

**Council on Retention and Graduation Steering Committee**  
**October 18, 2007—UC 3171**  
**Presiding: Scott Evenbeck**

**Present:** Scott Evenbeck, Sharon Hamilton, Kathy Johnson, Megan Palmer, Gary Pike, Rebecca Porter, David Sabol, Gayle Williams, Marianne Wokeck

**Regrets:** Cathy Buyarski, Mary Fisher, Michele Hansen, Steve Jones, Stacy Morrone, Frank Ross, Michelle Verduzco

1. Welcome.
2. The minutes from September 20, 2007, were approved.
3. Discussion:  
Evenbeck reported that he gave a presentation to the Council of Deans recently. He will share that with everyone. One thing to look at is our peer institutions and retention and graduation rates. Evenbeck explained what the IUPUI graduation rate would be if we had the same retention rate as our peers. We have to look at what is happening in the middle years. There was discussion about things we are working on to keep students involved. The responsibility falls to the schools to keep students involved in the middle and enhance retention within the schools. Some of the retention problem is students not getting into their schools or majors. We have never had data on this.

Wokeck said we need to know what works and what doesn't, but we do not have this data. This is not the most effective approach. She looks forward to having much better data. Evenbeck said that Pike is working on the analysis on nursing. We will have a better understanding about this.

Evenbeck said the Indiana Commission for Higher Education is rethinking everything about data makers. Rather than studying only retention and graduation rates, they are talking about financial incentives if an institution leads students to graduation. Evenbeck will send out this report to the Steering Committee as well. He discussed forthcoming recommendations. IUPUI might receive additional funding.

Evenbeck noted that 62 percent of our graduates are transfer students. This fact might give IUPUI an incentive. What we do well is help students finish. Porter said we had a bump in graduation. If you look at enrollment numbers, we have a disproportionate number of seniors. She is concerned that we have a bubble of people who are not getting out. Evenbeck suggested sending schools a list of all of their seniors. This list would have to come from the Office of the Registrar.

Porter said schools should be running degree audits. Wokeck said we need good data that separates the full-time students from the part-time students. The schools struggle with research to catch students and communicate with them. People do not use Oncourse

reliably. The schools often do not have a reliable way to identify students and reach them. There are also privacy issues.

Williams said DePaul found that when they looked at financial need and met need, seniors were getting more in their packages than what they needed. There may be more to look at than what meets the eye.

Evenbeck said Pike and Buyarski did a report on advising for the Council of Deans. The report presents helpful data. Evenbeck will forward that report to the Steering Committee as well. Wokeck believes technology is shaping how we act. She gave PeopleSoft as an example. Pike explained his report. It is not just how many advisors you have; some people take advising seriously, and others, perhaps for good reason, do not. Wokeck said we are set up to register electronically. In the past, students used to see an advisor, and then register for classes. We are giving students an incentive to not ask for advice. Evenbeck believes we should maximize advisors and faculty. Wokeck said that wherever a student goes, he or she should know who to call. Students should be able to pick up a phone and call someone specific. Pike said another thing that came out of the meeting was parents pushing their kids to work.

Sabol asked if we track students who transfer to other campuses. He has a minimum of a half dozen students who are planning on transferring to other campuses. Porter explained that if students transfer within the IU system, we are always able to track them. Evenbeck explained that IUPUI has just become part of the National Student Clearinghouse. Pike noted that not all schools participate in it, such as IUB. Porter said that 98 percent of accredited schools belong to the clearinghouse. It was agreed that this will be a useful resource in tracking students.

Pike said some students simply do not show up in the fall. Wokeck said we should be sure students have a buddy system. Students can call other students to find out what they are doing. Evenbeck said he will send out the Not Yet Registered Report to the committee.

4. Report on 2007 Summer Bridge Academy Program:

Williams distributed and reviewed several handouts. The program began in 2001 with 18 students, who were all conditional admits. Williams explained how the program worked the first year. Since the first year, students in the program have never been exclusively conditional admits.

In 2007, thanks to funding from Dean Sukhatme, there were 17 sections, which served 368 students. They were unable to get the international section. The Office of International Affairs is committed to this; they will be helping with the international section in 2008. In a survey, 99 percent of the students said they would recommend the program to a friend.

Williams reviewed a breakout of who participated in the program by schools, First-Generation Scholars, and Twenty-first Century Scholars. The Twenty-first Century Scholars were offered an additional \$1,000 if they participated in the program.

Williams discussed the plans for 2008. The program depends on receiving financial support. They hope to add three sections to the program next summer. They are also hoping to add Herron. They hope to add a higher level of math to the program.

At the end of every program, they hold a final celebration. Williams encouraged everyone to attend the celebration next summer. It is a wonderful experience. In 2008, the celebration will be held in the new student center.

