

# Advising Bootcamp Agenda



- Welcome and Introductions
- Advisor Identity
- Systems and Tools
- FERPA, Office of the Registrar
- Advisor Mentor/Mentee Relationship
- Situationals
- Academic and Behavioral Misconduct
- Closing



# Advisor Bootcamp 2024

# Advising Cycle



- 2 weeks before the semester starts – be creative about meeting degree requirements, SWTCC, ELC, be flexible with students, here are your options, pre-req check, schedule checks
- 1st weeks of semester – advising incoming and new transfer students, students dropped from classes for non-payment, faculty don't have to let them into classes
- Fall/Spring Break – Start advising in earnest
- November/April – Registration starts, Late withdrawal period
- December/May – Degree certification



**CAS ADVISOR TRAINING:**  
**Defining the Advisor Identity**

# PURPOSE & GOAL

The *purpose* of this mentorship series is to foster community among advisors in the College of Arts & Sciences through building a network in which all members of the community can work collaboratively to learn, grow, and advance professionally.

It is our *goal* to share knowledge, develop and refine best practices, and provide internal supports to all advisors within CAS as we engage in the work of guiding students through their successful matriculation at the University of Memphis.

# BREAKOUT DISCUSSION

## *Introductions*

Introduce yourself to your partner.

Returning Advisors: Give a bit of information about your experience advising at the University of Memphis. What department are you in? When did you start? What was it like when you started? What are some new aspects of advising (tools, resources, lessons learned) that are helpful in your career?

# BREAKOUT DISCUSSION

## *Introductions*

Introduce yourself to your partner(s).

New Advisors: What department are you in?

When did you start? Why are you in advising?

# BREAKOUT DISCUSSION

New Advisors: What do you remember about your college advising experience from the student perspective? What were good parts of that experience? What were parts that you wish were different?



# **BREAKOUT DISCUSSION**

New Advisors: What are your expectations of advising now as a faculty advisor or professional advisor? What do you currently have concerns about?

# BREAKOUT DISCUSSION

Working Together: Based on the previous discussions, collaboratively draft a statement that articulates the role & importance of advising.

*Please be prepared to share your statement with the group!*



# Advising Tools & Resources

Cody Clinton and Rika Hood

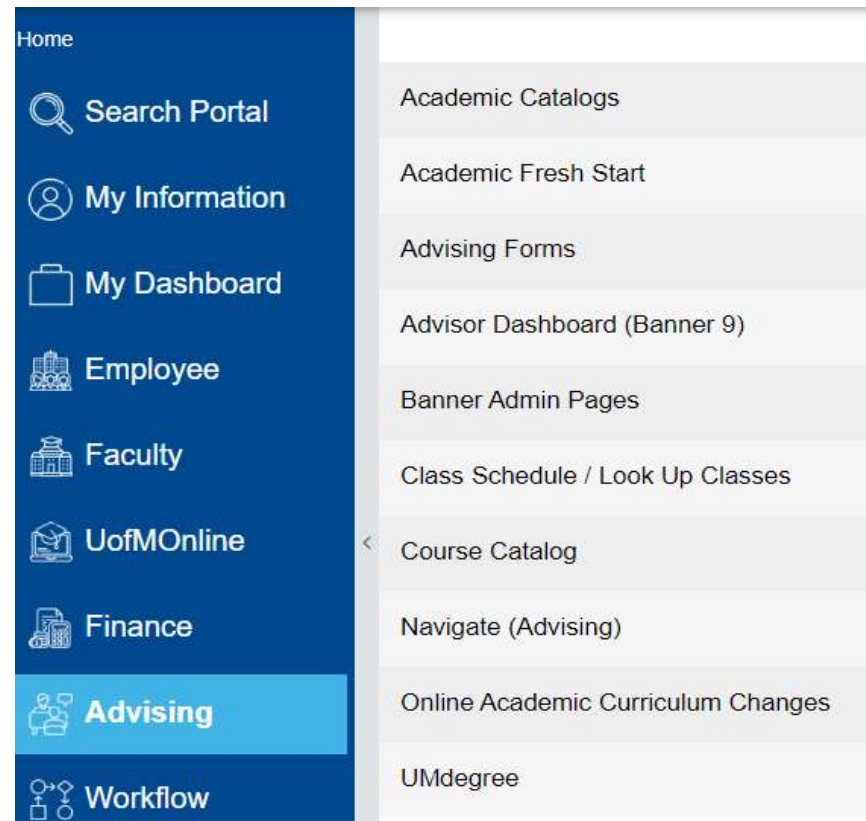


# Commonly Used Advising Resources

- **Faculty Staff Portal – portal.Memphis.edu**

- Advising

- Advisor Dashboard
- Banner Admin Pages
- Umdegree
- Navigate
- Class Schedule
- Catalog



# Commonly Used Advising Resources



- **Banner Admin Pages**

- Commonly Used pages

- SFASRPO – Issue Permits

- Permit Requests
      - Only enter permits within your own department
      - **Follow departmental guidelines on requesting permits appropriately**

- SPAAPIN – Clear Advising Hold

- Spring - 10, Summer - 50, Fall – 80 (ex, Fall of 2024 – 202480)

