

RIT Advisors Council

<http://www.rit.edu/advisorscouncil>

Minutes

Tuesday, 8/10/2021

Welcome & Announcements

**Carla DeLucia, Associate Director
University Advising Office**

Carla welcomed everyone to the meeting and reviewed the upcoming professional development opportunities:

8/11/21, 10 – 11:30am: CPD Session: FERPA and Records Management for Advisors

8/12/21, 1pm: Kindness, Professional Development Webinar (non-RIT sponsored): Can We Talk About This?: Empathy, and Developing Culturally-Competent Students

CPD Session: Confronting Unconscious Bias and Micro-Managing, presented by Dr. Taj Smith will be offered in different modalities (in-person and remote):

8/16 from 2pm – 4pm

8/24 from 10am – 12pm

9/7 from 1pm – 3pm

9/15 from 1:30pm – 3:30pm

9/29 from 2pm – 4pm

(Please review the University Advising Weekly Updates for more information).

Exciting news! We will be offering a new CPD three-part series: “Polishing our Advising Skill Set”. Geared to develop and strengthen outreach skills and to share best practices. The three part series is sequentially planned and we encourage you to attend all three sessions, but this is not required. Please sign up for at least one session. Information is posted in the University Advising Weekly Updates.

9/28/21 from 2:30pm – 2:30pm: Navigating Proactive Outreach

10/13/21 from 2pm – 3pm: Supporting the Invisible Student

11/30/21 from 10:30am – 11:30am: Promoting Connections with Non-Responsive Students

Introducing colleagues who are not new to RIT, but now have new roles at the university. You may be interacting with these colleagues in different capacities. Daniele Brown is the Director of Year One Programs and previously was the Assistant Director for Facilitation of Year One Programs. Kari Young is the new Director, Student Financial Services, and previously worked in financial aid.

There are two new NTID colleagues to introduce to Advisors’ Council:

Ashley O’Niell, who started as an Assistant Director. She will work with the Information & Computing Studies program.

Kara Matchett, joins us as a counselor/academic advisor, and will be working in the engineering program.

Welcome to all!

2021-2022 Advisors’ Council monthly meetings will continue to be scheduled the second Tuesday each month from 9:00-10:30am (the March meeting will be held the third Tuesday to avoid Spring Break). Meetings will be held in-person with most meetings scheduled in the CPC 2610/2650 Bamboo Rooms. The September 14th meeting will be held in Louise Slaughter Hall, rooms 2230/2240. Monthly meeting dates and locations are posted on the Advisors’ Toolkit. There will be an option to join the meeting remotely. Looking forward to meeting in person with everyone!

**Course Withdrawal Policy and Academic Probation
and Suspension Policies Update**

**Belinda Bryce, Program Director
Higher Education Opportunity Program**

Mohan Kumar, Department Chair

(Please refer to the "Policy Updates Advisors Council 8.10.21" presentation)

Lynne shared that Belinda will join her in reviewing the course withdrawal policy updates. Mohan and Becky will provide updates on the academic probation and suspension policy.

- Course Withdrawal policy revisions include:
 - Undergraduate students who wish to withdraw below 12 credits will need to appeal to department leadership for consideration and approval. (This will not impact graduate students; applies to full-time and part-time undergraduate students).
 - There is no requirement or expectation the academic department leadership will grant approval.
 - No changes to the remainder of the policy.
 - The updates to the course withdrawal policy will go into effect fall semester 2021.

- Academic Probation/Suspension Policy Revisions include:
 - Limit the number of probations to TWO
 - Limit the number of credit hours and provide support to students on probation
 - **Suspension for a minimum of one term, rather than one year**
 - Deferred suspension in place of suspension waiver
 - Students returning from suspension may be given one full year to improve their cum GPA to 2.0 or more
 - Students who attempt fewer than 9 credits in a term, and earn a term GPA less than 2.0, but whose CUM GPA is 2.0 or higher, may be subject to academic action at the discretion of the college
 - Students will be required to complete an Academic Success Plan with their home department

- Academic Success Plans are required for any degree-seeking undergraduate student in any of these scenario's:
 - On probation
 - Changing program while on probation
 - On deferred suspension
 - Returning from a suspension, to same or new program

- Policy Timeline:
 - Both policy revisions "go live" for fall semester
 - Course Withdrawal requests may begin immediately after add/drop period closes
 - Academic probation/suspension processes will be in place after fall 2021 grades are reported.

