

University Council Student Engagement and Success Committee

December 12, 2018

3:30 PM

Student Union 318

Minutes

Present: Ravi Krovi, Anwar Sadek, Mary Schadle, Katie Cerrone, John Messina, Carrie Short, Renee Murry

Absent with notice: Barb Caillet, Jennifer Manista, Huey-Li Li

Absent without notice: Sadhan Jana

Guest: Kevin Rushing

1. Welcome/Roll Call
 - a. Introductions
2. Approval November meeting minutes
 - a. John moved to approve; Mary seconded. All committee members were in favor to approve.
3. Update from John –
 - a. Faculty communication regarding students without spring registration – faculty were encouraged to reach out to these students to help encourage these students to register.
4. Guest - Kevin Rushing –
 - a. John gave a review of initiatives that are underway for educating students about their financial obligations to the University at the front-end rather than wait until the drop in August.
 - i. Another initiative - residential students will be reviewed after their finals. Successful students will be awarded with retention funds to help keep them on campus.
 - b. Re: billing due date – we've tried early, we've tried later. A few years ago, the early due date was established by consulting with other campus offices that needed to know # students in classes, # students in beds, etc. Ravi asked if mostly new students were waiting to register to avoid the early due date. Kevin said it was students all across the board – mostly continuing, even grad and law (even though grad/law students aren't included in that first draft).
 - i. Early fall due date – early August; drop at that point for any student whose charges aren't covered at least 25% by financial aid or other payment arrangements. The timing is such that it's right before move-in (purposefully). Students receive emails, notifications about their eBills,

etc. and students are informed right before their classes are dropped. What are the major issues? All financial aid requirements not completed (verification, loan requirements, etc.), no FAFSA, etc.

- ii. Hard conversations need to be had with some students – those with balances and parents aren't able to find resources.
 - iii. Thoughts about holding refund checks? Kevin said it can be done but we have to be prepared to deal with the blowback. Students rely on these funds to pay off-campus housing. It wouldn't be a problem with new students who don't know any difference, but our current students will cause an uproar. Students will call his office starting January 4th for refunds (this is the first day students can see their financial aid applied to their spring balance).
 - iv. Carrie mentioned that all of our education initiatives are like a double-edged sword – students may opt out for financial reasons and our enrollment will suffer as a result; but educated students plan better and we may be able to retain them at a higher rate.
 - v. Ravi – do we tell students and families that this is a four-year plan? Kevin – it's easier with the tuition guarantee, but the unknowns are the meal plan selection, housing assignment, etc. John mentioned that the financial aid award letter has been completely revamped and should help students and families understand the financial obligation.
 - vi. Katie – what is Student Accounts' education policy? Kevin – it's case-by-case.
5. Future steps for the committee
- a. Katie will send a poll for meeting dates during the spring semester.