

Enrollment Management Subcommittee  
January 13, 2016, 3:30PM  
UC Room 233

**AGENDA**

Membership:

Jaeyoon Kim, ARTS (to 2016)  
Frankie Denise Powell, EDUC (to 2016)  
Robin Snead, LETT (to 2017)  
Rachel Smith, NS&M (to 2017)  
Emily Neff-Sharum, S&BS (to 2016)  
Melissa Schaub, Associate Vice Chancellor for Enrollment (ex officio)  
Garrison Davis, Student Government Association Representative

- I. Call to Order
- II. Approval of Minutes (Appendix A)
- III. Adoption of Agenda
- IV. Report from the Chair
  - a. Receipt of minutes from the Advising and Retention Council (Appendix B and Appendix C)
  - b. Met with working group for military student success changes
  - c. Approval for survey granted from Senate Executive Committee
  - d. Electronic withdrawal forum report
- V. Report from Dr. Schaub Assistant Vice Chancellor of Student Enrollment
- VI. Unfinished Business
  - a. Review draft policy to come into compliance with the UNC Policy changes 700.7.1[R] Regulations for Military Student Success (Appendix D)
    - 1) Do we need to amend Class Attendance Policies (pg. 70) from the catalogue to deal with any aspect of military student success?
    - 2) Add any elements under the Student Services section (pg. 106)?
  - b. Will be calling a vote on the Military Student Success policy
  - c. Open discussion on requiring a form for incompletes. Dr. Smith was looking to revise the draft provided by Dr. Powell. Discuss need for the form and how this corresponds with the effort to go paperless with the Registrar's office (i.e. add/drops).
- VII. New Business
- VIII. Announcements
- IX. Adjournment

## Appendix A

Enrollment Management Subcommittee  
November 11, 2015, 3:30PM  
UC Room 233

### **Minutes (Draft)**

#### Membership in attendance:

Jaeyoon Kim, ARTS (to 2016)  
Frankie Denise Powell, EDUC (to 2016)  
Robin Snead, LETT (to 2017)  
Rachel Smith, NS&M (to 2017)  
Emily Neff-Sharum, S&BS (to 2016)  
Garrison Davis, Student Government Association Representative

#### Members not in attendance:

Melissa Schaub, Associate Vice Chancellor for Enrollment (ex officio)

#### Visitors:

Scott Billingsley, AVC for Academic Affairs  
Naticia Drake, Registrar  
Terry Locklear, Distance Education

- I. The meeting was called to order at 3:32pm.
- II. The minutes of the October minutes were approved as circulated.
- III. The agenda was adopted as circulated.
- IV. Report from the Chair
  - No minutes from the Advising and Retention Council were received.
  - No other UNC system institutions have yet created policies to address the Military Student Success piece that was recently added to the UNC Policy Manual, so we cannot follow what other schools have done.
- V. Report from Dr. Schaub's office- Naticia Drake gave the report on behalf Dr. Schaub.
  - December Graduation: 377 undergraduates and 74 graduate students will obtain degrees
  - More undergraduates have registered for Spring 2016 courses than had at the same point last year. This implies that the retention rate may also be higher but has resulted in course availability issues since more section are full.
    - In addition, it is expected that 200 new students will enter in Spring 2016
    - Also, fewer students were (will be) suspended due to the change in policy so more students will be returning.
    - The Registrar's office is trying to deal with the increased demand for slots in courses by adding sections and raising caps.
- VI. Unfinished Business

- d. Update on items for action to come into compliance with the UNC Policy changes 700.7.1[R] Regulations for Military Student Success

The Ad Hoc committee (composed of Robin Snead and Emily Neff-Sharum) met to consider options for timelines for the new military withdrawal/incomplete policy which needs to be drafted. Some options would be to have the withdrawal only be an option prior to the current withdrawal schedule or to create a separate deadline for military withdrawals. The committee also indicated that it wouldn't make sense to allow the military students to request an incomplete prior to the census date. A meeting has been set with Mike Clawson, Coordinator of Military and Veterans Services and Natricia Drake, Registrar, to discuss the implications of the new policy.

- e. Reopen the question of the need for an official definition of attendance for online courses and roster verification. Survey was not sent last year. Although this issue was discussed in EMS last year, the survey that was created was never distributed to the faculty.

The subcommittee voted unanimously to send the survey to faculty to get their feedback on how they have been defining attendance in their online courses. The survey will likely be distributed to faculty by AVC for Enrollment Schaub.