- D Policies Constituent Updates for Summer/Fall 2021 include:
 - Dean's Delegates for Advising, including DDI & Career Services leadership – June, 2021
 - Associate Deans – August, 2021
 - Ombuds Office – August, 2021
 - Advisors Council – August, 2021
 - Student Government Executive Council – August, 2021
 - Financial Stakeholders (Financial Aid, EM, SFS) – Late Summer, 2021

- Council of Chairs – Fall, 2021
- Student Affairs Leadership – Fall, 2021
- Course Withdrawal Request Workflow:
 - Anticipated Process Workflow will include:
 - Student considerations
 - Department decision
- Student Considerations Before Requesting to Withdraw:
 - Meet with instructor(s) to discuss alternatives to course withdrawal
 - Meet with Financial Aid counselor to determine if there will be an impact on future aid
 - Discuss situation with family/support network
 - Meet with academic advisor to discuss how withdrawing below full-time status may impact progress towards degree
 - If moving forward with request, complete the form and sign it
- Conversation with student content:
 - Is the student affiliated with a program that does not allow students to fall below full-time? For example, student athletes, international students, HEOP
 - Progress towards degree
 - Motivating factors for the request
 - Has the student talked with Financial Aid
 - Is the request to withdraw below full-time due to specific one-time circumstances
 - Are there alternatives to withdrawing below full-time
 - Is the student accessing resources
 - Has the student talked with their family/support network about their intentions
 - If student chooses to submit request, gather and forward to department leadership for timely review
- Proposed Process for Department Leadership includes:
 - When you receive a form, review the student’s case with input from the academic advisor or assistant dean
 - Determine whether to approve/not approve student’s request to withdraw below full-time status
 - If approved, department leadership must sign the “Request to Withdraw Below Full-time Status” form which will be processed by the Registrar. (This form is also used for part-time degree-seeking students seeking to withdraw from a course). The student, advisor, and course instructor will be notified when the withdrawal is processed
 - If not approved, the department must notify the student directly, and submit the signed form to the Office of the Registrar. The student can appeal the decision through the college’s appeal process. The appeal process should be expedited so the student knows the final status of their request
- Questions from attendees:

Q: What should advisors do if student wants to withdraw on the last day of week 11?

A: The request to withdraw form will need to be reviewed and approved by the deadline.

Q: How will the policy updates be communicated with students?

A: Students will receive communication via RIT Message Center, ongoing communications from SG, and tentatively from student’s MyCourses in SIS (a request was made to list it in MyCourses, but have not yet received confirmation).

Q: Will department leadership teams have conversations with students?

A: We have heard from advisors that sometimes, department leadership is not aware of all factors of the student’s situation re: the withdrawal. We anticipate chairs and those involved with withdrawal decisions in the department will ask for advisors input. The goal is that it will be a departmental decision with advisors input.

Q: Have you considered moving the withdrawal deadline to week 10?

A: Did not receive feedback from focus groups and other constituents, and, at this time, have not had discussions about a week 10 deadline.

Q: Do the policy revisions pertain to global campuses also?

A: Yes, global campuses are included.

Q: Will there be a FAQ for students to refer to as a reference to the new policy updates?

A: We could put something together. Not sure where an FAQ could be posted for students to refer to. We could consider posting FAQ's on the Advisors' Toolkit that advisors could use as talking points when advisees want to withdraw from a class.

Suggestion: Recommended to post something for parents/families, maybe on the RIT Parent and Family Newsletter. There was a statement about students understanding of drop vs. withdrawal

- Please send questions for the course withdrawal policy to [Lynne](#) or [Belinda](#). Questions about the academic probation, suspension policy can be sent to [Mohan](#) or [Becky](#).

Performing Arts Scholarship Update

**David Hult, Director of the RIT Performing Arts Scholars Program
College of Liberal Arts**

**Amy Lyman, Assistant Director, Outreach & Communication
College of Liberal Arts**

**Ben Willmott, Operations Manager of Performing Arts
College of Liberal Arts**

(Please refer to the "PAS for Academic Advisors 8.10.21" presentation)

