

WITHDRAWN 2/7/07

Midterm drops/withdrawals (Reference #6)

Premises: Automated processing of drops from Scantron forms will be discontinued after Summer 2007. Going forward, students will be able to drop a course either through self-service, or with the assistance of college and departmental advisors, who will key in manual drops. Automated processing of drops from Scantron forms will be discontinued after Summer 2007.

Issue: In a long semester, from the last day to drop without a grade until the last day to drop, approximately 10,000 drops come from the colleges. 5000-6000 are processed from midterm Scantron forms (awarding a grade of "W", "F", or "Q"), and about 4,000 are processed manually by RAR. From the last day to drop without a grade until the last day to drop with a grade, PeopleSoft (as delivered) allows only one default grade. UH will use functionality delivered in PeopleSoft. Faculty will be able to query to see student activity, including drops. RAR, which processes 400+ Q drops per semester, will continue to manually key the "Q" drops.

Recommended Options:

- 1) Create two additional drop/withdraw periods through self-service:
 - a) Drop with default grade of "W", *from last day to drop without a grade until 6 weeks before finals begin;*
 - b) Drop with default grade of "F", *from end of "W" drop period until 4 weeks before finals begin.* Grade changes will take place on course adjustment forms.
- 2) Create one additional drop/withdraw period through self-service *until last day to drop* for the semester. Set PeopleSoft to assign a default grade of "W".

We recommend that college advisors, as well as RAR, be given training and access to key drops manually until the last day to drop.

Discussion of recommended options:**Advantages -**

- Students will be better served if they can drop online until later in the semester.
- Opening self-service drop window from 4 to 10 -12 weeks would greatly reduce the number of drops for manual key-in.
- Even after splitting the manual drop process between colleges and RAR, staff would spend many hours keying drops. This time can be spent better in helping students, colleges, and staff and doing other manual chores that will be required when we first implement PeopleSoft.
- Customer service and turnaround time for processing drops are important to UH and to students. Online drops are effective right away.
- Possible greater penalty for students dropping late in the semester may encourage students to drop earlier or to remain in class after all.

Disadvantages -

- Possible negative implications regarding advising for Financial Aid and Graduate & Professional Studies when students drop below full-time.
- Possible negative implications if Financial Aid needs to look up instructor signature to verify that student actually did attend class.

Other options considered:

- 1) Retain current student self-service drop/withdrawal window, which ends at *last day to drop without a grade*. For rest of semester, about 12 weeks, default grade for drops will be a "W". All drops leading to "W" default grade will be processed manually through the colleges. All drops leading to "F" grade will be processed manually through course adjustment forms by RAR.
- 2) Retain current student self-service drop/withdrawal window. Default grade for drops will be an "F". All drops leading to "F" grade will be processed manually through the colleges. All drops leading to "W" grade will be processed manually through course adjustment forms (grade change forms) by RAR.

Executive Summary:**6. Midterm Drops/Withdrawals****Premises:**

- In a long semester, between the last day to drop without a grade and the last day to drop, approximately 10,000 drops and withdrawals come from the colleges, 5000-6000 through automated process from midterm Scantron forms (awarding a grade of W, F, or Q), and about 4,000 currently processed manually by RAR.
- Scantron processing will be discontinued after the Summer 2007 term.
- Between the last day to drop without a grade and the last day to drop with a grade, PeopleSoft (as delivered) allows only one default grade.
- UH will use functionality delivered in PeopleSoft.
- Faculty will be able to query to see student activity, including drops.
- RAR will continue to manually key "Q" drops (approximately 400+ have been processed per semester since implementation).

Options:

- 1) Change business process to extend student self-service drop/withdrawal window *until last day to drop*.
 - Set PeopleSoft to assign a default grade of "W".
- 2) Retain current student self-service drop/withdrawal window, which ends at last day to drop without a grade.
 - For remainder of semester, about 12 wks, default grade for drops will be a "W".
 - All drops leading to "W" default grade will be processed manually through the colleges.
 - All drops leading to "F" grade will be processed manually through course adjustment forms by RAR.
- 3) Retain current student self-service drop/withdrawal window.
 - Default grade for drops will be an "F".
 - All drops leading to "F" grade will be processed manually through the colleges.
 - All drops leading to "W" grade will be processed manually through course adjustment forms (grade change forms) by RAR.
- 4) Create two drop windows, a) Drop with Penalty, with default grade of "W", from last day to drop wo/ a grade until 6 weeks before finals begin; b) Drop with Greater Penalty, with default grade of "F", from Drop with Penalty period until 4 weeks before finals begin.
 - All drops will be processed through the colleges.
 - Grade changes will take place on course adjustment forms.

