

SENATE COMMITTEE ON STUDENT AFFAIRS
MINUTES OF MEETING

April 25, 2012

Morrill Hall Room 300

[In these minutes: Duluth student life update; Crookston student service fee report; student service fee review task force report; international student services update; Twin Cities student affairs update]

[These minutes reflect discussion and debate at a meeting of a committee of the University Senate; none of the comments, conclusions, or actions reported in these minutes represent the view of, nor are they binding on the Senate, the Administration, or the Board of Regents.]

PRESENT: Joyce Holl (Co-Chair), Silvia Canelon (Co-Chair), Anthony Albecker, Ken Deal, Marcus Guith, Elena Machkasova, Patricia Nguyen, Rachel Nguyen, Nate Pelzer, Brandee Polson, Katie Roehl, Gabi Schmiegel, Lauren Schrader, Michael Stebleton, Kendre Turonie, Michael Vargas, Amelious Whyte

REGRETS: Gina Dominechetti, Sam Ketchum, Lizzy Shay, Carlos Torelli,

ABSENT: Kristy Eder, Marissa Kramer, Amber Peifer

GUESTS: Lisa Erwin, vice chancellor, Division of Student Life, Duluth; Peter Phaiiah associate vice chancellor, Student Affairs, Crookston; Lisa Samuelson, director, Student Activities, Crookston; Megan Sweet, assistant director, Office of Student Affairs; Jill Miriam, Lincoln Kallsen, Lori Smith, and Mark Vandergon, Student Services Fees Review Task Force; Gabreilla Schmiegel, director, Sponsored Student Programs, ISS

OTHERS: Thomas Bilder, Boynton Health Services;

Joyce Holl convened the meeting, welcomed those present, and called for introductions.

Update Office for Student Life, Duluth

Vice Chancellor of Student Life Lisa Erwin provided the SCSA with a PowerPoint presentation on the newly configured Student Life division at University of Minnesota Duluth (UMD), its work on assessment, communication and consultation, areas for improvement, and the work of the Student Affairs Committee of the UMD Campus Assembly.

Vice Chancellor Erwin stated there have been large changes at UMD including:

- A new chancellor, Lendley Black
- A year long strategic planning process
- Significant reorganization of administrative units
- Three new vice chancellors.

Next, Vice Chancellor Erwin discussed Student Life's strategic planning process. She stated it was very inclusive and student focused. It utilized 11 vision groups, which included students. See www.d.umn.edu/chancellor/planning.

She stated a new mission statement values and goals emerged from the process. Some of the values included learning, discovery, engagement, and inclusiveness. Vice Chancellor Erwin noted that the goals are the way the values are expressed, and they are very student focused.

Vice Chancellor Erwin next showed the committee a snap shot of the reorganization. She explained the Enrolment Management Unit now reports through Academic Affairs and Student Services and are now part of Student Life. This brings a new emphasis to the student experience by putting some business operations under student life operations, she stated.

She stated further that Student Life worked on its own mission, values and vision to support the campus wide strategic plan. Vice Chancellor Erwin highlighted the Student Life values and noted work is being done on the goals and key performance indicators that will align with the values.

Vice Chancellor Erwin next discussed Student Life's emphasis on assessment. She stated there were gaps in knowledge in terms of understanding what students need from the Student Life units. Student Life is leveraging the data from student satisfaction surveys and gathering new data more systematically using a partnership with Campus Labs and random samples. Vice Chancellor Erwin stated she wants to create a culture of student feedback and use the results from the data collected in an effort to make things better.

Regarding communication and consultation, Vice Chancellor Erwin indicated Student Life is determining how best to connect with students, and did a profile of college student experience last spring. She also stated the importance of including students in substantive ways such as the UMD Student Association, and the Chancellor's meetings with the UMDSA executive board.

Some areas the Vice Chancellor noted that need improvement are the philosophy of student conduct, parking services, and dining services. She stated that units working with student conduct recently gathered and developed a philosophy statement that would guide practice, training, and sanctioning. Parking Services would be exploring the use of technology to purchase permits, the method of ticketing, parking lot configuration, visitor parking, and possibility of a parking ramp. A Director of Dining Services position was created in order to listen to feedback about food quality, the variety of food, and the physical environment.

Next, Vice Chancellor Erwin discussed highlights from the Student Affairs Committee of the UMD Campus Assembly. Some of those include: creating a parking appeals board

that would have student staff faculty membership and would provide a more transparent method of handling appeals; and finalizing the UMD Student Statement of Commitment.

Amelious Whyte asked what led UMD to create the statement of student commitment. Vice Chancellor Erwin responded that UMD had a student creed that was not embraced or well used. The statement of commitment arose from the strategic planning process as a way to connect student with the values, vision, and mission.

Crookston Student Service Fee Report

Silvia Canelon introduced Peter Phaiiah, associate vice chancellor, Student Affairs, Crookston and Lisa Samuelson, director, Student Activities. Ms. Samuelson explained Crookston's student service fee process. She stated committee members are gathered in October and November. The committee is comprised of six students, three faculty, and three ex officio members including herself Vice Chancellor Phaiiah, and the Director of Finance. The majority of work takes place in January. Notice is given that applications for fees are being accepted, and training is conducted for the fees committee. Ms. Samuelson explained further that it is a three-phase process. The materials are reviewed, hearing attendance is determined, and a list of fees is developed. The list is then forwarded to the cabinet, and any appeals go to the Chancellor and the executive committee.

