

ACN Meeting Minutes September 20, 2011

Members present: R. Alioto, K. Barnes, S. Bednar, D. Borton, J. Broskowski, S. Byrne Irwin, P. Cobb, K. Coffaro, S. Conway, C. Daly, A. Datey, K. Diener, K. Duce, J. Dvorak, M. Fero, R. Freer, K. George, S. Gosz, J. Hardy, N. Heinen, S. Kaempfer, M. Knasinski, A. Kowaliczko, Q. LaGrant, S. Lake, T. Long, S. Martin, I. McLaughlin, C. Morris, J. Nichols, A. Northrup, S. Perkins, C. Piercy, V. Pryor, E. Rolland, K. Roosevelt, A. Sadowsky, J. Salzer, W. Scherer, L. Sieckert, B. Simon, L. Stark, G. Steinbrenner, M. Torres, D. Unertl, E. Watkins, C. Wolf, A. Wrench, S. Zlotocha, G. Estrada, K. Fitzgerald, R. Sims, B. Fischer

Seth Zlotocha - PAWS Update

- PAWS update needs to be done for system functionality with Oracle
- Changes are mostly to the look/feel of the system rather than changing the functions
 - No navigational routes change
 - Additional enhancements to pages – simplified pieces for data entry
- PAWS Shut Down will be from Thursday, 9/22 at 5PM – Monday, 9/26 at 7 AM. No PAWS access on Friday, Saturday, or Sunday – access will resume by Monday morning at 7 AM.
 - Any systems that use PAWS will be down as well (like the Schedule of Classes)
 - Students have received notification of this and e-mail will be going out on 9/20 to all students, faculty, and staff regarding PAWS not being available for anyone
 - If anyone absolutely needs student data, query can be run through Hyperion
- Seth did a Demo on new changes:
 - Main Student Center pretty much the same
 - Once you click an item on the left – for example Campus Community, the entire left panel will disappear (more space for the information in the center panel) and you can navigate using the icons/links in the center
 - There will be “breadcrumbs” at the top listing the sequence of pages and from the menus there and the other icons you can access cascading menus which should make navigating between pages faster
 - Processing Icon has changed
 - Data sections can pop out for quicker data entry and the system only refreshes the section you have entered text in rather than the whole page which it previously did
 - Favorites should still be there – new function under Favorites is Recently Viewed which will show the last 5 pages you were on
 - For the Main Menu you can have the list in the standard order or click to have them in alphabetical order to find functions more quickly
 - Search Menu – still some kinks to be worked out with this function but it should bring up any page with the keyword you type in (but it will bring up every page with the keyword – even if you don’t have security access to it)
 - Student Center (and Faculty Center) not many changes: Left hand menu goes away once a student selects something
- Known issues related to this upgrade:
 1. Search Menu
 2. Certain Students Finances sections are truncated unless they are able to refresh the page (for those using Internet Explorer rather than Firefox)
 3. Left hand column does not show up at all for those using Internet Explorer
- To learn more about these changes, there are open lab sessions next week in Mitchell B-2:
 - Monday, 9/26 12-4PM

- Tuesday, 9/27 8:30-11:30 AM
- Wednesday, 9/28 10-2PM
- Report issues via PAWS Help (you can click the Help Link on PAWS) or getpawshelp.uwm.edu or dial extension 4040

Becky Freer – Medical Tuition Credits

- Becky is the Assistant Dean of Students and has a background working in Residence Life as well as working with McNair scholars and helping prepare them for applying to graduate school, so we can refer students to her if they could benefit from her expertise
- Discussed the Dean of Students office structure – new staff beginning in October, Tom McGinnty is serving as the interim Dean of Students
 - Dean of Students office is responsible for emergency and crisis response, Behavior Review Team, Students of Concern, Academic and non-academic misconduct, tuition related appeals, and student advocacy – guidance for tuition, policies, procedures and resources
- Medical Tuition Credits (MTC)
 - Started 20-30 years ago by an Assistant Dean to improve retention and help students who faced sudden and/or severe medical situations or death of an immediate family member to continue to attend UWM
 - MTC to be used as a last resort – if student can finish course(s) by using SAC office or taking an incomplete they are encouraged to do so
 - MTC can only be used once in a student’s career at UWM and is used in the semester the student returns only at UWM (because this was also intended as a retention tool)
 - Students can request a partial withdrawal (for example a student breaks their leg and can no longer do their cardio kickboxing class) or a full withdrawal from all courses
 - MTC only covers tuition – does not cover living expenses, library fines...etc.
- Eligibility for MTC and Documentation needed – (Documentation is very important for this process as it is audited)
 1. Student illness or serious injury
 - a. Need document from physician or health care provider recommending student withdrawal or reduced credit load due to unanticipated medical condition
 - b. This can include mental illness but these situations are more complicated because it does not always have a date things started or more of an ongoing issue...for example if a student suffers from depression but has been suffering since the beginning of the semester this would not qualify because it is not an unanticipated condition – it existed at the beginning of the semester (when student could have withdrawn)
 2. Student as primary caregiver
 - a. Need physician statement indicating relationship as parent or spouse and need for student to reduce credit load or withdraw for purposes of providing unanticipated essential care
 3. Death of immediate family member
 - a. Must provide copy of death certificate
- Possible Ineligibility
 - Death of an extended family member (in these cases we should send students to the Dean of Students office because for some students a grandparent may be like their parent...)
 - Assist in care of a very ill family member
 - Stress/depression due to a variety of personal or family crisis

