



## **Implementation Team Meeting Minutes 3/15/2013**

### **Welcome and Introductions**

Dr. Susan Elkins, Chancellor Palmetto College, opened the meeting at 9:11 AM. Today's meeting is to look at the status of each of the functional areas and identify any issues that have come up. The larger meeting on Wednesday will include teams composed of staff from the functional areas. Hopefully Wednesday will be the official launch of the program.

Dr. Ford takes the floor and on behalf of the Provost and the University he extends he welcomes Dr. Elkins. Dr. Ford mentioned an article in the paper that says a lot of nice things about the University and about 80% of it was about Palmetto College. Dr. Ford will continue to be a resource to Dr. Elkins for as long as she wants him to be. There's still a lot to do to finish but we are close.

Dr. Elkins then took a moment to recognize all who are in attendance:

Harry Bell, Dr. Sally Boyd, Dr. Ann Carmichael, Harry Catoe, Dr. Ron Cox, Rob Dedmon, Randy Duckett, Bob Dyer, Dr. Susan Elkins, Stan Emanuel, Dr. Lacy Ford, Beki Gettys, Pam Hayes, Janis Hoffman, Dr. Bill Hogue, Dr. David Hunter, Dr. Clifton Jones, Dr. Zach Kelehear, Pete Killian, Dr. Steve Lowe, Jim Lummus, Aaron Marterer, Tabatha McAllister, Dr. Phil Moore, Dr. Chris Nesmith, Dr. Chris Plyler, Randy Rollings, Venessa Samuel, Ralph Summer, Karen Thomas, Dr. Harvey Varnet, Scott Verzyl, Dr. Mary Wagner, Lynwood Watts, Summer Yarborough

### **Overview of the Implementation Process**

Dr. Plyler provided a handout developed by Dr. Nesmith and Dr. Boyd showing a flow chart of the student's process. The initial idea would be that the Extended University advisors will speak with students and help them in the degree selection process. After collecting GPA/Transcript information, the students will be handed off to the appropriate program advisors.

Dr. Plyler mentioned that they are reaching out to the Academic Affairs contacts for contact information for an advisor for each program. Dr. Boyd, after speaking with her advisors, mentioned that we need an advisors network for the advisors to be able to work together. Dr. Plyler anticipates a lot of different kinds of applicants with different backgrounds.

Dr. Varnet says that Beaufort's degree is Human Services and not Health Services as shown on the flowchart. He doesn't think that students should flow thru the Extended University if they are interested in the Human Services degree, every time we make a jump it makes it harder to

help the student. He doesn't feel there needs to be multiple paths and students should go directly from Academic Partnerships to the advisor that they need.

Scott Verzyl mentioned that he thought the Palmetto Programs name is going away and why wasn't the BOL/BLS listed with the other programs at the bottom of the flowchart instead of them being listed under the Extended University heading. Dr. Boyd said they could be listed with the others.

Dr. Plyler mentions that Academic Partnerships could have the advisors list and forward the students to the appropriate advisor instead of going thru Extended University.

Dr. Varnet asked if EU still existed, Dr. Plyler said yes.

Dr. Jones asked if the two years would have advisors that could field questions about the degree programs. Dr. Plyler said there would be a list of advisors for each program and there would be an advisor training session. Rob Dedmon asked where the admissions application would come in. Discussion around the room about that if it's a regional student would it be a change of campus form. Scott Verzyl said it could still be a change of campus form for regional students, but outside students would be a normal transfer student from their current institution.

Rob Dedmon asked if someone's first step in the process would be submitting an application. Jim Lummus said a student could find the website from any number of means, which will go live Tuesday next week. Hopefully the student will select a program and submit a form. Currently the form goes to the Dallas call center. The students will get an email directly after submitting and a phone call if during Academic Partnerships office hours. Academic Partnerships goal is to move the contact to follow thru to apply. Academic Partnerships is working with Dr. Hogue and OneCarolina about receiving a feed from the system where they can follow thru. Once a student has applied Academic Partnerships will hand off the student to the appropriate area.

Dr. Ford raised the point about having someone knowledgeable in each program on each campus. He thinks that we need to make sure that the individual on each campus is capable of advising the students on any of the programs within Palmetto College. Particular to the Business, Nursing, and Education degree it would be possible to have students that wanted to enter these programs but wouldn't necessarily be academically ready to be in these programs. The advisors need to be able to suggest an alternate program.

