

Meeting Minutes
Advisors' Council
July 17, 2019
8:45am
Signal Mountain Room

Members in attendance: Sarah Alsobrooks, April Anderson, Debbie Bell, Bradley Bond, Nicole Brown, Amanda Chambers, Carmela Castro, Angelique Cook, Donna Cooper, Sue Culpepper, Julie David, Amy Davis, Scott Dayton, Jena Doolittle, Rebecca Dragoo, Diana Fryar, Stacie Grisham, Jason Harville, Squoia Holmes, Erica Holmes-Trujillo, Elizabeth Johnson, Melissa Laseter, Rebecca Littleton, Emily Martin, Kayla McAuliffe, Joseph McCauley, Heather Mitchell, Amber Noblit, Mary Beth Ondrusek, Nichole Orr, Nikki Ownby, Jessica Pierce, Robin Sturnes, Lisa Tarr, Marjorie Whiteside, Sherese Williams, Zack Ridder, Brittney Officer

Others in attendance: Dr. Matthews (Guest speaker), Jennifer Buckles (Guest speaker), Kimberly Whiteside (Financial Aid), Malerie Thompson (Mocs One Center).

- I. Meeting was called to order by Nikki Ownby at 8:48am
- II. There was a motion to approve the minutes from the June meeting by Jason Harville. Scott Dayton seconded the motion. The minutes were approved.
- III. Announcements
 1. Spring 2020 Priority Registration Dates moved to Nov 4th – 15th
 2. This month is open house for Advisors' Council committees
 - a. Training Committee – Wednesday, July 24th at 8:45am in Library 326
 - b. Promotions Committee – Tuesday, July 30th at 9:00am in Library 326
 3. Still seeking volunteers to serve on the Ad hoc committee for pre-registering new students
 4. Jason Harville announced the winners of the Spring 2019 semester advisor awards
 - a. Bradley Harris (faculty)
 - b. Heather Mitchell (new advisor)
 - c. Mary Beth Ondrusek (advisor)
 5. On behalf of Theresa Blackman, Nikki shared that newsletter items need to be submitted to Theresa by August 5th. A special note was made to offices with new additions – please send a phone and bio of new staff member(s) for the newsletter.
 6. New additions to Advisors' Council
 - a. Brittany Officer – Graduation Specialist for students in College of Business, Nursing, and Integrated Studies
 - b. Zach Ridder – Graduation for students in the College of Arts and Sciences
 7. Advisors' Council meetings will start being held in the Chickamauga Room, starting September 8th.
 8. Diana Fryar announced a change to Prior Learning Assessment guidelines.
 - a. Non-regionally accredited credit (ex. Straighterline), needs to come through ACE accreditation. This will be implemented starting the first day of classes in the fall. It has been updated in the 2019 catalog.

- IV. Reverse Tennessee Transfer (Dr. Matthews)
- a. Dr. Matt Matthews presented information on the Reverse Tennessee Transfer Program. He used a PowerPoint (refer to PowerPoint sent out with minutes).
 - a. At the conclusion of the PowerPoint, discussion ensued about the questions presented in the last slide: 1) How would you recommend that we reach our eligible students? And 2) What do you believe might motivate our students to opt in?
 - i. Sue Culpepper asked why students would not opt in, and Dr. Matthews responded that one reason is that students believe the email is a scam.
 - ii. Dr. Matthews said yes to Angelique Cook's question if advisors can have access to the list of students. He also commented that we can put a tag in SSC Navigate.
 - iii. Sue Culpepper suggested that we also get Career Services involved in the efforts.
 - iv. Donna Cooper asked if there were certain tracks for the reverse transfer, and Dr. Matthews discussed how we have parallel degrees.
 - v. Erica Holmes-Trujillo commented that we need to articulate with students that they are not taking additional courses that will negatively impact their aid eligibility.
 - vi. Dr. Matthews responded to Lisa Tarr's question about eligibility that once students are eligible, they stay eligible.
 - vii. Sevan Paris asked if there are any plans to pitch this as transfer orientation. Dr. Matthews said there are not, and indicated that the goal is long-term, not short-term. Amy Davis said that she does mention the Reverse TN Transfer during her presentation at orientation.
 - viii. Dr. Matthews commented that our eligibility pool is larger than the other UT institutions.
 - ix. Carmella Castro asked what evidence UTC has to claim that students are inspired to finish their degree at UTC as a result of the Reverse Tennessee Transfer, and Dr. Matthews responded that we have qualitative survey results.
 - x. Brad Bond asked if dual-enrollment credits count towards the eligibility, and Dr. Matthews replied that he was uncertain.
 - xi. Scott Dayton asked if students could be eligible if they attended a community college outside of Tennessee. Dr. Matthews replied that there is a potential change in legislation that would make this possible in the future. To have a national system, however, there are large information sharing issues we need to overcome.
 - xii. Dr. Matthews concluded asking what he could do to help Advisors' Council members with promoting the initiative. Lisa Tarr shared it would be helpful to have a list of students. Amber Noblit asked if we could be provided with the information that is being sent to students. Sue Culpepper asked for a few talking points to get students' attention about the program.
- V. Counting Courses (Jennifer Buckles)