- Medical situations one could be reasonably have anticipated and have taken more timely action.
- Medical situations that were known at the beginning of the semester
- Medical situations for which the university could have taken action – for example if a student felt the chairs in the classroom were too uncomfortable and created problems with existing issues the university could provide accommodations in this situation)
- When a student asks for an MTC, the Dean of Students office asks them if they have withdraw from their courses – once they have they can begin the appeal process
 - If a student has not withdrawn, they work with students to ensure they make an informed decision by talking with their advisor, a Financial Aid advisor if they have taken out financial aid, and the SAC office if appropriate
- MTC Appeal Process - **Important to keep in contact with Financial Aid during this process. Student needs to submit:
 - Appeal Form
 - Memo of understanding
 - Letter from medical provider/death notice (letter from physician needs to have some detailing to the letter in order to be useful)
- The Dean of Students office gathers:
 - Financial, academic and enrollment information from PAWS
 - Information from professors regarding dates of last attendance and performance in class
 - Prior appeal cases, if any exist
- Decision on Appeal
 - Once all paperwork is in, a decision is made or a meeting is scheduled.
 - Further investigation is often necessary. (Talking with health providers, advisors, and/or professors to gather more details if necessary)
 - On average, it takes a month to get thorough documentation
 - Appeal are denied without having talked with the student first
- Once a decision is made, Enrollment Services, Bursar's Office, and Financial Aid must review the case. Processing can take up to a week.
- Decisions are made on a case by case basis and follow these criteria:
 - Appeal within 5 years of the semester
 - Student Intends to return to UWM
 - Event causing the withdrawal/drop occurred during the semester – not prior
 - Event was serious/unanticipated
 - Student could not finish semester with reasonable accommodations.
 - Isn't avoiding poor grades or scamming the system
- MTC Can be Harmful to Students Depending on the Situation
 - Financial Aid
 - If student received a refund check at the beginning of the semester but then withdraws they are still responsible for that money so student may owe money
 - Affect future Financial Aid
 - May no longer be eligible for certain grants
 - May affect SAP – standards of progress
 - Affect Veterans benefits
 - Student cannot use MTC until outstanding balance is paid
 - Sometimes students must choose between owing the university money for living expenses or taking all F's
 - Could impact assistantships, student teaching, on-campus housing, access to Norris, health insurance, scholarships, on-campus employment

- May delay graduation (if course they are taking is only offered once every year or every other year...)
- Student may not come back
- How We Can Support Students
 - Encourage them to talk with a Financial Aid advisor before withdrawing
 - Talk with them about using SAC, incompletes, impact on health benefits
 - Discuss resources they may find useful when they return and what their plans are while they are away from campus
 - Share information with other appropriate offices on campus (SAC, Financial Aid, Norris as appropriate)
 - Call the Dean of Students Office to give us a heads up/or consult about a student.
 - Don't guarantee an MTC. Students should make decision to drop classes as if they do not receive an MTC

Campus Community Reports

- Enhancing Advising Subcommittee – Aggie Northrup
Reminder if anyone wants to order Advising Brochures the deadline to order is Tuesday, September 27th
- Graduate/Retention Workgroup – Ericca Rolland
Ericca Rolland reported that they are focusing on the results of leading indicators – some of which are remedial Math placement and credit accumulation
- Financial Aid – Courtney Morris
Courtney Morris reported that the federal Standards of Academic Progress are changing. Financial Aid will be presenting at our October ACN meeting and having a follow-up/workshop for those that cannot attend the meeting. They also have 2 new staff members Bryan Fischer and Richard Sims
- Center for International Education – Sharon Gosz
Deadline for Spring Semester Abroad Programs: October 3rd
Deadline for Winter Study Abroad Programs: October 17th
Students need to meet with their advisor and there is a conference form that needs to be submitted – there is a new electronic system that allows the form to be submitted electronically (link is good for 1 week after it is sent). Sue Conway added that paper forms can still be submitted and will need to be for any non-UW programs.
- LGBT Resource Center – Warren Scherer
Restructuring – LGBT Center is now under Student Life and Development rather than under the Dean of Students, along with the Women's Resource Center, and the Center for Volunteerism and Student Leadership(CVSL) (BOSS still under Dean of Students)
- Women's Recourse Center – Warren Scherer
Working on Alternative Spring Break Service trip to New Orleans; interested students should contact CVSL, LGBT Center, or Adventure Center. Warren will be going on the trip as well and said it will be a fun time. Estimated cost of the trip is \$250 which includes travel and most meals, just doesn't include spending money
- Orientation Leadership Team – Ericca Rolland
Ericca requested feedback to be submitted from advisors by Thursday (9/22) at the latest from this year's orientation. They are already in planning for next year – are planning to keep dates and schedule similar and probably incorporate more overnight programs
- Enrollment Services – Seth Zlotocha
PAWS Upgrade Seth presented on. There is also an Adult Information Session on October 8th.
Reminder the drop deadline with no "W" is October 3rd, and drop deadline with a "W" is