Scott Verzyl, do we have stated Admissions requirements for each of these areas? Rob Dedmon, speaking for USC A, said they are admitted into the program and then in their Junior year would have to have reached certain academic levels, they would never deny a student into their program. Dr. Ford said all of these students would be in the junior standing. Rob Dedmon said they would admit and work with the students that didn't have the lower level courses. Dr. Ford said if a student doesn't meet the requirements, we need to try to find a program that

would work best for them. Over time we could track students at the regionals so we could inform them of what they need to take before entering into the program.

Dr. Elkins mentioned that students may not be sure what major they want and just want the fastest route to a degree. The advisors will need to know about all of their options. Scott Verzyl requests an internal some sort of grid for each of the programs where all of the admissions requirements. He suggested that the regional students Columbia denies look at Palmetto College. Columbia Undergrad admissions would need the list. Dr. Varnet met in Beaufort yesterday and they have a list of thirty questions and are interested in having an advisors meeting where they meet on a routine basis. Dr. Elkins says that the advisors need to meet routinely and this body met as the implementation team.

### **Academic Partnerships Update**

Jim Lummus reviewed Academic Partnerships' role and says that in the short term, it may not be a bad idea for Extended University to field the calls until the programs are up.

There are two aspects of the project. One is the Columbia graduate program, and the Palmetto side.

#### **a. Online Course Development**

Melissa has been working with our staff on developing courses, this process has been ongoing since January.

#### **b. Website**

Mid February they were called about developing the site. It should be very informative. They will learn a lot of the questions that the students have, the site will grow with FAQ's about the programs. The point of the site is to collect information and be able to collect information from the students.

#### **c. Help Desk**

Initially this will be a group of people in Dallas, the goal would be by fall there would be a location in Columbia that will handle these calls. The goal is for them to eat, live, breath South Carolina. In the interim, the form goes to the Dallas staff, they assist in program selection, forward them on to the appropriate location with a "warm" transfer.

### **Questions?**

Clifton Jones asked at what point they would give the admissions requirements to the students. Jim, the website will hopefully have that information. Academic Partnerships will not advise or look at transcripts. The idea is to help them by getting their goals and backgrounds, and then help them pick a program that they may fit into.

Dr. Varnet asked what they would collect. Academic Partnerships will not collect any academic information, the students would apply on their own application. Academic Partnerships would like to see a single application, but for now they will link to each application.

Dr. Boyd asked if they would handle the student up to the application fee. Dr. Varnet asked if the fees were provided and that the application fee was different. Dr. Boyd says her office has handled that area before with students with different GPA's. Discussion regarding having students talk with an advisor before trying to apply. Dr. Hunter suggests that a common admission requirement for Palmetto College be developed. Dr. Wagner mentions that students have different progressive requirements and we need to provide a what-if scenario so we know what they have and where they can start. Dr. Ford mentions that there is a central tension in the process. For students that absolutely know and are highly probably to go straight into the program without going thru any stages and we want to get there. Initially there should be a central funnel where they speak to a skilled advisor, which would be in Extended University for now. The advisor needs to say based on the information I have, it doesn't look like you'll have the background to be admitted to the program in question, maybe there is a way we can help you find the background you need or it looks like you would be a strong candidate for a different program.

Dr. Elkins reminds that the transcript analysis is a key part of the program. That would need to happen in the admissions office, per Dr. Wagner. We would need to work with the Registrar to make this work. We think we need considerable help in the advising and transcript area. Aaron Marterer mentions the new system that we can set it up for Palmetto College. He says USCA is a great example of how to use the current system. We've looked at many software systems that would provide a greater upfront analysis. Maybe allowing a transcript being sent early to determine requirements before admission.

Rob Dedmon thought that students that weren't eligible would be put in a silo for the program until they meet our requirements. Dr. Ford said we won't be speaking with freshmen and that they should work thru their local advisors about their future. We're hoping that the regionals and the technical colleges would suggest students take lower level courses that they may need for the future. There won't be a limbo stage for students.

Jim Lummus said they would talk to the students and they would refer unqualified students to the correct campus. Dr. Ford says, Sally's team showed how that worked last year with B2C. Palmetto College is a degree completion program.

