWS, a screen reading program that allows the blind or visually impaired to hear printed text or hear what they type; Kurzweil 1000,

makes printed or electronic text available to the blind and visually impaired; Dragon Dictate, a speech recognition program, used by students who do not have complete use of arms and fingers; Kurzweil 3000, a text-to-speech program that supports reading, writing and studying for the struggling reader; Zoomtext, an onscreen visual magnification program just to name a few of the 11 support software or programs.

Students must register and get permits for each exam where they receive accommodations.

4. **APEX:** A presentation and comparison of the 2012 and 2013 summer bridge programs was given. The name changed to APEX Scholars. The 2012 cohort had higher grades than did the 2013 cohort. One of the key lessons learned was that there needed to be more reading support and more developmental writing support over the summer. These issues are being addressed for the 2014 cohort. APEX wants to create an environment for student success, retention and graduation. The work of APEX is along a broad spectrum of student success. APEX targets students with a high school gpa of 2.0 to 3.5 and an ACT score below 20. These students could not gain regular admission to the University. It is based on the Meteyhoff model from University of Maryland-Baltimore County. The cost of the program is roughly \$1.2 million which works out to be about \$4,200 per student. It should be noted that APEX generates about \$1.2 million in tuition dollars. Graduation from APEX means that the student has earned 30 credits with a minimum of a 2.0 gpa and is integrated into the larger University community. S/he no longer returns to APEX for support services upon "graduation". Parental involvement is important and EAA grades are shared with the parent(s) to get them/keep them involved with their student's education experience.
5. **Enrollment Management Issues:** There has been a shift away from focusing on FTIAC students and encouraging transfer students to attend here. The Office of Undergraduate Admissions is no longer in charge of transfer recruitment; that is now the responsibility of Educational Outreach and a new Transfer center under the directorship of Michele Grimm, Associate Professor in the College of Engineering. The center operates on a concierge service model. There is a new pilot plan that makes our scholarships both need based and merit based. The federal government changed the rules governing Pell Grants. Pell Grants were available until a student graduated. As such, many of our students delayed graduation. Now there is a finite number of Pell Grants a student can receive, e.g. if a student goes full time, it is six years. One of the metrics for receiving state money is the number of degrees an institution grants. Our transfer students tend to graduate. The issue of citizenship and undocumented students was discussed. U.S. citizenship was removed from the criteria for receiving scholarships. Citizenship is a requirement for federal (Title IV) money but private money can be given to anyone. The University does not differentiate between tuition dollars and state appropriation dollars. The Great Lakes Tuition Policy charges students who live in a state that border a great lake 110% of in-state tuition. This is an extension of our Good Neighbor Policy. Tuition discounting was also discussed. Discounting is determined by what the university would have gotten in tuition payments if the student had to pay the entire amount and what is actually paid because of grants and scholarships that reduce that amount. Our tuition discount for undergraduate students is roughly 35%. In comparison the Oakland University discount is 40%.

The Chair would like to thank all of the members of the committee:

Tyrone Austin

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Heather Dillaway

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Cheryl Dove

Victoria Pardo

Moira Fracassa

Michele Ronnick

Jeffrey Grynaviski

David Strauss

Ellen Holmes

Roberta Ukavwe

Avril Genene Holt

Nancy Wilmes

Michael Horn

James Woodyard

Respectfully submitted,

Naida Simon, Chair