



Student Services

NEWS

Volume 8, Number 2

Fall 2004

Table of Contents

Letter from the Chair	2
CAAHE STUDENT SERVICES COMMISSION NEWS	3
Annual Student Services Commission Business Meeting.....	3
New Officer Profiles.....	4
Welcome, Warner Pacific College!.....	5
Study Skills Links.....	6
Farewell and Best Wishes to Judy Powell	7
IPD/CAAHE Student Services Conference	7
Upcoming Events	7
NATIONAL NEWS	8
CHEA Establishes Higher Education Transfer Alliance.....	8
FINANCIAL AID UPDATE	8
Reauthorization of Higher Education Act Addresses Transfer Credit	8
Financial Aid Limited for Transfer Students	9
RETENTION	10
IPD Call Center Launches Pilot Retention Program	10
New Journal on Retention Published	10
IPD NEWS	10
Annual IPD Orientation for New Client Personnel	10
Article Submissions	11

You may click on any item in the Table of Contents to jump to that article.



Letter from the Chair



Greetings!

As I reflect on my year as the Chair of the CAAHE Student Services Commission, I cannot help but smile. It has been a year I will long remember with great fondness, both for the lessons I have learned and the positive relationships that have emerged. Now that I have passed the torch on to my successor and am moving into the role of Past Chair, I would like to share a few thoughts about the experience and my thanks for a delightful year.

I learned so much during my tenure as Chair that it would be impossible to review everything, but I would like to share the three most meaningful lessons. First, I learned to accept leadership opportunities willingly, even when I was not convinced I was up to the challenge. For many years I avoided taking an active role in our organization because I did not feel I could contribute anything useful or that I had the time to devote to outside activities. The primary reason I finally accepted an officer position with the Commission is because Joan Dean of Olivet Nazarene University nominated me. I so highly regard Joan that I thought, "If Joan thinks I can do it, perhaps I can!" I am still not certain I contributed anything significant, but I know I learned a great deal from watching and working with others, and I will be a better leader in my work, my personal life, and my community as a result. Next time, I will not be so reluctant to accept the leadership opportunities that come my way.

The second lesson I learned is that we can accomplish more than we think is possible when we work as a team. Of course, we all teach the value and practice of teamwork to the students enrolled in our programs, but working with such a dedicated team of officers during the past year really brought all the theories to life for me. It was difficult for me to imagine how such a geographically scattered team could produce outstanding results, collaborate effectively, and develop close relationships, but we did. Despite the fact that I was in Kansas, Cora Hils (Vice Chair) was in Kentucky, Sandra Terry (Secretary) was in Georgia, Nancy Atkins (Past Chair) was in Virginia, and Deanna Boe and Judy Powell were in Arizona, we managed to plan and execute a successful conference for our Student Services colleagues and further the aims of the Commission. The leadership team was ably assisted by Alexa Behmer and Renee Columbus of Belhaven College, and they were located in Mississippi and Tennessee! Without the commitment, contributions, and talents of each member of the team, we would never have been able to accomplish so much. It was not easy, I am sure, for any of us to entrust our success to others, but this group was able to put aside doubts and learn to depend upon one another. The results were positive and enjoyable.

Finally, I found that the rewards of volunteerism far outweigh the effort or cost. Though it may seem difficult to find the time and energy to add yet another responsibility to your current list, I encourage you to try. I discovered that the secret is to find an organization with goals you believe in. It makes it easier to give of yourself when you know your efforts will help make the organization stronger and are appreciated by the membership. I certainly felt this throughout my tenure with the CAAHE Student Services Commission.



As I close my year as Chair of the CAAHE Student Services Commission, I want to thank all of you for making it a truly joyful experience. You gave me a year to remember and helped me grow. I am very grateful. The new leadership team—Cora Hills (Chair), Renee Columbus (Vice Chair), and Liz Nutzel (Secretary)—is a talented group, and I look forward to many wonderful things to come in 2004-2005. I wish them well. They will have a terrific time and benefit tremendously from the experience. As for me, I look forward to continuing to work with all the members of the Commission for the benefit of our students, our institutions, and our profession.