- SAADCRV – Admissions Information

- SPAIDEN – General Student Information

- SOATEST - look up ACT and ALEKS scores

- SOAHOLD - bursar, admissions and CARES holds

- SGAADVR – Assigned Advisor

- <https://www.memphis.edu/advising/advisors/bannerforms.php>

# Commonly Used Advising Resources



- Advisor Dashboard

| Term: Fall Term 2024  |                              | Standing: Good Standing, as of Spring Term 2024 |                                     | Overall Hours: 105            |                | Overall GPA: 3.27             |                 | Registration N |  |  |
|---|------------------------------|---|-------------------------------------|-------------------------------|----------------|-------------------------------|-----------------|----------------|--|--|
| <ul style="list-style-type: none"> <li>Curriculum and Courses</li> <li>Prior Education and Testing</li> <li>Additional Links</li> <li>Registration</li> <li>Student Schedule</li> <li>View Application to Graduate</li> <li>Week at a Glance</li> <li>View Grades</li> <li>UMDegree</li> <li>Look Up Classes</li> <li>Financial Aid</li> <li>Navigate Student</li> <li>Academic Transcript</li> </ul> | Phone:                       | 731 6092304                                     | Gender:                             | Male                          | <b>Primary</b> | Secondary                     | Hours & GPA     |                |  |  |
|   | Date of Birth:               | 02/20   |                                     |                               | Degree:        | Bachelor of Science           |                 |                |  |  |
|   | Ethnicity:                   | Not Hispanic or Latino                          |                                     |                               | Study Path:    | Not Provided                  |                 |                |  |  |
|   | Race:                        | 2-Black or African American                     |                                     |                               | Level:         | Undergraduate                 |                 |                |  |  |
|   | Citizen:                     | Yes   |                                     |                               | Program:       | HS Bachelor of Science Global |                 |                |  |  |
|   | Citizenship:                 | US Citizen                                      |                                     |                               | College:       | College of Health Sciences    |                 |                |  |  |
|   | Emergency Contact:           | Cheairs, Tamptha                                |                                     |                               | Major:         | Health Studies                |                 |                |  |  |
|   | Emergency Phone:             | 731 6098347                                     |                                     |                               | Department:    | College of Health Sciences    |                 |                |  |  |
|   | <b>General Information</b> ⓘ |   |                                     |                               |                | Concentration:                | Health Sciences |                |  |  |
|   | Level:                       | Undergraduate                                   |                                     |                               | Minor:         | Pre-Health Professions        |                 |                |  |  |
| Class:  | Senior                       |   |                                     | Concentration:                | Not Provided   |                               |                 |                |  |  |
| Status:   | Active                       |   |                                     | Admit Type:                   | Freshman       |                               |                 |                |  |  |
| Student Type:   | Continuing                   |   |                                     | Admit Term:                   | Fall Term 2020 |                               |                 |                |  |  |
| Residency:  | In State Verified            |   |                                     | Catalog Term:                 | Fall Term 2020 |                               |                 |                |  |  |
| Campus:   | Univ of Memphis Global       |   |                                     | <b>REGISTERED COURSES</b>     |                |                               |                 |                |  |  |
| First Term Attended:  | Fall Term 2020               |   |                                     | Course Title                  | Details        | CRN                           | Hours           |                |  |  |
| Matriculated Term:  | Not Provided                 |   |                                     | General Chemistry I           | CHEM 1110 ...  | <a href="#">91573</a>         | 3               |                |  |  |
| Last Term Attended:   | Summer Term 2024             |   |                                     | Medical Terminology           | CLAS 3021 ...  | <a href="#">95114</a>         | 3               |                |  |  |
| Leave of Absence:   | Not Provided                 |   |                                     | Internship in Health Sciences | HLSC 4605 ...  | <a href="#">95363</a>         | 6               |                |  |  |
| <b>Graduation Information</b>   |                              |   |                                     |                               |                |                               |                 |                |  |  |
| Graduation Applications:  |                              |   | <a href="#">Active(1)</a>           |                               |                |                               |                 |                |  |  |
| <b>Advisors</b>   |                              |   |                                     |                               |                |                               |                 |                |  |  |
| Primary / Academic Advisor  |                              |   | <a href="#">Carol Mahalitic</a>     |                               |                |                               |                 |                |  |  |
| Lambuth Campus  |                              |   | <a href="#">Ms Mandy Lee Taylor</a> |                               |                |                               |                 |                |  |  |

# Commonly Used Advising Resources



- **UMdegree**

- Top Ribbon
- Degree Blocks
- Open Electives
- Search Function
- What-If Function
- Notes

A screenshot of the UMdegree system interface. At the top, there are two blacked-out search input fields and a dropdown menu showing 'Degree Bachelor of Science'. Below this is a link for 'Advanced search'. The main area displays student information with various filters: Level (Undergraduate), Classification (Senior), Major (Health Studies), Minor (Pre-Health Professions), Program (HS Bachelor of Science Global), Concentration (Health Sciences), College (Health Sciences), Cohort (2020), Institution GPA (3.27), Overall GPA (3.27), Graduation Status (Filed Intent 202480), Advisor (Moriah Brown (ADDA), Mandy Taylor (LAMB), Carol Mahalitc (PRIM)), and Advising PIN (Cleared Summer Term 2024, Fall Term 2024).

**UMdegree For Advisors – In Depth Guide**  
[memphis.edu/umdegree/advisors.php](http://memphis.edu/umdegree/advisors.php)

# Commonly Used Advising Resources



- **Outlook - Detour**

- Plan ahead with prep time each day
- Account for email advising, follow ups, and administrative work

