Student Services Managers Agenda
Wednesday, September 8, 2021
1pm – 2:30pm

Location:
Zoom

Additional Details:
The meeting will also be recorded and distributed using the Registrar’s scheduling listserv (usually within a week).

Welcome and Introductions
Nick Siedentop

Spring 2022 Planning
Kate Henz

• Leadership appreciates the incredible lift by departments earlier this semester to increase class capacities for fall 2021
• Looking ahead to spring 2022, several pain points have been identified that departments may be able to help alleviate when it comes to estimating student demand for seats
  o Many departments manually adjust enrollment capacities leading up to and during registration in order to best serve students
  o Unfortunately, non-department users can only see the capacity that is in the system at a given moment, and have no way to judge future or final course capacities, which throws off seat projections
• Departments are the best source of information regarding planned course enrollments and schedules; given this, leadership will be asking departments to provide data related to registration and enrollment:
  o Departments will be asked to provide a comparison between projected spring 2022 seats and those offered and filled in spring 2021
  o Departments will also be asked to measure the number of seats they added in fall 2021, to be compared against their regularly scheduled seats in fall 2020
  o This information will be requested via a Qualtrics survey to departments
  o If departments have ways to increase capacity, please share those with your divisional senior associate dean and identify any impediments (such as funding for lecturers, adjuncts, TAs, etc.)
• Since the timeline before spring registration is so tight, sooner is better when it comes to identifying seat needs and any subsequent changes to the spring schedule
  o There were some cases of seats being opened in fall 2021 that didn’t fill; preplanning should improve the analytics to the point where this won’t happen in spring
• Departments will not be paying for additional seats in the spring; the chancellor has allocated funding for this initiative considering the need identified in late summer/fall 2021
• Siedentop will put together a general description of a registration and enrollment working group for spring 2022 and send a follow-up email inviting interested SSMs to join
• There is a new budget analyst position open in the Arts & Sciences Dean’s Office; the search committee would appreciate any candidates that have some background in student services

Registration Appointment Redesign Project
Mieke Lynch (Operational Excellence) and Lauren DiGrazia (Registrar)
• The registration appointment redesign project was launched over two years ago and is part of a long-term project to improve clarity and transparency around student registration and seat management.

• The pandemic created a temporary gap, but the implementation team is now ready to move forward for spring 2022 registration.

• Lynch provided a short presentation covering the identified issues the project intends to address, and where those changes can be seen:
  o Registration dates will now be determined by credit hours rather than terms in residence, to more equitably serve all student populations.
  o Registration times will now be determined by terms in residence instead of being randomly assigned.
  o Registration appointments will open every three hours during the window, rather than every 15 minutes, to reduce strain on both students and the system.

• One of the most significant changes is that registration will move from being a single two-week window to two, two-week windows with a break in between:
  o Students will be able to register for up to 12 credit hours during the first wave and up to 17 credit hours (including 4 hours of waitlist) during the second wave.
  o The goal is to encourage students to register for classes they need first, and prevent seat hoarding.
  o The implementation team doesn’t know how students will react to the change, which is part of what they will be assessing during the spring 2022 registration period.

• Advisors, faculty, staff and students will all be prepped on these changes prior to registration; staff will be apprised of all communications to faculty and students in case they need to field questions.

• Several staff had questions about logistics, particularly regarding waitlists and the timing of the two planned registration waves:
  o The implementation team tested waitlist functionality as part of their assessment, but DiGrazia will follow-up with IT to ensure she has the most up to date information to share with student services staff down the road.

• Staff requested a registration refresher class ahead of the registration window. More information about this class will be forthcoming via the listserv.

• Additional information and resources will be available on the Registrar’s website going forward, and the implementation team will follow up with regular communications as part of their marketing and outreach plan.

IDEAs in Action Implementation Update
Nick Siedentop

• The new IDEAs in Action website (https://ideasinaction.unc.edu) is now live, and is a great resource for departments seeking more information about the curriculum or about approved gen eds and courses.

• Siedentop shared a brief presentation that covered the main components of the curriculum (First Year Foundations, Focus Capacities, and Reflection & Integration) as well as some upcoming deadlines and updates from the implementation team.

Curriculum Proposals, Processes, and other Updates
Gen Cecil, Ben Haven, Heather Thompson, Nick Siedentop

• Departments are encouraged to review the revised grading requirements for undergraduate majors/minors in the Catalog and to ensure department websites are updated accordingly:
  o Instead of hours of C or better, students must now have a minimum 2.0 cumulative GPA in the major or minor core requirements.
  o Additional requirements for the major/minor are not impacted by this policy.
The Office of Undergraduate Curricula will be offering a CIM and CAT training for new and returning users on Monday, 9/13/2021 from 3-4pm; interested parties are encouraged to sign up on the Registrar’s website.

Since it is now past the add deadline for the semester, any departments that need to enroll students in an independent study should review the late add instructions on the Office of Undergraduate Curricula website.

Heather provided a short update about fall 2021 student evaluations of teaching (SET) schedule and will be following up with departments via email soon. Schedule and other helpful information is available on the Office of Undergraduate Curricula website.

Ben provided a high-level overview of the First Year Foundations component of the new IDEAs in Action curriculum, as well as updates regarding scheduling for FY-SEMINAR, FY-LAUNCH, and Triple-I courses in fall 2022.

Resources:
- Previous agendas & minutes: https://curricula.unc.edu/committees/ssm/
- Catalog Resources: https://registrar.unc.edu/courses/catalog/