- a. Jennifer showed an example of the email that students receive about courses counting for financial aid. The student needs to click on the “click here for information” link to see a chart of courses that either count or do not count, as well as their options.
 - i. Question/Comments
 1. Mary Beth Ondrusek commented that the language of the email makes it seem like the student will not receive aid if they have one course that does not count. Jennifer Buckles told us to have students refer to the line in the email about how much aid they will be receiving.
 2. Nichole Orr asked how long the student has to get a course petitioned before it affects their financial aid for the term. Jennifer responded that it should be processed before the 14th day of classes. However, if something is done after 14th day, it can be reviewed as long as the student fills out the exception form. Jennifer also cautioned that we need to consider fee payment because if a student needs federal aid for fee payment, the issues should be resolved before then.
 3. Nichole Orr asked how we communicate with veterans benefits, and Squoia Holmes responded that we need to email her staff.
 4. Amanda Chambers asked what happens if a course is a prerequisite to something else that is required for the degree, but is not degree-applicable. Jennifer responded that when the student fills out the exception form, it will be routed to the Records Office to verify if the course is needed or not. Amanda then asked if there is a requirement that is not showing up on their MyMocsDegree, and Diana Fryar said the student need to select the “other” option when filling out the exception form.
- b. Jennifer Buckles then showed what the Exception Form looks like for students. When filling out the form, students must choose a reason for the request.
 - i. Joseph McCauley expressed a concern for students taking courses that do not fit into a major or minor because they are taking them to apply for professional programs. Jennifer said that financial aid will not apply towards any course that not required for a major/minor.
 - ii. Angelique Cook asked that if she sees a course in fallthrough, should she be proactive, and she asked what happens to students that need to take courses to meet the graduation requirement of 60 hours at UTC? Jennifer explained that students need to fill out the exception form, and records will verify the credits are needed.
 - iii. Jessica Pierce commented that we need to change our language – degree-applicable full-time, instead of just full-time.
 - iv. Angelique Cook stated that we are going to need to start asking students what aid they are receiving, and Jennifer Buckles agreed because degree-applicable only affects federal aid.
 - v. Lisa Tarr asked about a situation when a senior only has 9 degree-applicable hours left, but takes an extra class to get to full-time. Jennifer explained that this may not help students because it no longer helps them get full Pell.

- vi. Jessica Pierced asked about students that need the extra class to be eligible for their parents' insurance. Jennifer responded that there might be a legitimate reason a student needs to add a non-degree applicable course and it may be in the student's best interest, but it will not count for federal aid.
 - vii. Marjorie Whiteside asked if it will still count 1 repeat. Jennifer explained that it would and expanded on the policy that if a student repeats a course and has passed it at least once, the 3rd time will not count for aid.
 - viii. Amber Noblit asked if there is a link to the exception form in the email, and Jennifer said there is. The form can also be found on the Financial Aid's forms page, the Mocs One Center page, and CPOS page. They are also putting a link in MyMocsNet
 - ix. Elizabeth Johnson asked a clarifying question that advisors cannot fill out the form.
 - x. Diana Fryar explained that the exception form only needs to be filled out for federal aid.
 - xi. Lisa Tarr asked how many student receive Federal Aid, and Jennifer responded that she only knows how may apply, and that is 75%. She then stated that just because students are not receiving federal aid right now, does not mean that they will not apply for aid later; therefore, all students are sent the information about counting courses.
 - xii. Nikki Ownby asked if there are going to be any information sessions for students because we are going to start getting inundated with emails. Jennifer said nothing is scheduled at this point, and information sessions usually aren't attended by the people that need the information.
 - xiii. Scott Dayton asked if it would make sense to put something at the top of the exception form that asks if they student is receiving aid, to help with the processing.
 - xiv. Scott Dayton also asked how often the information gets updated, and Jennifer responded that lists will get updated every night.
 - xv. Malerie Thompson from the Mocs One Center asked what the turn-around time was for the form, and Diana said it will be 48 hours.
 - xvi. Marjorie Whiteside asked the Mocs One Center staff if they have a preference for the students to visit their office, or fill out the inquiry form on the website. They responded that the majority of student inquiries are students stating his/her advisor told them to take the course, and they already spoke to their advisor and don't know what to do. They suggested the advisor explain why they need a course, and direct them to the exception form.
 - 1. Nichole Orr suggested the Mocs One Center view the Petitions tab in a student's MyMocsDegree to see if there are outstanding petitions for the course that is not counting.
 - 2. Diana commented that if there is a petition for a non-counted course, the student does not need to fill out the exception form.
- c. Jennifer Buckles then showed the Argos Report we can pull to see if a student has courses that are not counting.

- i. If the columns with credit hours are blank, that means the student has not applied for aid.
- ii. Nichole Orr asked how we handle change of majors, and Jennifer responded that students need to fill out the exception form.
- iii. Heather Mitchell asked what happens if a student changes his/her major after 14th day, and Jennifer said the student needs to fill out the form.

VI. Questions/Concerns/Updates

a. None

VII. The meeting was adjourned at 10:04am