|       | Monday<br>6  | Tuesday<br>7  | Wednesday<br>8  | Thursday<br>9   | Friday<br>10  |
|-------|--|---|---|---|---|
| 8 AM  | Remind Students of Late Withdraw Deadline<br>Cody William Clinton (cwsacks)  |   |   |   |   |
| 9 AM  | Nav: Caitlyn Edge ID: U00352990 -  | Nav: Farraday Johnson ID: U00720<br>Nav: Somer Cobbs ID: U00795685 -            | Nav: Destiny Payne ID: U00762382<br>Nav: Heaven Rogers ID: U00815052      | Nav: Maria Montano ID: U0078470<br>Nav: Aaliyah Williams ID: U0080624                                     | Biweekly Recap - Cody + Meghan<br>Cody William Clinton (cwsacks)          |
| 10 AM | Nav: Christina Comas ID: U0078490<br>Nav: Isabella Stavrides ID: U007923   | Nav: Logan Longo ID: U00783076 -<br>block                                       | Nav: Baylee Astor ID: U00799892 - I<br>Nav: Leah Teal ID: U00766656 - Pre | Nav: Jacqueline Barron ID: U00773<br>Nav: Makiya Williams ID: U0080465                                    | Nav: Tommy Tran ID: U00817657 - I   |
| 11 AM | Lunch / Prep for Afternoon   | Lunch / Prep for Afternoon  | Lunch / Prep for Afternoon  | Lunch / Prep for Afternoon  | Lunch / Prep for Afternoon  |
| 12 PM |  | Meet with Pre-Admit Benjamin Dallas<br>Monday, November 6, 2023 1:00 PM-2:00 PM |   |   | Excellence in Academic Advising<br>Fedex Institute ( Rika Hood (rlhu)     |
| 1 PM  | Meet with Pre-Admit Benjamin Dallas  |   | Dr. Ramey Health Advising   | Nav: Sulaiman Amro ID: U00780041<br>Nav: Ericka Landicho ID: U0075784<br>Nav: Salman Siddique ID: U007584 | Group Tour - University of Memphis<br>Microsoft Teams<br>Mack, Takisha SI |
| 2 PM  | Nav: Jesus Sanchez-Aguilar ID: U00759885 -<br>Nav: Jasmine W / Gen-AI Panel Discussion<br>UC Beale Room<br>Micheal John Clinton Jr | Nav: Abigail Hosea ID: U00759885 -<br>Nav: Kristin Boyce ID: U00794826 -        | Cody William Clinton (cwsacks)  |   |   |
| 3 PM  | Group 2: Creatir<br>https://memphis<br>Cody William Cli  |   |   |   | UML Advisor Uf<br>Microsoft Teams<br>Lisa A Warmath<br>CPOS Presentation  |
| 4 PM  |  |   |   |   |   |
| 5 PM  |  |   |   |   |   |
| 6 PM  |  |   |   | RHP Meeting -Fundraise information  |   |



# Commonly Used Advising Resources



## • Navigate

- Appointment Scheduling
  - Links to Outlook to ensure accuracy
- Reporting
  - Advanced Search
- Communication
  - Advising Campaigns, Emails, Text

Staff Home

Students Appointments My Availability Appointment Queues

Assigned Students

List Type: Assigned Students Term: Summer Term 2024 (D... Relationship Type: All Relationship Types

| NAME           | ID        | STUDENT LIST | CUMULATIVE GPA | CATEGORY  | AT RISK |
|----------------|-----------|--------------|----------------|---|---------|
| Bell, Camille  | U00886100 |              | 3.25           | 1st POT Course,24-25 FAFSA Not Received,Active Status Banner,Adult Student,Catalog 2023-2024,College of Health Sciences,Good Standing,Has Academic Advisor,Honors Program Eligible,Immunization Records Needed,No ACC Concentration,Non-International Student,Non-UM Global,Online Classes Only,Pin Cleared - FALL,Pin Cleared - SUMMER,TN eCampus,UG Sophomore,Undergraduate,Veteran | No      |
| Craig, Terence | U00850258 |              | 3.52           | 1st POT Course,24-25 FAFSA Received,Active Status Banner,Associates Degree,Bursar Hold,CAS Psychology,Catalog 2022-2023,Good Standing,Has Academic Advisor,No ACC Concentration,Non-International Student,Non-UM Global,Online Classes Only,Pin Cleared - FALL,Pin Cleared - SUMMER,Registration Hold,UG Senior,UMdegree 50%,Undergraduate  | No      |

Profile Picture

Actions

I want to...

**In Depth Navigate Guide for Advisors**

<https://www.memphis.edu/advising/advisors/navigate.php>

# Commonly Used Advising Resources



THE UNIVERSITY OF MEMPHIS

Student • Registration • [Select a Term](#) • [Browse Classes](#)

## Browse Classes

Search Results — 3 Classes  
Term: Fall Term 2024 Subject: BIOL Biology Course Number: 1110 [Search Again](#)

| Title   | Subject | Course | Section | Hours | CRN   | Term  | Instructor   | Meeting Times              | Campus | Status                       | Attribute   | Linked Sections |
|---|---------|--------|---------|-------|-------|-------|--|----------------------------|--------|------------------------------|---|-----------------|
| <a href="#">General Biology I</a><br>Lecture    | BI...   | 1110   | 001     | 3     | 81... | Fa... | <a href="#">Cole, Judith</a><br><a href="#">Parris, Matth...</a><br><a href="#">Lessman, Ch...</a><br><a href="#">Abell, Amy</a> | S M T W T F S 02:20 PM - 0 | U...   | 25 of 168...<br>100 ...      | Gen Ed Natural Science                                |                 |
| <a href="#">General Biology I...</a><br>Lecture | BI...   | 1110   | 350     | 3     | 81... | Fa... | <a href="#">Cole, Judith</a><br><a href="#">Parris, Matth...</a><br><a href="#">Lessman, Ch...</a><br><a href="#">Abell, Amy</a> | S M T W T F S 02:20 PM - 0 | U...   | FUL...<br>100 ...            | Gen Ed Natural Science<br>Honors Section              |                 |
| <a href="#">General Biology I...</a><br>Lecture | BI...   | 1110   | R50     | 4     | 84... | Fa... |  | S M T W T F S - Type: On-L | T...   | 77 of 99 ...<br>100 of 10... | Gen Ed Natural Science<br>(Tiger Eats Does Not Apply) |                 |

- **Class Schedule / Look Up Classes**

- New layout for 2024

# Commonly Used Advising Resources



- **Permit Requests**
- **Only enter permits within you own department**
  - Follow departmental guidelines on requesting permits appropriately
  - Student making a request, department has authority to approve or deny
  - **Insert Link (permit by subject area)**
  - Departmental Approval
  - Closed class section
  - ??

