

University Advisors Network
October 21, 2020
9:30-11:00am

Join via TEAMS: [Join Microsoft Teams Meeting](#)

Attendees: Rachel Acosta, Patricia Armstrong, Kay Banks, Valeria Bates, Sam Beals, Mandy Bidinger, Jillian Bigony, Jackie Bonilla, Jane Bouknight, Pam Bowers, Rebecca Boyd, Rachel Bradley, Caitlin Brockington, Avette Brown, Claudia Carriere, Amanda Davalos, Carlina De La Cova, Nora Dragovic, Brian Dusel, Lauren Epps, Pinkney Epps, Teresa Floretin, Gwen Geidel, Lori Giordano, Kelsey Grant, Christina Halliway, Dawn Hiller, Rushondra James, Sarah Jusiewicz, Kristi Kinslow, Loren Knapp, Janis Leaphart, Brandon Lindsey, Leah Lindsay, Melissa Lowe, Amanda Lucas, Ali Mathwig, Jessica McCartha, Paige McKeown, Meredith McNeice, Alexis Mynio, Skylar Pritchard, Claire Robinson, Kaylee Rogers, Lauren Sanborn, Jan Smoak, Amanda Therrell, Nancy Tolson, Heidi Waltz, Donna Watson, Alexandra Weaver, Trudie Wiertz

Welcome and approval of [September UAN Minutes](#)

Loren Knapp
Claire Robinson

September UAN resources are below.

- September minutes were approved
- Friday Feb 12th 830-1230 Advisor's conference hosted virtually

[Hardship Withdrawal](#) and [Ombuds update](#)

Lisa Jerald
Mandy Bidinger

- Withdrawal Process information differences between withdrawal and hardship withdrawal
- Withdrawal for the semester add/drop period
- Nov. 4th last day to drop without a WF
- Hardship withdrawal occurs after the add/drop period or for a former semester
- Fall 19- summer 20 – most withdrawals were for transferring and mental health
- Uptake for withdrawal for covid related circumstances
- Process – determine if meets criteria – severe illness that incapacities the student; struggling in fall 19 and then later received treatment and have to get documentation of this and review past semesters
- Chronic conditions generally do not qualify unless there is a change in status
- Preventable health care conditions do not qualify such ADHD student stops taking medicine against doctor
- Extenuating circumstances
- Partial withdrawals – why the hardship affected only that course; example yoga course breaks collarbone after the WF period
- If they do not meet all criteria for a partial withdrawal office will suggest consider applying for a full withdrawal of use grade forgiveness
- Can petition for 2 years after the event
- Process – submit online petition; provide supporting documentation; attend a hardship withdrawal coaching appointment; receive a petition decision

- Hardship withdrawal coaching – what happens with the committee decision; probation/suspension status; help to success in subsequent semesters
- Meet monthly
- Partially withdraw from an in person class and keep online classes – that is something for consideration but will require documentation
- Reasons – mental health, extenuating circumstances, medical
- 148 reviewed but 0261 created
- 78% approval rate and 22% disapproval rate
- Tuition refunds – hardship withdrawal process is to minimize academic penalties; separate petition for a tuition refund
- Student must be withdrawn from all courses to be eligible to request a refund
- Requests for refunds must be completed within the same academic year (fall-spring-summer)
- Petitions reviewed by a committee on an as-needed basis
- View part of term dates and deadlines in the academic section of my.sc.edu
- We do have a policy about the refund practices
- Hardship Withdrawals website – sc.edu/withdrawal
- Ombuds – is a resource not an advocate; explain policy and procedure; notify faculty when a student is going to be out with appropriate documentation submitted in advance
- Does not do- legal advice; hear formal complaints; grade changes
- Send students to ombuds – if they -don't know where to go; feel they have been treated unfairly
- **Website for ombuds** - bit/ly/uofscstudentsombuds
- Top referrals – ombuds website; advising; dean of students; savip
- Parent/ guardian
- Total cases 909; resolved 50% unresolved – 10%
- Campus partnership – UAC- faculty referrals for disengaged students; student success center- class absence referral; new attendance policy; covid 19 student report forms
- New attendance policy will go into effect next fall
- Covid 19 student report form for students that need to self-quarantine due to contract tracing or isolated; faculty must allow the student to make up work
- **Website for reporting Covid quarantine/isolation** - .sc.edu/covidstudentreport
- From Aug. 1 to present received over 1400 forms for Covid 19; 3 days received over 300 forms; 49% off campus and 51% on campus isolated; freshmen was the largest set of students
- No maximum number of how many times a student can apply for a hardship withdrawal; if it is for the same reason over and over it will be highly scrutinized and the student will need to present documentation of how it has need
- If you can give Lisa a warning email of possible situations