## VII. New Business

- a. Discussion about adding oversight of athletics as it relates to academic enrollment as a charge for this committee

The Faculty Governance committee asked the subcommittee to consider whether or not they thought it would be appropriate for EMS to take on oversight of academic matters related to student athletes. Scott Billingsley who had previously chaired the University Athletic Committee indicated that this University committee has five faculty members who are appointed by the Chancellor and that the committee reports to the Faculty Senate each semester. The subcommittee members did not feel that it would be appropriate for EMS to take on this additional responsibility.

- b. Forum for electronic course withdrawal system

The open forum on the electronic course withdrawal system will be on Nov. 16<sup>th</sup>. The process will be a workflow process which will allow the instructor and advisor to approve a course withdrawal electronically once the student has submitted the request. The committee suggested that they system add a box asking the student to indicate why they would like to withdraw from the course.

- c. Open discussion on requiring a form for incompletes. Dr. Powell provided an example of an incomplete form.

The Military Student Success policy will require use to give a student called to active duty 3 years to complete the incomplete so the need for a paper trail indicating what work needs to be completed by the student in order to satisfy the requirements of the course will be essential. Dr. Smith volunteered to revise the draft provided and bring the language in the Faculty Handbook regarding incompletes to the next subcommittee meeting.

VIII. Announcements: The next meeting is scheduled for January 13, 2016.

IX. The meeting was adjourned at 5:01pm

## Appendix B

### Advising and Retention Council Minutes

Wednesday – September 16, 2015

In attendance: Susan Edkins, Elizabeth Froeba (Director of the Advising Center), Carole Graham, Jennifer Johnson, Derek Oxendine (Director of Academic Support Center), Shilpa Regan, Melissa Schaub (Associate VC of Enrollment, Rachel Smith

- I. Called to order at 3:02PM
- II. Agenda approved (7-0-0)
- III. Minutes approved (7-0-0)
- IV. Chair's Report – information below
- V. Old business
  - a. Hawk alert form – no new information
  - b. Membership and staggering terms
    - i. Susan Edkins (2012-2017)
      - Change term to 2012-2016
    - ii. Carole Graham (2012-2016)
    - iii. Jennifer Johnson (2012-2016)
    - iv. Rachel Smith (2014-2017)
    - v. Shilpa Regan (2012-2018)
    - vi. Beth Froeba – Standing Member
    - vii. Melissa Schaub – Standing Member
    - viii. Derek Oxendine – Standing Member
    - ix. Open positions
      - Student Services
        - a. Invite Dawn Wheeler, Director of Career Services
      - Invite faculty representative from the School of Business for 2015-2017 term
      - Invite Dr. Mei Yao from Institutional Research as a standing member – She has expertise in retention.
- VI. New business
  - a. Fall enrollment numbers (Dr. Melissa Schaub)
    - i. Retention rates

- 66.7% (last year 68.2%)
  - Retention of continuing students is decreasing
  - Increase in re-admits
  - 24% increase in graduate numbers
  - ii. Policy changes affecting retention
    - Students can bring in credit hours earned from other institutions while suspended for credit at UNCP
    - New Freshman/Transfers are not automatically suspended for earning 1.5 or lower – place on probation
  - b. UNCP Steering Committee on Advising
    - i. Appointed committee charged with gathering/coordinating information/data requested by UNC GA – examples include best advising practices, recommendations to improve advising
    - ii. The Steering Committee will work with the Advising and Retention Council
  - c. Minutes will be rotated among members
- VII. No announcements
- VIII. Meeting adjourned at 4:00PM

## Appendix C

Advising and Retention Council  
 Wednesday – 10/28/15  
 3:00-4:00PM  
 103 Sampson Building

Members in attendance: Susan Edkins, Elizabeth Froeba (Director of the Advising Center), Carole Graham, Derek Oxendine (Director of Academic Support Center), Shilpa Regan, Melissa Schaub (Associate VC for Enrollment), Rachel Smith, Mei Yao (Director of IR)

Members not in attendance: Jennifer Johnson, Mohammad Rahman, Dawn Wheeler (Director of Career Center)

Guest: Scott **Billingsley**

- IX. The meeting was called to order at 3:03pm. Rachel Smith volunteered to take the minutes.
- X. The agenda was adopted as circulated
- XI. The September meeting minutes were approved as circulated.
- XII. Chair's Report
  - a. Welcome new members: Mei Yao, Mohammad Rahman, and Dawn Wheeler
- XIII. New business