# Commonly Used Advising Resources



- **Academic Catalog**

2024-2025 UNDERGRADUATE CATALOG



**The Academic Info You NEED to Know**

# Commonly Used Advising Resources



## • Advising Terminology

- CPOS – Course Program of Study (financial aid related)
- ABM – Accelerated Bachelors to Masters
- TCR – Transfer Credit Request Form (process changing spring of 2025)
- USBS – University Student and Business Services (Bursar)
- DRS – Disability Resources for Students
- 3+ Programs
- Education Abroad (study Abroad)
- ESP – Educational Support Programs (tutoring)
- ELC – Experiential Learning Credit
- AAC – Academic Advising Center
- Prereq/Coreq - before / at the same time

# Important Dates to Know

<https://www.memphis.edu/registrar/calendars/index.php>

Aug 12th – Initial Fee payment deadline,

- Students will have a 7-day grace period before initial drop.

**Aug 19<sup>th</sup> at 4:30 pm - classes dropped for nonpayment Drop**

- for all students not enrolled in the IPP and who have a balance of \$200 or more.

Aug 26<sup>th</sup> –

1. Classes Start
2. Late registration fee **\$200** begins
3. **AND** Last date of regular web registration

Aug 30th – **100% fee** adjustment 1st Part of Term classes

- **AND** Last day of web registration (last day students can register themselves)

Sept 4<sup>th</sup> at 4:30 pm – Final Fee Payment deadline – **classes dropped for nonpayment**

- for all students not enrolled in the IPP and who have a balance of \$200 or more.

Sept 6th –

1. 100% Fee Adjustment/Refund for Full term classes,
2. Last day to opt out of Tiger Smart Start

October 14<sup>th</sup> – **Drop date** for 2<sup>nd</sup> Part of Term courses.



# Slate, [apply.memphis.edu/manage](https://apply.memphis.edu/manage)

- **Advising Terminology**

Used by Admissions

Holds transcripts from other universities, test scores, TCRS

Request User Access: [https://apply.memphis.edu/register/access\\_request](https://apply.memphis.edu/register/access_request)

# Slate, [apply.memphis.edu/manage](https://apply.memphis.edu/manage)



slate



Rika Hudson



Search...

Welcome, Rika.

You have accessed Slate from 1 device in the past 72 hours. [Details](#) [Your Profile](#) [Supervised Login](#)



See you next year in Las Vegas at Slate Summit 2025!

Slate Summit

Slate Spirit Shop

Community Forums

Slate Feedback

Service Status



# Slate, [apply.memphis.edu/manage](https://apply.memphis.edu/manage)



slate



Rika Hudson



Search...



Bailey (Shoffner), Amber Leigh



Applicant 359752853

- Dashboard
- Timeline
- UG:T1-T-202480 Decided
- Profile
- Materials**
- UG Inquiry
- Student Details
- Courses
- Capture
- Exclu
- +

| Date       | Description   | Record | User             |
|------------|---|--------|------------------|
| 07/17/2024 | Transcript (Official Final) - Coastal Carolina Com... | Folio  | Freida Green     |
| 07/12/2024 | Transcript (Official Final) - Coastal Carolina Com... | Folio  | Freida Green     |
| 07/09/2024 | Transcript (Official Final) - Dyersburg State Com...  | Folio  | Jay Kersting     |
| 07/09/2024 | Transcript (Official Final) - Dyersburg State Com...  | Folio  | Jay Kersting     |
| 06/14/2024 | Miscellaneous (ONLY MATERIALS THAT CANNOT ...         | Folio  | Dionne Ballinger |

**Materials**  
[Portfolio](#)



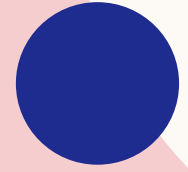
# Additional Resources

- <https://www.memphis.edu/advising/advisors/>
- <https://www.memphis.edu/advising/advisors/navigate.php>

**CAS ADVISOR TRAINING:**  
The Mentor-Mentee  
Relationship



# **MENTOR/MENTEE TRAINING SESSIONS**



# **STAY CONNECTED!**

Throughout the next year, we will provide opportunities for connection with your mentor through guided sessions aimed to help you in the process of developing your own best practices for your professional experience.

We will share resources and institutional knowledge as we explore through activities aimed to help you think about how your role as an advisor integrates with overall student success at the University of Memphis!

# UPCOMING MENTORING SESSIONS FOR NEW ADVISORS

*October 4 – “Knowledge is Power:  
Knowing How to Find What You  
Need”*

- Discussion of Implicit Bias and How it Can Affect Advising
- Other Faculty/Advisors to Know on Campus
- Best Modes of Communication Between Advising Professionals
- FERPA and Advising (Guest Presentation)



# UPCOMING MENTORING SESSIONS FOR NEW ADVISORS

*October 4 – “Knowledge is Power:  
Knowing How to Find What You  
Need” Resource List/Bookmarks*

