



STUDENT AFFAIRS AND ENROLLMENT SERVICES

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MEET THE REGISTRAR'S TEAM

uthsc.edu/registrar

Jennifer Archibald
Student Services Coordinator

Thomas Davis
Student Services Specialist I

Ilisa Gunn
Associate Registrar

Susan Miller
Student Services Specialist II

Lyndsay Pittman
Registrar

Verlesha Wilson
Assistant Registrar

The University of Tennessee is an EEO/AA/Title VI/Title IX/Section 504/ADA/ADEA/V institution in the provision of its education and employment programs and services.



Financial Aid Team from left to right: Gloria Dobbs, Paulette Moore, Debra Bolton, Patricia Armstrong, LaChelle Davenport, Phyllis Faulkner, Janice Maddox

SAES TEAM BUILDING RETREAT

Office of Student Affairs and Enrollment Services staff spend 1-1/2 days on a team building retreat led by Dr. Mary Stewart-Pellegrini, author of *Assume Nothing, Think Again*, and CEO of Business Solutions Consultants, a professional services firm focused on leadership and best practices in organizational development. Dr. Stewart-Pellegrini provided information and activities on the skill she calls equity checking that she says, “assists us in examining and challenging our assumptions about people, circumstances, and situations that undermine our personal and workplace effectiveness.”



Student Life and Health Career Programs Team from left to right: Jonnie Perez, Kamaria Robinson, Jannesa Lasane, Quintin Robinson



Admissions Team from left to right: LaTonya Wright, Christie Rakestraw, Shanta Hampton, Ann Salina, Melodie Patterson-Terry, Andrea Jordan, Sheryta Edwards (not shown: Paula Weber)



Registrar's Office Team from left to right: Verlesha Wilson, Thomas Davis, Jennifer Archibald, Lyndsay Pittman, Gil Bowen, Susan Miller (not shown: Ilisa Gunn)



Associate Vice Chancellor's Team left to right: Darryl Todd, Jean Perdicaris, Mary Stewart-Pellegrini, Guest Team Building Lecturer (not shown: Dustin Fulton)

IMPORTANT DATES

FALL 2018

Friday, September 14

Faculty, please check fall 2018 class rosters for accuracy

Monday, October 15

Fall Graduation Application deadline

Monday, October 15

Graduating student name change deadline

Friday, December 7

Final grades for fall graduates due no later than Noon

Friday, December 14

Commencement Ceremony, 1:00 p.m.
Memphis Cook Convention Center

SPRING 2018

Wednesday, January 2

Faculty, please check spring 2019 class rosters for accuracy

Monday, January 21

Estimated diploma delivery date for December graduates

Thursday, March 1

Graduating student name change deadline



REGISTRAR'S ROUNDUP

Welcome to the fall 2018 term! I'm excited to join the Office Student Affairs and Enrollment Services as the Registrar at UTHSC. I arrived on May 14th from Oklahoma State University in Oklahoma City with my two yellow labs, Annie and Roxie. I've had several opportunities to dive in to different projects with each College since my arrival. I appreciate the partnerships I've made with many of you over this three month period. If we haven't yet had an opportunity to meet, I look forward to future collaborations and building relationships with each of you.

Coming in to the Registrar role at UTHSC was a smooth transition for me thanks to the phenomenal staff already in place. Ilisa, Verlesha, Thomas, Jennifer, and Susan have each brought their respective skills to the table. We are working as a team to continue to build on our services and look forward to introducing new features from our office in the near future.

In the meantime, I hope you can use the information in the Registrar's portion of the newsletter as a resource. We have included workflow instructions, important dates, a who's who of staff, and other useful information. I welcome your feedback and input as we are always looking for new ideas to increase our service to the UTHSC community. In fact, we have developed a motto for the Office of the Registrar to reflect our shared values and intent for the UTHSC faculty, staff, and students. *Driven by service. Dedicated to success.*

All the best,

lpittma5@uthsc.edu

UPDATES IN STUDENT LIFE AND HEALTH CAREER PROGRAMS

By Jonnie Perez, Director of Student Life and Health Career Programs

The Office of Student Life and Health Career Programs held our Tennessee Institutes for Pre-Professionals (TIP) Summer Program closing ceremony luncheon recognizing student participants and faculty and staff supporters from each of the colleges. This month we will begin targeted recruitment at colleges across the state for next summer's TIP program participants.

