



Steering Committee for the Oversight of HLC and Legislative Academic Compliance

MINUTES

December 7, 2017

✚ **Members Present:** Ann Bentz, , Olga Baron, Kim Black, Linda Black, Stephen Luttmann, Marty Somero, Gardiner Tucker, Rachel Walton.

Members Absent: Charlie Couch, Larry Loftin, Anne Toewe.

Approval of Agenda/Minutes from September 28, 2017

The Committee unanimously approved the September 28, 2017 minutes.

✚ **Chair's Report**

Ann Bentz introduced/welcomed Rachel Walton, Assistant Athletic Director for Compliance and Olga Baron, Director of the Center for International Education.

✚ **Student Complaints**

- HLC requirements-number of complaints, types of complaints, recordkeeping-aggregate report of complaints, timelines, evaluate patterns in complaints and make institutional responses as appropriate and suggestions for improvement of process (if needed).
- Centralize collection of complaint records (for quick access)-link on main UNC webpage? Link on Extended Campus site?
- Timeline for reports to Academic Compliance Committee
- Dean of Student's site reporting portal – add link in DOS area of the Student Consumer Information page?
- Student-Faculty Dispute Resolution Processes 3-2-111
- What is included in the Student Athlete handbook? Rachel Walton will follow up.
- Which complaints are tracked by DOS? Need to define complaints to track them.
- All complaints should go to a centralized location-categorize complaints
- International Student incidents should be reported to the Department of State also (Olga Baron)
- Working Group: looking into details of complaint process-tracking, categorize, reporting.
- Can Maxient handle the volume if all complaints are tracked in system?
- Extended Campus complaints-additional discussion when new director is hired
- Will student complaints be directed to the GPS+ offices (if in person)?
- Gardiner Tucker: DOS office keeps the complaints filed, but do not always receive the information on the outcome and/or resolution.
- Deadline to have process in place and organized for HLC purposes-by next Assurance Report, June 2019. Important to have the process in place and records readily available for viewing.
- Preliminary timeline: Working group-by end of spring 2018 semester, bring forward a clear definition of what will be considered as complaints for HLC purposes, recommendation to make sure complaints are routed appropriately, communication plan to assure all units on campus understand the process. Next meeting for Working Group-January 3rd.


✚ **HLC Faculty Qualifications**

- Update: Nearly all of the academic departments and schools have provided their tested experience qualifications to Kim.

- Each discipline is allowed to determine “tested experience”. Per HLC qualified “tested experience” and “credentials” are equal.
- Digital Measures: Kim worked with Mark Smith to set up reports of faculty members by department/school/program area and/or entire institution. This would allow a report to be generated for HLC inquiries as well as UNC yearly reports that can be verified for accuracy and/or missing data. Information can be included in new hire information. Colleges will be reminded that the current faculty information should be uploaded to DM, including adjuncts.
- Next HLC Assurance Report June 2019.
- What about UNC staff that teach courses?
- Graduate faculty status-clarify tested experience/qualifications – Graduate Council should review.

International Agreements

- J Visa-reporting requirements-Olga will forward language
- HLC compliance at location of teaching
- Transfer students finishing credits at UNC
- HLC information for reference on agreements
- Draft document UNCOA-10: International Program Approvals. Academic Compliance Committee can work on completion of document.
- Process for formal MOU approval
- What types of agreements need to have HLC approval?
- HLC guideline language.

 **Next Meeting January 25, 2018 (10:30 a.m.-12:00 p.m.) Carter Hall 4th Floor Board Room.**

Lori Riley, Recording Secretary