MEMORANDUM

DATE: September 27, 2017

TO: Summit Team

FROM: Jim Johnsen

SUBJECT: Follow Up from Sept. 21 Summit Team Meeting

Title IX
Beyond her written status report, Mary Gower reports Maxient is in full use at each university. She will evaluate mixed messages about acknowledging the Title IX notice and the training that is mandatory for all employees and students who are degree seeking, living on campus or on international/ national student exchange. Mary encourages campuses to be watchful to insure the approved nondiscrimination statement appears in every instance where it is required. ST members will be included in a pilot group taking the climate survey (a student-only survey) prior to its release to students. Be cognizant that redress of the 23 Title IX cases included in the Voluntary Resolution Agreement with OCR could result in social media activity. UA will participate in the comment period and planned rulemaking process the U.S. Department of Education will be initiating as part of its 9/22 announcement in which it withdrew 2011 and 2014 guidance, and issued interim guidance.

Registration
Saichi Oba reported holds are on the 9/28 Student Services Council agenda; exactly how and when the university communicates with a
student leading up to and at the point holds are placed or lifted will be part of the council's discussion. Myron Dosch will evaluate whether holds deter student completion.

For your information, there are currently 40 types of student holds in the system. Of the 40 hold categories, 23 prevent registration; 5 are financial aid or accounts receivable holds; 4 are safety or disciplinary holds; 2 represent a deceased and a presidential suspension. The most prevalent holds at the universities include accounts receivable, disciplinary, and admissions (when a student doesn't provide documentation like an official transcript). Sticking points occur when a student is crossing university boundaries; a hold placed at one university could cause friction when attempting to register at another university. Growing among campuses is the practice of advisors releasing a hold, rather than the standard practice of the individual placing the hold releasing the hold. Alternate pins is another form of hold that only stops registration at a campus – not systemwide. Holds do serve as leverage to make students pay their debts. Some holds are written off after due diligence to collect the debt. $1.3M will be collected this year from PFD garnishments. $100K per year is collected from having holds in place. There's no data to determine the lost opportunity cost (how many students with holds who do not go on to register) and no evidence holds turn students away from registering.

The unaligned registration processes for non-degree seeking (NDS) students will be improved and aligned systemwide. Banner functionality and an auto admit feature (except for those under 18) will be utilized. By close of business 9/25, advance additional questions or information to Saichi Oba. These changes will then be put into motion, with an estimated completion date 10 days after 9/26. A communication plan (including external) will be developed. At the appropriate point, Saichi will coordinate a briefing for Regent Heckman on the progress made. Longer-term remedies are under consideration by the council.
Council Proposed Charters, Update Reports, and Strategic Pathways Reports
Over the next few weeks, I will confer with the chancellors and then provide councils more formal feedback on proposed charters, SP implementation, and other work of the councils. The scope of each council includes insuring policies and regulations are timely and relevant, via some cycle of evaluation. My preliminary feedback is very positive. I am impressed with the councils' work and am optimistic about our work this coming year.

Academic: Re II.2. of its proposed charter, the council will consider what escalation mechanism should be in place when there is no consensus of the council. In the past, such issues went to ST or recommendations were made to the president. Low level, collaborative issues agreed upon by all council members do not require BOR or presidential approval. Regulations on concurrent enrollment are under development by a subgroup of the council. An issue the council needs to address is synchronous delivery; there are differences among faculty whether an hour is 50 or 60 minutes in duration, and whether classes are MWF or only MW. Faculty representation on the council will revert back to the Faculty Alliance chair, chair-elect, and past chair.

Business: The council will report in detail at the 10/11 ST meeting on SP research administration. The RFP for travel expense reporting and a booking tool, new to UA, was awarded to Concur. The project will begin in October with a contracted project manager to ensure successful implementation.

Community Campus Directors: By 10/3, the chair will advance an SP report to me. The council will insure UA has the most current workforce demand data collected and in turn inform the universities.
Development: The council’s request to change its name to “Development and Alumni” Council is granted. The current Foundation scholarship application deadline for new/transfer students will be removed and the application of scholarships to student accounts will be automated.

Human Resources: The council’s strategic plan will be brought to ST and will link to BOR goals and enrollment planning. I have in draft a decision to delete in R04.06.010 Employee Education Benefits the requirement for a 6-month waiting period for new employees and the minimum cumulative GPA requirement.