- a. Conversion of withdrawal forms to electronic ones – Dr. Schaub, Natricia Drake (Interim Registrar), Scott Billingsley

Dr. Schaub received feedback from the Council on the conversion of the course and full term withdrawal process to online

Currently, students have 4 pathways to withdraw:

- 1) Withdraw from course before withdrawal deadline using form
- 2) Withdraw from a course after deadline- same form but AVC for Enrollment signs form (WX is only possibility)  
\*all WX (before or after deadline) go to AVC for Enrollment
- 3) DE students
  - a) Students submit a Qualtrics form which is then automatically sent to course instructor and advisor for approval
  - b) After W deadline, also goes to AVC for Enrollment
- 4) Full term withdraw (all classes)
  - a) Before deadline: HTML online form is submitted by student
    - i) If the student wants a WX, AVC for Enrollment also signs
  - b) After deadline: Students must complete paper form (Complete Term Withdrawal) and obtain signatures,
    - i) If DE student, print form and fax or scan to AVC for Enrollment to obtain signatures

Soon, all these processes will be online. N2N is an outside firm, which will be doing the programming. The questions discussed by the committee:

- 1) For students filing for a full term withdrawal (either prior to the W deadline or after) should advisors be asked to sign? The Council decided that the student should be advised about the consequences of withdrawing and so the advisor should sign as an indication that they know of the withdrawal but not as a sign that they approve of it. Also, the Council indicated that Student Conduct needed to be made aware of the withdrawal in addition to the list of offices already being alerted.
- 2) For a course withdrawal, advisors should continue to be asked to sign off but the Council believes there should be another step in which following the advisors acknowledgement of the withdrawal, they are asked whether or not they approve of it.
- 3) Additional offices which need to be made aware of course withdrawals are Veterans Affairs and Athletics as well as those dealing with student who are either on probation or Financial Aid appeal. The Council felt that when a student indicated that they fell into each category to be notified, a notification box should be brought up warning the student of the potential ramifications of withdrawing from the course.
- 4) Should the check for the number of hours of coursework from which the student has already withdrawn come at the beginning of the process or later? The Council felt it should occur as early in the process as possible to prevent the frustration of

completing a lengthy process only to be denied at the end. If the course withdrawal the student is trying to accomplish would put them over the allowed number of withdrawal hours, the student will be told that they can contact the AVC for Enrollment to appeal.

- 5) How long after a request for approval for any of these processes should a reminder be sent? The Council felt that a one week wait prior to a reminder was adequate given that for the instructor, it might be necessary to schedule a meeting with the advisee to discuss whether the withdrawal was the best option and that might take some time. Furthermore, if possible, the Council would recommend that there be a “pending approval” response/status that would show that the instructor had received the notification and was in the process of reviewing it. Also, the Council recommends that the student receive a notification that they have not been dropped from the course until instructor approval has been received and be notified of the pending approval status.

#### XIV. Announcements

Next meeting: Wednesday, November 18, 2015 from 3:00-4:00PM

- XV. The meeting was adjourned at 4:04pm.

## Appendix D

### 1. Military incompletes (IM)--

Add the following paragraph under the Grading System (Undergraduate) after the 5<sup>th</sup> paragraph on incompletes. . (pg. 64)

The “IM,” or the military incomplete grade, is assigned for incompletes to students called to active military duty. The “IM” grade is given when students are deployed for active military duty assignments during the semester and will be unable to complete coursework for the semester through an alternative format. It is not given to enable a student to do additional work to improve a grade. The “IM” grade can be assigned with instructor approval if deployment occurs after 60% of the course has been completed for the academic term. If deployment occurs after 80% of the course has been completed for the academic term, active duty military students are guaranteed the option of an “IM” if they so choose. The IM grade must be removed within three years of returning from deployment or the grade will convert to a “WM.” See below for more information on the “WM” grade. The “IM” grade will not count toward the determination of quality hours and quality point averages. An “IM” does not fulfill prerequisite requirements. It is the student’s responsibility to request the “IM” grade. Refer to the section on Military Student Success below for more information about applying for the “IM.”

### 2. Military withdrawals (WM)--

Add the following paragraph under the Grading System (Undergraduate) after the 7<sup>th</sup> paragraph on withdrawals. (pg. 64)

The “WM,” or the military withdrawal grade, is assigned for withdrawals of students called to active military duty during the course of a semester. The “WM” grade is given when students are deployed for active military duty assignments during the semester and will be unable to complete coursework for the semester through an alternative format. While students who are deployed on active military duty assignments can opt for the “WM” grade at any point during the semester, the “WM” grade will be assigned if deployment occurs before 60% of the course has been completed for the academic term and an alternative format for the course (such as moving to an online section) is not available. When a student receives a “WM” grade, the grade is recorded, but the semester hours attempted are not counted as quality hours. Refer to the section on Military Student Success below for more information about applying for the “WM.”