Ms. Holl asked if any new groups were funded this year. Ms. Samuelson stated that two new groups were included. One was student government, which wanted to show support for the new recreation center on campus and submitted a fee request to support the Recreation Center.

Student Services Fees Review Task Force (SSFRTF) Report

Megan Sweet, OSA, facilitates the student services fee process. She introduced the topic and the SSFRTF members present at the SCSA meeting, Jill Merriam, Lincoln Kallsen, Lori Smith, and Mark Vandergon.

Ms. Sweet stated that last fall the SSFRTF was charged with taking a comprehensive look at the Twin Cities fees process and making recommendations to improve the process. Currently the SSFRTF is in the consultation portion of the review. It will be consulting with MSA, and GAPSA and hosting an open forum later this week.

Mr. Kallsen continued the presentation. He stated the charge was divided into three sections: committee operations, financial questions, and student group issues. He highlighted the following recommendations for revisions to the processes of the Student Services Fee Committee in the area of committee operations.

- More clearly defined language requiring participation by alternate committee members
- More clearly defined procedures for committee member replacement
- Student Service Fee (SSF) Appeals Committee membership should be right-sized and nimble enough to handle organizations submitting an appeal
 - Students should be the majority

- SSFRTF recommends keeping a five- member SSF Appeals Committee
- Applicants must provide a reasonable excuse for lateness
- Late applicants can only appeal during the late applications appeal cycle. They may not appeal again to the SSF Appeals Committee, but only to the Vice Provost for Student Affairs at the end of the SSF process
- The language regarding acceptability of appeals should be updated to include appeals based on viewpoint discrimination, material error of fact, or prejudicial error in the SSF process
- Individual appeals should be allowed
- The information provided about viewpoint neutrality should be strengthened and clarified including amending the SSF application to include guidelines for decision making
- Faculty and staff should be compensated at the same rate as student members, stipends for all Student Service Fee Committee (SSFC) positions should be increased, and there should be a process for future stipend raises
- A speaking policy for public forums was recommended

Next, Mr. Kallsen highlighted the following recommendations for revisions to the processes of the SSFC's yearly operations in the area of financial issues.

- Eligible SSF-paying students pay the same amount
- The enrollment and SSF amount fluctuate from semester to semester
- All allotments are variable and based on how many dollars and cents are collected from each student
- All monetary increments given to any organization cannot be less than what amounts to collecting one penny from every student paying the fee
- SSFC should have the flexibility to determine the fee based on the applications received and the guidelines for decision-making. The fee should not be capped.
- Once the SSF owes money, making bond payments should not need an annual SSFC vote
- SSFC should still approve/deny initial debt/bond obligation
- There should be transparency about the SSF process, financial support, and budget
- Budget breakdown should be available upon SSF-request
- There should be annual disclosure to each fees committee

Mr. Kallsen highlighted the following recommendations for revisions to the processes of the SSFC's yearly operations in the area of student group issues. He explained that there had been "an explosion" in student groups seeking fees, and the current fees review process could not continue to handle that number of applications. The SSFRTC recommended:

- The SSFC review applications requesting more than \$3000.00 in annual support, and organizations requesting less than \$3000.00 should be directed to alternate funding sources.
- Student Unions and Activities should offer operational grants in addition to event grants

- Students may need to pay for additional SUA staff to facilitate the already time-consuming grants process
- MSA and GAPSA should also continue to offer grants
- Summer fees should still be collected
- Groups requesting under \$15,000 in annual support are ineligible to receive summer student service fees
- Groups receiving more than \$15,000 in annual support need to tell the SSFC if they will be 0%, 50% or 100% operational in the summer
- Groups with different budget amounts should be audited differently
- New groups automatically audited after first year receiving student service fees
- Future updates to audit process/reporting should be handled by the OSA

Ms. Sweet announced that there would be a public forum on May 1 to discuss the SSFRTF recommendations and to receive input. Ms. Holl encouraged committee members to provide feedback. Mr. Whyte noted that OSA's intent is for a comprehensive review process to occur every three to four years rather than having ad hoc reviews when issues arise.

Update on International Student Services (ISS)

Gabreilla Schmiegel, director, Sponsored Student Programs, ISS, provided the SCSA with a PowerPoint presentation regarding recruitment, enrollment, and retention in ISS. She stated there are students from 132 countries enrolled at the University. They are primarily, temporary non-immigrant visa holders and are not asylees, refugees, or permanent residents.

With regard to recruitment, she stated that as part of its strategic positioning plan the University determined to actively recruit international undergraduate students. However, following 9/11 it became extremely difficult for international students to enter the United States.

Ms. Schmiegel next discussed significant recruitment events.

