

## **ACN Meeting**

**May 20, 2014**

Members present: J. Aigner, J. Anderson, T. Badura, K. Baker, K. Barnes, S. Bednar, K. Beisser, L. Blaska, C. Breither, J. Broskowski, J. Buschmann, M. Camacho, Y. Castellano, N. Claas, C. Clark, S. Conway, G. Cooper, T. Current, C. Daly, A. Danielson, T. Danner, A. Datey, T. Deutsch, K. Duce, J. Dvorak, L. Fitzenberger, L. Fuller, K. George, J. Hardy, T. Hathaway, J. Hayes, N. Heinen, B. Hinshaw, D. Holloway, TJ Jeske, T. Jones, S. Kaempfer, J. Kiefer, J. Klumpp, M. Knasinski, S. Lake, L. Lampkins, J. Lockman, N. Malacrida, K. Masshardt, T. McGhee, I. McLaughlin, J. Meece, B. Mueller, J. Neuhauser, A. Northrup, D. Northrup, R. Olsen, C. Parks, S. Perkins, E. Pollack, K. Powers, K. Roosevelt, T. Rufer, A. Sadowsky, A. Schaffner, W. Scherer, P. Schoessling, B. Simon, C. Simms, J. Singer, J. Spiess, L. Stark, J. Stein, S. Terry, B. Troyer, D. Vang, D. Vanker Voorde, G. Wallander, B. Williams, A. Willis, L. White, C. Wolf

Total Attendees: 78

### **One Stop Shop Progress – Jeff Meece, Ericca Pollack, Ashleigh Brown, Brian Hinshaw**

Web version/online – how it impacts students

Updates:

- Student facing entrance into university – looking for content for student services, enrollment, financial aid and more
- Moving out of content building to testing
- 2 sessions next week Tuesday and Thursday at noon – to test the site – seeking invite – invite coming from Brian this week
- Visual of site – and site in progress

ONE STOP STUDENT SERVICES website

- Focus of the pages are for continuing students at this time
- Branding with main navigation bar on top
- Calendar feature (may be willing to share other departments calendar details in the future)
- Directory box (which is on the website currently) will be replaced with resources box
- Quicklinks may stay the same or be changed as the year progresses
- Collapsing elements – which allows all elements to be maintained on one page
- Main navigation has sub menus – drop down menu – click on it and get more detail
- Tried to keep student focused vocabulary – instead of using departmental vocabulary

- Directory of all departmental offices – includes links to departmental home pages, their physical location, mailing contact etc.
- Student service centers page – both ancillary and resources for student – hoping to be able to search by category in the future
- Forms/Policies/Tutorials – all found in one space on the website
- FAQ page is in development
- There will be resources for Online & Distance Students/ Military & Veteran students
  - Hope to add Grad School and International students as well in the future
  - Meeting with
- Website is connected to other UWM pages – students do not need to search regularly – each page will have a link which can connect them to other resources for their population.
- There are many links to advising on the page

Team is setting up focus groups – they are hoping to get feedback to help fine tune the pages

Physical – student experience at the center of the process - then build out from there

- Some initiatives:
  - Standardizing Forms – FERPA – there are at least 8 different forms on campus that they know of - they are trying to make standard
  - Students will be able to have direct contact and referral
  - Student content will be only housed on One Stop Page – will be phasing out the student content on website in different areas on the website
    - Faculty/staff details will still be on regular website – but we might have back route to get there... more info to come!
  - Focus on service
  - Working with other campuses who have already done this work
    - U of MN has one of best one stop shops...
    - Small group meeting to review what is happening – what will it take to get to phase 2

Goals:

- Space - need substantial space to pull people together
  - Financial aid office, registrars, bursars staff – Perhaps Dean of Students in some capacity
- Identify key entities on campus, and try to anticipate student questions
  - What does each area need to have
- Staffing
  - Substantial shift in how we do business
  - Remove silos
    - They are currently testing some models in the cross training process with new staff
    - Using U of MN training materials (first steps)

The Registrar, Financial Aid and Bursar Office areas of the UWM Website will not be phased out until all the important content moved into new One Stop Shop. Non-student-facing information (policies and procedures for staff and faculty, for example) will also be retained by office sites for at least the near future.

Last piece – thanks to Rich Givens (who is currently on paternity leave). He spent a lot of time and energy getting this project together as part of his practicum. The team will keep working on the plan he set in place.

## **New Procedures for Dually Admitted Students (ESL) – Heidi Matera and Jennifer Singer**

Handout – posted on website and sent along with the minutes

What do we mean by Dually Admitted Students?

Dually Admitted Students are non-English speakers who are academically admissible, but their proof of English proficiency shows their English skills are not as strong as needed. They are required to take the equivalent of 6 credits of Academic Bridge ESL courses along with their academic courses. This is a small population of students - only 21 admitted for fall and probably 10 will come.