Williams reviewed some of the challenges and concerns about the program. She reviewed data for the 2006 group. By criteria, the First-Generation Scholars are regular admits. They suspect that these scholars are stronger students, and this is discussed in national literature.

Dean Sukhatme has said publically that he would like to expand the summer bridge program. Williams believes this is possible. One thing to remember is scholarships; if we cannot offer students scholarships, they will not volunteer two weeks of their summer. Otherwise, we will have to find another way.

Williams reviewed data about Twenty-first Century Scholars. Students who come from parents who are college graduates have much higher SAT scores. They are now saying the SAT is not working, so it is closely connected to SES. This has been proven in national data. There is a parent connection and it appears to be far more related to SES. A low SES is the number one predictor of not getting a college degree. This is an issue because they do not know how to get to Twenty-first Century Scholars. Some of this is related to how the program is structured. Other schools have been saying the same thing. Schools do not know until July 1 who is a Twenty-first Century Scholar. Even the students do not know. Other scholars are contacted by May 1. The Twenty-first Century Scholars is a group of students that we should be going after, but it is a problem.

Money is another issue for the program. They are also concerned about advisors. They have tried to do the program without advisors. The number of transfer students has been difficult to manage because they come in at the last minute. This results in fewer advisors being available for the bridge program.

There was a discussion about collecting financial data on students. Williams believes we have collected this information before. Porter and Pike were unsure how to do it since information on the FAFSA is self-reported. Wokeck believes we need to address this issue. The information flow is not ideal. Williams said she has seen a report with this information and would send it to Evenbeck. Porter explained that the FAFSA data is skewed because there is a whole array of higher income families and students who do not file. Williams noted that many low-income families do not file because they do not want the government to know their income and have privacy issues. Pike said if anyone has this data, they are either twisting the students' arms or pulling IRS tax returns.

Porter mentioned that the weekend bridge has been reasonably successful, but the two-week program is a problem because students do not want to give up that time. If the \$1,000 scholarship offer did not work, what about using a two-weekend format? Williams said we

could do that, but housing becomes an issue. Porter asked about the weekend after school starts. Could we rent a local hotel? Part of this experience is about bonding and connecting. Evenbeck noted that other campuses have events like Goldrush Week, etc. These events really work. It may be even more important for a commuter campus.

A question was asked about not having a wide pool of students for the two-week program, could we go to a weekend program? Williams explained that this would require a huge number of staff. It is not realistic to do 500 students on a weekend. Sabol mentioned that the weekend bridge and the two-week bridge are two separate programs. The weekend program does not have an academic component.

Evenbeck asked if we could go to the downtown office and find out who the Twenty-first Century Scholars are. Porter said part of the problem is that high schools must verify that students have graduated. It was suggested that we send letters with the phrase, "provided you graduate." Williams said that they have tried this, but the message is not getting through to the students. They would like for the program to grow; there are some issues to be worked out. Porter believes we need one person to do this full time. Williams agreed that it would be helpful to have a person who could go out to the high schools. There was additional discussion about this.

Wokeck suggested we get the School of Education on board to work on these issues. Evenbeck mentioned that Lumina Foundation is doing research on Twenty-first Century Scholars. Palmer agreed to talk to the School of Education to get the administration to support this work, scholarships, etc.

5. Financial Literacy:

Williams distributed handouts. She explained that last week representatives from the University of North Texas (UNT) visited this campus. UNT has a Student Money Management Center, which is a financial literacy center. It functions as a separate center on campus to help students and families deal with financial issues. Williams distributed a copy of her proposal for a signature center that would bring a financial literacy center to IUPUI. A financial literacy center provides different services than a financial aid office, bursar's office, etc. Those offices would refer students to the financial literacy center. Williams reviewed her proposal. The proposed center would be able to refer students to a legal aid office, review apartment contracts, and help students consolidate their bills, etc. The center at UNT also provides emergency loans (in small amounts).

Williams reviewed some of the statistics on her handout: 64 percent of students graduated with some level of student loan debt, 39 percent of student loan borrowers graduate with unmanageable levels of debt, 55 percent of African American student loan borrowers graduate with unmanageable levels of debt. Since 94 percent of our students are from the state of Indiana, this is a relevant issue.

Williams reviewed other handouts. UNT tracks students. The student with the highest amount of debt was over \$147,000. The UNT people make the point that students will accumulate debt in four years that will take a lifetime to repay. Someone complained about

credit card companies soliciting on campus. Williams said that Frank Ross has said they will remove those companies from campus. Ross is taking a strong stand on this issue. Any concerns about this should be directed to him. There was additional discussion about credit card solicitation on the university Web site.