New Student Orientations for each of the six UTHSC colleges were held from July 31 - August 10.

The new Student Government

Association Executive Council (SGAEC) recently held their on-boarding leadership retreat to prepare for the start of the new school year. The SGAEC is made up of the presidents from each of the six colleges' student government associations. The Council represents all UTHSC students and meets quarterly with the Chancellor and regularly with Student Life staff.

Student Life is busy planning for the University's next commencement ceremony for fall graduates which will take place on Friday, December 14, 2018.

IMPORTANT UPCOMING EVENTS:

Wednesday, Sept 5 - Welcome Back to Campus

Student Life is partnered with Special Events to provide a fun event for students with food and giveaways provided.

Wednesday, Sept 12 - Take Care

Student Life and SASSI partner to host the Take Care event, providing wellness resources for students (food is provided as well).

MEET THE ADMISSIONS OFFICE PERSONNEL

The Office of Admissions supports our campus community by assisting interested candidates and applicants throughout the Admissions and Enrollment Services life cycle. Some applicants you may not engage with until they come to campus for orientation, however The Office of Admissions has already begun the process of developing relationships to connect our students with the campus community.

In an effort to serve our UTHSC College Partners with the very best customer service, we are providing a list of Admissions Office personnel. Their duties are included to provide you with the appropriate contact and their backup for the services you may need.

DIRECTOR INFORMATION

Director of Admissions Operations, Ann Salina
asalina@uthsc.edu | ext. 81603.

Ann serves as the contact for Admissions Policy and Procedure. She is also the lead contact for information regarding immunization records management, as well as the backup for Residency Appeals issues, background checks, and general questions.

Assistant Director of Admissions, Melodie Patterson-Terry
mpatter9@uthsc.edu | ext. 82747.

Melodie manages the day-to-day operations and serves as the liaison with colleges regarding admissions related Banner issues.

ADMISSIONS COUNSELORS AND SUPPORT STAFF INFORMATION

The Admissions Counselors in the Office of Admissions are the first line of contact with prospective students interested in attending UTHSC. They are a gateway to a wealth of resources the university has to offer. They facilitate the admissions processes for each college, interpret transcripts, calculate GPA's, and review transferable credit. They assist in the development of a student friendly campus tour process; and represent Student Affairs and Enrollment Services at all New Student Orientation sessions, and recruitment events on campus and in the community.

Admissions Counselor, Christie Rakestraw
College of Nursing | crakestr@uthsc.edu | 901.448.4854

Admissions Counselor, Andrea Jordan
Medicine and Dentistry | ajorda19@uthsc.edu | 901.448.1035

Admissions Counselor, Paula Webber
Graduate Health Science, Pharmacy, and ASP 3+1
pwebber@uthsc.edu | 901.448.4857

Admissions Counselor, Sheryta Edwards
Health Professions, Speech Pathology and Audiology
sedwar32@uthsc.edu | 901.448.7764

Each counselor has a partner that can handle admissions issues if they are temporarily unavailable or need backup.

- Andrea Jordan and Christie Rakestraw are partners for Medicine, Dentistry and Nursing.
- Paula Webber and Sheryta Edwards are partners for Health Professions, Speech Pathology and Audiology, Graduate Health Sciences, Pharmacy, and ASP 3+1.

Admissions Compliance Officer, LaTonya Wright
lwright50@uthsc.edu | 901.448.2861

LaTonya works alongside the Admissions Counselors to review reports and track all outstanding admission requirements prior to enrollment. As the Administrative Officer between the student and the Residency Appeals Committee, she is responsible for counseling students concerning residency, and the review and processing of Residency Appeals Applications for all students.

