Advising and Encouraging Readmitted Niners to Stake their Claim: Working with Readmitted Students

Debbie Smith & Leana Zona
Welcome!

- Readmitted Students 101
  - Readmitted Populations
- Readmission Process
  - WelcomeBackNiner
- Policies & Catalogs, Oh My!
  - Two Year Rule, Old General Education Requirements
- The Secret to Advising Readmitted Students
  - Part-way Home, 49er Finish Program (seniors)
- Case Studies
  - To help capture the complex student scenarios that can arise
- Where to go from here..
READMITTED
STUDENTS 101
**Readmitted Student Numbers**

- **49er Finish Program**
  - 71 currently enrolled; 23 have applied to graduate
  - Over 850 have graduated!

- **Readmitted**
  - Approximately 500 students decisioned each Fall/Spring term
    - Between 380-420 enrolled

- **Approximate number of Part-way home students for the state of North Carolina**
  - 1.1 MILLION...YES, 1 MILLION!
WHO QUALIFIES FOR 49ER FINISH?

● Previous degree seeking students with 90 Credit Hours or more
● 2.0 GPA and good academic standing
● No financial or judicial holds
● Students that have not been enrolled for 12 consecutive months
● Any major

“Please keep reaching out to other 49ers and bring them home too. The 49er finish program changed my life.”

Victoria Namishia, Graduate
**WHO QUALIFIES FOR READMISSION?**

- Students that earned their first degree **at UNC Charlotte** and would like to return to earn a second degree, a major or a minor.
- Previous degree seeking students that transferred out of UNC Charlotte, and earned a Bachelor’s degree at another institution.
- Students that have been previously placed on Academic Suspension.
- Students that have been placed on Disciplinary Suspension.
- Students that have not been enrolled for 12 consecutive months after the semester last attended at UNC Charlotte. (Example: If a student attended the spring 2016 semester and did not enroll by the spring 2017 semester; they would need to apply for readmission)
WHO QUALIFIES FOR PART-WAY HOME?

- Any degree-seeking student attending another university in North Carolina readmitting to finish at UNC Charlotte (or elsewhere).
- Having at least one instance of stopping-out.
- Research conducted about these students classifies them as having 60 credit hours or more (junior standing) and a GPA of 2.0.
- Ages 25 - 64
Readmission Process
Readmitted Process

- Complete an online Readmission Application Form in WelcomeBackNiner. Register for a readmission account and proceed to apply.
- Submit a non-refundable application fee along with your readmit application.
  - Application Fee: $60.00
    - Fee waived for 49er Finish Readmitted Students
- Submit an official transcript from each institution you have attended since leaving UNC Charlotte
  - Electronically or mailed
  - Ensure they are sent to the registrar and not departments
Readmission Application: welcomebackniner.uncc.edu
Readmission Application: welcomebackniner.uncc.edu
Readmission Application: [welcomebackniner.uncc.edu](welcomebackniner.uncc.edu)
DEADLINES FOR READMIT

Spring - November 27th - Application Available September 1, 2017
Please note the following majors have early application deadlines:

- Business - November 14th
- RN-B.S.N. - September 15th
- Art - February 1st [Portfolio Required: Please contact Art Department at 704-687-0200 for portfolio requirements.]

Summer 1 - April 15th
Please note the following majors have early application deadlines:

- Art - February 1st [Portfolio Required: Please contact Art Department at 704-687-0200 for portfolio requirements.]

Summer 2 - June 2nd
Please note the following majors have early application deadlines:

- Art - February 1st [Portfolio Required: Please contact Art Department at 704-687-0200 for portfolio requirements.]
- Business - May 9
PART-WAY HOME ADMISSION

- Regular Transfer Student Admissions
- Same deadline
- Meet transfer student admissions requirements
**APPLICATION COMPLETE. NOW WHAT?**

Step 1: Application Submitted
- Applications are processed by Office of the Registrar.

Step 2: Application Reviewed
- Once all required documents are received, major departments get application for review.
- The academic departments make the individual readmission decisions.
- We always refer students to the academic departments for questions, we do not tell them the individual department’s criteria for readmission.