There are some new tweaks to our process!

Changes with ESL

- The Academic Bridge/Duals course for duals – is now for credit! The course is ESL 299 and students will earn 6 credits and will be graded. This will make sure students can be enrolled full-time with regular courses
- ESL will still offer ESL writing courses ESL 115-116-117-118. Students need to take PIC test (English Placement Test) to enroll in these sessions.

For these students – the Academic Bridge (Duals) course – plus 6 credits of writing is ideal for first semester students. But because many dual students are sponsored from their government, they have to take courses in their major in addition to English.

The Academic Bridge (Duals) Course was formerly a blocked course. There is a new process!

- Student will still see positive service indicator – star
- Student will get a negative service indicator which will not allow them to register
  - Student will need to see an ESL advisor before registering – once set up in ESL – will be released for regular course registration

If students are confused – refer them to ESL

If students successfully complete the Academic Bridge/Duals course with a grade of B- or better and with 85% attendance, they can be full-time in academic courses at the university the next term. Even with completion of the Duals course, the writing course sequence may still be needed to complete the GER requirements.

- Question: What happens if the student drops their ESL course?  
Answer: If the student drops the ESL class, there will no longer be service indicators – but ISSS and ESL will be watching them. The course is a required component of student's immigration requirement so the staff can encourage them to keep the class.
- Question: Is there any way to notify schools and colleges that these students are coming?  
Answer: There is a Positive Service Indicator, but we can come up with a new process if needed!
- Question: Is there a fee for the Duals course?  
Answer: No fee per se – is the same as other tuition.

There will be a new ESL writing teacher/coordinator being hired this summer – more info to come!

Long term goal for ESL – to make a sequence of courses focusing on speaking, listening, academic reading and writing for credit in which any student could enroll!

If you have questions about student enrolling in the course – contact Heidi Matera (matera@uwm.edu)

If you have questions until Cathy Kaye is replaced – contact Larry Kuiper or Heidi Matera until the position is filled.

## **ACN Award Committee – Christine Wolf and Dana Northrup**

Christine's term is complete and she will be leaving the committee. She highly recommends people join because it's such a great way to support each other and recognize achievements!

Committee members: Laurie Fitzenberger, Jessica Stein, Colin Daly, Sharon Kaempfer, Joel Spiess

Nominees:

Barb Simon, Senior Counselor in the Accessibility Resource Center (presented by Laurie Fitzenberger)

Letter from a student who completed graduate degree at UWM...

"Barb frequently emphasized the importance of self-advocacy. I was very hesitant to request accommodations or disclose my disability to faculty in my program. Barb did a great job of problem solving with me the benefits and risks of requesting versus not requesting accommodations. She never forced me to request an accommodation but eased my anxiety about the process to do so, which allowed me to obtain the accommodations I needed. It meant so much that Barb, a person outside of my family also thought I could achieve my goals and believed in me."

Kevin Beisser, Senior Immigration Coordinator in the Center For International Education (presented by Sharon Kaempfer)

It is my pleasure to talk a bit about Kevin Beisser. Kevin is definitely someone who serves students and knows his job. I have known Kevin for a long time. The first time we met was on a day trip to Washington, DC to visit with Saudi Arabian Cultural Mission. It was apparent that from that first time, Kevin really knew his stuff.

His nominator discussed the time that Kevin assisted an international student who had lost their job and the lengths to which Kevin went to make sure the student was able to secure funds and actually graduate on time. His willingness to do whatever it takes to help students has been something that I have experienced first-hand.

Kevin is a friendly individual who likes to talk with students and colleagues and always manages to get things done.

Andrea Wrench – Senior Advisor in the Lubar School of Business (presented by Jessica Stein)

Andrea continues to be a positive force and is often the go-to advisor for faculty and staff. She has advised over 1500 students in the last year with 98% of students indicating they would meet with her again. Students have written to say: “Andrea is the best advisor at the Lubar Student Services Office. She always answers all of my questions and never misses a beat!”

Another student said: “Since I was in Asia, having an oversea counselling wasn’t an easy task. We had several phone conferences to discuss my academic status and possible alternatives to find the most suitable option for me. Andrea was very patient and supportive and her efforts and dedication brought me back to UWM.”

I believe the three words that best describe Andrea are commitment, empathy and pride; Commitment to her students, to Lubar and to her profession; Empathy for her students and co-workers; and Pride in her relationships, her contributions, her positive attitude and in the Lubar School of Business.

Joel Spiess – Academic Advisor in the College of Health Sciences (presented by Colin Daly)

Joel's commitment to the holistic development of students sets him apart from his peers and is a role model on how to enhance the relationship between Academic and Student Affairs. He works diligently to help students secure internships and jobs related to their chosen field of study. He is not afraid to challenge outdated ideas if they don't benefit students. Joel's desire to connect with students and student leaders is present in his every day interactions, and his passion is infectious to other advisors.