Financial Aid update

Brandon Lindsey

- Palmetto fellows/life/general university scholarships- communicated to students the importance of keeping their scholarships; includes eligibility requirements and resources available through the Student Success Center
- Congratulatory notice sent out in early September
- Warning notice – to inform the student that their academic performance could affect eligibility for next year sent out in early January
- This is a warning letter that they may be in danger of losing their scholarship due to grades or hours
- Suspension notice- inform the student that unless they take measures to remedy their academic performance, they will lose their eligibility for the next academic year; letter goes out in May
- Palmetto/Life scholarships letter mentions using summer school to assist in keeping the scholarship
- Financial aid communication to students satisfactory academic progress (SAP)- need to warn notice student has not met the completion rate or gpa needed in January; maximum timeframe notice student is approaching the maximum number of credits for which they can receive financial aid (cannot exceed over 180 credits) sent out in September and March
- Academic plan notice – students are sent a notification because they did not meet the conditions of their appeal sent out in October and March
- Can be given a specific requirement to be fully approved
- Low call volume in May, June and early July
- High call volume in late July and August
- Awards issued April – July
- Spike of activity in January
- If a student says he/she cannot reach the office – use “Ask Cocky” chat bot at www.sc.edu/financialaid
- **Email** uscfaid@sc.edu allow time for a response usually 24-48 hours
- calling /office visits are always an option
- last minute callers – multiple emails/calls/voicemails will not equal a quicker response
- Gift Aid (scholarships/grants) and direct loan limits stay relatively flat each year
- Results in more Parent PLUS/private educational loans being applied for; they are manual, time consuming, and can be complex (not automated)
- For privacy reasons, cannot leave detail in EAB comments – only comment will be email student
- Referral reason – scholarship retention; financial implications of withdrawal; situation affecting grades
- Case closed – email sent to student: “You were referred to our office with financial aid questions. How can we be of assistance?”
- Courses over the summer drops gpa will it affect the scholarship for the fall and it can result in loss of scholarship
- SCHC students have a number of AP credits and reach 180 hours and this year they have needed to acquire a letter from their family year. “Problem” was used in the letter and caused high anxiety. Had reached 180 hours due to AP/IB credits but within the 4 years of graduation.

- **Brandon has offered to be our point of contact 7-7807; blindsey@mailbox.sc.edu**
(for our use only, please do not give to students)

UAN updates

Academic Common Market

Alexandra Weaver

- [Important policy information](#): Advisors should explain to ACM students that they cannot double major and maintain the ACM tuition reduction.
- Fall 2019 and after cannot declare double majors/dual degree and will lose ACM
- Students can be enrolled in less than 12 hours if they need to for instance if it is near graduation
- Can use ACM for summer courses
- **Email ACMinfo@email.sc.edu** when they are less than 12 hours to ensure they keep the ACM and include why
- ACM eligible programs can be double majors

Winter Session

Amanda Therrell

- Advisors, please continue to [promote Winter Session](#) to your advisees. Take note of important dates, as Winter Session will be held Dec. 28th 2020 – Jan. 17, 2021.
- Part of term 3wt, all sections are Y sections
- 22 courses for winter session one is an honors course
- On the website, you can go to each course learning objectives and a video about the course all instructors are working with CTE
- Students can no longer search by select all in Banner 9. It will be an enhancement.
- We encourage to take just 1 course during winter session.

