Undergraduate Working Group Meeting Minutes
June 28, 2016 - 8:30 a.m. – 10:00 a.m.
Student Commons Building – SC1401

Attendees:
Linda Brooker, Ashby Butnor, Krista Busch, Sarah Carr, Tina Carroll, Quinston Daugherty, Hailey DeMarr, Sarah Fields, Jeff Franklin (chair), Joe Halter, Nimol Hen, Karyn Hardy, Karin Hunter-Byrd, Sam Kim, Mary Lovit, Nathaniel Lynch, Patty McKissock, Sandy Mondragon, Amber Moreyra, Scarlett Ponton, Alicia Roybal, Nora Scanlon, Kate Seppala, Brittany Simonson, Megan Steelman, David Steward, Christine Stroup-Benham, Angela VanDijk, Tim Wienecke, Jon Wilson, Cliff Young, Mary Baitinger (recorder)

1. Informational Item – Samuel Kim: Introduction to CU Denver Director of Housing and Dining

Introduction: A debriefing by Sam Kim regarding the new director of CA and staff, as well as providing an FAQ that outlines changes for the on-campus housing policies in 2016-2017.

Background: Campus Village (CV) has recently changed ownership to CU Denver, Student Affairs.

Discussion: Details of the recent acquisition included: Executive communication about CV has not been sent out yet (Legal is working on the wording); Quinston Daughtery (director) has worked in housing-related positions since 1993; Tina Carroll lives on site and is the point person for any immediate requests or incidents that occur; Amber Moryera handles facilities and maintenance; advertising to students is lagging and has been ramped up via the new website as well as calls to students who have attended orientations; for 2017-2018, information will be sent out in admission/application materials; a commuter meal plan for those who do not live at CV has been developed and can used at their facility (www.ucdenver.edu/housing - dining options); housing is not required (but encouraged) for first year students (only 700 beds are available at CV); the facility would like to promote student and faculty meetings at CV for gatherings or meals; and administrative offices are housed at CV, but if there is an immediate need, contact Sam Kim.

Next Steps: The information provided today will be expanded at the next UWG meeting on July 26, 2016, to be held at Campus Village (RSVP is required via Outlook and breakfast will be provided).

2. Consultative Item – Karin Hunter-Byrd: Procedures for students dropping/withdrawing
**Introduction:** Can the academic advising offices receive some basic training and/or come to a consensus on the procedures to follow when a student is dropping/withdrawing from one or more courses (but NOT all courses) due to medical reasons? This includes: what should we document/write in SAN? What documentation should we keep in the hard copy file? When should we notify the CARE team? This does NOT include those situations for which a student is seeking a full term medical withdrawal through the Office of Case Management.

**Background:** This discussion will center on individual “course withdrawals” after Census, as opposed to “course drops” prior to Census, and as distinct from “term withdrawals” after Census from all classes. Additional contributors include Brittany Simonson (Office of Case Management) and Karyn Hardy (Attorney, Office of University Council). Full term withdrawals for health-related issues should be sent directly to Brittany. Drop and add rules (separate from today’s consultative item) are being finalized by a UWG subcommittee and will be shared at a future meeting.

**Discussion:** The group generated the following dialogue: SAN is the place to put documentation, although not everyone does so or in a similar format; if a student provides documentation of any kind, it becomes part of the educational record and does not fall under HIPPA rules (according to Karyn); when providing material for SAN, those contributing should understand that other staff or offices around campus with access will see the information; Starfish (the new Early Alert/academic monitoring software) will supersede SAN and permission levels will be available to set; students should understand that what they provide can be accessed internally by multiple individuals; the Office of International Affairs (OIA) protects international students by releasing a minimal amount of information and has a form letter to share with UWG (see attached PDF from Nathaniel Lynch); one option would be to revise policy such that advisors refer all medical withdrawals to Brittany in Case Management, which stores such records confidentially in Maxient; requests for tuition reimbursement for full-term withdrawals are handled by the Tuition Appeals Committee in the Registrar's Office, with guidance to students by Case Management; in CLAS, the Academic Standards Committee keeps all documentation; a trail should be created of notes and next steps but should be scanned, rather than having paper documentation--Starfish, when implemented, will allow documents to be uploaded; if students hand advisors medical files, best practice would be to return these immediately to the student.

Brittany Simonson asked that the following be shared with the UWG:

> If advisors receive a request for a medical withdrawal that is not full-term and they would like Case Management to follow-up with the student for additional resources, advisors can email CSM@ucdenver.edu or Brittany.Simonson@ucdenver.edu.

> This is what a full term medical withdrawal requires in a physician's letter:
A letter on official letterhead from the licensed physician, psychiatrist, psychologist or therapist treating the student. The letter must outline the following:

1. general nature of the student’s medical condition and how this impacted his/her course work;
2. the dates during which the student was under professional care and the provider’s license number;
3. the rationale supporting the need for a medical withdrawal; and,
4. the date of the student’s anticipated return to school.

