

## **Appendix J: The CLAS Academic Programs & Services Office**

The CLAS Academic Programs & Services Office (CLASPS) is an integral part of the College of Liberal Arts and Sciences Office of the Dean. The office is led by Frederick J. Antczak, Associate Dean for Academic Programs, with oversight for student academic services by Luke Flaherty, Director; Peter Hubbard, Senior Assistant Director; and Pat Mason-Browne and Curt Graff, Assistant Directors. Jan Thein and Lisa Pfeiler provide staff support.

The primary function of CLASPS is to monitor graduation progress when necessary and to expedite graduation when possible for the College's 16,000–17,000 annually enrolled undergraduate degree candidates. Programs and advising support are provided in two ways. During office hours, students may schedule appointments with staff or elect to meet with staff during walk-in hours, held twice daily. E-mail service is growing as a means of communication between staff and students, but provides only limited answers to complex questions and requests, which often can only be resolved by face-to-face student and staff discussions.

CLASPS is continuing to expand the amount of official communication with students that it conducts through electronic mailings, to realize cost savings and minimize the number of non-deliverable letters. Staff in Academic Programs and Services serve on campus-wide committees on expanding and improving the display of information maintained by the Registrar's Office available to University staff and faculty, and on improving the student record-keeping system to make it more flexible and responsive to the many varieties of academic curricula students are able to develop.

The staff assists students wishing to declare or change majors, file second-grade-only options, or request permission to register late, add or drop a course late, or withdraw an entire registration after the established deadlines. Staff members answer questions about the General Education Program, graduation requirements, and College policies affecting students; work with students on academic probation and those who have been reinstated; conduct semi-annual reviews of students on academic probation and take dismissal actions when students do not meet academic standards; and respond to requests for reinstatement to the College.

Students in the College of Liberal Arts and Sciences may request exceptions to the rules and requirements of the College by petitioning the Student Appeals Committee through CLASPS. CLASPS staff members adjust student records based on exceptions to College requirements and standards. The staff prepares data requests and conducts data management of records in conjunction with the Office of the Registrar and the associate provost for undergraduate education. CLASPS staff considers evidence and recommends appropriate disciplinary action for student plagiarism, cheating, forgery, and other academic misconduct.

Academic Programs and Services provide timely and accurate responses to students, faculty, staff; they serve as the primary, direct source of all college information. The staff serves in liaison to many offices on campus, on search committees, as a resource to enable seamless policy and administrative practices among the undergraduate colleges at UI. The staff enables good relations with parents of students, upholds fair and best practices of the collegiate academic policies, provides electronic data management for students and faculty, and provides support to the College's appointed committees (Admissions, Teaching Awards, Scholarship, and Student Appeals). The staff represents the College at student services affairs, and nationally in NACADA and in the CIC consortium of student academic services offices in the arts and sciences.

### **Changes in CLASPS Since the Last College Review (1995-96)**

- The "For Students" page of the College's website was revised and expanded in 2003. Academic Programs and Services staff also work with the University Registrar and Information Technology Services to make information available on the web about the College's policies and procedures.
- The format for the annual faculty advising workshops was changed to a more focused set of themes and practical informational workshops.
- CLASPS ceased providing academic advising for the major in Interdepartmental Studies (transferred to the CLAS Division of Interdisciplinary Programs in August 2001).
- CLASPS began providing oversight of Phi Beta Kappa, Alpha of Iowa Chapter (1998) and began sharing the co-ordination of the International Business Certificate (1999, with the Tippie College of Business).
- CLASPS assumed administrative oversight of the Collegiate Teaching Awards.
- CLASPS staff support the CLAS Scholarship Selection Committee (established in 1996). Activities included reestablishing dormant scholarship monies, setting up an accounting system, and reorganizing the awards made each year.
- A commencement Honors reception was instituted for December and May graduates.
- CLASPS has worked since 2001 in enrollment management to meet the demands of growing classes of first-year students. In cooperation with the Office of the Provost, the Registrar's Office, and the Academic Advising Center, staff identify high-demand courses and attempt to secure adequate resources to respond to student demand.
- CLASPS has provided compliance protocols for undergraduate students with disabilities and revised referral agreements with Student Health Service, University Counseling Service, Midwestern Iowa Community Mental Health Service, and The Rape Victim Advocacy Support Resource.

