

**Student Services Quarterly Meeting Notes**  
**Fall 2019 – October 3, 2019**

**I. Office of Graduate Education Office updates**

- a. New website
  - i. OGE will have a new website going live October 8<sup>th</sup>! We will send out an announcement and it may take us a few weeks to work out all the kinks but are very excited! We will be sending out an email with the URL and information about the website.
- b. New Senior Manager for Marketing & Communications
  - i. Brittani McClendon joined our team mid-September
- c. New Graduate Student Services Coordinator
  - i. We are hiring a new Graduate Student Services Coordinator- the position is now posted on the DU jobs website- spread the word!
- d. Department visits
  - i. We would like to visit each department this academic year to discuss how we can be support and partner with you. Stay tuned for scheduling (it will probably take us the full year to meet with every unit).
- e. WebXtender training, banner training?
  - i. A WebXtender training has been scheduled for October 21<sup>st</sup> at 10am in the Anderson Academic Commons, room 275. Please let Amanda know if you would like to participate in this training so that you can see how to access forms and communications that our office uploads as well how to upload your own documents in to student's files.
  - ii. We also may schedule a banner training that focuses on student screens and searching for information on your students
- f. CRM update
  - i. The university has purchased a CRM, student success communication management tool, which will support student caseload management and a central record of student communications, in addition to other features. Please see the attached announcement regarding the vendor that was chosen.

**II. Forms**

- a. Please remove previous versions of forms
  - i. We are working on updating our forms for the next academic year. Please remove old versions of forms that may be posted on websites or portfolio pages so that students are completing and submitting the most up to date and accurate forms.
  - ii. Instead of providing the units with links to our forms (which will change each year when forms get updated), our recommendation is to save or bookmark the link to the forms on our website. We'll be sending the website information soon.

- b. Personal LOA is online, no signature required
  - i. We are working with IT to move more (and maybe someday all) of our forms online
- c. Sending forms back to the department
  - i. Currently, some forms that are submitted to our office get sent back to the department. We would like to move away from this practice and instead work with units on training for viewing/accessing any forms in webXtender, which is where our office saves forms when they are received. Please let us know if you have any questions or concerns for this proposed change.

### III. Continuous Enrollment (CE)

- a. Per [graduate policy](#), all graduate degree-seeking students must be in active status and enrolled for consecutive terms fall through spring (we realize some units require their students to register in the summer as well) unless they are on an approved leave of absence.
- b. Students who have completed coursework and are working on non-coursework requirements (e.g. dissertation, thesis, major doctoral research paper, capstone, portfolio, recital, major research paper, exhibition) are required to register for Continuous Enrollment until they graduate. While our office has only enforced this policy for dissertation, thesis, and students previously registered for CE in the past, we will be enforcing this requirement for all students moving forward
  - i. Please ask our office if you are unsure if a particular student should be registered for CE
- c. You can find the Continuous Enrollment policy [here](#).

### IV. Withdrawal/Leave/Reentry process

- a. Our office has been working with University Academic Programs, IT, Undergraduate Academic Advising, and the Registrar's Office to update the withdrawal/leave/reentry process. The goal is to make the process more student centered, reduce staff time devoted to record keeping and increases the ability to track reasons for leaving. Highlights include:
  - i. The option for students to permanently withdrawal from the university (as opposed to only requesting to withdrawal from all classes) on the intent to withdrawal form on Pioneerweb.
  - ii. The ability for students who are temporarily withdrawing to enter leave dates and have their records automatically updated without having to submit the personal leave of absence form (students indicating a medical reason for their withdrawal will be connected with Student Outreach and Support)
  - iii. No additional steps required to return if the student completed the leave of absence information. Students will be sent a message prior to their return with next steps or how to apply for another leave of absence (individual

- units can do their own outreach to students who are returning from leave to schedule a meeting or provide specific reentry information)
- b. Current proposal is only for students on the quarter system at the University
  - c. Would like to have in place beginning in the winter 2020 or spring 2020 quarter.

## V. Academic Exceptions

- a. The academic exceptions policy and graduate student steps/process for submitting an academic exception can be found [here](#).
- b. Academic exceptions such as requesting a change in registration after the published registration deadlines, retroactive medical withdrawals, embargos/opt-out/permanent suppression or time extension should be submitted by the student.
  - i. Time extension requests & embargos/opt-out/permanent suppressions are reviewed on a biweekly basis by the Assistant Provost and/or Associate Provost.
  - ii. Registration changes are reviewed by the Academic Exceptions Committee which meets monthly.
  - iii. Supporting documentation can be submitted by emailing [academicexceptions@du.edu](mailto:academicexceptions@du.edu)
  - iv. Students are notified via email that they can view the status of their academic exceptions on Pioneerweb
- c. Departmental academic exceptions such as GTA language waivers, request to take additional credits to bring up GPA, or approval for previously earned credits to be applied to the degree can be submitted via memo to [gststu@du.edu](mailto:gststu@du.edu)
  - i. Reviewed on a biweekly basis by the Assistant Provost and/or Associate Provost

## VI. Communications (central vs. departmental)

- a. Our office rarely sends out mass communications to all graduate students (we only send the reminder to apply for graduation). Instead we send out targeted communications to students depending on the communication (e.g. oral defense information for students doing a dissertation or thesis, information to students who have applied to graduate).
- b. We appreciate you relying on our office to send out reminders such as the graduation application (to avoid any confusion coming from multiple sources) but do rely on our campus partners to remind students of other important information, such as when they need to begin registering for Continuous Enrollment, or other policies and processes specific to the academic unit.
- c. Please let us know if you have ideas on how we can all better communicate with each other and graduate students.