October 28th. The waiting lists have now been purged in PAWS. For future registration remember if a student is missing the pre-requisite for a course and you are adding them to the waiting list they also need to have a permission number listed or they will get stuck on the waiting list (and be sure the closed course box isn't checked or they will jump the waiting list). Also reminder about post-term registration, students appeal this all the way through the end of the term within their school or college, but if it is approved they will have to pre-pay the fees before it can be added.

- Student Accessibility Center
 - Jean commended Warren and the LGBT Center for helping the campus to be welcoming for our LGBT students – there was a story on FOX 6 News.
<http://www.fox6now.com/videobeta/?watchId=665fc6ec-8c29-47f8-89c3-b67b634e1fd7>
- First Year Center – Ericca Rolland, Colin Daly, & Keri Duce
 - Ericca introduced Colin the new Assistant Director of the First Year Center. Colin said there are some programs going on this week – one on academic prep on Wednesday and one on studying abroad on Thursday. The calendar for October will be out soon.
 - Keri Duce sent out information to ACN on Living Learning Communities for 2013. She said MAP Works launches on Sunday, students are in the system and if your list of students is incorrect contact her. Students will receive 5 e-mails and a door hanger for those on campus to remind them to complete the survey. The survey closes October 23rd.
 - Save the date – January 18th for the Adult and Transfer Student Orientation and if possible save space on your advising calendar that morning/early afternoon for students to come see you before attending the orientation.
 - If you interested in doing advising over at Cambridge/Riverview contact Keri Duce to reserve space/time over there as some faculty utilize that space as well.
- Panther Academic Support Services –Johanna Dvorak
 - There is a new staff member in PASS, Nicole Heinen, she is in charge of the tutoring in the residence halls, among other things. The new SI Center opened in the library on the east wing of the 1st floor – it has been busy there and there are extended hours Monday-Thursday until 7PM. The PASS office is also busy training new tutors for this year. Students can register for tutoring throughout the semester but if they are doing the SI program they should come at least once a week and for those that are doing group tutoring sessions they should meet every week. If a you are helping a student register for tutoring they just need to go to the PASS website and click on “Make an Appointment”
- Department of Recruitment and Outreach – Jenny Nichols
 - Jenny brought flyers for the upcoming Open House. DRO is also implementing a new software to work with prospective students called Talisma so if you go on the contact portion of the DRO website it looks a bit different but should be easy to use. They also have new viewbooks; if anyone is interested in having some they can contact her or the DRO office.

General Announcements

- If you have new staff members that you would like added to the ACN list let us know.
- Next meeting – October 18th from 8-8:30AM we welcome new and returning staff to come to the meeting early – we will have coffee and some breakfast snacks. We want to get to know our new staff members better and have a chance to mingle.
- Patty Cobb introduced a new advisor in Letters and Science – Dorrie Unertl. Dorrie was previously at Edgewood College in Madison working with Education students.
- Aparna Datey encouraged us publicize and attend an even on campus called Generation 9/11 on Friday, September 30th from 6-8PM in the Zelazo Center Room 250. The presenter is Chris Wolfe who is an American living in London and he interviewed subjects on 9/11 and

he will discuss how he interviewed subjects, how he financed it, and how audiences were different/the same in the US and the UK, etc.

- Kevin Fitzgerald introduced Kelly Diener, a new staff member in Athletics since Tom Vollman no longer works in Athletics. He also mentioned that he will be presenting at ACN in November on the NCAA Guidelines and will be soliciting feedback from the advisors on improving the process for the Athletics forms by e-mail prior to the November meeting
- Gricelda Estrada introduced herself as a new staff member in the Roberto Hernandez Center and reminded us that we should visit their website for the different events going on this month for Hispanic Heritage Month – the theme is a focus on mental health.
- Courtney Morris from Financial Aid encouraged everyone to try and attend the October meeting because someone from Financial Aid will be presenting on the new SAP changes and the Academic Plan component that advisors will have to complete
- Seth Zlotocha reminded everyone to submit feedback or attend a listening session for the position description for the Provost search because it is a critical position.
- Chancellor's Inauguration is on Friday, October 14th at 3PM – there will be events for students, faculty, and staff through that week
- Panther Prowl is on October 9th – Warren has a Student Affairs Roadtrip Team that you can register with – there is a competition going for the division with the largest percentage of participants