

Academic Advising Coordinating Council

Friday, March 27, 2020

Members present: Rhonda Kilpatrick, Melissa Garber, Laura Clark, Naomi Norman, Misha Boyd, Prince Duepa, Ashley Whitten, Robert Ethier, Glada Horvat, Matt Head, Nancy Ferguson, Leslie Standridge, Kay Stanton, Will Lewis, Jennifer Eberhart, Mike Merva, Beth Rector, Fiona Liken, Kelly King, Cara Simmons, Tori Tanner, Carrie Smith, Steven Honea, Jennifer Patrick, Beate Brunow, Heather McEachern, Giovann Wah, Diana Beckett, Ellen Pauloski, Bethany Mills, Julia Butler-Mayes, Maggie Blanton, Judith Iakovou, Whitney Jones, Sarah Kessler, Rose Tahash, Greg Kline, Martha DeHart, Kay Stanton, Kevin James, Heather Smith, Sharon Shannon, Linda Kasper, David Crouch, Paul Welch, Amber Juncker, Kevin Simmons

- I. Welcome
- II. The presentation of the minutes of the last meeting of the council will occur via email. If there are corrections, please send to Melissa Garber.
- III. Committee Updates: No updates at today's meeting. Please send Melissa updates, which will be shared with the group.
- IV. Reports from Campus Partners
 - a. Athletics (Glada Horvat): Working closely with Housing, taking care of student athletes who are still here in Housing or in local apartments, helping make sure they're fed and getting advised. NCAA eligibility issues ongoing. Behavioral Health team helping, as well.
 - b. Division of Academic Enhancement (Maggie Blanton): DAE at a Distance website (dae.uga.edu) is live on their homepage, academic coaching happening via zoom, tutoring will no longer have drop-in offerings but all tutoring subjects will be online, as well as study pods. Dr. Wendy Biddle's success in online learning course converted to eLC self-paced modules for students. All students have this material in eLC. Email Nick Colvard to be added to this experience. Working with EITS and MLC, provided 80+ hotspots and laptops for the most high need students. Students with academic counseling/coaching holds can schedule coaching appointments on Sage.
 - c. Career Center (Bethany Mills): All services online: appointments, drop-in hours, Arch Ready programming and express workshops. Information about these offerings updated on website. Many employers are continuing their interview processes online, while others are discontinuing or rescinding hiring. Career Center is taking a step back from grad pic with Harry Dawg event as many students aren't in a place of celebration. Heavily promoting mentor program. All career fairs canceled this semester. Resume books available on Handshake. Career Center is available to help students navigate this experience.
 - d. Office of Student Affairs (Beate Brunow): Health Center and CAPS will move forward with tele-health and tele-counseling offerings, starting next week. Health Promotion rolling out many wellbeing resources (mindfulness, yoga, audio recordings) available for faculty/staff/students. Social media will promote student activities for digital engagement opportunities.
 - e. Student Care and Outreach (Carrie Smith): Will continue to operate virtually via zoom and Google Voice. To reach SCO, email or submit public reports, both of which are being

monitored nearly 24/7. Dean of Students number is being checked twice an hour during business hours. Hardship withdrawal deadline from fall 2019 is now April 17th. New SCO Instagram account to push out resources (SCO.UGA). Emergency fund requests have increased. Encourage students facing any hardship, including relying on food pantry, to apply for emergency fund. Food Pantry is stocked, and food is given to students on a case-by-case basis. Students shouldn't come to Tate, which is closed. Pre-packaged bags based on dietary needs are available. If a student needs food, connect student to Emergency Fund and SCO. Instructor notifications: SCO will not be disclosing COVID statuses. Will try to include advisors in these notifications. SCO relies heavily on Sage notes and is appreciative of information included there.