**Financial Aid:** <https://www.memphis.edu/financialaid/contact/index.php>

**Scholarship:** <https://www.memphis.edu/scholarships/about.php>

**Tutoring:** <https://www.memphis.edu/esp/onlinetutoring.php>

**Admissions:** <https://www.memphis.edu/admissions/connect/index.php>

**Tech Service:** [https://www.memphis.edu/umtech/service\\_desk/](https://www.memphis.edu/umtech/service_desk/)

**Honors Contract:** <https://www.memphis.edu/honors/members/contract.php>

**Placement Testing:** <https://www.memphis.edu/wll/student-resources/placement-testing.php>

**Late/Retro Withdraw:** <https://www.memphis.edu/registrar/students/records/late-retroactive-withdrawal.php>

**Registration Guide:** <https://www.memphis.edu/registrar/students/selfserv/quick.php>

**Waitlist Guide:** <https://www.memphis.edu/registrar/students/selfserv/waitlisting.php>

**Preferred Name:** <https://www.memphis.edu/registrar/students/records/preferred-name.php>

**USBS:** <https://www.memphis.edu/usbs/contactus.php>

**Late Add/Registration:** <https://www.memphis.edu/registrar/register/lateadd-reg.php>



# UPCOMING MENTORING SESSIONS FOR NEW ADVISORS

*November 1– “Finding Balance in  
Various Work Roles to Enhance  
Effectiveness”*

- Know Yourself and Your Workflow
- Email/Communication Management
- Balancing Other Commitments with Advising
- Building in Breaks/Calendar Management





# UPCOMING MENTORING SESSIONS FOR NEW ADVISORS

*November 1– “Finding Balance in  
Various Work Roles to Enhance  
Effectiveness”*

*Resource List/Bookmarks*

**University Calendars:**

<https://www.memphis.edu/registrar/calendars/>



# UPCOMING MENTORING SESSIONS FOR NEW ADVISORS

*December 6– “Courageous  
Conversations”*

- How to Talk with Students Facing Difficulties
- Setting Professional Boundaries
- When to Ask for Help – Campus Partners to Assist with Student Issues
- Safe Zone Training (Guest Presenter)
- Role Playing to Develop Best Practices for Dealing with Various Student Difficulties



# UPCOMING MENTORING SESSIONS FOR NEW ADVISORS

*December 6– “Courageous  
Conversations”*

*Resource List/Bookmarks*

**Counseling Center:**

<https://www.memphis.edu/counseling/counseling/appointments.php>

**Safe Zone Training:** <https://www.memphis.edu/safezone/>

**Mandated Reporting:**

[https://www.memphis.edu/oie/docs/mandatory\\_reporter\\_form.pdf](https://www.memphis.edu/oie/docs/mandatory_reporter_form.pdf)

**Student Accountability Reporting:**

<https://www.memphis.edu/report/submit-a-report/concerned-about-student.php>



# UPCOMING MENTORING SESSIONS FOR NEW ADVISORS

*February 7– “Who Am I? Who Do I Aspire to Be?”*

- Types & Styles of Advising: Thinking more about your relationship to your advisees and setting proper boundaries
- Write an advising philosophy for yourself
- Professional Development for Advisors (NACADA, Conferences, Etc.)
- Continuing Your Education – Using Your University of Memphis Education Benefits (Guests?)



# **UPCOMING MENTORING SESSIONS FOR NEW ADVISORS**

*February 7– “Who Am I? Who Do I  
Aspire to Be?”*

*Resource List/Bookmarks*

**NACADA New Advisor Resources:**

<https://nacada.ksu.edu/Resources/Clearinghouse/NewAdvisors.aspx>

**Educational Benefit Programs:**

<https://www.memphis.edu/hr/educ.php>



# UPCOMING MENTORING SESSIONS FOR NEW ADVISORS

*March 7– “Structure, Efficiency, & Effectiveness”*

- Create an advising syllabus
- Role playing an advising session
  - Checking in with students
  - Asking the right questions – digging deeper
  - Keeping accurate & accessible notes on students for easy reference
  - How to respond to common difficulties students face



# UPCOMING MENTORING SESSIONS FOR NEW ADVISORS

*March 7– “Structure, Efficiency, &  
Effectiveness”*

*Resource List/Bookmarks*

## **Advising Preparation:**

[https://www.memphis.edu/cas/advising/documents/advising\\_session\\_guide.pdf](https://www.memphis.edu/cas/advising/documents/advising_session_guide.pdf)

## **Applying to Graduate:**

[https://www.memphis.edu/cas/advising/check\\_out.php](https://www.memphis.edu/cas/advising/check_out.php)



# UPCOMING MENTORING SESSIONS FOR NEW ADVISORS

*April 4– “Planning & Guidance”*

- Career Advising for Students – learning about common career paths
  - Keeping up to date on internships & career readiness in your industry/field of study
  - Strategies to help students who cannot do traditional methods of internships
  - Create a timetable for appropriate discussions with students about career/post-graduation plans
  - Teaching Students About Networking & Seeking Recommendations





# UPCOMING MENTORING SESSIONS FOR NEW ADVISORS

*April 4 – “Structure, Efficiency, &  
Effectiveness”*

*Resource List/Bookmarks*

## **Internships:**

<https://www.memphis.edu/careerservices/students-alumni/search-jobs-internships.php>

## **Career Services:**

<https://www.memphis.edu/careerservices/contact.php>

## **Research:**

<https://www.memphis.edu/biology/ugresearch/index.php>



# THANK YOU

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# Situationals

...because problems will come to you

# Who is “They”?

## Make the students define this

- Where did you find the information?
  - Did you get the name of a person you interacted with?
  - What name is at the bottom of the email?
  - Can you forward me the email?
  - Can you link me to webpage?
  - Can you send me screenshots?
- Follow-up with the source
  - Clarifies misinformation
  - Okay to cc the student



# Closed Courses: Waitlisting

**Advisee is scheduled to take a class, but all the sections are full.**

- Send advisee a general message:

*“Instead of issuing permits for closed sections, the registrar office is directing students to add themselves to a waitlist. Here is a link on instructions how:*

*<https://www.memphis.edu/registrar/students/selfserv/waitlisting.php>”*

- Contact the course instructor or department
  - Advocate for advisee, especially if course is significant.
  - Ask about seat increases or new sections.
- Prepare an alternate schedule