- David shared that they have been offering performing arts scholarships the past three years. It's been a highly successful program with participation from most colleges.
- The scholarship is for students who are interested and have talent in singing, acting, dancing, or playing music and students are encouraged to submit an application.
- Performing Arts Scholars program benefits include:
 - Annual, renewable scholarship, amount based on 1) talent; and 2) RIT need for the talent
 - A RIT faculty coach to provide support, guidance, and connections to other students who share your performing arts passions
 - Access to enrichment activities beyond the classroom & campus
- Additional perks to the program:
 - The scholarship can be renewed each year. Students will give back to the RIT community by participating in some form of music, musical theatre, theatre, and/or dance for at least one semester each year that you receive the scholarship.
 - Students have many performing arts options. Take a class. Join an ensemble. Join a performing arts club. Act in a theatre production. Be a crew person. Take music lessons. (Or, do many of these things!).
- Participation options considerations include:
 - Participation should be manageable, balanced with student's academic experience. Enjoyable by enhancing the student's RIT student experience and customizable based on varying interests each year.
- Study – Performing Arts Coursework (All courses must have a performative element: theory or history-based performing arts coursework does not satisfy participation requirement. If unsure whether a desired course will count, please contact Director of Performing Arts Scholars program).
 - RIT offers many for-credit courses in music, theatre and dance that will satisfy the participation requirement.

- Study – Immersions, Minors & Certificate: PAS students may elect to pursue an immersion/minor in music or theatre, but a performing arts related topic is not required as part of the program.
- Perform – Music at RIT performance ensembles include: the African percussion ensemble, concert band, flute ensemble, gospel ensemble, among others.
- Perform – Music at RIT
 - Applied Music (private music lessons) are offered.
 - Other ways students can get involved include:
 - A capell groups
 - Pep band
 - Game symphony orchestra, among others
- Perform – Dance at RIT: Students participating in the dance program are from every level of experience and ability. It is a unique experience bringing together deaf, hard-of-hearing and hearing students from the various disciplines at RIT.
 - For credit opportunities student can join jazz and hip hop, modern and ballet.
 - Health/Wellness opportunities students can join ballroom dancing, argentine tango, country line dancing among others.
- Amy shared key information for advisors:
 - Students apply via supplemental application during the RIT admissions process.
 - All participation tracking is done by PAS Coaches and reported each semester to the Registrar’s Office, who send report to Financial Aid to keep/remove scholarship funding.
 - No coding/tracking is done in SIS. Advisors don’t need to do anything differently for PAS students!
- The Performing Arts Scholars impact on persistence shows an increase in gender distribution and retention, especially with AALANA students.

Q: How do students know who their coach is?

A: We notify each scholar who their coach is. In addition, the coach outreaches to scholars and begins to develop the mentorship relationship. We are currently working on a way to post information to scholars on the performing arts webpage.

- *Please feel free to contact [David](#), [Amy](#) or [Ben](#) with any questions.*

Advising Notes Update

**Stephanie Bauschard, Associate Director
University Advising Office**

(Please refer to the “Advising Notes AC Update 8.10.21” presentation)

- Stephanie reminded attendees that there are a lot of forms on the Advisors’ Toolkit and recommended not saving links. Please go to the Advisors’ Toolkit for the most up to date information.
 - Leave of Absence (LOA) Student Guide and Advisor Guide has been updated
 - New update: If students have a meal plan, they need to check with dining services regarding refunds.
- Stephanie shared the last Advising Notes update was provided at Advisors’ Council in March 2021. Since then, four academic advisors have be added to the Advising Notes committee to assist with the final implementation plans.
- Going into fall semester please continue to update the Starfish calendar to schedule student advising meetings. Please try to capture some documentation of advising meetings including:

- Regular use of SpeedNotes
- Student missed appointment email
- Advising Notes training is being scheduled for September 2021. More information to follow.
- Please refer to the attached presentation for screen shots of SpeedNotes “Add Appointment” and “Edit Appointment”.
- FERPA training: Stephanie explained it is important for advisors to have a good grasp of FERPA as we use SpeedNotes. There is another FERPA training for advisors being planned for January 2022. Stephanie encouraged advisors to attend.