Information Technology: Policies and guidelines for IT projects will be drafted and distributed for feedback. An RFI for video conferencing is in the works. There is a practical limit to Google Hangout’s capacity – approximately 25 interactive participants; Google Broadcast is another option but not everyone may interact. The council will incorporate customer needs and input in its work.

Institutional Research: The council is prepared to move forward on numerous initiatives, once I provide feedback.

Research: Three faculty representatives will be added to the council membership, one from each university and selected by the respective chancellor. Health-specific research is of special importance to Alaska and of interest to Governor Walker.

Student Services: Policies need to be aligned in the system in order to align processes and practices; the common schedule is one example. UA receives customer input from the UAOncine feedback mechanism. 90% is positive; 5-7% requests for assistance; 4-5% frustration. I will follow-up with Saichi on the subject of customer satisfaction surveys and the ability to dynamically adjust. It was proposed that at a minimum one dean be added to the council membership; when I provide the council feedback on its charter and
work, I will also speak to that. The Student Services Council will work on improvements in the scholarship process to incentivize enrollment.

University Relations: The council desires to be perceived as a resource to improve communication. It will maintain the ST webpage and link to webpages for systemwide councils, their approved charters, meeting agendas, etc. The webpage will include the membership of each council.

**Tuition Recommendations**
Students seek a commitment to communication, rather than the administration relying on communication with the Coalition of Student Leaders (CSL). In general, students are accepting of the 5% number, supportive of a 2 year phase-in, and hope this will be the future practice.

Regent feedback from the Sept. board meeting was not specific. Regents did express concern about the effect of the tuition hike on CTE.

A consultation and communication strategy is needed on the recommended tuition increase. Robbie Graham will connect with CSL leaders to develop a plan for consultation. It is not necessary that I am present at each meeting; the chancellors and community campus directors will also be involved.

**Financial Framework and Enrollment**
The framework discussed with the BOR was sent to chancellors 9/21 for their initial feedback; comments were discussed at the 9/25 Executive Council. This week information in the framework document will be supplemented at the university level. It will come
back to ST prior to going to the BOR. The framework will be posted 10/17 for the 10/24 BOR work session.

Agenda Planning for 10/11/17 Summit Team Meeting
See attached, draft agenda.

JRJ
UA Summit Team

October 11, 2017; 1 – 4:30 p.m.

1. 1 p.m. Title IX Update: Mary Gower
   Reference: Status Report

2. 1:10 p.m. Council Strategic Pathways Reports, Action Plans for Accomplishing SP Goals, and Proposed Monthly Scorecards: Council Chairs
   References: Council Strategic Pathways Reports, Action Plans, Proposed Scorecards
   • Academic: Saichi Oba (for VPASA)
   • Business: Myron Dosch
   • Community Campus Directors: Gary Turner
   • Development and Alumni: Susan Foley
   • Human Resources: Kelil McGee
   • Information Technology: Karl Kowalski
   • Institutional Research: Gwen Gruenig
   • Research: Larry Hinzman
   • Student Services: Saichi Oba
   • University Relations: Michelle Rizk

   Break

3. 3 p.m. Financial Framework and Enrollment: Dosch, Johnsen, Oba, Rizk
   Reference: 2025 Framework PPT

4. 3:30 p.m. Enrollment Strategy Considerations
   Reference: 6/7/17 O'Connor Proposal to ST
   • Elimination of Out-of-state Tuition -- Recommendations: Burrell, Ciri, Dosch, Oba, Shier
     Reference: [report of recommendations]
   • Creation of Statewide Catalog; Highlighting/Strengthening Alaska Native Courses – Progress Report: Oba
     Reference: [report of progress]

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1 Video conference sites: Anchorage—UAA Admin Bldg 204; Fairbanks—UA Butro 204 & UAF Signers’ 330;
Juneau—UAS Hendrickson 204; Sitka—Room 216; Kenai—CTEC 105. (For technical problems, call or text Dianne Milke 907-388-8948 or VCS 800-478-8226.)

Revised: 9/22/2017
5. 4:25 p.m. Agenda Planning for 11/16/17 Summit Team Meeting: Jim Johnsen
  a. Title IX Update: Mary Gower
  b. Council Monthly Scorecards: Council Chairs
  c. Financial Framework and Enrollment: Dosch, Oba, Rizk
  d. Other topics?