



2023 - 2024

# UNDERGRADUATE EDUCATION & ACADEMIC SUCCESS

**SMU**

Student Academic  
Engagement & Success



# Letter of Introduction

Dear Colleagues and Partners,

As we reflect on another remarkable year, I am excited for our future as we strengthen student success. Just as a garden flourishes through careful tending and nurturing, our commitment to fostering academic success and personal growth has borne fruit in myriad ways. The seeds we have planted together—through innovative programs, dedicated support, and new technology have blossomed in our second year as an area.

This annual report encapsulates our collective efforts and achievements within Undergraduate Education and Academic Success over the past year. It serves as a testament to the hard work and dedication of our diverse and dynamic student-centered team, each contributing uniquely to our vibrant academic ecosystem on the Hilltop.

As we look ahead, we remain dedicated to cultivating an environment where all Mustangs thrive. Like any thriving garden, our work requires ongoing care, adaptability, and collaboration. Together with our campus partners, we will continue to nurture the seeds of potential within each student, ensuring they can grow into resilient, knowledgeable, and compassionate World Changers. After all, we offer them a unique college experience on the Hilltop, and the perfect team is in place to support them along the way.

Thank you for your unwavering support and dedication to student success.

Warm regards,



A handwritten signature in blue ink, reading "Dustin Grabsch".





Dustin K. Grabsch, Ph.D.

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Undergraduate Education and Academic Success is an area within the Office of the Provost's Division of Student Academic Engagement and Success, which oversees a wide range of academic support and engagement office units.

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### 2023 - 2024 Offices and Units:

-  Office of Student Success & Retention
-  Office of General Education
-  University Testing Center
-  Committee on Academic Petitions



# Undergraduate Education and Academic Success highlights from this year include:



**Engaging Programs and Events:** We launched the new Success Fest with the [University Advising Center](#), welcomed over 1,972 students to our [Peer Academic Leader](#) programs, planned the reimaged Common Reading for Fall 2024, and offered new [Common Curriculum](#) trainings and workshops.

**Adding Co-Curricular Pathways:** In partnership with the [Division of Student Affairs](#), we increased to 18 co-curricular pathways for students to fulfill Common Curriculum Proficiencies and Experiences. We also strengthened the integration of [Engage Dallas](#) in the student experience, documenting over 2,300 hours of service from 1,144 participants. We partnered with [SMU Abroad](#) to facilitate easier fulfillment of the [Global Perspectives Proficiency and Experience](#) for students who travel abroad.

**Expanded Student Support Services:** We expanded testing services for SMU students and for community partners, including the addition of 12 computer-based testing desktops. To improve the student experience, we further integrated [Caring Community Connections case management](#) efforts with the [Office of Student Advocacy and Support](#), providing fewer inter-office referrals for students.

**Improving the Pathway to Degree:** Through the efforts of various academic departments and faculty partners, we added 53 Common Curriculum tags to undergraduate courses and enhanced the processing of transfer credits. Additionally, our [Crossing the Finish Line](#) and [Summer Forge](#) programs saw record-breaking participation, boosting graduation rates.

**Adopting New Technology:** Thanks to partnerships with the [Office of Information Technology](#) and the [Division of Enrollment Services](#), we improved functionality and encouraged the continued adoption of [Degree Planner](#) for students to plan their academic path to graduation, simplified student and professor testing experiences via new software, and improved fidelity of workflows in the [Office of Student Success and Retention](#) to improve student case management and follow-up.



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# Office of Student Success and Retention

The Office of Student Success and Retention (SSR) strives to empower undergraduate students to succeed from the beginning of their academic journey until graduation.