Add the following under the Adding, Dropping, and Withdrawing from Courses pg. 67

In the first paragraph, add a final sentence...

Students who are dropping a course as result of active military duty assignment should contact the Associate Vice Chancellor for Enrollment for a special course withdrawal form.

Add the following under the Adding, Dropping, and Withdrawing from Courses pg. 68

After the last paragraph, add new paragraph...

Students who are applying for a military withdrawal as a result of active military duty assignment must meet with the Associate Vice Chancellor for Enrollment as soon as possible after receiving orders that will require students to leave campus before the end of the semester. Students will be required to provide a copy of military assignment orders and complete the necessary forms after consulting with the Associate Vice Chancellor for Enrollment about appropriate options under the circumstances such as the possibility of alternative course work (see section below on Military Student Success about available options). Withdrawal under these circumstances will not count toward a student’s 15-hour career withdrawal limit. Approved requests receive a grade of WM. In addition, the following conditions apply:

- i. a WM will be recorded on the transcript;
- ii. the course(s) will not count as attempted hours;
- iii. the course(s) will not count in the tuition surcharge calculations;
- iv. the course(s) will not count in GPA calculation;
- v. the course(s) are subject to all Financial Aid rules and calculations
- vi. the course(s) will not count toward SAP rules for academic standing purposes
- vii. if the WM is directly requested and is not the result of a conversion from the WI to a WM, students will be eligible for a refund of tuition for the course(s).

Students denied a request of the grade of WM may appeal to the Provost or designee whose decision will be final.

Add the following paragraph under the Withdrawal from the University pg. 68

Amend the last sentence to read



Students who stop attending classes without completing the withdrawal procedure ordinarily receive an F in courses for which they are registered. A student who stopped attending courses due to active military duty assignment that made completing the withdrawal process impossible before leaving the university should bring their military orders or evidence of active duty assignment to the Associate Vice Chancellor for Enrollment to complete paperwork to revert the grade of "F" to the grade of "WM."

### 3. New section on Military Student Success Policies

Add new section under the REGISTRATION PROCEDURES AND POLICIES section after Registration section (pg. 67)

## **Military Student Success Policies**

The University of North Carolina, Pembroke recognizes the unique demands our active duty students may face during the course of a semester. In order to facilitate the successful completion of courses by military students who may be called to active duty during the course of the semester, the university provides several options for students that take into account several elements of a course: the amount of the course completed, the nature of the specific course, and the students' preferences. Each option seeks to mitigate any negative academic consequences that may occur as a result of mid-semester deployments. Should a student be called to active duty during the course of the semester it is the student's responsibility to inform the University as soon as possible in order to develop the best plan of action for military student success. Students who must leave the university during the course of an academic term are provided three possible courses of action. Students are encouraged to assess each course individually in choosing which action to take for each course.

**1. Alternative course work or format.** Students are encouraged to discuss their deployment with their professors and the department chair to see if there is the possibility to complete the course in an alternative format (such as moving to an online section of the course). This option may not be appropriate for all types of courses, such as courses that require physical activity (P.E. courses) or require supervised work such as a lab. Additionally, such a move may require students to change professors if moving sections or to purchase different course materials that may be utilized in a different section of the course. Students choosing the alternative course work or format option are expected to complete the course on time and meet the deadlines set by the instructor in order to record the grade on time at the end of the term. This option is available at any point during the semester with approval by the instructor and the Associate Vice Chancellor of Enrollment.

**2. Military withdrawal (WM).** The military withdrawal is a special designation showing that students withdrew from a course because of active deployment. Students are not required to withdraw from all courses if utilizing the military withdrawal during the course of a semester. For instance, it may be the case that a student withdraws from some courses, takes a military incomplete for other courses, and engages in alternative course work for rest of their courses. More information on the military withdrawal can be found above under **Adding, Dropping, and Withdrawing from Courses** on page 67.