Administrative Secretary, Shanta Hampton
shampto4@uthsc.edu | 901.448.4856

Shanta is one of the first people you meet when you visit Student Affairs and Enrollment Services. She provides excellent customer service to students and visitors by ensuring they are directed to the appropriate destination on campus. She is responsible for the coordination of campus tours, the distribution of enrollment correspondence, and answers email inquiries sent to uthscadmit@uthsc.edu.

UTHSC CAMPUS TOURS

The Office of Student Affairs and Enrollment Services invites prospective students and parents to schedule a tour to learn more about the numerous programs offered at the University of Tennessee Health Science Center.

Tours begin at the One Stop Shop promptly at 10:00 a.m. and conclude at 12:30 p.m. Central Time and include the following:

- General Admissions Information Session and Financial Aid Discussion
- Walking Campus Tour

For more information about campus tours and tour dates, please visit: uthsc.edu/admissions/visit-uthsc.php

IMMUNIZATION RECORDS MANAGEMENT

The Office of Admissions recently acquired the immunization management process for UTHSC. Multiple changes have occurred since the original launch June 1, 2018. Please be on the lookout for the launch of the new immunization webpage this month. The webpage announcement will be shared in the UTHSC Daily Digest.

For assistance with questions regarding immunization management, please contact one of our team members:

IMMUNIZATION TEAM MEMBERS

Ann Salina | asalina@uthsc.edu | ext. 81603

Mike Hopkins | mhopki14@uthsc.edu | ext. 82543

Melodie Patterson-Terry | mpatter9@uthsc.edu | ext. 82747

Christie Rakestraw | crakestr@uthsc.edu | ext. 84854

NASFAA MEMBERS TALK PELL GRANTS, GRAD PLUS, AND HEA PRIORITIES ON CAPITOL HILL

By Joelle Fredman, NASFAA Staff Reporter

NASFAA members from Tennessee and Alaska institutions met with congressional staff members on Capitol Hill Tuesday to encourage lawmakers to tie Pell Grants to inflation and protect the Pell reserves, as well as express their support and concerns for certain provisions included in the House Republicans' bill to reauthorize the Higher Education Act (HEA).



The members — LeChelle Davenport of the University of Tennessee Health Sciences Center and Sonya Stein of the University of Alaska Anchorage — met with staffers from several Republican congressional offices, including those tasked with drafting bills to reauthorize the HEA.

During their meetings, the members emphasized the need to reinstate the practice of automatically adjusting Pell Grants to inflation, which was abandoned for the 2018-19 award year for the first time in five years. Stein said this would give both institutions and students “some degree of stability year-to-year,” and Davenport explained that it would help institutions avoid having to adjust their award letters, as they did this year. They also urged lawmakers to protect the Pell reserve from cuts in the case of a presidential rescission, where the president has the ability to retroactively redistribute funds allocated to programs in the omnibus bill.

With regard to reauthorizing the HEA, the members expressed their support to lawmakers for various aspects of the House Republicans' bill, [the PROSPER Act](#), such as the elimination of [origination fees](#) and the ability for institutions to limit loan amounts.

“The loan debt at the end of the four-year period is so much, and students tend to borrow more than they need,”

Davenport said. “They aren't looking down the road.”

The members also told lawmakers that they appreciated the proposal to maintain full-time enrollment status at 12-credit hours per semester, with the option for a Pell bonus for those who take 15 credits.

Davenport also told lawmakers, however, that the PROSPER Act proposal to cut Grad PLUS loans would cause graduate students to struggle to fund their education because “students typically need the unsubsidized loan and some additional Grad PLUS loans to cover all their needs.”

The members also discussed a trend their students were experiencing in which solicitors were posing as loan servicers or Department of Education (ED) representatives and telling students they need to pay them in order to be put into forbearance, which is actually free of cost to borrowers. Stein said she wanted lawmakers to be aware that these cases are becoming more and more common.

“We want to establish trust... It's hard to do that when students are getting all these other solicitations,” Stein said. “When they do get something from their servicer, it just feels like noise to them.”