# By the Numbers

	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Totals
Student Success & Retention													
Blogs/Listserv Posts	3	2	1	2	-	-	-	1	1	1	1	-	12
Leave Requests: Leave of Absences	5	5	28	6	7	29	11	38	9	14	31	2	185
Leave Requests: Formal Exits	30	59	39	3	10	28	21	26	2	1	15	33	267
Exit Surveys Collected	36	45	45	8	8	8	8	21	3	-	7	33	222
LOA Surveys Collected	N/A	N/A	N/A	N/A	2	5	-	28	5	6	11	1	58
RETN Student Group	N/A	501	494	518	-	-	-	-	-	599	668	668	3,468
Retention Alert	-	8	9	2	9	11	15	10	22	10	9	2	107
Academic CCCs	-	-	4	19	-	-	-	1	12	19	23	1	79
Student Meetings	N/A	7	4	26	40	53	35	48	16	28	45	13	315
Campaign Emails/Texts	N/A	33	360	290	-	-	-	-	551	2,501	1,906	2,107	7,748
Advising Notes w/ Leave Intent	14	18	24	7	17	34	16	67	16	17	43	14	290

## June

Summer Forge commenced its inaugural year with 20 students attempting over 80 credit hours during the summer terms.

Crossing the Finish Line student graduated in May. During the Spring of 2023, 2 out of the 11 students who received SSR invitations decided to return to SMU and complete their degrees.

## July

Along with the SAES website migration, SSR launched a new website that’s more refined and offers clear definitions of the office’s initiatives.

A new Leave Request online web form was designed, allowing students to directly submit their requests for withdrawals, cancellations, leave of absence, or formal exits.

Fall 2023 Unenrolled Student outreach continued, resulting in fewer unaccounted unenrolled students.

Recipients of the SMU Early Achievement Award were notified of their scholarship. Overall, nine students accepted the award of \$10,000 per year until graduation within eight semesters from their start.



## August

Shun Colter began his role as Assistant Director of SSR on August 14.

The Office of Student Success and Retention contacted students who had not logged into Canvas during the first ten days of the semester, resulting in targeted support and fewer last-minute withdrawals.

Welcome Back Initiative took place in PAB 301; leftover cookies were shared with students in the Hughes-Trigg Student Center and the A-LEC.

## September

The office assisted in the filtration and distribution of Early Progress Report results to the appropriate office. The staff in SSR reached out to students coded RETN or without any student group (blanks) that had two or more deficient grades, totaling 290 students.

Established a separate, undergraduate Leave of Absence survey independent of the Exit survey. Incorporated the survey in our Leave Request process.





## October

Student Success and Retention developed new ongoing and timed outreach management within SharePoint

Microsoft Power Automate to aid administrative processes within the Office of Student Success and Retention

Kolin Goldschmidt transferred to a new role in the Registrar's Office after over two years of service.

## November

Student Success and Retention changed the Leave Request process to include a mandatory meeting with a staff member before processing the paperwork.

The office documented over 46 pages of process documentation within the SMU Wiki.

## December

Two students as part of Crossing the Finish Line graduated in December from the 2018 Cohort.



## January

Student Success and Retention welcomed two new team members, Jay Guillory and Saahil Mathews.

Ivy Phillips transitioned to the Lyle School of Engineering after over two years of service to the office.

To ensure data fidelity, SSR completed 13 administrative cancellations and finalized any incomplete Leave Processes.



## February

New case management policies and practices were implemented in the office. Old cases managed in Maxient were closed, and the latest follow-up processes were implemented.

Early Progress Report grade submission reminders were sent to 461 unique faculty members. The total response rate was 79.9% university-wide, with Cox having the highest, 86%, in Spring 2024. The Office of Student Success and Retention sent follow-up emails to 49 students with 2+ deficiencies for scheduling appointments, resulting in 15 student meetings.

41 students were invited to participate in the 2024 Summer Forge cohort in the first wave of invitations.

## March

Return from Leave of Absence postcards were mailed to 69 students. The postcards are intended to touch base with students coming back from leave and informing them about enrollment/ registration dates. Efforts to encourage enrollment continued throughout the month.

Mid-Term Progress Report grade submission reminders were sent to 436 unique faculty members.

The Office of Student Success and Retention sent follow-up emails to 76 students with 2+ deficient points for scheduling appointments with Assistant Director and Success Coach.