No Show Alert Process

**Stephanie Bauschard, Associate Director
University Advising Office**

**Rachel Scott, Associate Registrar
Office of the Registrar**

- Stephanie shared that the process is very similar as in past years. The No Show Student Process 2211 and the No Show Flow Chart for Advisors 2211 for fall are on the Advisors’ Toolkit.
- No Show students are defined as new students, undergraduate or graduate (including online students) who do not arrive on campus and/or begin the semester as expected, in the term they are expected.
- Non-Returning Students are defined as students who do not return in the term expected (RI, Suspension Waiver, etc.). These students are not considered “No Show Students”. It is expected that a representative from the Academic Unit will follow up with the student to determine the student’s plan, and, if necessary complete and submit the proper paperwork (LOA, UW, etc.) in conjunction with the student.
- The No Show process:
 - Allows the University to identify and reach out to students who did not arrive on campus or engage virtually as expected.
 - Releases seats in classes that will not be used for students who are waitlisted for classes.
 - Helps accurately define the freshmen cohort, which is established at the 21-day point in the fall term.
 - Prevents students who are no-shows to the University but are not properly dispositioned from experiencing issues with billing and/or student financial aid.
- How to identify No Show Students: There are four different ways that the University has agreed to identify no-show students. Please keep in mind that these efforts are not sequential and should be happening concurrently.
 1. Academic Day during New Student Orientation:
 - Tracking: academic departments must track attendance at Academic Day events.
 - Outreach: it is expected that outreach (phone, email, etc.) will occur immediately to any students who do not attend Academic Day.
 - Reporting: No Show forms for any students who do not respond to outreach or who confirm that they will not be attending RIT should be sent to registrar@rit.edu no later than 12pm (noon) on Wednesday, August 25, 2021.d.
 - Follow-up: the Office of the Registrar will follow up again with individuals that the University has not heard from (if necessary) and partner with housing, dining, and student financials to determine no-show status.
 - Once status is determined, No Show forms will be processed by the Office of the Registrar. Communication will only be sent back to the department if additional information is needed.
 - Academic departments should update internal records to reflect student no-show.
 2. Housing Check-In during New Student Orientation:
 - Tracking: housing tracks all keys that are picked up for University housing. Housing operations will provide a list of all students who did not check-in to housing as expected to the Office of the Registrar.

- Reporting: once the list is received the Office of the Registrar will cross-reference the list with Student ID photos received and No Show forms already received/processed to provide as comprehensive a list as possible to the academic departments to review. One list per college will be sent to the Deans' Delegate for Advising through the college/registrar file share.
- Outreach: it is expected that outreach (phone, email, etc.) will occur immediately to any students who are reported back to the colleges. No Show forms for any students who do not respond to outreach or who confirm that they will not be attending RIT should be sent to registrar@rit.edu no later than 4pm on Monday, August 30, 2021
- Follow-up: the Office of the Registrar will follow up again with individuals that the University has not heard from (if necessary) and partner with housing, dining and student financials to determine no-show status.
 - Once status is determined, no-show form will be processed by the Office of the Registrar. Communication will only be sent back to the department if additional information is needed.
 - Academic departments should update internal records to reflect student no-show.
- Starfish Roster Verification Report: 9/1/21 – 9/4/21. Completed by all RIT 365 sections after the second week of classes.
 - Tracking: instructors raise no show alerts for students who have not attended class or communicated with the instructor
 - Outreach: it is expected that advisor outreach (via Starfish, email, phone etc.) will occur immediately to any students who receives a no show alert.
 - Reporting: no show alerts are updated and cleared by the advisor if the student is determined to be at RIT. If the student is not determined to be at RIT, the advisor updates the no show alert with the information but leaves the alert open. All no show alerts should be updated as soon as possible but no later than 4pm on Wednesday, September 8, 2021
 - Follow-up: the Office of the Registrar will follow up again with individuals that the University has not heard from (if necessary) and partner with housing, dining and student financials to determine no-show status.
 - Once status is determined, Office of the Registrar will process the no-show and reach out to the academic unit to request no show form (to support action taken in the student information system)
 - Academic departments should update internal records to reflect student no-show.
 - Rachel notes she is aware advisors are busy with orientation, but the sooner you get roster verification forms to Rachel, the sooner she can clean up roster lists, it may open up additional seat in first year student classes.
- Supporting the No-Show Student Process:
 - All processing required for the no-show student process must be concluded prior to the cohort formation being captured on 21-day. 21-day for fall (2201) is Wednesday, September 8, 2021.
 - Administrative units who assign individuals to perform the activities surrounding the no-show student process must have identified back-ups if the assigned individuals are on vacation or otherwise unable to perform the necessary outreach, paperwork or follow-up.
- The 2021-2022 No Show Process Flow Chart is a tool to assist advisors through the No-Show process (see attached document).
- Please feel free to contact [Stephanie](#) or [Rachel](#) with any questions.