Both members agreed participating in the Advocacy Pipeline was beneficial and rewarding.

Stein noted that it is incredibly important to build relations with representatives and staffers to situate financial aid administrators as points of contact for them on future issues. The pipeline is also a good opportunity, Davenport said, to discuss with lawmakers the proposals you support and what your concerns are moving forward.

“It's good to know where your state representatives stand, meet with people face to face, and get an understanding of what's going on in Washington,” Davenport said.

For more pictures from the event, check out NASFAA's Advocacy Pipeline [Facebook album](#). If you're interested in volunteering to be a part of NASFAA's Advocacy Pipeline, fill out an interest form [here](#).

Publication Date: 5/2/2018

BANNER WORKFLOW ACCESS

To use the Banner Workflows, staff and faculty will need permission from the Academic Dean of their college. The Academic Dean can forward their representatives' names to Lyndsay Pittman, Registrar, who can provide access.

Lyndsay's email is: lpittma5@uthsc.edu

2018 INTERNATIONAL ASSOCIATION OF ADMINISTRATIVE PROFESSIONALS CONFERENCE

By Jean Perdicaris, SAES Senior Administrative Services Assistant



“Accelerated Resilience” is my welcomed takeaway consequence from the 2018 International Association of Administrative Professionals (IAAP) conference I recently attended in Austin, Texas. The emphasis being on adapting faster and achieving more. IAAP’s mission is to enhance the value of office and administrative professionals and to advocate for the profession. This conference (1200 attendees representing 40 nations) was an intense three days of compulsively networking, striving, equipping, and, frankly, not wavering. In summary, it was all about positive passion for a rapidly changing profession.

Administrative assistants (admins) get a bad rap. The role, in not so long ago days, conjured up pictures of women (wearing heels and pearls) bringing coffee to the boss, transcribing shorthand into letters, and often being asked to pick up an executive’s dry cleaning after hours. These days the term “off the clock” is ticking towards “obsolete.” In these task rich but time poor times, with any pride and/or savvy at all, admins are responsible for effectively planning projects including defining stakeholders, assigning ownership, forging critical

paths, estimating the work path, and managing all with a WOW not a whoa.

Here are a few of my conference observations and plans I will put in place because of my attendance:

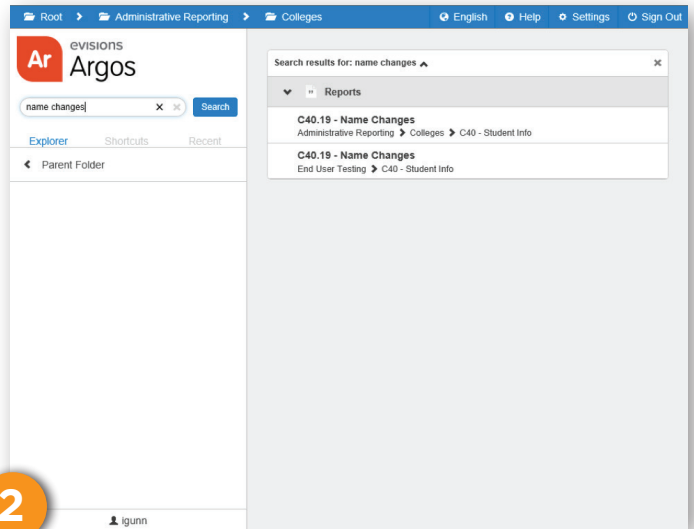
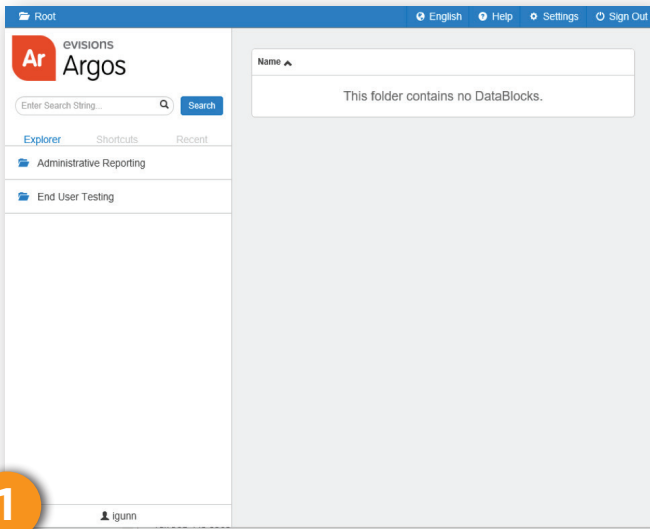
- Invisible Influence: “It’s not what I said; it’s what the other person thought I said.” 85% of our/my success comes from the ability to deal with other people. I am known as an effective communicator, but my shift is to now be a cultural carrier. My credibility is my brand and it is that credibility that will assist me in forming strategic partnerships. There is so much change swirling around us at UTHSC. A more forward thinking approach to change might be to grasp what I (and the collective “we”) still have to cling on to not what I have to let go. Knowledge is power but only if we share it.
- Stress and the Art of Accelerated Resilience — Adapt Faster and Achieve More: There’s no time to recover from our challenges slowly. Accelerated Resilience is the answer. It’s based on a new book, “The Successful Struggle” by Courtney Clark which methodically details ways in which one can manage stress, chaos, and life’s other challenges in the fastest, most productive way possible. An epiphany for me from this session was the “Stop, Drop, and Roll” technique for chaos management. To be specific, stop is to freeze in place, drop is to drop back in a lower gear, and roll is to roll forward over the “to do” list but do it differently i.e. have an internal rather than an external locus of control.
- The Power of Communication Between Boss and Assistant: Am I viewed as indispensable or am I viewed as invaluable? One is necessary but a commodity. The

