

Advisement & Registration Council
Monday, December 7, 2009
9:30AM – 11:00AM
Atrium 258

Called to Order: 9:30AM

Adjourned: 11:00AM

Present: Fuller Stanley, Joachim, McMahan, Rosenthal (Chair)

Excused: D'Amico, Ekmekjian, Pinkston, Williams

Visitors: Ken Schneider, Director, Center for Student Services

Agenda:

Center for Student Services

Ken Schneider, Director of the Center for Student Services, was in attendance to discuss the current role and future developments that may have an impact on student registration.

From this discussion, the following points emerged:

1. The Center for Student Services offers a more accessible location (Morrison Hall) for student-based services formerly provided by the Bursar's and Registrar's offices.
2. Plans are in place to eventually move certain Financial Aid services (est. Fall 2010) and the rest of the Registrar to Morrison Hall, and to provide cross-training of staff to better assist students.
 - a. The Office of Student Accounts (formerly the Bursar's Office) will continue to handle the administrative side of student accounts (billing accounts, etc.) from College Hall.
 - b. The Registrar will continue to handle the administrative needs of faculty (grade changes, course updates, etc.).
3. This consolidation will provide a central service point for students, and allow for a comprehensive calendar between offices in order to address government and University deadlines.
4. The Center for Student Services is looking to automate more services in an effort to be more proactive in addressing different segments of students (academic status, etc.).
5. The Center for Student Services will be discussing the 'reinstatement' of students who have been dropped from classes due to non-payment due to delayed financial aid or other concerns.
6. Schneider has also indicated that the CSS needs to make changes to two areas of communication in order to best serve students and the University:
 - a. Speak with incoming students in a more ongoing basis so as to acclimate them to the University and the various advisement/registration procedures (including continued communication with undergraduate advisors).
 - b. Work with students who are consistently late in providing payment for coursework to ensure that information and deadlines are more clearly communicated (perhaps through more personalized correspondence).

Based on this conversation, the following actions are proposed:

1. That the Center for Student Services maintain contact with the Advisement & Registration Council, either through regular communication or a liaison to the Council, in order to ensure proper dissemination of relevant information to the University community.

Future Meeting Dates:

A Doodle survey will be distributed in order to schedule the next meeting date.