Warm regards,
Terri

***Terri Beauregard, Director of Student Services,
Baker University
Past Chair
CAAHE Student Services Commission***

CAAHE STUDENT SERVICES COMMISSION NEWS

Annual Student Services Commission

Business Meeting

**Thursday, June 10, 2004
Medaille College in Buffalo, NY**

The 2004 Annual Student Services Commission Business meeting was opened by the Chair, Terri Beauregard, Director of Student Services, Baker University, with all members introducing themselves. Ms. Beauregard informed the attendees that Deanna Boe, Director of Student Services for the Institute of Professional Development, could not join us because of a conflict with the Institutional Representative meeting. Members of the Student Services Commission were introduced: Nancy P. Atkins, Past Chair, Averett University; Cora Hills, Vice Chair, Thomas More College; absent was Sandra Terry, Secretary, Shorter College. Nancy Atkins served as Secretary to record the minutes.

Terri reviewed the commission members' responsibilities and provided a handout of the most frequently asked questions. She explained that each institution has one voting member and the Student Services Commission meets once a year, at the Annual CAAHE Conference. The annual Student Services Conference is the Commission's primary task, and it is developed through a series of teleconferences with Commission members led by IPD representatives to the Commission. The main focus of the conference is to address issues that benefit student services at member institutions.

There were two open positions on the Commission: Vice Chair and Secretary. It was explained that the Vice Chair moves to the Chair and the Chair becomes the immediate Past Chair. Terri explained that serving as an officer of the Commission requires the ability to travel to both conferences, in April and June, and to participate in the annual conference planning sessions beginning in October.



After discussion, nominations, and voting, Liz Nutzel, Centenary College CAPS Program, Parsippany, NJ, was elected to the position of Secretary. The newly elected Vice Chair was Renee Columbus, Belhaven College, Memphis, TN.

On behalf of Deanna Boe, Terri discussed the Student Services Conference hosted by Belhaven. She thanked Belhaven and gave highlights of the meeting and discussed some survey results. She pointed out one significant result in the surveys was that many of the annual conference participants wanted more topic-oriented group discussion. Participants suggested breakout topic discussions to give attendees a chance to participate in a desired topic with more time for interaction and feedback. Renee commented on what it means to host the conference and how much they enjoyed doing so.

The floor was opened for a volunteer to host the 2005 Student Services Conference. Belhaven College in Orlando, FL, volunteered to host. Amanda Roden is the Director of Student Services for Belhaven Campus in Orlando. All participants were excited in anticipation of next year's conference. Some suggested themes included the following:

- Feel the Magic—Dreams Do Come True in Education
- Don't Let Goofy Teach Your Students
- Don't be a Mickey Mouse School

Topics suggested included the following:

- How are you organized?
- Networking
- How do you communicate with IPD and School
- How to be unified in off-site campus
- How to build unity
- Integrating online education with adult program
- Student-centered services: online, traditional (18 years old), level of maturity
- Study teams online
- Topic-oriented discussion groups

Terri gave farewell remarks commenting on how much she enjoyed her session as Chair and adjourned the meeting with thanks.

Respectfully submitted by

***Nancy P. Atkins, Past Chair, 2004
Averett University
June 17, 2004***

New Officer Profiles

Renee Columbus, Belhaven College

Renee Columbus, our new CAAHE Student Services Commission Vice Chair, is Director of Student Services for Belhaven College's ASPIRE Memphis campus. Renee's primary responsibility is to serve the students on the Memphis campus by being available to listen to their needs and concerns, praying for them, and directing and encouraging them in their degree completion planning. She has been with Belhaven College in the adult program for



almost 2 years and has a Bachelor of Business Administration and a Master of Business Administration from Delta State University. Renee sees her job at Belhaven as a ministry. "I want to continue to develop my leadership skills and my relationship with the Lord so that I may assist students not only with their educational goals, but with their spiritual and career goals as well," Renee says. "I have a great relationship with our students so I guess my expertise is my people skills. Also, I feel that my background in business has helped me understand how the program as a whole is structured, and, therefore, I have been able to make contributions to the improvement of the program."