other is priceless and is achieved by bringing added value to the table. I translate this discovery to focusing on the benefits I provide versus the tasks I perform. As a real world example and in keeping with the

UTHSC Office of Student Affairs and Enrollment Services’ mission of improving communication with each of the individual colleges, I have an action plan. I will reach out to admins in individual colleges and generate interest in meeting periodically as in consistently periodically. It is the admins who have the pulse of her/his department and it is the admins with whom I can form lasting and impactful relationships. I believe, too, it is the proactive admins that make unknown connections that others can’t or won’t and this impacts the bottom line.

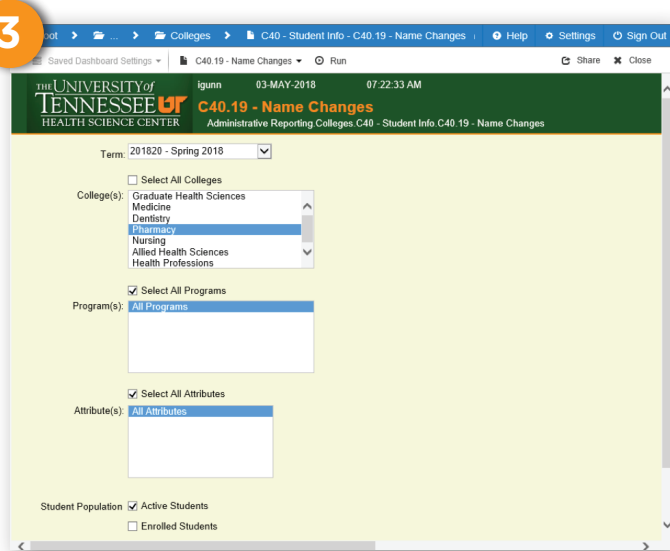
There was discussion of bad admins — those that are just collecting a paycheck. I was inspired by so many attendees that knew their worth. It is these admins that “we” referred to as the “A” team. Rock star admins have many soft skills that higher ups don’t know how to measure. I translate this to affirming my belief that it is my job to do before being asked, to be my boss’s eyes and ears, and to always have my leader’s back. I haven’t always been an admin, but I have always been about the business of assisting others to be successful. When one is surrounded by success (and I am!), it can only facilitate me to think bigger to the outcomes I want to create and to give it everything I have. In the working world of higher education, job titles are important. Because I, too, believe that job titles are important, I’m proud to state I’m an admin. I’m giving it my all and I’ll be reaching out to the UTHSC admin community soon.