**3. Military incomplete (IM).** The military incomplete is a special designation showing that students have arranged to complete their coursework for a class at a later date as a result of activity duty deployment during the course of a semester. Military incompletes differ in several critical ways from a normal incomplete.

i. The most significant difference is that the IM completion schedule is much longer; military students must complete the course work for the military incomplete within three years of return from deployment. It is the student’s responsibility to provide the university with an estimated date of return from deployment and to inform the University of any changes to the date of return.

ii. If students with the grade of IM do not complete their course work within three years of the recorded date of return from deployment, course grade will change to a WM. WM grades that are a result of incompleting an IM grade are not eligible for tuition reimbursement.

iii. After 80% or more of a course is completed before the student leaves on active duty assignment, students are guaranteed the option of taking a military incomplete in the course. Students must complete the steps listed below in order to have the incomplete on record with the university.

iv. Students who have completed less than 80% of a course but more than 60% of a course before the student leaves on active duty assignment may be eligible to take a military incomplete. Because the skills and requirements of each course are unique, the university requires that students consult with the Assistant Vice Chancellor of Enrollment and gain approval from the instructor in order to take an incomplete during this period of time. Generally, is not available before a student has completed 60% of a course.

The chart below is provided to help students better understand their options as a result of mid-term active duty assignment.

	Alternative course work or format (i.e. move to an online section)	Military withdrawal	Military incomplete
Less than 60% of course work is complete	If available	Yes	<b>Not</b> available
60% to 79% of course work is completed	If available	Yes	Depends on course. Decision will be made in consultation with the Assistant Vice Chancellor of Student Enrollment and the instructor
80% of the course work is completed or more	If available	Yes	Yes

**Process for Military Students Called to Active Duty Mid-term**

**1. Contact the Associate Vice Chancellor of Enrollment’s Office.** Students called to active duty or an official from the Department of Defense must contact the Office of the Associate Vice Chancellor of Enrollment to notify the University of an active duty engagement. Students or Department of

Defense official should provide the office with a copy of the student's orders as well as an estimated date of return.

**2. Decide on actions for each class.** Students will inform the Associate Vice Chancellor for Enrollment which of the options they would like to use for each of their courses- alternative format, military withdrawal, or military incomplete. Students are encouraged to discuss the options for alternative format and military incompletes with their professors beforehand.

**3. Formal notification to relevant faculty.** The Associate Vice Chancellor of Enrollment will have 7 days to inform the student's professors of the decision agreed to in each course.

**4. Develop contract with relevant faculty.** If the student is taking a military withdrawal, no other action is required beyond the formal notification to faculty. If the student is taking a military incomplete or utilizing alternative coursework or formats to complete the course, students must contact professors within one week to develop a contract for completing coursework, which will be kept on file at Office of the Vice Chancellor of Enrollment for ten years or until completion of course work, whichever comes first.

**5. Updating the University regarding any changes to schedule.** It is the student's responsibility to notify the Associate Vice Chancellor of Enrollment of any changes to their orders including changes to departure date and estimated date of return. If such changes will have an impact on the student's ability to fulfill their obligations under an IM or with alternative coursework, it is the student's responsibility to discuss these issues with their professors as soon as possible.

## Appendix E

### INCOMPLETE GRADE CONTRACT

The "I" grade may be given only if: (1) the student is unable to complete required work because of an unavoidable circumstance such as illness. It is not to be given to enable a student to do additional work to improve a grade. Assigning the "I" grade is at the discretion of the individual instructor. It is the student's responsibility to request the "I" grade. Generally the student will have completed most of the work required for the course before the "I" is requested. An incomplete must be removed within one semester (excluding summer term) or it will automatically be converted to a grade of "F" by the University Registrar. In determination of quality hours and quality point averages, an "I" is counted as an "F" until it is removed. An "I" does not fulfill prerequisite requirements.

If the student has not completed course requirements and had not withdrawn and made no arrangements with the instructor for the incomplete, the instructor MUST give a grade from A to F. The grade of "I" MAY NOT be used under these circumstances.

The instructor may set any deadline for completion of work within the one-semester period.

Date of Contract: \_\_\_\_\_

Student Name: \_\_\_\_\_

Student ID: \_\_\_\_\_

Student Major: \_\_\_\_\_

Semester Taken: \_\_\_\_\_

Course Number: \_\_\_\_\_

Course Title: \_\_\_\_\_

Credits: \_\_\_\_\_

Instructor Name: \_\_\_\_\_

\_\_\_\_\_

CONTRACT TERMS: Specify work to be completed: papers, exams, etc

Required Completion Date:

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\*\* DO NOT RE-REGISTER FOR THE COURSE TO RESOLVE THE INCOMPLETE

CC Student  
Instructor  
Chair  
Dean