Recommend Options 1 and 4. Also, we recommend that college reps and/or faculty, as well as RAR, be given training and access to key drops until last day to drop.

Discussion:**Positive –**

- Opening self-service drop window from 4 to 10 -12 weeks would greatly reduce the number of drops for manual key-in.
- Even dividing drops between colleges and RAR would require many hours of staff time which could be better spent helping students, colleges, and staff and doing the myriad other manual chores that will be required when we first implement PeopleSoft.

Negative –

- Possible negative implications regarding advising for SFA and Graduate & Professional Studies
- Possible negative implication if SFA needs to look up instructor signature.

6. Midterm Drops/Withdrawals (Still consulting w/SFA & GPS): Discussion

Premises:

- In a long semester, between the last day to drop without a grade and the last day to drop, approximately 10,000 drops and withdrawals come from the colleges, mostly on midterm Scantron forms (awarding a grade of W, F, or Q) and are currently processed by RAR.
- Roughly 60% of them go through the automated Scantron process; some 4,000 drops are processed manually by RAR.
- Between the last day to drop without a grade and the last day to drop with a grade, PeopleSoft (as delivered) allows only one default grade.
- Throughout the term, faculty will be able to query to see student activity, including drops.
- RAR would continue to manually key "Q" drops (approximately 400+ have been processed per semester since implementation).

Options:

- 1) Change business process to extend student self-service drop/withdraw window (without instructor signature) *until last day to drop, which is 4-5 wks before close of semester*. Allow PS to assign a default grade of "W".
- 2) Retain the current student self-service drop/withdraw window, *i.e., from the opening of self-service until last day to drop wo/ a grade, or a month after 1st class day*. For remainder of semester, approx. 12 weeks, default grade for drops will be a "W". All drops leading to "W" grade will be processed through the colleges. All drops leading to "F" grade will be forwarded to RAR for processing.
- 3) Retain the current student self-service drop/withdraw window. Default grade for drops will be an "F". All drops leading to "F" grade will be processed through the colleges. All drops leading to "W" grade will be processed through course adjustment forms (grade change forms).
- 4) Create two drop windows, a) Drop with Penalty, with default grade of "W", from last day to drop wo/ a grade until 6 weeks before finals begin; b) Drop with Greater Penalty, with default grade of "F", from Drop with Penalty period until 4 weeks before finals begin. All drops will be processed through the colleges. Grade changes would take place on course adjustment forms.

Recommend Options 1 and 4. Also, we recommend that college reps and/or faculty, as well as RAR, be given training and access to key drops until last day to drop.

Discussion:

Option 1:

Positive –

- Opening self-service drop window from 4 to 10 -12 weeks would greatly reduce the number of drops for manual key-in.
- Even dividing drops between colleges and RAR would require many hours of staff time which could be better spent helping students, colleges, and staff and doing the myriad other manual chores that will be required when we first implement PeopleSoft.

Negative –

- We are exploring possible negative implications for SFA and Graduate & Professional Studies, both of whom want to advise students before they drop or withdraw to prevent students' losing funding (financial aid or GATF).

- SFA may use instructor signature to verify that the student actually did attend class during the semester.

Option 2:**Positive –**

- As delivered and with no changes to current policies, instructors, departments, colleges, and RAR staff would all have appropriate security and access to key drops between the last day to drop without a grade and the last day to drop/withdraw for the term.
- Because PS allows only one default grade, a "W" in this option, the instructor who wishes to assign a grade of "F" would have to complete an Academic Course Adjustment (grade change form) to change a student's grade from the default of "W" to "F". These grade changes would be keyed by RAR.

Negative –

- Roughly 10,000 drops for someone to key in manually

Option 3:**Positive –**

- Same as 2 except that default grade would be "F".

Negative –

- This plan could increase students' risk of getting an "F" for the semester.
- Processing drops manually will be an additional task for someone. This scenario has the colleges doing the default "F" grades and RAR, the "W's".
- Because PS allows only one default grade of "W" or "F" for what is referred to as the "drop with penalty," instructor who wishes to assign the opposite grade would complete an Academic Course Adjustment (grade change form) to change a student's grade from the default of "W" to "F" or "F" to "W". These grade changes would be keyed by RAR.

Option 4:**Positive –**

- Change business process to assess a greater penalty on students who stay in a course only to drop when the semester is nearly over.
- More students might be persuaded to drop earlier or not to drop at all.
- Administering a greater penalty might convey the institution's seriousness about limiting the number of student drops.

Negative –

- Imposes a greater penalty on students who drop between 6 and 4 weeks before Close of Semester.