- From 2001 to 2005, the number of international freshmen decreased by 50%
- International students represented only 1.7% of the undergraduate population (peer institutions averaged around 5%)
- Non-resident tuition increased by 30% over three years. This made the University less competitive with its peer institutions
- The ESL center on campus closed due to funding issues
- The University underwent an institutional strategic planning process in which it set the goal of becoming one of the top three public research universities in the world. It was recognized that this could not be met without international students on campus
- A campus-wide recruitment committee was established
- Within undergraduate education, a commitment was made to Student Learning and Development Outcomes that emphasize global and cultural learning

The Recruitment Committee developed the following strategic plan:

- Increase international undergrad enrollment to 5% by 2015
- Assist undergraduate colleges and grad programs in accomplishing their international enrollment goals
- Increase geographic and socio-economic diversity of the international student population
- Liaison with colleges and student services offices around campus to coordinate and improve support services for international students, streamline communication in order to retain students

Ms. Schmiegel stated there are currently 5,200 international students and about 1,498 international research scholars and faculty members on campus. She then showed the SCSSA a graph demonstrating growth in the number of international students at the University from 2001 to 2011.

She pointed out the top ten countries of origin, and noted that these countries provide 80% of the international student population. Of these, China sends the most students abroad. Other countries on the list include, Korea, India, Malaysia, Taiwan, and Canada. The College of Science and Engineering has the highest enrollment followed by the College of Liberal Arts, she stated.

Ms. Schmiegel stated that the recruitment committee exceeded its goal of 5% enrollment by 2015. However, she questioned whether the committee's goals had really been accomplished because there is not a diverse international student community and most of the students come from one country and one socio-economic stratum. The challenge now is to recruit students from countries or regions that are currently underrepresented at the University such as Europe, South America and Africa, she stated.

Ms. Schmiegel also reported that services for international students have not been in step with the increase in student numbers and the needs of the predominantly undergraduate population. She noted increased support services would benefit not only the international students but also the immigrant students.

Ms. Schmiegel next discussed the results of a recent International Student Survey. It showed that:

- International students are better able to integrate and contribute to the University when it is open to and inclusive of cultural diversity
- Mutual adaptation at all levels of the University is required in order for students to be able to maintain their cultural identity while building relationships and a collaborative body of knowledge
- The barriers or opportunities for increasing international student participation within their academic environment and with their community must be explored

Next, Ms. Schmiegel reviewed the programs offered by ISSS. These include:

- International Student Buddy Program – for American and international students
- International Student Ambassador Program
- Cross Cultural Discussion Groups

- New International Student Seminar – part of orientation
- Students Crossing Borders Living and Learning Community (with Housing and Res. Life)
- International GLBT Discussion Group
- Small World Coffee Hour
- Wilderness Trip for American and International Students
- CLA academic adviser training, guide for academic advisers on working with international students
- Intercultural Training for Faculty and Staff –works with faculty and staff on methods for advising and supporting international students

Ms. Schmiegel also noted there has been a rise in mental health issues among international students, which strains ISSS limited staff resources.

Professor Elena Machkasova noted that some international students on the Morris campus had also experienced mental health issues and asked if the ISS faculty and staff resources were accessible online for coordinate campuses. Ms. Schmiegel responded that the training materials were not. Mr. Whyte noted that there is a link to the student mental health website <http://www.mentalhealth.umn.edu/> that offers resources.

Office for Student Affairs Update

Mr. Whyte updated the SCSA on the OSA's recent work.

- The Greek community strategic task force was established to develop a sustainable relationship between Un and the Greek Community. The task force is charged with assessing the status of previous Greek strategic plan, analyzing physical condition of chapter houses, and analyzing feasibility of expanding Greek residential capacity. Its goal is to report to the president in September.
- The revised Student Conduct Code will be presented to the Board of Regents in June for information and July for action.
- The Twin Cities fees process is complete. Vice Provost Rinehart received several appeals, but there were no changes in any of the proposed recommendations. The recommendations were forwarded to the Board of Regents. OSA is waiting for the report from the chair of the student services fees committee. This report will be provided to the SCSA.
- The StrengthsFinder Assessment will be extended to incoming transfer students
- OSA is launching the graduate and professional student update. This newsletter is intended to enhance communication with graduate and professional students and reduce the multiple e-mails students receive. It will come out every other week during the academic year.
- A bystander intervention campaign and training has been developed. The trainings have been conducted with athletes, fraternities and sororities, and students living in residence halls. OSA hopes to expand it the trainings next fall.

Old Business

Ms. Holl updated the SCSA on the resolution to include voting as an excused absence. She stated it is on the Senate Committee on Educational Policy's (SCEP) agenda for the

following week. She noted that SCSA is seeking an individual to present the resolution on the issue at the SCEP meeting. Lauren Schrader volunteered to speak with SCEP. Vice Chancellor Erwin noted that she brought the resolution to the Student Affairs Committee of the UMDSA, but they did not take any action on it.

Ms. Holl and Ms. Canelon thanked the SCSA members and recognized those that were rotating off the committee. They also welcomed Brandee Polson as the new SCSA co-chair.

Hearing no further business, Ms. Holl adjourned the meeting.

Dawn Zugay
University Senate