- f. University Housing (Linda Kasper): Housing incentivized RAs to return to Athens after Spring Break. Two-thirds of RA staff returned to help with Residence Hall closing and move-outs. Housing offered nine days for move out while practicing social distancing (3% move-out time slots at any one point), sanitized touch points, approved around 500 students to remain on campus. University Village, Health Sciences Campus, East Campus Village, and Building 1516 remain open (94% of students on campus at this time are in these locations.) The remaining students will go to 1516 after it's been cleaned and "rested" for 3 days per CDC recommendation. Only one student is assigned per dorm room and bathroom. Housing connected with all but 75 of the more than 8000 students living on campus. Now asking RAs to return home prior to classes resuming Monday. RAs will continue to virtually connect with their residents.
- g. Financial Aid (Nancy Ferguson): Phones had been off the last 2 weeks but turned back on today. Staff rotating in and out of OSFA, but completely closed to walk-in traffic. Email osfa@uga.edu, which is being monitored by several people remotely. Students have received communication about refunds and should talk to Student Account Services if they have questions. Refunds will not impact a student's financial aid. If Students plan to completely withdraw from classes please connect them to Student Account Services to help them determine if they will owe a repayment. President Morehead has allocated funds to assist students who've been impacted by Covid-19. 200 applications in this week and OSFA is reviewing as quickly as possible. If students plan to completely withdraw from classes, please connect them to OSFA to ensure they receive appropriate refund. As of right now, no changes to Hope/Zell policy. Federal Work Study students are continuing to be paid even though they are not on campus.
- h. Office of the Registrar (Fiona Liken): Email sent to campus about changing start date for ticketed registration for fall 2020 to Tuesday, April 14. Working on solution for advising holds for fall 2020. The Registrar's Office is monitoring daily all office emails and checking voicemails left on its main line, 542-4040, and the Curriculum line, 542-6358. The Registrar's Office continues to process and send out transient letters for summer for students without significant delays in processing time. Process/Meetings Updates: University Curriculum Committee meeting scheduled for Friday, March 27, has been canceled. The April 17 UCC meeting is still scheduled, and anything passed at that meeting will go to the University Council in the fall. Though spring commencement has been canceled, graduation clearance dates for spring 2020 are still proceeding as

scheduled. Course approval process is proceeding as normal. Three Event requirement for FYO has been waived for spring. Graduation clearance deadlines will remain.

- i. Experiential Learning (Kay Stanton): Running daily reports to target at-risk students (set to graduate in the next 3 semesters), working directly with those students and advisors and activity directors to find solutions. Covid-19 resources available on EL website. Reach out to Kay with any questions or student situations. Shared thoughts and concerns about EL scholarships with President's Office. Kay will update as she learns more.
 - j. Orientation (Larry Cloud & Tori Tanner): Working on contingency plans, updating online orientation program. Tori will know more about whether or not in person orientation will happen in the next week and a half. Please direct students to Orientation team at orientation@uga.edu. Tori, Larry and Julia meeting next week to discuss online orientation advising. Orientation team also meeting next week to discuss communication strategies to/with incoming students. Transfer online orientation pilot program is moving forward and planned for July 13th. Orientation does not expect to extend May 1st commitment deadline. Academic Unit Guides are in progress and drafts should be ready end of next week. April 7th Orientation Kick-off will still happen, but moved to virtual format. Orientation will be presenting at Advisor Workshop in April. Academic Area meeting templates are ready to be shared with units.
- V. Reports of the Chair: Melissa expressed appreciation for the advising community during this challenging time. Please send any questions or concerns to Melissa, Julia, Will and Ellen.
- VI. Unfinished Business: None.
- VII. New Business:
- a. Cara Simmons: Bulldog Basics has a no-contact request form for students to receive personal hygiene basics. Will send to Carrie Smith for review and then out to the group.
 - b. Sharon Shannon: Office of Online Learning has been working with CTL to help faculty get courses transitioned online. Website has been updated.
 - c. Question & Answer Session
 - i. How are units holding advising sessions? Many units are operating under advisor preference to include email, zoom, and phone appointments.
 - ii. Will bandwidth be a problem? David Crouch: There may be some limitations next week. Can anticipate some disruptions.
 - iii. Is it true there are only so many VPN spots? David Crouch: Yes, we ask that staff only log in to VPN when needing access.
 - iv. Julia Butler-Mayes: What concerns and questions are you hearing regularly? Summer classes, study abroad cancellations, graduation.
 - 1. Dr. Naomi Norman: This is a USG decision, so we are waiting for communication from USG re summer classes. Dr. Norman has advised Deans to begin making summer contingency plans.
 - 2. Students are worried that work completed prior to spring break might weigh more heavily. The message coming out of OVPI is for faculty to judiciously look at syllabus and grading scheme. Students should be encouraged to talk to professors individually about these issues, as well.
- VIII. Adjournment at 11:26 am.

Academic Advising Coordinating Council Mission Statement:

Representing undergraduate academic advisors from all University of Georgia schools and colleges, the Academic Advising Coordinating Council will provide expertise, leadership, and support for the academic advising needs of the university community. Through best practices in training, mentoring, research, and evaluation, the Council will maintain excellence in academic advising and facilitate student success, retention, and degree completion.