

MEETING OF THE COUNCIL ON STUDENT AFFAIRS
Regents' Conference Room
655 Research Parkway, Suite 200

Dr. Ina Agnew, Chair, Presiding
Via Zoom Video
September 10, 2020
10:00 a.m.

MINUTES

1. Welcome and Introductions – Ina Agnew

The meeting was called to order at 10:00 a.m. Ina Agnew welcomed the following new COSA members:

- Amber Glass, Dean of Student Affairs, Oklahoma Panhandle State University
- Dr. Brandon Hill, Vice President for Student Development, East Central University
- Christopher Lynch, Vice President for Enrollment and Student Success, University of Central Oklahoma

2. Approval of June 11, 2020 Minutes – Ina Agnew

Upon motion duly made and seconded, the minutes were approved as written.

INFORMATION OF INTEREST TO THE COUNCIL

3. ACT On-Campus Testing Discussion –

- Don Pitchford, PhD, National Director: Higher Education Partnerships and Market Engagement, ACT
- Bruce Smith, Director: State Partnerships, ACT
- Tony Cortez, Senior Account Executive, Client Relations, ACT

Dr. Pitchford introduced Bruce Smith and Tony Cortez to the council and explained national and district testing programs. Bruce shared the September 2020 enhancements were to include online testing for national test dates, rapid reporting for students, section retesting, super scoring, online reporting, unlimited free score reports for fee-waiver students and four fee waivers for qualifying students. A contingency plan was not created for the pandemic. The immediate impact was the middle and late testers (February and March) were mostly canceled. The April and May dates were canceled. Bruce compared ACT capacities for June and July dates to a football stadium with 65,000 seats and 350,000 requested seats. He said they were flooded with calls and emails and online testing for national test dates, rapid reporting for students and section retesting were put on hold during COVID. Remote proctoring and rising seniors for seats are being prioritized with new social distance guidelines and new test dates have been added.

Bruce informed the council that ACT has not closed test centers. He said one test date was changed due to it coinciding with an SAT testing date. Compensation for test center staff has not changed and extra test forms are available.

Bruce said when COVID is behind us, 2021 enhancements will be put in place, which are online national testing, section retesting, super score from section retesting, 48-hour results and remote proctoring. The state of Oklahoma has approximately 166 national test sites, which operate under local guidance. Oklahoma State Department of Education is planning to administer the ACT in the Spring of 2021 for juniors. Oklahoma State Regents for Higher Education is planning to continue to fund the PreACT for all public school 10th graders.

Tony Cortez provided information on the in-district testing program. OSDE funds a junior assessment for all public institutions in the spring, which was cancelled due to COVID. This left a huge number of students looking for tests and access issues due to capacity were encountered. Tony mentioned the standard testing rate was lowered to \$39 and national rate \$53 for fall district testing for public and private institutions. This increased the volume from 36 to 176 districts wanting to test. Tony said they have been able to get a majority of people through the process.

Bruce mentioned it is important to understand it is very easy for a college to be test optional this cycle. The ACT remains an extremely important part of the holistic review of admission and scholarships. He admitted challenges were experienced during COVID.

Don said the ACT residual (ACT On-Campus) is an extremely popular tool right now due to those students being unable to test in the spring. Institutions are allowed to deliver and immediately score the test locally on their campus in a secure and proctored environment. The score results can only be used at the institution that administers and scores that exam. The score is not transferrable.

Questions and Answers

- Ina Agnew (OSUIT) said there was a disconnect between what was shared today and what was being provided at the customer service representative level. She brought up the lack of communication and unacceptable service. They were told the tests would not be credited. She mentioned there was no way to leave a message at times. OSUIT staff eventually received the tests the day before at the close of business. Ina suggested an ACT representative give a call back to let them know the shipment was going to be on time.

Bruce addressed the issue of a credit not being issued, as that was correct at the time. The policy is being changed and credits will be applied. He said their customer support was caught by surprise by the volume of calls received. Bruce said they should have done better. Ina advised ACT should have sent an email blast explaining they were experiencing problems.