Next Steps: One issue for future consideration is whether it is practically and legally advisable to continue to keep student records at the school/college level in cases of full-term or course withdrawal for medical reasons or, instead, to have all such cases managed by the Office of Case Management and all related files stored in the central, confidential, electronic repository (Maxient). Either way, advisors and other support personnel recording information about such cases in SAN or Starfish should err on the side of discretion, recording and uploading only that personal information that is necessary to share with other FERPA-trained staff on campus so that they too can best serve the student going forward. The implication is that it would be better—for confidentiality and for legality—to store medical documentation provided by the student apart from SAN/Starfish either in the office/school/college file system or in the Office of Case Management electronic files and then reference those files in SAN/Starfish in general terms, e.g., “student withdrew for medical reasons; files stored in. . . .” A working group of advisors will be considering these issues and may draft guidelines and agreed-upon language for use in SAN/Starfish by staff handling such cases.

3. Informational Item – Christine Stroup-Benham: Introduction and features of Office of Institutional Research & Effectiveness

Introduction: Christine will conduct an open dialogue of OIRE services on campus.

Background: Many resources and data bases are available from OIRE that advisors can access. Christine’s handout covered OIRE’s mission, organization, official reporting, offerings, data analyses, publically available data, services and obtaining data (see PDF).

Discussion: Highlights from Christine’s presentation included: Mission, vision and challenge statements have all recently changed; a three year fiscal plan is available (2017-2019); general information is available on student success but also with deeper analysis; The purpose and use of OIRE’s data bases is to allow students to be more successful; Keeley’s position with the OIRE team is being replaced with a new member in the next few months; some data are posted publically on the website, while other types are internal and must be requested; OIRE has recently interacted with Undergraduate Experiences, Student Success, Finance, academic units, HR, and a variety of committees; the team has evaluated campus-wide software; requests to OIRE can be tailored to specific needs, along
with narrative summaries to compliment the data; recent data examples include DFW rates, diversity rates, and multi-varied analysis; a key feature of the website includes annual salary data for all student alumni who are employed in Colorado; OIRE published an office newsletter each semester.

Next Steps: Christine will provide a PDF copy of today’s presentation for the UWG meeting minutes so that members can access it for further details.

4. Informational Item – Tim Wienecke, Office of Veteran Student Services: Basic Training: Student Veterans in the Classroom

Introduction: Tim presented a brief introduction to campus veteran student culture and services.

Background: Veterans have specific needs that advisors can communicate to their staff and faculty members. Tim provided a PowerPoint presentation to the UWG and talked through the major points and requests from his office has on behalf of these students (see attachment).

Discussion: Tim emphasized several important details: The average student age of veterans is higher (23-25 years old) than the typical first-year student; many have families and may be dealing with psychological and physical issues; veterans are used to working on teams, and this strength should be utilized in classroom setting; instructors should encourage constructive dialogue around war and the military rather than allow emotional outbursts of opinions; vets respect the chain of command and will go up it as needed; many are members of the National Guard and are legally allowed to miss class (but encouraged to contact instructors beforehand to make up work); issues that vets often face are lack of clear career goals, effectively utilizing unstructured time (they are usually told what to do 24-7), taking the time to think things through before choosing a major; handling finances; challenges with Veterans Administration (receiving benefits for classes seeing physicians in a timely manner); and the types of services available at the Office of Veteran Student Services (safe zones, language that instructors can use in the classroom, liaison between campus offices and government services/benefits).

A question was raised regarding joint services transcripts (military credits that either waive certain general education requirements without receiving credit hours or are awarded credit hours toward the 120 hours required for graduation). The decision of which courses will count happens after a student’s first semester. It was also suggested that a first-year experience college success course of some kind be tailored toward military vets. Tim also shared that vets can take as many online courses as they want, but at least one credit must
occurs on the campus itself. Hybrids will work, but students should consult their academic advisor or VSS to make sure of tuition coverage.

Next Steps: Tim encouraged UWG members and their affiliates to contact the Office of Veteran Student Services (Tivoli 224; 303-556-2745). Prospective students are also welcomed to contact their office and staff as well.

General Announcements: None

Next UWG Meeting: Tuesday, July 26, 2016 – 8:30-10:00 a.m. – Campus Village
Undergraduate Working Group Agenda Item Submission Form

1. Is the issue you bring (please circle/highlight one number): 1) consultative; 2) informational.

2. If consultative, could you please state the issue as a question to the group (or as a decision under deliberation that would benefit from consultation)?

3. If informational, could you please state the issue in 3-10 words? Could this be delivered via 1) e-mail or 2) as a printed announcement at the end of the UWG agenda?

4. To which people, units, or offices does this issue most pertain (who should we especially invite to attend the meeting where this issue is discussed)?

5. What’s the immediacy factor on this? (circle/highlight one number): 1) high priority and/or short deadline; 2) medium priority and/or medium deadline; 3) low priority and/or no big hurry.