Step 3: Application Decision
- Processed by the Registrar. Student is notified of readmission via letter and e-mail. Address and contact information is updated.
- OASES Outreach
Policies & Catalogs, Oh My!
Policies

- Two Year/Forgiveness Rule
- Associate Rule
- Resident Requirement (for graduation)
- General Education and Older Catalog Requirements
- Academic Petition (directions on how to process - in Banner Self-Service)

What’s missing?
Academic Petitions: access on Banner Self Service
Other Considerations

- 140 Credit Hours
  - Tuition Surcharge
- General Education Changes/Requirements
- Reminder on Withdrawal Hours
  - Reset with Forgiveness
- Reminder on Grade Replacement
- Change/Elimination of Degree Programs
- Transfer Credit Limitations
- Financial Aid
  - Readmission does not grant aid eligibility
The Secret To Advising Readmitted Students
What is Your Experience?

What is your reaction if a readmitted student contacts you for advising?

What’s your department's philosophy on advising readmitted students?

What are unwritten rules of working with this population?

What’s missing? What do advisors need to know?

The numbers are increasing. The need is here. You can be prepared!
WHAT DO STUDENTS VALUE?

1. Answers!
2. Time!
   a. How many classes do I have remaining? How long will this take? Can I transfer any credits? Are there other faster options to completing a degree?
3. Connection

Students indicated their advisor, faculty member, or staff person’s response to their questions played a key role in their decision to return.
You Make a Difference

- **75.3%** of UNC PWH students believe that their advisors were either good or great when it came to displaying kindness and empathy.
- **23.1%** of non-UNC PWH students reported that they did not speak with anyone at the university (faculty or staff) because they felt embarrassed/ashamed about their mental health issues.

- **45.3%** of UNC PWH students would have liked the opportunity to meet with someone prior to leaving the university.
- **35.7%** of students who met with a staff member discussed the reenrollment process, 60.3% of those who didn’t would have liked to discuss this process.

In-person meetings with university staff members, such as advisors, can be paramount in learning important facts about stop-out students. **Address concerns such as: why they are leaving, steps to take when thinking about re-enrolling, plans during disenrollment, and contact information updates.** Connecting with them early means an opportunity seized to either keep them enrolled or inform them on the steps to take to return and persist.

A WORD FROM OUR STUDENTS

Regina Dudley-Mack
B.S. B.A. in Management
Active 49er Finish Student

"I am grateful for the second chance the 49er Finish program has given me. It was because of my family that I had to stop pursuing my degree, now it is because of my family I must finish pursuing my degree."

James Williams
Criminal Justice
49er Finish Graduate

“I hope I’m a role model for my kids. I hope that’s one thing they get out of this. Prior to going back, I never discussed my college experience with them. When I marched in graduation last December, it was a different feeling this time because I had a better understanding of where I stood. But I didn’t feel that closure until I got that diploma through the mail.”
You Make a Difference

“When it comes to the overall quality of their advisors, more than two-thirds (69.1%) of UNC PWH students would rate their advisors as either good or great. This proportion is slightly higher among UNC PWH students than among non-UNCPWH students” (p.26).

You are important!!!


Victoria Namishia
B.A. in English
49er Finish Graduate

“I would not, I know for sure, have graduated college had you not reached back out to me, you guys picked me up and you brought me home and you accepted me.”
Helping Students Stake Their Claim
Advising Readmitted Students

- Curriculum and General Education Changes
- Low GPA
- Appealing 2 Year Rule
  - Loose credits, longer time to grad. Do they have this option?
- Don’t have to attend SOAR
- Adult student concerns
- Out of state/transfer
- Senior residency requirement (last 30 hours)
- Academic petitions
- Graduation audit concerns
  - CAPP/DegreeWorks vs. manual graduation audits
Resources & Referrals

- OASES
  - Adult Student Orientation
  - 49er Finish Concierge Advising
- General Education equivalency checklists

- Readmit Questions: Elise Mickey
- General Education: Henrietta Thomas or Dr. Smail
- 49er Finish: Debbie Smith
- Graduation Denials: Beth Dawson, Registrar's Office
CASE STUDIES
Case Study #1

This student last attended in 2011, has 110 hours and is an Accounting major in his last semester. His GPA was 2.6. Student is working a full-time job, but has some flexibility in his work schedule. Student explained he had to stop out because he had exceeded financial aid in his last semester.