# Closed Courses: Late Add

**Advisee is trying to register after the deadline.**

- Send advisee a general message:

*“Since the college is in the late add period, you must go through the registrar's office to register. To request a late add, you will need to do the following:*

*1. **Contact the instructor** and ask for permission to be added. The instructor has the freedom to decline the request, but if he/she agrees, then a statement of approval must be provided in either an email or attached letter.*

*2. **Enter a TigerHelp ticket** at [Schedule Adjustment/Late Adds - UofM Service Desk \(topdesk.net\)](#)*

*Be sure to upload the instructor's approval message in the ticket, otherwise the request will be get rejected. An image of an email is acceptable.*

*Let me know if you have any questions or need assistance.”*



# Withdrawals

## Student is failing a course(s) and wants your advice

- Encourage advisee to meet with instructor first!
- You may have to coach
- Nothing wrong with taking a *W*
- Watch for part-time status
  
- Conditions for Late and Retroactive Withdrawals
  - Beyond the student's control
  - Unforeseeable
  - Severe

<https://www.memphis.edu/registrar/students/records/late-retroactive-withdrawal.php>



# Grade Appeals

**Advisee is not satisfied with a final grade and wants to appeal**

- Provide advisee with the procedure **as-is**:  
<https://www.memphis.edu/english/pdfs/undergrad/gradeappeal13.pdf>
- A “bad” instructor is **not a reason**
- “Would have/Could have” is **not a reason**
- Inconsistent grading rubric or grading scale error **is a reason**
- Best to remain neutral



# Assessing Transfer Credits/Substitutions



## How does my department assess transfer credits?

- If course is a Gen Ed, file a **Petition** in UMDegree
- Course must be on the list!  
(<https://www.memphis.edu/aac/prepare/genedjuly2022.pdf>)

## UMdegree Worksheets

Student ID  × Name  Degree Bachelor of Science

[Advanced search](#)

|                          |                  |                       |                   |               |           |                          |                                       |                        |                        |                    |      |
|--------------------------|------------------|-----------------------|-------------------|---------------|-----------|--------------------------|---------------------------------------|------------------------|------------------------|--------------------|------|
| <b>Level</b>             | Undergraduate    | <b>Classification</b> | Senior            | <b>Major</b>  | Chemistry | <b>Minors</b>            | Nutrition, Health & Wellness, Biology | <b>Program</b>         | AS Bachelor of Science |                    |      |
| <b>Concentration</b>     | Biochemistry     | <b>College</b>        | Arts and Sciences | <b>Cohort</b> | 2020      | <b>Academic Standing</b> | Good Standing                         | <b>Institution GPA</b> | 3.93                   | <b>Overall GPA</b> | 3.93 |
| <b>Graduation Status</b> | Graduated 202410 |                       |                   |               |           |                          |                                       |                        |                        |                    |      |

Print Email More

- GPA Calculator
- Class History
- Petitions**
- Notes

# Assessing Transfer Credits/Substitutions



## How does my department assess transfer credits?

- If the course is part of the major,
  - ✓ • you can approve credits.
  - Consider course descriptions and topics
  - Consider LD (1xxx-2xxx level) vs UD (3xxx-4xxx level)
  - Consider if incoming credits are from semester, trimester, or quarters?
- If the course is not part of the major (e.g. a minor),
  - ✗ • do not approve credits.
  - Seek approval from course's department.
  - Provide course syllabi for easier/faster assessment.

# Assessing Transfer Credits/Substitutions

## Helpful Resources

- Transfer Evaluation System (TES)  
[https://www.memphis.edu/admissions/basics/transfer\\_credit.php](https://www.memphis.edu/admissions/basics/transfer_credit.php)  
  
<https://tes.collegesource.com/>
- Advanced Placement (AP) table  
[https://www.memphis.edu/admissions/pdfs/ap\\_table.pdf](https://www.memphis.edu/admissions/pdfs/ap_table.pdf)

INSTITUTION SEARCH:



A-Z INDEX:

**A B C D E F G H I J K L M N O P Q R S T U V W X Y Z ALL**

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**1** 2 3 4 5 6 7 8 9 10 ...

| CREDIT FROM  | CITY            | STATE |
|--|-----------------|-------|
| ABILENE CHRISTIAN UNIVERSITY                             | ABILENE         | TX    |
| ACADEMY OF ART UNIVERSITY                                | SAN FRANCISCO   | CA    |
| ADAMS STATE UNIVERSITY                                   | ALAMOSA         | CO    |
| ALABAMA A & M UNIVERSITY                                 | NORMAL          | AL    |
| ALABAMA STATE UNIVERSITY                                 | MONTGOMERY      | AL    |
| ALBANY STATE UNIVERSITY                                  | ALBANY          | GA    |
| ALCORN STATE UNIVERSITY                                  | ALCORN STATE    | MS    |
| Alfa BK University                                       | BEOGRAD         |       |
| ALFRED UNIVERSITY  | ALFRED          | NY    |
| AMERICAN INTERCONTINENTAL UNIVERSITY                     | CHANDLER        | AZ    |
| AMERICAN INTERCONTINENTAL UNIVERSITY                     | LOS ANGELES     | CA    |
| AMERICAN INTERCONTINENTAL UNIVERSITY                     | WESTON          | FL    |
| AMERICAN INTERCONTINENTAL UNIVERSITY                     | HOUSTON         | TX    |
| American InterContinental University - AIU London        | LONDON          |       |
| AMERICAN INTERCONTINENTAL UNIVERSITY-ATLANTA             | ATLANTA         | GA    |
| AMERICAN PUBLIC UNIVERSITY SYSTEM                        | CHARLES TOWN    | WV    |
| AMERICAN SENTINEL COLLEGE OF NURSING AND HEALTH SCIENCES | AURORA          | CO    |
| ANDREWS UNIVERSITY                                       | BERRIEN SPRINGS | MI    |
| AQUINAS COLLEGE  | NASHVILLE       | TN    |
| ARAPAHOE COMMUNITY COLLEGE                               | LITTLETON       | CO    |
| ARGOSY UNIVERSITY-ATLANTA                                | ATLANTA         | GA    |