Foreign Language Placement Test/FLPT

Dawn Hiller

- CAS was made aware that there are some misconceptions regarding our F4, G4 and S4 scores. These scores have been used as “placeholders” to indicate when students need more testing and to determine placement into or out of curriculum. As a result, CAS has decided to phase out the old F4, G4 and S4 scores and instead begin using FF, GG and SS scores.
Again, please note that these scores are only placeholders to indicate when students need more testing. They are not designed to place students into any of our skills-based courses. If you happen to see the FF, GG, SS (or leftover F4, G4 or S4 scores), please direct students to FLPT placement website to schedule an exam. <http://artsandsciences.sc.edu/language-placement/home>
- We are offering remote versions of all of our placement exams. (Arabic, Chinese, French, German, Italian, Japanese, Latin, Portuguese, Russian and Spanish) Also, we are currently offering limited face to face exams.
- Students can register through our placement website for either format.
- If a student does study abroad, a placement test will need to be completed to enroll in the correct class on campus

School of Music

- This semester interested in taking Theory and Oral Skills and no prior test. Students are required to take a theory diagnostic exam which is on Blackboard
- MUSC 114 no diagnostic exam required
- MUSC 115 or 117 will need diagnostic exam or completion of MUSC 114
- Prioritize majors first to register in classes. Music Minors and others desiring to take the class will use the waitlist
- **Waitlist Form for School of Music –**
<https://forms.office.com/Pages/ResponsePage.aspx?id=GUsqSzXRDkKLsrHNI4mYzNWPqQ3-osZHtldrTTcG-A9UOU9WREU4VkU0WEzZVERXV0ZHQzYwNjdVRC4u>
- This form is for non-music majors and music minors only. If you are completing this form to be placed on the waiting list for MUSC 115 -- Theory I, unless you have passed MUSC 114 -- Introduction to Theory, you will need take and pass a Theory Diagnostic Exam (information will be emailed to you about the exam)
- **For all Music Minor Consultations (which are required) contact – Dr. Stallard (tstallard@mozart.sc.edu) for more information on declaring any of our Music Minors**

Adjourn

Advisor Technology Support

Brian Dusel, Director of Advising Technology will be available via TEAMS after UAN to answer technology questions or help-troubleshoot software glitches.

UAN Agenda Suggestions

Would you like to speak at a future UAN meeting?

Do you have suggestions for UAN agenda items?

Is there an advising-related topic that should be discussed?

Please submit your ideas here: <https://universityadvisingcenter.wufoo.com/forms/uan-suggestions/>

A few important follow-up items and resources.

Meeting Resources

- **September UAN [Meeting Minutes](#)**
- **Presentation: [Orientation Summer recap 2020](#)**
- **Presentation: [The Role of Academic Advisors in Early Intervention](#)**
- **Presentation: [Education Abroad \(Formerly Study Abroad\) updates](#)**

Important Dates

- (Virtual) **Education Abroad Fair** for students: September 22nd

- (Virtual) **Spring 21 Orientation**: save the date - January 6, 7, 8

Important Notes

- **From the Registrar**: Spring 2021 time tickets have been loaded and will be viewable to students when the Spring 2021 course schedule is activated on or before 10/9/2020. Advisor transactions, such as the lifting of advisement holds and authorization of overrides, can be processed as soon as the course schedule is activated.

Weblinks:

- **Share with faculty**: [the absent or disengaged student referral form](#)
- **Share with students**: [Academic Peer Mentorship resource webpage](#)
- **Advisor Login**: [to MyUofSC Experience](#) to view advisee engagement records (more information and training videos can be [found here](#).)