

ACN Meeting Minutes
May 15, 2007

Members Present:

R. Aliota, K. Baith, K. Barnes, J. Broskowski, C. Cepeda, G. Chiaverina, R. Church, C. Clark, P. Cobb, K. Coffaro, J. Diggins, R. Dingman, J. Dvorak, L. Fitzenberger, D. Gygi, J. Harper, L. Hoeft, D. Holloway, L. Huang, V. Johnson, T. Jones, A. Joseph, J. Klumpp, M. Knasinski, K. Koncki, G. Kopke, E. Maldonado, C. Manuel/Franklin, S. McCarthy, S. Mitchell, L. Molina, J. Murray, K. Omachinski, V. Pryor, J. Rahmer, C. Rasavong, K. Raymond, K. Roosevelt, A. SanDiego, J. Schiedt, T. Scheer, L. Sieckert, K. Silvestre, K. Spann, B. Warner, J. Wishman, A. Wrench, S. Zlotocha

“Best Practices in Student Services at UWM”

We had an open floor discussion about several different topics related to advising and student services at UWM. Topics discussed included:

- Appointments: Do you have late night hours? Weekend hours? How long is a regularly scheduled appointment?
- Walk-Ins: Do you offer walk-ins? Have you tried it before? Is it successful? What works? What doesn't work?
- Emails: How do you handle emails? FERPA? What do you answer? How much information do you give out over email? How do you deal with poor grammar in emails? Do you address issues as they arise?
- Transfer Student Emails: How do you handle? Are phone appointments okay?
- International Students: Is there a way we can improve the current credit evaluation process for international students? Should CIE be on an upcoming ACN agenda?
- Advising Syllabus: Do offices have them? Have you started to create them since the webinar?
- Student Employees: Do you employ them? Responsibilities?
- Repeat Policies: How does your office handle repeat policies?

Announcements:

Jamie Harper from Financial Aid passed out a handout with Important Financial Aid Dates and Information for Summer 2007.

Mary Knasinski from TARC announced that there is tutoring available for summer classes; however, students do not sign up on-line. They should stop in to Bolton 180 to pick up a schedule. Tutoring for summer starts the day after Memorial Day.

Our next official meeting will be in September. However, there is a special meeting being held on Tuesday, May 29th in Union 191 to discuss on-line tracking systems for advising. Please plan to attend.

Respectfully submitted,
Julia Diggins
ACN Secretary/Treasurer