Porter told Williams that she should contact USA Funds. They might be interested in promoting the financial literacy center. Additional suggestions were offered. Williams explained that the Department of Economics is part of the signature center proposal as well. Evenbeck suggested that Williams talk to Ross to discuss getting the center supported by new fees. Williams said that the UNT people warned her that once the center gets started every bank in the city will want to attach their name to the project. It is important to hold a strong stand against that. Porter stated that whatever we do, we have to be absolutely clean. There was unanimous agreement on this point. There was discussion about the chances of this proposal being accepted since there will be just a few proposals accepted this year.

6. Turner and Team Recommendations:

Evenbeck distributed the one-page recommendations. This council partners in the work that Turner and his team do. Evenbeck reminded everyone that the BBC is coming to campus on November 15. Wokeck believes that we, as a campus, have not been successful in taking the PULs and translating them into our courses. We need best practices in all major disciplines and how they work. For example, we should say in the first year, this should be happening with the PULs, in the second year, etc. We have not thought about the PULs in these terms. Hamilton said we are going to be moving in that direction. Ross has spoken about using the new campus center and bringing in speakers to discuss the PULs. Wokeck suggested using young faculty members. Hamilton said this is only the starting point. There has been discussion about using faculty members and also using alumni to say how they are using the PULs in the community. Hamilton gave more details. She said they will also be updating the matrix.

7. Action Team Reports:

Evenbeck distributed sample action team report summaries. These summaries are from action teams that affect the committee. Dean Sukhatme is having the teams make one-page summaries in a common format. In most cases, the summaries are being posted online. The summaries will be published as IUPUI's campus action plan. Many things have already moved forward as a result of the action teams.

8. Full Council Agenda:

A draft agenda was distributed. Evenbeck announced that Rick Ward has been asked to discuss the work his retention action team did. Michele Hansen will have data to share with the council. She will also give her IUPUI quiz. Porter asked if the quiz could be distributed beforehand so people can come prepared. Evenbeck said he will discuss this with Hansen.

9. Action Items Follow-Up Report:

- a) Pike has set a date for a meeting about data sharing. Any questions about the meeting should be directed to him.

- b) Evenbeck is on the agenda to tell all deans the recommendation from the CRG about the administrative withdrawal policy.
- c) Palmer will add students who transferred to IUPUI to her study.
- d) Palmer has been in discussions with the e-Port group about faculty involvement. She has asked that Randy Newbrough from the CTL be added to the e-Port functional requirements committee; as in other similar roles, Randy has been a tremendous asset and represents faculty very well. Adding faculty to the committee will happen, but it will not be an immediate process.

10. Other Business:

Evenbeck announced that Bonita Jacobs, who was on campus last week with the UNT group, happens to be a national guru on transfer students. She organizes a conference on transfer students. Evenbeck suggested that we send people down to that conference if we can find the money. We ought to find out what the national best practices are for transfer students. Bill Tierney at USC is doing a Foundations of Excellence type project for transfer students. We might look at his work, or perhaps we can bring him to IUPUI. Evenbeck and Porter believe that anything we do with transfer students should be a partnership with Ivy Tech.

Wokeck suggested we build a cadre of higher level students and get them out to obtain grants. These students would then be tied to our institution.

Evenbeck said that we ought to develop a list of priorities outlining our work, such as second-year students, transfer students, graduating our seniors, etc. This will be added to the next agenda.

Williams announced that we will have visitors from Atlanta. They are coming because they heard of our transcript notations.

Porter explained that one of the action team reports recommends that an IU degree include service learning. It will take a while before we can make that official. Meanwhile, we are going to offer a challenge to students. Porter said working out the details of degree requirements is very complex process and must be able to be audited for a degree and noted on a transcript. It will be a long process, and then it will have to go to the faculty council.

Evenbeck said that Dean Sukhatme will be having a town hall meeting to roll out the action team recommendations. There was discussion on the action teams. Dean Sukhatme will be visiting the schools to discuss the campus action plan. He will be attending the University College Faculty Meeting in December. Porter requested that this date be sent to everyone so calendars can be marked to save the date. Evenbeck agreed to do this.

11. Adjourned.

**Action Items:**

1. Jones will give committee members a copy of the national guide to service learning when it is available.
2. Evenbeck will forward the following documents to the Steering Committee: PowerPoint presentation to Council of Deans, report from the Indiana Commission for Higher Education, Pike and Buyarski report on advising, Not Yet Registered Report, and the Withdrawal Survey.
3. Evenbeck is on the agenda for the Council of Deans to discuss the administrative withdrawal policy.
4. Palmer will talk to the School of Education to gain their cooperation in the work we are doing with Summer Academy Bridge Program, scholarships, etc.
5. Evenbeck will forward the date of the December faculty meeting when Dean Sukhatme will be discussing the campus action plan.

Submitted by:  
A. Snyder  
University College