Elizabeth Nutzel, Centenary College

Elizabeth Nutzel, our new CAAHE Student Services Commission Secretary, is Coordinator for Student Services for Centenary College's Center for Adult and Professional Studies (CAPS). Nutzel's major responsibilities include student admissions and student advising; selecting cohort start dates in conjunction with enrollment; and conducting seminars for registration/orientation and degree completion. "I started with the CAPS program 4-plus years ago and have the distinction of being the College employee with the most tenure in the program," Liz says. Thus far, her greatest accomplishment has been contributing to the growth of CAPS from 75 to more than 700 enrolled students. She also identified a need for, and began the implementation of, an advanced associate's program for students coming into CAPS with some college-level credits.

Liz's work experience includes a 5-year stint as a banquet account executive with the Waldorf-Astoria, followed by work with various telecom industries, including WorldPartners Company, which is an AT&T international joint venture and included travel to Asia and Europe. She earned her Bachelor of Science degree from Fairleigh Dickinson University in New Jersey. Liz will receive her Master of Science in Management degree from CAPS in May 2005.

Welcome, Warner Pacific College!

As CAAHE welcomes its newest member institution, Warner Pacific College, we are pleased to introduce Rita Hughes, Director of Student Services, and Megan Enos, Academic Advisor, our student services colleagues at Warner Pacific for the Extended Study and Degree Completion Programs.

Warner Pacific is located in Portland, OR, and was founded in 1937. It is an urban Christian liberal arts college affiliated with the Church of God. Warner has already started its first three cohorts: the Bachelor of Science in Human Development, the Bachelor of Science in Business Administration, and the Associate of Arts in Organizational Dynamics.



Rita Hughes, Director of Student Services

Rita Hughes began working at Warner Pacific College in 1989. In addition to serving as Prior Learning Assessment Coordinator, she has served as an academic advisor to returning adult students and has taught courses in business communications, career assessment and planning, lifespan development,



Spanish, and the Senior Humanities Seminar, affectionately known as HUM 410.

Before joining the Warner community, Rita lived in Anchorage, AK, for 12 years with her family where they reared their children, taught Sunday School, raised a few litters of husky pups, and where she worked at the University of Alaska. She earned a Master of Arts in Teaching in Adult and Community Education at Alaska Pacific University and then later earned a Master of Arts in Human Development at the Fielding Institute. Her Bachelor of Arts degree in Spanish and Education was much earlier, as a traditional student, at Aurora College.

As Director of Student Services for the Adult Degree Program (ADP) at Warner Pacific, Rita now serves as the program Registrar, evaluating transcripts, admitting students, and tracking their academic progress through to their graduation. She also coordinates academic advisement and prior learning assessment for the program. A goal for the future is to grow the ADP into a mature, vital program for the College, to keep up with her family's birthdays, and to become as organized as Terri Beauregard at Baker.

Megan Enos, Academic Counselor

Megan Enos is Warner Pacific's new Academic Counselor, serving adult students in the program as "advisor, encourager, and guidance counselor toward success in the program and in their academic pursuits." Megan also is the instructor for the senior thesis course and the religion course. She's been with Warner Pacific College for more than 7 years and began teaching in the adult program in 2001. She began serving in the Academic Counselor position in July.



Megan worked in academic affairs at WPC for the previous 7 years, working closely with faculty and students on curriculum, assessment, and retention. She also teaches courses in the history of Christianity and the freshman experience in the traditional program. Megan has a Master of Arts in Theological Studies, with an emphasis in Christian History and Thought, from George Fox University.

As a goal for the future, Megan says, "I am looking forward to many years with the Adult Degree Program and continued learning in the area of adult education, seeing these inspirational students achieve their academic, and life, goals. Also, a PhD may be in my future."

Study Skills Links

Check out some of the resources on the following sites:

<http://www.keyskillssupport.net/resources/>

<http://www.keyskills4u.com/>

<http://www.surrey.ac.uk/Skills/pack/contents.html>





Farewell and Best Wishes to Judy Powell

It is with sadness we say goodbye to Judy Powell, who resigned as Corporate Administrator for IPD's department of Academic and Institutional Services due to health concerns. One of Judy's responsibilities was to coordinate our annual CAAHE/IPD Student Services Conference. She won the hearts of the Student Services Commission members with her hard work, thoughtfulness, spirit of fun, and many creative contributions to the success of our conferences. She will be greatly missed by all of us. We wish Judy the best and hope she returns to good health as soon as possible.