His student nominee wrote, "Joel Spiess is an outstanding professional who worked specifically with me in becoming a student who would meet all of my aspirations. I can only imagine the stressful work that Joel participates in. He has been an advisor and mentor when it came to exploring options for Physical Therapy programs and helped me establish a successful resume. Working as an Orientation Leader, I

was able to work alongside Joel, and got to know how passionate he is about the education of our incoming students. His overall character reflects what it is to be a prideful Milwaukee Panther."

Toby Deutsch – Senior Advisor in the School of Information Studies (presented by Christine Wolf and Dana Northrup)

Had 2 distinct nominators, both undergraduate students.

"Toby Deutsch has been more than just a good advisor to me throughout the last two years. I would gladly write a recommendation for him any day. To fully explain the extent to which this advisor has impacted my college career it is important to start at the beginning of my own journey at UW-Milwaukee. Initially, Toby met me as a frightened new freshman the summer before the big move to college. My small town background left me nervous for the culture shock I was anxiously awaiting, but Toby was able to find common ground with me, and we discovered we both stem from small towns only 30 miles away from each other! He did more than just answer my questions about moving to a place where I didn't know a soul; he gave me professional reassurance that I would be able to make it. Now four semesters in, I've grown to really appreciate the unique experience of having such a great advisor. For example, Toby has always been willing to meet with me as soon as possible, even if it requires him to stay after his usual work hours. He has never once steered me wrong for classes, and has been able to help me discover a long-term plan for college and even after. Toby has always helped to advise me in areas outside of my academic career as well. He genuinely cares about his students' well-being regardless of that being school related or not, which is something I've found difficult to find. I have had such a great experience with Toby as my advisor and mentor that I could easily write more on the impact he has had on me. With the assumption that he has made this connection with all his students, he truly deserves recognition for his helpfulness, influence and dedication."

"In my experience, every matter that he is faced with responded to in a professional manner. As a student, it is nice to know that any concern brought to him will be taken care of and, moreover, he will do his best to ensure the result is reached. When dealing with a difficult class, his first step is to recommend steps to take to improve the class experience before dropping the class. Students appreciate when an advisor does not resort just to dropping the class but to encouraging the students to find other solutions. In doing this students feel more confident and can make it through tough classes... As an advisor he guides, treats students respectfully and helps us reach our full potential. His confidence helps advisees get through some of the tough semesters, and provides all information needed to be successful."

Toby Deutsch – winner - \$500 and plaque

Toby says: "At times I feel as though I don't know what I'm doing in my job. I feel like I'm constantly waiting for someone to call me out and say "We've found you out!" It's not the greatest feeling to have, but it keeps me working hard to make sure I'm doing my best. This award certainly tells me that I've been on the right path and headed in the right direction.

Thank you very much! I look forward to working with all of you in the future."

## Learning Community Courses – Keri Duce

LCs for fall! – Big promotion happens with orientations! TASO have already begun – NSOs coming in June!

In addition to the Living Learning Communities (LLCs) there will also be non-residential LCs this year!

All students will receive a 4 page handout. The first page explains LCs, then list of options in the orientation folders.

There has been a lot of growth - doubled numbers in the last year – holding steady for this year

Mentors – 40 assigned for fall – each mentor will work with 2 courses and will work specifically with learning community

Courses: a lot more intro to profession courses

73% of students are in a Learning Community

### Three main Learning outcomes

1. Increase peer to peer connections
2. Firm commitment to obtaining degree from UWM
3. Demonstrate established contact with instructor outside of classroom – monitored in mapworks
  - a. More mapworks assessment available – contact Keri
  - b. Peer mentor in classroom

LC course details:

- LC sample syllabus
  - Detailed slide – on presentation (share info with instructors and mentors to help build course and provide resources for students)
- Co-curricular programming \* mentors will push students into programs around campus!
- Many LCs have service learning opportunities
- SSC events tied into courses
- Enhancing course content
- Fall welcome and common read integration
- List of LLCs – 40% of incoming are in LLC
  - LLCs used to be nerdy – but now COOL
  - LLC Blogs and Social Media
  - Uwmllc.blogspot.com
  - I am UWM videos
  - #UWM LLC
  - Sections for transfer students – Transfer LLCs
- [classpermissions.uwm.edu](http://classpermissions.uwm.edu) – advisor exemption forms to help students enroll

- List of courses – still need class permission list
- Let Keri know if you are not sure how to do class permissions
- Academic Advisors – KEY to help students connect with LLC
- Outreach at NSO and TASO – make sure students know information is in the folder
  - ALWAYS available at NSO and TASO
- Email [learncom@uwm.edu](mailto:learncom@uwm.edu) and [www.llc.uwm.edu](http://www.llc.uwm.edu)

## **ACN Election Results - Yomarie Castellano, Kristin George and Sue Conway**

Thank you all for voting! The races were very close.