The Office of Student Success and Retention coordinated the Enrollment Hold Campaign. On March 19 there were 2,573 holds from 1,918 students; a text message was sent to 1,878 students who had their numbers in the list.

42 students were invited, but 9 accepted to participate in the 2024 Summer Forge cohort; more invitations will be sent to students by end of April.



## April

As of April 24, there were 995 holds out of 780 students. A final reminder email and text message was sent on April 25 to clear enrollment holds.

Following the final Enrollment Hold Campaign outreach, as of April 15, there were 605 holds out of 449 students.

There are 69 students on leave expected to return in Fall 2024. 16 students are already enrolled. Call, text message, and email reminders were sent to 53 students notifying them of enrollment appointments.



## May

3 students completed the Crossing the Finish Line program in the Spring semester and will graduate this month.

22 of the 69 students returning from leave in Fall 2024 are now enrolled. Call, text message, and email reminders were sent to 47 students notifying them of enrollment appointments.

The [Summer Forge Program](#) has announced 21 students in its second-annual cohort, with more students possible.

[Lisa A. Miller](#) started her role as Director of Student Success and Retention on May 22, 2024.

[Flex for Retention program](#) was utilized by 2 faculty members to meet with undergraduate students at risk for retention.



# Office of General Education

The Office of General Education (OGE or GenEd) provides campus-wide leadership in undergraduate education and administers the general education policy enacted by the Council of General Education.





# By the Numbers

	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	Totals
Office of General Education													
OGE Blogs/Listserv Posts	3	3	5	7	9	2	2	5	1	5	2	2	46
GEC Petitions	-	-	-	-	-	-	-	3	-	-	-	-	3
UC Petitions	11	18	15	-	17	12	1	4	9	3	10	7	107
CC Petitions	172	209	178	181	150	116	244	224	137	86	361	339	2,397
OGE Advising Meetings	6	55	29	16	31	20	11	33	27	4	36	8	276
OGE Outreach Events	-	9	1	3	2	-	-	2	4	4	1	2	28
OGE Events Attendance	-	-	-	9	14	-	-	16	3	8	2	22	74
PALs Blog/Instagram Posts/Stories	N/A	N/A	N/A	116	58	22	5	4	52	41	28	1	327
PALs Events	N/A	N/A	N/A	11	16	16	1	-	15	13	15	1	88
PALs Events Attendance	N/A	N/A	N/A	235	295	278	63	-	405	323	343	30	1,972

## June

The Office of General Education reviewed all [Writing in the Major courses and transitioned some to the Writing tag](#).

[The Office of General Education migrated to a new website design](#). Including three general education curricula website refresh, along with new office website.

## July

[The Office of General Education hired Melina Padron as the Senior Advisor for General Education](#).

The Office of General Education continued documentation days to update all processes on the UEAS wiki page.

The Office of General Education finalized dates for CC pop-ups and CC workshops events for AY 23-24.

[Summer Forge](#) provided financial, academic, and social support to 20 undergraduate students to accelerate their path to on-time graduation.



## August

All events for the Office of General Education and Peer Academic Leaders (PALs) were set up on SMU360.

- The Office of General Education worked with OIT to rename and update the drawer types used in AdminImages.SMU.
- The Peer Academic Leaders (PALs) began their training on August 10, 2023.

## September

The Office of General Education completed the CE/CIE Audit for Fall 2020 – Spring 2022 student cohorts, resulting in 25 student DPR updates.

The Office of General Education created a new External Breadth Swap Petition for Common Curriculum students on the Fall 2023 catalog or later.