Dean Emanuel says he could now recommend two four year programs and we would need to get the students on the right track with lower level coursework. On the regional level, we don't know what our students are interested in. He asks a lot of questions to figure out what their plan is to avoid them taking too many classes they didn't need. Dr. Ford recognizes advising is hard but that students here really don't know what they want to do. They start out as one thing and change their mind, it's something we will have to deal with. Dean Emanuel says this delima will cause some issues. Dr. Elkin's said we need to tell incoming freshmen that they have an option to get their four year degree here. Dr. Varnet mentioned that if students need undergrad credits, they will help them get to the 60 hours. Rob Dedmon clarified that students mentioned would have to be local for that to work. Randy Duckett presented several options for students to help them find their lower levels and provide them the next step.

Dr. Elkins says we would unveil the website on Tuesday and we will continue to work on the handoff issues.

### **Functional Area Status Updates and Issues**

**Marketing (Pete Killian):** a full media plan has been developed for the state, focused around the regionals and technical colleges, with social media included. The campaign is ready and waiting on approval. We have developed a variety of materials for use on the campuses and possibly at the technical colleges. We would use our print shop to get these done. Everything depends on the website launch.

**Issues:** website link, need approval for media buys.

**Advising (Dr. Boyd and Dr. Nesmith):** need advising network. Transcript analysis is big. May need help in the transcript analysis world.

**Financial Aid (Tabatha McAllister):** it will be processed by the campus that "owns" the student. Scott Verzyl says advisors will probably receive questions about that. Randy Duckett mentioned the terms throughout the year and what entry points are available. Tabatha, says that if the programs evolve to year round, there are options for yearly funding. Pell funding is by semester no matter how the school calendar set.

**Registrar (Aaron Marterer):** Course coding has been under discussions. They made decisions regarding Palmetto Programs early. They've created a concentration code for Palmetto College to determine the students. Student attributes were created to track students regardless of program. We may want the students to have a concentration and attribute. A Palmetto College instructional method was also created.

**Admissions:** Dr. Varnet said the seniors are ok with a common application. Dr. Ford thinks we could get there.

**Registration (Aaron Marterer):** Aaron thinks that if the coding is there it shouldn't be a problem. Scott Verzyl raised a concern about traditional students and palmetto students taking courses in other areas. Traditional taking Palmetto and Palmetto taking traditional. Dr. Ford mentioned that discussions have taken place. Columbia students will be blocked from Palmetto College courses. Dr. Ford mentions thinks the senior campuses would have the need to fill some slots with their students. As long as Palmetto College students are not crowded out.

**Bursar (Janis Hoffman):** we have a few issues. They need to know what tuition and what fees apply. If a Columbia student happens to be admitted for special circumstances. Dr. Ford says pay the Columbia rate. Dr. Ford asked Janis to bring her questions on Wednesday. Fees need to be addressed in a separate meeting.

**IT Support (Dr. Hogue and Harry Catoe):** Most of the IT issues are tactical issues. Security and Privacy is an issue. AP will have access to sensitive data. UTS doesn't own data, stewards do. They would need Applicants, Course Hours, Financial Aid, and integrate with Blackboard for courses/course members. Several areas would need to be involved. We'll need to discuss how they would dispose of any unused / outdated data.

Harry Catoe is looking at support options for students that may be off campus.

Dr. Varnet mentions that the IT staff would need to work together were Tech support would be available the majority of the time.

**Library (Beki Gettys):** said the biggest issues with the library are the access to library resources.

**Website:** Scott Verzyl asked if the website was created with accessibility in mind. We also need to be ready to address reasonable accommodations. We will need a disability contact at each campus.

**Institutional Research (David Hunter):** David will work with Phil. He wants to know who will be able to count the students. They will count at the campus that owns them but will also have a separate number for reporting to the legislature.

**Business Office (Ralph Summer and Harry Bell):** want to make sure we have the rate nailed down. Is the Palmetto Programs fee disappearing? We have questions on what to be built into the campus budgets or anything.

#### **Regional Deans:**

Dean Carmichael: on Tuesday will the web include contact information for the next step.

Dean Emanuel: a lot of information today, after Wednesday, Lancaster will start having local meetings

Dean Watts: Sumter has been pushing Palmetto and have a lot of people coming in with questions. Sumter needs more information on how to make these hires happen.

Dean Lowe: same basic issues, how to start hiring. Students have been asking questions.

**Pam on Hiring:** two positions are up, Tech and Marketing position. Pam needs to be the point of contact for the funding transfer for the hiring.

**Senior Remarks:** USC A had inquiries from South Dakota  
Concerns about the student services procedures.