1. What would you review his transcripts for first?
2. What are his general education options? How do you find those options?
3. What challenges do you see for him and for us in evaluating his transcripts?
4. What kind of referrals would you make? What information would you share?
Case Study #2

This student has two small children and no longer lives in the immediate area. She is a Biology major with 115 hours. She needs on-line classes but none are offered at UNC Charlotte. She has completed general education under the 2003 curriculum, taken all 115 hours at UNC Charlotte, and needs two major electives at the 3000/4000 level (not capstone courses).

1. How do you get the older general education curriculum approved?

2. What are some options the department could consider for the student to complete the major?

3. What challenges do you see for her and for the department?

5. What kind of referrals or policy information would you share with this student? What policy in particular should be considered as an exception?
Case Study #3

- Student has 74 hours, was suspended two years ago, has 4 classes with an F, and 4 with a D. Wants to major in Social Work but did not declare before being suspended. Completed an Associate’s Degree during the stop-out period.

1. What would you review first on the transcript?
2. Focus on during advising? Challenges?
3. What academic policies will be applied?
4. Referrals
Case Study #4

- Student has 142 hours/162 attempted hours. GPA of 2.0. Wants to complete a major in Computer Science. Has some credits in ITCS but has been out for over 10 years.

1. What major academic changes would affect this student?
2. What policies would help or hinder?
3. What would you do first as an advisor?
Moving Forward
UNC CHARLOTTE READMIT FACTS

- 90% of respondents cite a combination of academic, financial, social and personal life issues contributing to their decision to stop out
  - 49% unhappy with their academic performance
  - 74% reported financial concerns leading to stopping out
  - 54% do not have strong social support network of friends and acquaintances
  - 49% deal with mental and/or physical health issues

The UNC Charlotte survey reinforced that class availability was not a primary reason for delayed course registration, a combination of the above concerns are a driving factor in stopping out.

Helping Students Stake Their Claim

78.1% of UNC PWH students reported being either somewhat interested or very interested in re-enrolling to complete a bachelor’s degree.

- 45.3% indicated that they are “very interested” in re-enrolling to complete a degree

Why do students want to return? The most frequently selected reason from these respondents was personal accomplishment.

TAKEAWAYS/ SUGGESTED ACTIONS

1. Develop a protocol for advising readmit students within the departments (a routine contact person for advising, especially 49er Finish Students).

2. Establish routine exceptions the department will approve.

3. Determine a list of older curriculum that can be substituted for new courses.

4. Help other advisors guide your students - List any new "rules" that may hinder graduation (repeated attempts and time limitations on courses). Design a webpage for readmitted students.

5. Denials for graduation (does anyone monitor the denied list each semester?)

6. Develop an outreach plan for when students are unresponsive (advising on the readmission process and try to alleviate miscommunication about return)
REFERENCES

QUESTIONS?
Thank you!

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ADVISING READMITTED STUDENTS

IMPORTANT CONTACTS

- **Readmit Questions:** Elise Mickey, Office of the Registrar
  - 704-687-5485
- **General Education:** Henrietta Thomas or Dr. Smail, UCOL
  - 704-687-7719
- **49er Finish:** Debbie Smith, OASES
  - 704-687-5107
- **Graduation Denials:** Beth Dawson, Office of the Registrar
  - 704-687-5456

CONSIDERATIONS WHEN ADVISING

- Two year rule
  - Low GPA? Loss of Credits? Or appeal?
- Associate rule
- Residency requirement
- Grade replacement
- 140 Credit hours
  - Surcharge
- General education changes/requirements
- CAPP/DegreeWorks

May not read correctly. 
*Have caution! May need to be manual in advising.*

October 2017: Leana Zona & Debbie Smith, OASES