

William Paterson University of New Jersey
Advisement and Registration Council Meeting
Minutes for December 13, 2010, Cheng Library's Paterson Room

Present: Elizabeth Birge, Tom Fallace, Jean Fuller-Stanley, Victoria Wagner

Absent: Michael Boroznoff, Jyoti Champenerkar, Esther Martinez

Guest: Ken Schneider, Office of Student Services

The meeting was called to order at 12:39pm.

Council members reviewed and approved the minutes from the November 15th meeting.

Ken Schneider provided an overview of the present and future missions of the Office of Student Services. This office was created to provide a consolidated student-friendly service point. Currently located in Morrison Hall, this office provides staff and services to students for records/transcripts and payments. These services had previously been available in College Hall. Planned renovations (2012) will incorporate Financial Aid and Admissions staff to this location and will ultimately offer a one-stop place for students.

Highlights of this conversation:

- Advisors need to know that timelines affect registration and financial aid. Sharing information about the windows for registration and payment may help students. This is clearly stated (in red) online when students register, but additional communication from advisors may help.
- About 10% of students are dropped each semester due to financial aid issues.
- Registrar notifies Deans when students will be dropped and instructors are requested to review their updated rosters. Discussion continued about how to handle dropped students – should they be encouraged or discouraged from attending class? Will they be re-instated? Will they be able to catch up if they do miss class while resolving the financial issues? This is handled inconsistently across departments and colleges leading to confusion for faculty and students. Do we need a “drop-dead” deadline – point of no return and students may not be re-instated? College of Science and Health has instituted such a policy.
- The OSS has a point-of-service survey and students seem to appreciate the combined service point on main campus.

Ken will forward to the Council: examples of communication his office sends to faculty and students, grid of interdepartmental dates and windows (internal document), and information about the breakdown of tuition payment (check, e-check, credit card, cash).

Tom Fallace reports that as of last Monday we received over 100 replies to the survey. A reminder email will be sent out soon to encourage those who have not yet replied to do so. The Office of Institutional Research and Assessment will aggregate the data and present it to the Council early next year.

We will meet again Monday, February 14 in the Library's Paterson Room.

The meeting was adjourned at 1:40p.

Respectfully submitted,

Victoria Heenan Wagner

December 13, 2010