

AARFF Meeting Notes

8/3/2018

Attended:	Lisa Leyshon	Phillip Pleasant	Excused: Weston
Whitworth			
Kelly Moor	Kris Clarkson	Laura McKenzie	Shawn
Bascom			
James Martin	Jody Finnegan	Deb Green	
Corey Zink	Alan Frantz	Scott Scholes	
JoAnn Hertz	Ali Crane	Ann Howell	
Cody Fitch			

Items Discussed:

Scott Scholes – Welcome

Scott welcomed the participants of today's meeting and stated that President Satterlee was invited to attend these meetings. He also stated that he is glad this meeting group has been reinstated and encourages the remains of past meetings to be left in the past, to move forward knowing all participants are decision makers, to feel valued, and student-centric. Scott thanked everyone for all they do for students and ISU.

Kris Clarkson – Academic Affairs

Medical Withdrawals and Readmission

Kris discussed with the group how difficult the medical and/or late withdrawal process was for students three years ago when he started at ISU. Part of the difficulty lay in obtaining multiple required signatures on petition forms and sharing personal and medical information with a multitude of people. Other difficulties included student information and petitions being lost, and students getting frustrated with the process, all while not feeling well. Kris felt there had to be a better way, one that could expedite the process, keep confidential student medical information safe, and decrease the level of frustration. He credits Joanne Togle as being instrumental in the revision process.

Currently, Kris prefers to walk students around for required signatures and meetings with Advisors, Financial Aid, and other departments. He then has the student send him the medical documentation necessary. Kris hand delivers the package to Dr Ron Solbrig at the Health Center. Dr. Solbrig makes the decision to approve medical withdrawals, and then send the information to Joanne Togle, who requests "W"s to be placed on the student's transcript.

Finance Appeal requests are filed separately and will go to a committee comprised of Lisa Leyshon, Jody Finnegan, JoAnn Hertz, and Corey Zink.

The Graduate School process will now likely follow the revised undergraduate process, with the final signature to be from Tracy Collum. Additional primary contacts will be Ali Crane for Meridian, Ches Barnes for Idaho Falls, Kris Clarkson for Pocatello, and Chris Vaage for Twin Falls.

Ali wondered if forms should be available online, Kris suggested face-to-face handling be the preferred method. Lisa Leyshon stated that personal contact is critical in most cases. Kris will work closely with the Appeals committee and Lisa in specific instances.

Scott stated that too many people are involved in viewing student medical information, ideally, one specific ISU representative should be involved, one who is empowered, and who could make exceptions for specific circumstances. Additionally, the petitions and appeals should be combined into one process where once a decision is made, student grades are modified, and tuition and Financial Aid is addressed.

Laura McKenzie stated that while balancing regulations and requirement reporting, the process has been streamlined significantly and that we are making progress in easing the process for students.

Kris stated that the revised process is in the Student Handbook and that there is a link in the Catalog (which JoAnn will share with Advisors). The greatest difficulty when assisting students with medical withdrawals is when they have not medical documentation.

Kris responded to a question about the student's readiness for readmission after medical withdrawals. He stated that Dr. Solbrig might request additional information about the student's ability to reenroll. Student Affairs may place a hold on registration pending additional information.

Lisa Leyshon stated that it is difficult to access the amount a student should be refunded and that it depends on when they stopped attending classes. Laura stated that there may always be a need for a committee when making exceptions.

Kris discussed the CARE Team – CARE originated out the Students of Concern. Students of Concern specifically address those threatening, dangerous, or those students in crisis. Broadening this to address concerns prior to crisis, breaking point, or reaching dangerous behavior, is what the CARE Team strive to address. Kris stated that 1st time Freshmen retention, Fall to Fall is generally 70% while the 6th year retention rate is between 27-30%. After tracking CARE students, Kris stated 75% are retained into the next year. Referrals to

Student Affairs are on the rise; Cody Fitch stated that she would be happy to make the CARE Team service announcement at meetings she attends.

Many times financial appeals can be addressed earlier, specifically in situations where students have already paid their fees, and that based on hardship, have been advised to drop their courses, or that it is in their best interest to do so. Lisa has stated that she will work with Financial Aid to assist students with refunds. If possible, please advise Lisa when students have been dropped administratively to avoid the Tuition Appeal process. Jody will assist in communicating this to departments. Laura stated that she can assist in this notification process and some conditions can be coded to run reports, other may need to be completed in her office.

Laura McKenzie – SSN Collection and Academic Tools tab

Laura discussed the difficulty in the collection of Social Security Numbers. Direct Admissions process is difficult as they are unwilling to collect SSN's. Primary reasons SSN's collection is necessary are; for 1098T processing, audit risks, and regulation issues. (I can't remember and my notes don't make sense – I will try and call her)

Laura stated that there have been many requests and tickets for the Academic Tools tab in Bengal Web. Academic Tools is for student use, many times those who are not students will click on links in Academic Tools which can cause errors in the system. When a student clicks on links, the system matches up and runs effectively. Non-students should use other links not included in Academic Tools, for example ISU Class Schedule instead of Add/Drop Classes. Phillip Pleasant stated that he prefers the Academic Tools links as there is more detailed information, Kelly Moor stated more training using other links may be beneficial.

JoAnn Hertz – Campus Campaign – Using ISU Email

JoAnn would like to employ a campus wide campaign to encourage students to Read their ISU Email. One idea has been to provide information to students on how to forward their ISU to their preferred email. Marjanna Hulet has placed instructions on how to accomplish this on the TigerTracks webpage. JoAnn posed the question of when in the semester this should begin – most suggested prior to the semester beginning. There was a general consensus this would be a valuable campaign. Laura brought up one concern about forward ISU email content to a non-ISU email – Ferpa sensitive information. COT admissions letter instructs students what their ISU email address is and that this is how they communicate with students. NSO was suggested as a perfect time to introduce the campaign. James Martin stated studies indicate that only 12% read their email, 84% will check text messages, and 40% will respond to phone calls. Laura informed the group that Banner 9 does include a text component, but that it would need to be

activated. Another suggestion was that upon admission, students should be encouraged to check their ISU email, JoAnn will contact Admissions and Marketing to help develop a plan.

Alan Frantz

Alan suggested that some specific ISU webpages should be translated into Spanish to assist non-native English speakers and their parents with information. Specifically those pages with residency information, housing, and the academic calendar would be places to start.

Other departments to be represented for future AARFF meetings included Veterans Services, Tracy Collum from the Grad School, Nicole Joseph from Admissions, and an International Program Office (IPO) representative.

Future AARFF meetings will be on Friday mornings at 9:00 am, the next meeting will be on September 21, 2018.

Meeting adjourned 10:32 am