# Institution not in TES?

- If domestic institution,
  1. Advisor completes a Transfer Credit Request (TCR) form.
    - Student signs => advisor signs => advisor sends to *casgrad* ([casgrad@memphis.edu](mailto:casgrad@memphis.edu))
    - May add note in UMDegree
  2. After term, student sends transcript to [admissions@memphis.edu](mailto:admissions@memphis.edu)
  3. Advisor contacts *casgrad* or *Admissions* to have transcripts posted.
- If international institution, establish relationship with Study Abroad Office

# Fresh Start and Academic Renewal



## Is your new advisee eligible?

- **Fresh Start:** Academic forgiveness after extended absence
  - Out of school at least four consecutive years
  - Enrolled as degree-seeking student
  - Cumulative GPA below 2.50
  - No previous bachelor's degree

<https://www.memphis.edu/registrar/students/records/academic-fresh-start.php>

The screenshot displays the University of Memphis website interface. At the top, the navigation bar includes the university logo and name. Below this, a breadcrumb trail reads "Home / Advising / Academic Fresh Start". The main content area features the "Academic Fresh Start" heading, followed by two links: "Softdocs Academic Fresh Start Application" and "Academic Fresh Start Information". On the left side, a vertical menu lists various services: Home, Search Portal, My Information, My Dashboard, Employee, Faculty, UofMOnline, Finance, Advising (highlighted), and Workflow. A secondary menu on the right lists items such as Academic Catalogs, Academic Fresh Start, Advising Forms, and others.



# Fresh Start and Academic Renewal

## Is your new advisee eligible?

- **Academic Renewal:** Forgives D/F not required in new major
  - Enrolled as degree-seeking student
  - Institutional and/or overall GPA less than 2.0
  - Change in major (within six months renewal request)
  - No previous bachelor's degree
  - No previous Academic Renewal or Academic Fresh Start.

<https://www.memphis.edu/registrar/students/records/academic-renewal.php>



# Letters of Recommendations

**Student is needing three letters from faculty...how can you help?**

- Encourage advisees to build relationships early
- Students should prepare for requests:
  - Resume and/or personal statement (optional).
  - Academic history with you or instructor
  - Method for submission with reasonable deadline
  - Complete Letter of recommendation consent form  
([https://www.memphis.edu/registrar/pdf-docs/forms/letter\\_rec.pdf](https://www.memphis.edu/registrar/pdf-docs/forms/letter_rec.pdf))
- Students should follow-up often



# Letters of Recommendations

## Are you the letter writer?

- Create a questionnaire; helps for more detailed letters
- Send the consent form along with your letter to the registrar's office.
- We can provide templates for letters, questionnaire and letterhead

<https://www.memphis.edu/registrar/faculty/ferpa/letter.php>





# Keep records

## Maintaining records may identify or resolve situations:

- How many seniors awarded degrees
- How many seniors graduating on time
- Department demographics
- Standardized tests/exit exams scores
- Explanation of degrees offered
- Availability of courses
- Student whereabouts after graduation
- Access to resources
  - Student statistics can be extracted from Office of Institution Research (OIR)
  - Advance search in Navigate
  - Curriculum content can be found in the catalog.



# Academic and Behavioral Misconduct

Jennifer Benford, Ph.D.

Department of Biological Sciences

[jennifer.benford@memphis.edu](mailto:jennifer.benford@memphis.edu)

# Office of Student Accountability (OSA)

- The Office of Student Accountability (OSA):
  - Administrates student disciplinary processes:
    - Academic misconduct
    - Behavioral misconduct
  - Provides resources and training including:
    - Suggested syllabi statements
    - How to address accommodations for pregnant students
    - Policies
  - Acts as a neutral mediator when allegations of misconduct/complaints have been filed

# Office of Student Accountability (OSA)

- **Office of Student Accountability**  
359 University Center (Office of Dean of Students)  
Email: [studentaccountability@memphis.edu](mailto:studentaccountability@memphis.edu)  
Phone: 901.678.2298
- OSA falls under the Dean of Students/Student Affairs
- Allegations of misconduct are investigated by a neutral Conduct Educator from OSA

## Amber Bush

Associate Dean of Students for  
Student Accountability

[Amber.Bush@memphis.edu](mailto:Amber.Bush@memphis.edu)

## Margie Griffin

Assistant Director for  
Student Accountability

[mgrffn10@memphis.edu](mailto:mgrffn10@memphis.edu)

## Elbone` Malone

Behavioral Intervention Team  
Coordinator

[ejewell@memphis.edu](mailto:ejewell@memphis.edu)



# Know the CODE!

- Student Code of Rights and Responsibilities – available as a PDF for printing, or on the OSA website:  
<https://www.memphis.edu/osa/students/code-of-rights.php>
- Covers behavioral expectations and responsibilities, which includes both academic and student conduct while a student at the University of Memphis
- Includes definitions, disciplinary outcomes/sanctions for misconduct, rights of involved parties
- Process for addressing acts of misconduct:
  1. Initial Stages
  2. Educational Conference for Misconduct
  3. Notice of Allegations for Misconduct
  4. Interim Administrative Actions
  5. Hearings
  6. Appeals
  7. Resolution
  8. Disciplinary Holds/Records