IPD/CAAHE Student Services Conference

If you'd like to see some of the photographs taken at the Student Services Conference in Memphis this year, check out the following link:

http://www.caahe.org/events/2004_04_1.asp

Special thanks to Judy Powell for taking excellent photos and to Craig Heimburger, IPD's Web Site and Database Administrator, for posting them on the CAAHE Web site.

Upcoming Events

June 1-3, 2005
CAAHE Annual Conference
Nashville, TN
Host: Aquinas College

April (TBD), 2005
IPD/CAAHE Annual Student Services Conference
Orlando, FL
Host: Belhaven College

Take a car..........take a plane..........take a boat.......... take a
train.......... Or take a bus.......... *And join us...!*

NATIONAL NEWS

CHEA Establishes Higher Education Transfer Alliance



In its continuing quest to enhance student mobility through the transfer of credits, the Council for Higher Education Accreditation (CHEA) recently announced creation of the Higher Education Transfer Alliance (HETA). HETA's purpose is to promote the transfer of credit among all accredited higher education institutions—regional, national, and specialized.

HETA will maintain a voluntary Web-based network of member accredited institutions that meet CHEA's four transfer practice criteria. The database will be accessible through the CHEA Web site (<http://www.chea.org>). To complete an application for your institution and become part of HETA, click on <http://www.chea.org/HETA/>.

CHEA is the "accreditor of accreditors"—a private association that accredits all the major accrediting bodies and represents them to the U.S. Department of Education and Congress. In brief, CHEA's four criteria on transfer practices are

- 1) Transfer credit decisions should not be based solely on the source of accreditation;
- 2) Transfer credit decisions should be consistent and take into consideration new providers of higher education;
- 3) Institutions need to fully and accurately inform the public about their transfer policies and practices; and
- 4) Institutions need to be flexible and open in considering alternative approaches to managing transfer when these approaches will benefit students.*

*To learn more about CHEA's four transfer criteria, read "A Statement to the Community: Transfer and the Public Interest" (http://www.chea.org/pdf/transfer_state_02.pdf).

FINANCIAL AID UPDATE

Reauthorization of Higher Education Act Addresses Transfer Credit

The transfer credit provisions of H.R. 4283

If it passes as currently written, the Reauthorization of the Higher Education Act's provisions on transfer of academic credit would require higher education institutions to treat all accrediting agencies the same.

The bill would require course comparability and student performance to be the basis of credit acceptance policies. Institutions would be required to disclose a statement on their transfer policy and could no longer deny transfer credit solely based on the accreditation of the sending institution, so long as the agency or association in question is recognized by the



U.S. Secretary of Education. (Click on <http://www.ed.gov/index.jhtml> to see the complete list of institutions recognized by ED.)

Institutions would also be required to publish the acceptance rates of credits “accepted in transfer and fully counted toward the degree or certificate completion requirements of undergraduate students.” In other words, credits that are accepted toward admission, but not applied toward the degree, would not be included in the acceptance rate.

The bill also reauthorizes the never-conducted study of transfer credit that Congress originally required the Department to produce in 1998.

For more information on the bill and its current status, click on <http://thomas.loc.gov/home/thomas.html>.

Financial Aid Limited for Transfer Students

A student who takes out a loan for an academic year, but then changes programs at your school or transfers to another school, may not receive more than the original annual loan limit until 30 weeks have elapsed from the beginning of the original loan period. If the academic year at the first school overlaps with the academic year at the new school, and the new school operates on a non-term calendar, the student is restricted to the original annual loan limit until the completion of the first academic year at the new school.



For instance, if the student enrolls in a 900 clock-hour program that runs from January 5 to June 15, but then transfers into a 2-year quarter-term program on April 7, the Stafford amount for the first academic year (the first three quarters) in the new program cannot exceed \$2,625, minus the amount received at the first school.

