

## CAAC Meeting Minutes

April 23, 2019

**Voting Representatives Present:** Jim Baygents, Barbara Bryson, Elliott Cheu, Barbara Citera, Kim Jones, Amy Kimme Hea, Mary Koithan, John Koshel, Lisa Ordóñez, Pam Perry, John Pollard, Lucinda Rankin, Martina Shenal, Mike Staten, Janet Sturman, Douglas Taren

**Additional Representatives Present:** Pam Coonan, Chrissy Lieberman, Martin Marquez

**Absent (without proxy):** Francesca López, Maria Manriquez, Keith Swisher, Terri Warholak

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Chair Kim Jones called the meeting to order at 11:03 AM.

### I. Approval of March 26, 2019 Meeting Minutes

### II. Agenda Items

#### a) Internship Policy Proposal- Abra McAndrew

Abra provided the history and context of the effort to modify the internship policy and processes. The current effort brought together internship coordinators from across campus to form an internship council. The council has submitted a policy proposal and forms that include implementable changes approved by Risk Management and Office of General Counsel. Additionally, the proposed changes align with existing processes/practices occurring across campus. The internship council identified items in the policy needing clarification and generated language that would be clear and consistent for all stakeholders. The modifications proposed take into consideration ABOR, HLC, and NC SARA requirements. Pam Coonan discussed reporting requirements for NC SARA.

CAAC members asked about NC SARA reporting requirement. Units will need to report instances in which students participate in UA credit-bearing experiences in other states, including internships. The proposed policy includes a modification requiring departments to submit records/files for internship data reporting. This approach would be a short-term solution. Will involve UITS for creating a sustainable reporting process in the future. CAAC member asked about the first effective term of the new policy/requirements. The proposed changes would take effect Fall 2019. However, departments would not be expected to have students re-submit internship forms for those that have already submitted/enrolled in internship courses. Departments and colleges will be responsible for implementing the changes and forms. CAAC member requested that messaging be consistent and clear across campus/colleges to ensure the changes are implemented uniformly.

**Jim Baygents motioned to approve the proposal. The motion was seconded by Doug Taren and approved.**

#### b) Enterprise CRM- Darcy Van Patten

Enterprise CRM can help the institute meet goals and outcomes for supporting student success, engaging alumni, partnering with industry, and community/government interactions. CRM will help build collaboration, information sharing, better communication with constituencies, and increase visibility across the university. Procured Salesforce as primary CRM, system of engagement. Discussed how information housed in multiple areas will be merged into the single CRM platform. Darcy provided information on CRM components including marketing, communication, analytics, and examples of other institution's add-ons. There will be a build-out for a student engagement hub or integrated portal for students that would consist of systems already available, optimized for students' needs. Presented roadmap for implementation including moving advisor notes, appointment scheduling, and communications. Advisor notes will remain visible only to advisors. Other student support units will be able to see that students met with an advisor, but will not see the specifics found on the notes. Partnering with AISS on developing a usable early progress

reporting system. The early progress report would be comments based. Presented timeline for testing and implementing advising appointment function. Worked with university marketing and communication teams to understand marketing/communication needs. A marketing product will be rolling out broadly by end of Spring 2020. Currently doing research to assess student needs. Will host a listening tour to identify needs across campus to drive broad value.

CAAC member asked about the comment-based progress report. Comments are pre-defined and consistent across the institution and include comments about attendance and are framed to be positive/constructive. Instructors will have access to send comments through a call to action in D2L. CAAC member asked about the migration of Advisor Notes. All historical notes will migrate over and access granted for all individuals with existing access. CAAC member asked if students will be able to opt-in or opt-out of CRM. Enrolled students will not be able to opt-out of official university communications. Discussed Master Data Management effort to provide high quality data. CAAC member asked when the listening tour is set to begin. Will be reaching out to all of the colleges and might have meetings with schools and departments. There is a website and contact form for the project, [trellis.arizona.edu](http://trellis.arizona.edu). CAAC member asked about course management sites outside of D2L, Notebowl for example. Lisa Ordóñez reported that the D2L CEO visited and requested that needs be communicated to the D2L liaison. CAAC member asked about e-portfolios in CRM. There is an RFP on e-portfolio, unsure of where it would go. CAAC member asked about co-curricular, internships, and extra-curricular on CRM. CRM team will work with stakeholders to understand and identify valuable information needed and locate data to integrate or replace. Darcy requested that CAAC members follow-up with questions, needs, and thoughts on CRM.

#### **c) Academic Eligibility Policy-** Cynthia Demetriou

Policy to help provide optimal support for students as they work through challenges, especially transition to college. Cynthia provided information on the process for developing the policy including stakeholder input, peer comparison, and student data. The policy is about retention and degree completion. Discussed UNC Chapel Hill's implementation of a similar policy and resulting increase in retention. Provided statistics on first year probation. Concern that the current policy has a disproportionate impact on students of color more than other student groups.

Question about the difference between "warning" and "probation". The warning semester gives the institution more time to work with students. Interventions/communication will be owned by the colleges and tailored to students. If a student moves to the next level, a standard university intervention will take place. CAAC member asked if the frontline of the intervention will be undertaken by academic advisors. Elliott noted that this work is already a part of advisor workload, no additional workload added. Expect more students in warning status when compared to probation. There are strategic planning funds available for this initiative.

Discussion without presenter:

CAAC member relayed feedback from advisors regarding the proposed policy and implementation. Discussion on the impact of the number of students on probation and advisor workload. The proposed policy would help colleges support students under a uniform and consistent, university-wide policy. The policy will provide students an opportunity to recover from academic hardship.

**Elliott Cheu motioned to approve the proposal. The motion was seconded by Mary Koithan and approved with 1 abstention.**

#### **d) SAS/UAG Courses**

Courses were presented at UWGEC as student success courses. UWGEC requested CAAC input based on previous experiences.

CAAC member asked if UA Global is being proposed as an academic unit. Being proposed as a prefix. Question about RCM and revenue flow. CAAC member asked if UA Global has approached units about teaching the proposed courses within their colleges. Discussion of providing differentiated courses based on college/unit needs. Discussion of the courses being offered on micro-campus sites, possibly using a common framework, but differentiated based on individual sites culture and needs.

**e) President Robbins' Visit**

CAAC hosted President Robbins and discussed changes to the organizational chart, update on hiring process for new provost, SVP, and AVP positions, branch campuses, budget/RCM, strategic plan, campus conversation, student affairs, Greek life, campus safety, master plan, general education, microcampus, and UA Biosphere.

**f) Consent Agenda Items**

Chair Kim Jones requested CAAC members send comments to Martin Marquez. No comments received, consent agenda items approved as is.

**III. Meeting Adjournment**