Undergraduate Working Group Meeting Minutes  
March 22, 2016 - 8:30 a.m. – 10:00 a.m.  
Student Commons Building – SC1401

Attendees:
Krista Busch, Ashby Butnor (temporary chair), Maryam Darbeheshti, Hailey DeMarr, Sarah Fields, Kristen Fukumoto, Crystal Gasell, Nimol Hen, Kelly Hupfeld, Alessa Kane, Denise Larson, Mary Lovit, Leah Novak, Alicia Roybal, Nora Scanlon, Kate Seppala, Brittany Simonson, Megan Steelman, David Steward, Ciarra Thompson, Jon Wilson, Mary Baitinger (recorder)

1. Consultative Item – Karin Hunter-Byrd: Summer Restructuring of New Student Orientation

Introduction:  Could the advising offices receive details and clarification from Alicia Roybal and/or Kristin Fukumoto regarding the restructuring of the summer New Student Orientation?

Background: Denise Larson, representing Karin Hunter-Byrd in CAM, has since received information about the New Student Orientation but would like further details for UWG’s benefit as well as CAM.

Discussion: Alicia handed out a draft student agenda to the group. Highlights shared by her and Kristen include: Most activities will occur in and around the Student Commons area; “ambassadors” will direct individuals throughout the day to their activities; lunch has been rescheduled closer to noontime and the mandatory sessions before and after; lunch will be outdoors, and Student Orientation Staff (SOS) will interact with students and answer any questions; Student Life will be covering more resources; the computer lab will open about 2:15; advising will occur between 2:00 and 4:00; campus tours will start in the atrium of the North Classroom; students are expected to be on campus until 4:45; a dessert bar will be held at the end of the day, and students will have an opportunity during the end-of-day mixer to visit with staff and campus offices; the Lynx List will prep students via an interactive website/checklist to have most of their background information ready before they arrive; incoming students may be color-coded by school/college; breakout sessions will be longer and more interactive; a goal is to empower students to take control of their education rather than parents asking the questions; and April 8 is the mock orientation date—anyone is invited to attend but must RSVP.

Next Steps: Alicia will provide a final agenda and further NSO details to the UWG and other participating offices as they become available.
2. Consultative Item – Ashby Butnor: First Year Experiences at New Student Orientation

**Introduction:** The FYE presentation is at the beginning of the orientation schedule. What is the best way to introduce the specialized nature of FYE courses, given that this is the students’ first consideration of their fall courses?

**Background:** Ashby provided a color-coded schedule/chart of First Year Experience classes (including First Year Seminar, College Success, and Learning Communities), with course capacities for the current slate of options. The UE student assistant is creating more detailed and engaging Orientation materials to explain the various options and boost recruitment. Ashby will be speaking first during the NSO (to both students and parents) throughout the spring and summer. She would like feedback or ideas in order to best present these programs to students.

**Discussion:** The UWG provided several suggestions, which included: Making sure that students have a basic understanding of the purpose of taking courses in general, core requirements, and how all these fit with the major that is selected; encouraging students to find their best fit or options; make sure information presented is not overwhelming; creating hype around specific FYE courses; employing the chancellor and provost to give an overview/picture of the bachelor degree experience and how FYE fits in; clarifying the wording around the College Success classes (focusing on you and the here and now); meet students’ needs of where they are in the process (some know about college, while others are just experiencing it for the first time); and encourage students to talk with academic advisors.

**Next Steps:** Ashby will set up meetings with student advising offices to tell them more about the FYE programs, share the FYE booklet (once it has been created), and solicit feedback about her presentation.

3. Consultative Item – Leah Novak: New CU Call Center

**Introduction:** This office is receiving parent concerns via the new Call Center on campus. How should parent concerns regarding advising best be handled?

**Background:** Alessa Kane from the Advancement Office explained the new philanthropy call center for the University of Colorado Denver, which is geared to fundraising on the downtown campus. During their conversations with friends and families, questions often arise regarding admissions, advising or faculty, and their office is not sure how to handle these requests.

**Discussion:** Alessa is currently working with Leah, who has asked Raul Cardenas and other affiliated personnel of how to answer questions like these as they arise. At this time,
Alessa gathers the reports and gives them to Leah who then reaches out to the person with the question, chats (or attempts to chat) individually with the student raising the concern, and then forwards that information to a specific department or place. Often, there is no recorded outcome as to whether the student’s question has been answered. Leah would like any suggestions or ideas sent to her directly from the UWG to better streamline the process for all those involved.

Next Steps: Leah will continue working with Alessa on the current method in place and incorporate any feedback she receives.

General Announcements: A request was made to recap agenda items discussed during UWG meetings during the last several months and provide any updates, if available.

Next UWG Meeting: Tuesday, April 26, 2016 – 8:30-10:00 a.m. – SC 1401
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.