### **Student Academic Services at Iowa and Other Big Ten Universities**

Unlike almost all other public Big Ten universities, The University of Iowa centralizes most student services and procedures (e.g., admissions, advising, registration, degree clearance). CLASPS begins serving students directly only when they are enrolled in the College. CLASPS staff provide liaison to the University's Admissions Office,

Registrar's Office, the Registration Center, and the Academic Advising Center. The staff also provide services to the 38 departments in the CLAS.

CLASPS provide the following services that student services offices in peer colleges at Big Ten institutions also provide:

- reviewing records of students on academic probation, dismissing students for low scholarship;
- reinstating students to the College after a period of dismissal has elapsed;
- offering support seminars to students reinstated to the College;
- resolving grading disputes;
- upholding academic misconduct reviews and sanctions;
- providing current and retroactive appeal options;
- reviewing and recommending approval of ADA supported course substitutes;
- serving as the primary informational resource on the College's academic programs (majors, minors, certificates, degrees);
- guiding faculty through advising and administrative procedures;
- serving as liaisons to University undergraduate college student service offices;
- serving on academic support committees of The University and staffing CLAS committees;
- providing and managing data for enrollment management and degree evaluation.

CLASPS functions with a staff of seven: an associate dean, a director, three assistant directors and two support staff. At Wisconsin, Indiana, Illinois, Ohio State, Purdue, Michigan State, and Penn State, the student academic services offices have staffs of assistant deans numbering 6–12. The support staff in offices comparable to CLASPS are in the range of 4–6 persons per office or unit.

### **Future Trends in Student Academic Services**

It is now possible to envision a system where students could declare majors and file second-grade options, access their grades and degree evaluations, and explore “what if” possibilities for majoring in CLAS programs electronically. However, an office such as CLASPS will continue to be the mechanism by which the College ensures consistency and flexibility in implementing academic policies.

**Current Duties and Functions of CLASPS Staff**

## Secretarial Support Staff (Thein and Pfeiler)

- Screen all inquiries, telephone and in person
- File second-grade-only options
- Change majors
- Schedule appointments with professional staff
- Schedule meetings
- Enter data and maintain databases

## Assistant Directors' Shared Duties

- Interview students on academic probation
- Interview students seeking excess hours for enrollment
- Interview students seeking permission to add, drop or withdraw after the deadline
- Interview students seeking permission to have a W excused from the 5 Ws limit
- Interview students seeking exception from a General Education requirement
- Interview students seeking exception from any college rule
- Informational resource for CLEP or AP (credit by exam) programs
- Informational resource about petitions to the Student Appeals Committee
- Informational source for other collegiate or University policies
- Interview students seeking reinstatement after a first dismissal

## Senior Assistant Director's Assignments (Hubbard)

- Informational oversight and data manager credit by exam programs
- Interview students seeking restatement after first or second dismissal
- Informational resource for student records and College academic policies
- Informational resource for commencement activities, plan and implement commencement platform ceremony twice yearly, writing and editing the script and revising and ordering the program, coordinating faculty participation
- Act as a reviewer of students' petitions to exceptions to collegiate deadlines and exceptions to college policies
- Staff the CLAS Teaching Excellence Award Committee
- Representative from CLASPS on the enrollment management committee and its subcommittees; provides data for various committees and planning sessions for the deans

## Assistant Director Assignments (Mason-Browne)

- Provide administrative oversight for reinstatement procedures and practices
- Interview students seeking restatement after a second dismissal
- Informational resource and accommodator of proficiency in foreign languages not taught at UI to satisfy the General Education foreign language requirement
- Coordinate advising for CLAS students who declare the International Business Certificate
- Informational resource, data manager for Phi Beta Kappa; provide staff support for Phi Beta Kappa and its twice-yearly induction ceremonies; informational resource and coordinates Golden Key with the Honors Program staff