NAME CHANGE REPORT



1. Log onto Argos using SSB-Self-Service Banner
2. Type "Name Change" into the search engine
3. Select C40.19

4. Select the term
5. Select your college
6. Select your program or all programs and all attributes
7. Select student population



8. Select run
9. Your report will generate:
 - a. Student ID
 - b. Current first name (name changed to)
 - c. Current middle name
 - d. College
 - e. Name type (maiden, preferred, etc.)
 - f. Previous last name
 - g. Previous first name
 - h. Previous middle name
 - i. The date the name change is processed

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

New links have been added to the FERPA information on the Registrar's webpages providing general information and FAQs specific to UTHSC faculty and staff. This information can be found at: uthsc.edu/registrar/ferpa/index.php

Additionally, a training video on FERPA essentials is available for Faculty and Staff on Blackboard at this link: blackboard.uthsc.edu/webapps/blackboard/content/listContent.jsp?course_id= 9930_1&content_id= 571828_1

You can search for the course using "FERPA," click on the course name and ask to "enroll" then "submit."

Academic Standing

Student Search

Name Search (Last First):

Student Data

ID:

Last Name:

First Name:

College:

Program:

UTHSC E-Mail:

Attribute:

Gender:

Birthdate:

Overall GPA: Overall Hours Attempted: Overall Hours Earned:

Term GPA: Term Hours Attempted: Term Hours Earned:

Current Academic Standing:

Change Request

New Academic Standing:

Documentation: No file chosen

Note: Students returning from Academic Dismissal must be reinstated or must reapply to the UTHSC (depending on College requirements). Please contact the Office of Admission for students seeking enrollment after Academic Dismissal. See [Academic Standing Policy](#) for more information.

ACADEMIC STANDING CHANGE WORKFLOW

The Academic Standing Change Workflow was developed to facilitate the processing of student academic standing (good standing, probation, dismissal) actions within the guidelines of the Academic Standing Policy. This workflow should be used to report changes in academic standing.

Access to the Academic Standing Change Workflow is defined by each college and maintained by the Registrar's Office. The authorized college representative can initiate academic standing status changes for students in that college. The workflow is started using the "Academic Standing Change" link in the Faculty Services page in Self-Service Banner.

The procedure for reporting an academic standing change is as follows:

1. Search for the student by name or enter the student ID number.
2. Select the new academic standing.
3. Upload the documentation for the academic standing change by using the Browse button to locate the document on your workstation.
4. Click the Submit button.
5. Take note of the confirmation page.
6. When the withdrawal is initiated, a workflow alert goes to the Registrar's Office.

If the new academic standing is "dismissed," the Registrar will update the registration records of the dismissed student with actions appropriate to the dismissal effective date. Classes that have not begun will be deleted. Classes that have begun will be handled as either drop/retain or class withdrawal, depending on the date. The Registrar will also update the student's last term in academic history (the term in which the poor academic performance occurred). As long as this academic standing of dismissal record stands, the system will prevent any future registration. Next, the Registrar will update the general student record to indicate dismissal, which also makes the student ineligible to register in the subsequent term. The Banner forms that the Registrar uses for the updates are SFAWDRL, SFAREGS, SHAINST, and SGASTDN. After the Banner updates are done, the Registrar marks the workflow "complete" and the email notifications are kicked off through the workflow processor.

If the new academic standing is "probation," any existing registrations are left in place. The Registrar updates the student's last term in academic history (in cases when the existing status was "dismissed"). The probation status will still allow registration in the subsequent term. Next, the Registrar will update the general student record to indicate probation in the subsequent term.

For more information, please contact:

Student Affairs and Enrollment Services | 910 Madison Ave. | Suite 520
901.448.5568 | registrar@uthsc.edu

uthsc.edu/saes