Thank you to Yomarie and Kristin for being such great co-chairs! And thank you from Yomarie and Kristin for the opportunity to serve ACN!

And the winners are:

ACN Awards Committee position: Aparna Datey, Center for International Education

ACN co-chairs: Pam Schoessling, Academic Opportunity Center and Ashlie Schaffner, Helen Bader School of Social Welfare

Please join us in congratulating the winners!

Sue Conway will continue on as Secretary/Treasurer for the 2014-15 school year.

## **Campus Community Reports**

### **Enhancing Advising (Jen Hayes)**

Brochures – if you haven't received – contact Jen Hayes

Advising - August 20 – Advising working group retreat – would like everyone to come!

More information to come!

Please complete survey about advising if you have not – give detailed answers and responses

We decided to have the work group develop online modules for students on academic probation. The group is specifically targeting students who receive the First Year Probation (FYP) hold.



## **Student Success Center - Ericca Pollack**

Fall welcome/spring update meeting – 2pm Sandburg Flicks

Colin's new role! In addition to being the Assistant Director of First Year Student Success in the Student Success Center, Colin will be taking on additional responsibilities in Undergraduate Admissions. (The full details are in Ericca Pollack's email sent to ACN on May 16 re: changes and updates.)

We are really excited!!

Introduction: Amy Danielson from Mt. Mary – new employee serving as a Student Service Coordinator.

## **Orientation**

Jessica Stein - Orientation – First TASO 71 attended – all but 2 are registered in classes – next week 200 registered

First NSO 220 signed up – first 3 are over 200 (250 cap)

Orientation leader training skits today (5/20) 4pm all are welcome!

MAPWORKS – contact Keri – process rolls over on July 1 – to next year

## **Center for International Education (CIE)**

Kevin Beisser – in April Theron Snell retired, and we have hired Sarah Coban as our new Immigration Coordinator!

We will have many Brazilians again this year! Sarah will be getting in contact with schools and colleges to go over what is needed.

## **LGBT Resource**

Cameron Breither x4116

Pridefest 6/6-6/8 – will have UWM table

Want help staffing! Especially advisors!

## **Registrar**

30 credit policy – Students need to complete remedial coursework within first 30 credits at UWM. Reminder, please discuss with students when you meet with them at orientation!

Phone calling campaign – staff collected information from housing and surveys. We will have more info about what students are doing and who are the best students to contact.

There will be training for Phone Calling Campaign – more information to come!

We are hoping to help students who need help to re-enroll here – we are looking to solve their enrollment problems.

Panther Academic Welcome day – need a lot of volunteers to do the common read or College 101 session!

If you volunteer on Saturday – Brian says Colin will buy you a drink!

Contact Brian Hinshaw if you want to volunteer.

## **Accessibility Resource Center – Jonathan Broskowski**

There is a new Educational Psychology course – focused on students with disabilities and learning differences! Ed PSY 104, please encourage students who could use the services to enroll. Contact Jonathan Broskowski [bros@uwm.edu](mailto:bros@uwm.edu)

Aura Hirschman, Senior Counselor in the Accessibility Resource Center (working with students who are blind or visually impaired) coordinates the Alternative Text Program. Volunteers are needed! Training takes about 30 minutes, and a 1 hour a week commitment is requested. All work is done in Mitchell B16. The candy jar is always full! For more info or to volunteer, contact Aura at [hirschma@uwm.edu](mailto:hirschma@uwm.edu).

Last year 937 students used the service – their largest number ever!

ARC is soon recruiting for a new position – Assistive Technology Specialist. ARC will also be getting a new website before the fall semester!

ARC is now offering Read & Write Gold Program software. All students can purchase the software through the UWM On-line Tech store for \$20. It is a reading, writing, and organizing tool for learning for Mac or PC. Please get the word out! (Software is free to ARC students.) Contact Aura at [hirschma@uwm.edu](mailto:hirschma@uwm.edu).

## **PASS**

Summer fliers are out! Tutoring starts next Wednesday (5/28)

walk-ins welcome – some appointments are available – online tutoring available – flyer has details

Math prep happening this summer – 2 sections – online modules with traditional format – go to PASS website Panther Math website: <http://www4.uwm.edu/pass/pmp.cfm> for more details

## **Office of Undergraduate Admission**

Kay Sullivan assistant director of admissions – as of 2 months ago – all is in Mellencamp 212 they will send update

Lots of changes – recruitment, campus tours etc.

## **Announcements**

Laura Blaska - Honors College, There will be a New Student Orientation dedicated to Honors students June 9-10. This will allow advisors to specialize their messages. Honors advisors are available to assist with registration.