- Staff the CLAS Admissions Committee
- Participate in Academic Standards Review at the end of each semester
- Oversee the Learning Links initiative

#### Assistant Director Assignments (Graff)

- Informational resource; interviews students forging registration materials
- Informational resource for scholarships and loans offered by CLAS
- Voting member on the Scholarship Selection Committee and coordinator to the dean for scholarship matters
- Instructor for a college success seminar provided to reinstated students
- Organizes annual Scholarship Recognition Luncheon to recognize CLAS students receiving scholarships supported through the College
- Organizes Commencement Honors Reception each fall and spring semester to recognize CLAS students graduating with Honors, one of the three levels of distinction, or both.

#### Director's Duties (Flaherty)

- Oversight and management for CLASPS operations and budgets
- Bursar for CLAS Scholarships; reviews and enables fund divestments
- Resolve individual student crises
- Intercede on behalf of parents and faculty for students endangering themselves
- CLASPS administrative liaison to the central university offices and officers (registrar, the associate provost for undergraduate education, the ombudspersons, vice president and dean of student academic services, Career Center).
- Coordinate and respond to ADA compliance standards, academic record standards, academic misconduct standards, grading change standards, student complaints against faculty actions
- CLAS Undergraduate Academic Standards Officer: adjust academic records, initiate and coordinate degree evaluation enhancements, data manager for student records; coordinate reviews, responses for academic misconduct
- Staff the CLAS Student Appeals Committee
- Initiate and participate in academic policies and practices reviews
- Participate in January/May academic standards review of probationary students
- Serve on the annual articulation agreement committee with the Iowa community colleges and the Regent Universities.

**Statistics on Service Offered by CLASPS**

Reinstatement interviews. Students reinstated who enrolled:

Spring 2003	100
Fall 2002	113
Spring 2002	65
Fall 2001	126

2nd and 3rd reinstatement dismissal inquiries:

January 2002–December 2002	50
January 2003 – March 2003	10

Foreign Language Proficiency Testing languages not offered at UI 1998–2003

2002–2003	23
2001–2002	23
2000–2001	17
1999–2000	17
1998–1999	28

Probationary Interviews conducted:

January 2002–December 2002	709
January 2003–March 2003	369

Student Appeals Committee Student petitions September 1997–May 2003

1997–1998:	199 appeals
1998–1999:	212 appeals
1999–2000:	219 appeals
2000–2001:	206 appeals
2001–2002:	201 appeals
2002–2003	141 appeals

Academic Reviewers Responses August 2000–April 2003

2000–2001	894 reviews and responses
2001–2002	887 reviews and responses
2002–2003	594 reviews and responses (through April 2003)

Student Disabilities Course Substitutions August 1997–July 2002

1997–1998	100 foreign language	12 mathematics
1998–1999	77 foreign language	5 mathematics
1999–2000	53 foreign language	5 mathematics
2000–2001	70 foreign language	12 mathematics
2001–2002	82 foreign language	3 mathematics

## Academic Misconduct Cases August 1997–April 2003

*Plagiarism and cheating*

1997–1998	29 disciplinary warnings	0 suspensions (2 <sup>nd</sup> offence)
1998–1999	14 disciplinary warnings	0 suspensions
1999–2000	28 disciplinary warnings	0 suspensions
2000–2001	69 disciplinary warnings	3 suspensions
2001–2002	67 disciplinary warnings	3 suspensions
2002–2003	59 disciplinary warnings	0 suspensions (April 2003)

*Forgery of an academic document*

2001–2002	32 disciplinary warnings	0 suspensions
2002–2003	28 disciplinary warnings	0 suspensions (April 2003)

## Phi Beta Kappa Awards (acceptance rate 40–45%):

May 2003	53
December 2002	50
April 2002	54
December 2001	37
April 2001	50
December 2000	46
April 2000	43
December 1999	45

## Scholarship Awards:

2001–2002	123 students submitted 191 applications; 27 scholarships awarded
2002–2003	150 students submitted 237 applications; 26 scholarships awarded