- David Pezant (UCO) asked if there is a possibility the On-Campus ACT will be done on a computer in the future. He would like a student to be able to take a test onsite without a scheduled session (paper and pencil testing) and get an immediate score and also take the test more than once a year allowing each tester to have different questions.

Don said this is something they are working on with their development team. He would like to convert the test to a digital format and also have the ability to isolate a subtest

when a student does not need to take the entire battery. ACT policy is testing once every sixty days.

- Jerrett Phillips (CU) – ADA accommodations were not expressively defined on their roster on two occasions. They had no idea they needed to make accommodations for these students.

Bruce said he could not address this but will investigate it and get back with Jerrett. Don said it would be helpful to have the students' names. The accommodation process should have continued business as usual.

- Kyle Jarman (CU) – There is no longer a contact phone number on the ACT website, only an email. Kyle asked if there will continue to be phone support during national tests. Kyle also asked if there has been a change to whether or not photos are required for registration.

Bruce said he was not aware the phone number had been taken off the website. He said there will be phone support. Tony and Don shared their contact information with the council. Tony said he was not aware of any changes to the photo upload.

COUNCIL BUSINESS

4. COSA Discussion Groups – Ina Agnew

Ina mentioned having discussion groups led by Leadership Academy graduates. The consensus from council members was to move forward with these discussion groups. Functional areas were discussed and will be:

- TRIO and Assessment Services
- Career Services
- Student Life, Intramural, Student Government Associations, Student Activities Board
- Enrollment, Registrar
- Residential Life
- University Store
- Counseling
- Diversity, Equity and Inclusion
- Food Service
- Veteran Services
- Financial Aid and Scholarships
- Conduct

Zeak (CU) suggested a Google form to collect the information. He also asked about including OCSA leadership. Dr. Blanke also suggested including professional organizations. She said the Google form will be created and then sent to the COSA membership to forward to their staff and Leadership Academy graduates wanting to participate.

5. State Regents' Update – Debbie Blanke

- Several working groups will begin over the next few months:
 - Microcredentials (OSRHE will try to create a platform to reduce costs)
 - Military training beyond PE courses
- State Regents Meeting September 3, 2020
 - Policy guidance extended to 2020-2021 academic year (posted on OSRHE website)
 - Spring Break guidance (third week of March including a Wednesday if institutions schedule a spring break)
- ACT Optional Pilot Discussion - September 17, 2020, 9:00 am
- All OSRHE meetings at this time will continue to be online.
- Reach Higher CoachConnect sessions
- Reach Higher ReConnect recruiting events
- Degree Completion Plans were submitted and recognized at the SR meeting and are posted on OSRHE website.
- Felony Box on Admission/Interim Study

6. Announcements – Ina Agnew

Lindsay Echols advised the council of the following Oklahoma Campus Compact announcements:

- Oklahoma Campus Compact's voter registration drive is working with All In Campus Democracy Challenge. NSU, RSU, OU, OkCU, SWOSU, OSU and UCO are currently participating. Institutions may still join the challenge.
- Invoices for membership dues have been sent.
- October 2, 2020 - High Impact, Low Risk Pandemic Proofing Your Service Learning Zoom Presentation by Dean Cindy Shanks, Tulsa Community College
- November 13, 2020 - Engaged: Oklahoma Higher Education Network, Inaugural Annual Symposium virtual event. The keynote speaker will be Dr. Chan Hellman, author of Hope Rising: How the Science of HOPE Can Change Your Life

7. Adjournment

There being no further business to come before the council, the meeting was adjourned at 11:32 a.m.

Upcoming Events of Interest to the Council

- Reach Higher Month: October 2020
 - Governor's Proclamation
 - Reach Higher CoachConnect Sessions by Zoom:
 - Beginner Sessions – October 1 & 13
 - Advanced Sessions – October 23 & 30
 - Reach Higher Summit 2020: Supporting Underserved Student by Strengthening Equity in Oklahoma (October 2, 6, 7, 12, 20, 21, 28, & 29)
 - Reach Higher ReConnect – recruiting events (in-person or virtual)

- Wednesday, September 30 - SMART Grant Convening (Women's Foundation of Oklahoma) via Zoom 10:00 am for 2019 grant recipients