If the student is transferring to a term school, the rules are slightly different. For instance, if the student had attended the spring semester as the first part of a Bachelor of Business Administration program at one school, and then transferred to a term school, beginning in the summer, the student could only receive the remainder of the annual loan amount in the summer term. If at least 30 weeks have elapsed since the start of the BBA at the first school when the fall term begins at the second school, the student would be eligible for a new annual loan maximum for the fall and spring terms.

***Dawn Davison, ACS
Regulatory Specialist***

RETENTION

IPD Call Center Launches Pilot Retention Program

We are excited about the potential of the new pilot retention program. We started calling enrolled students with May orientation dates back in June providing a series of proactive, post-first class telephone contacts designed to determine satisfaction levels and address any student concerns via referral to IPD enrollment personnel or students services professionals. The pilot schools participating in the program are Belhaven College and Cardinal Stritch University. We are currently serving 450 students representing 30 cohorts in various stages of their first, second, or third course and experiencing an overall retention rate of 92%.

Because this is a controlled group of cohorts, we calculate the retention rate differently, subtracting the number of “drops” from the number of starts and using the number remaining in class as the number retained. In addition to enhancing the student experience and increasing profitability, the students are delighted and appreciate the ongoing concern for the quality of their educational experience.

Kieth Schumacher,
IPD Call Center Manager

New Journal on Retention Published

The Journal of College Student Retention: Research, Theory and Practice, edited by Alan Seidman, is a new scholarly journal that provides educators, government officials, and the public with student retention studies, intervention programs, and issues in higher education. For more information, click on http://www.ccsr.org/retention_journal.htm.



IPD NEWS

Annual IPD Orientation for New Client Personnel



The fifth annual IPD new client personnel orientation was held in Phoenix on September 29–30, 2004. IPD pays airfare, lodging, training, and meals for new academic and student services personnel at its partner institutions. Our largest group ever—45 individuals—participated in sessions at Apollo Group headquarters and stayed at the Doubletree Guest Suites as guests of IPD. We were especially pleased this year to have our talented colleague, Terri Beauregard, Director of Student

Services for Baker University, as one of our presenters.



Training topics included Study Groups & Learning Teams 101: Welcome to Survivor Island; Destination: Successful Students—Admission, Advisement, and Assessment; Side Trips: The First Course, Class Reps, Student Retention, ADA, Staffing; Tracking the Trek: Do You Know Where Your Students Are? — Student Tracking, Reporting, Financial Aid, and Graduation; and Let’s Share Best Practices. Bouquets to Terri for a fantastic training session!

Student services and academic records personnel from IPD partner institutions attending:

- | | |
|--|--|
| Elsie Encarnacion, Albertus Magnus College | Art Sosa, Cardinal Stritch University |
| Gail Buccino, Albertus Magnus College | Cindy Lauwasser, Cardinal Stritch University |
| Debbie Coons, Averett University | Heidi Ferrar, Centenary College |
| Denise Haushahn, Baker University | Deirdre Letson, Centenary College |
| Ann Speeling, Belhaven College | Megan Enos, Warner Pacific College |
| Kate Howard, Belhaven College | Rita Hughes, Warner Pacific College |
| Kristin Wilkie, Belhaven College | Stephanie Mohler, William Penn University |
| Rene Morales, Benedictine University | |

Welcome to all new student services and academic records staff!!



We Need Your Input!

Thank you to everyone who contributed articles and information for this issue. We encourage anyone who wishes to submit articles for the March 2005 issue to do so by February 15, 2005. Please e-mail your contributions to Deanna Boe at deanna.boe@apollogrp.edu.

The Student Services Newsletter is produced and distributed by the Institute for Professional Development (IPD), a higher education development and management corporation that assists private colleges and universities in developing unique adult-oriented degree programs. IPD is a member of the Consortium for the Advancement of Adult Higher Education (CAAHESM).

Editorial Staff

- | | |
|-------------------------------|------------------------|
| Deanna Boe..... | Managing Editor |
| Terri Beauregard..... | Contributor |
| Nancy Atkins..... | Contributor |
| Renee Columbus | Contributor |
| Dawn Davison..... | Contributor |
| Rita Hughes..... | Contributor |
| Megan Enos..... | Contributor |
| Kieth Schumacher | Contributor |