# Conduct and the Academic Advisor

- It is entirely possible that you will never deal with the student conduct process as an academic advisor!
- **However:**
  - Many students will come and talk to their advisor if they have been brought up on allegations of misconduct
  - Students may also talk to their advisor if they have experienced behavioral misconduct, or if they have witnessed academic misconduct
  - Some faculty will come and talk to you if they are trying to figure out what to do with a possible case of misconduct





# Conduct and the Academic Advisor

- Some misconduct may occur elsewhere on campus such as a dorm or parking lot; misconduct may be related to something behavioral such as bringing a weapon on campus, holding a party with alcohol, or hazing
  - Sanctions and disciplinary actions resulting from these types of behavioral misconduct may lead to the suspension or expulsion of a student
  - It is possible that students within the same major or a class have a no contact order or a restraining order (cases of harassment or stalking)

# Behavioral Expectations and Responsibilities

Page 7: (2) Academic Misconduct: A student may be found to have engaged in academic misconduct, if they engage in any act of academic dishonesty which may include, but is not limited to the following:

- (a) Making use of or providing unauthorized assistance or materials in the preparation or taking of an examination or other academic coursework;
- (b) Acting as a substitute for another person in any academic evaluation or assignment;
- (c) Utilizing another person as a substitute for him/herself in any academic evaluation or assignment;
- (d) Committing plagiarism by presenting as one's own work, for academic evaluation or assignment, the ideas, representations, or works of another person or persons or oneself without customary and proper acknowledgment of sources;



# Behavioral Expectations and Responsibilities

Page 7: (2) Academic Misconduct: A student may be found to have engaged in academic misconduct, if they engage in any act of academic dishonesty which may include, but is not limited to the following:

- (e) Knowingly submitting one's work for multiple assignments or classes unless explicitly authorized by the instructor;
- (f) Committing an act that materially prevents, impedes, and/or impairs others from completing an academic evaluation or assignment; and/or
- (g) Attempting to influence or change one's academic evaluation or record, through dishonesty, coercion, threat, and/or intimidation.

# Academic Misconduct: Caveats

- Definitions for each area of academic misconduct may vary **WIDELY** by discipline; this article discusses AI and different fields:
  - “AI and the Academic Landscape” – Dickinson College Magazine: [https://www.dickinson.edu/news/article/5786/ai\\_and\\_the\\_academic\\_landscap\\_e](https://www.dickinson.edu/news/article/5786/ai_and_the_academic_landscap_e)
  - AI tools are commonly used in business and journalism but should not be used in biology (especially for assignments our students will complete!)
- Using syllabus statements with **SPECIFIC** wording regarding definitions of academic misconduct and use of external resources and tools are **KEY** to decreasing confusion amongst students
  - The burden of proof when bringing a case of academic misconduct is on the FACULTY
- Assignments submitted online through Canvas can be run through TurnItIn and an AI tracker



# How are conduct issues reported?

Forms are available for the following types of misconduct situations at <https://www.memphis.edu/report/submit-a-report/index.php>

- Concerns regarding unusual behavior or distressed [Students of Concern](#) will be forwarded to the Dean of Students.
- General [non-academic Student Misconduct](#) will be forwarded to the Office of Student Accountability.
- Reports of [Hazing](#) will be forwarded to the Office of Student Leadership and Involvement and the Office of Student Accountability.
- Reports of [Academic Student Misconduct](#) will be forwarded to the Office of Student Accountability.
- Complaints about [Sexual Misconduct](#), including Sexual Assault, Sexual Harassment, Stalking, and Domestic/Dating Violence are investigated by the Office for Institutional Equity.
- Complaints of [Discrimination, Harassment, and Retaliation](#) are investigated by the Office for Institutional Equity.

# The Academic Misconduct Process

## Academic Misconduct Process



# Behavioral Intervention Team (BIT)

- Faculty, staff, students, parents, and anyone that is a part of the U of M community can make a BIT referral if they feel a student is a threat to themselves and/or the community
- Referrals are done through the Office of the Dean of Students, or by emailing [bit@memphis.edu](mailto:bit@memphis.edu)
- While it is recommended that concerns should be expressed directly to students, if you are concerned about safety, contacting BIT is the best option
- You do **NOT** have to make the decision as to whether or not reporting to BIT is the right decision for the issue at hand – report the concern, and BIT will take it from there!
- Visit <http://memphis.edu/bit> for more information

# Sanctions: not related to grades

Many sanctions for misconduct include MORE than the grade penalty for the course, which include educational and/or reflective components (some of which have an associated fee):

- **For academic misconduct:**
  - Ethics in Action Online Workbook
  - RAISE for Academic Integrity Education
- **For (some forms of) behavioral misconduct:**
  - BASICS for Alcohol
  - Conflict-Wise
  - Marijuana 101
  - Under the Influence

## **Sanction Resources:**

<https://www.memphis.edu/osa/students/sanction-resources.php>



# Please remember...

- **Submitting a report of academic or behavioral misconduct does NOT make you responsible for:**
  - Ruining a student's GPA
  - Preventing a student from graduating
  - Preventing a student from future acceptance at a different school
  - A police investigation and/or an arrest
  - Loss of student housing privileges

# ...conduct education is necessary!

## The conduct process is educational in nature and is designed to:

- Issue appropriate penalties/sanctions to students that have violated the code of student conduct
- Educate and help student understand the mistakes that they have made
- Help students avoid making the same mistakes in the future
- Students have the right to request that OSA investigate the claim of misconduct, and are entitled to a Student Conduct Board Hearing
- Students should never be pressured to agree to a resolution by agreement with their professor
- No immediate decisions regarding the resolution to an incident misconduct are expected; freedom of choice is a part of the misconduct process
  - **Exception:** behavioral misconduct that requires removal from a classroom/residence hall/campus including but not limited to harassment, stalking, making threats, etc.