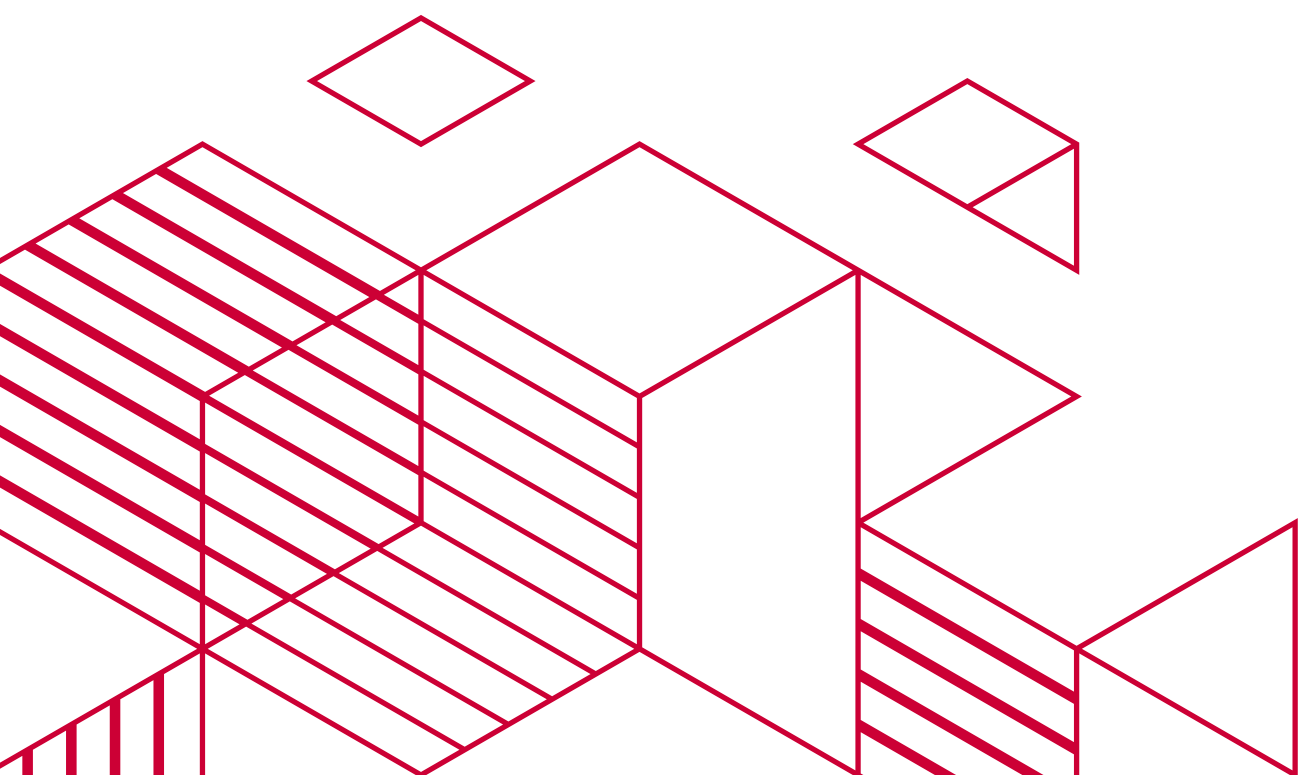


The Council on General Education Kickoff Meeting was held September 1, 2023, resulting in approval of the updated Critical Reasoning rubric.

The Council on General Education met September 29, 2023 and approved a total of 10 course proposals for Common Curriculum tags.

The Peer Academic Leaders (PALs) Fall programming kicked off September 8, 2023.

The Peer Academic Leaders (PALs) rebranded their Instagram (pals\_smu).







## October

The Council on General Education met on October 20, 2023, during which information was given about creating 2 working groups to review External Test Credit and TCCNs credit.

The Peer Academic Leaders (PALs) secured a partnership with Fondren Library for SMU's first-ever Study-A-Thon.

The Peer Academic Leaders (PALs) launched a new website ([www.smu.edu/pals](http://www.smu.edu/pals)).

## November

The Council on General Education met on November 10, 2023 and approved 11 proposals for Common Curriculum tags. A total of 26 CC tags were added to courses during the 2023 Fall term.

Peer Academic Leaders (PALs) hosted an event in collaboration with the Social Change and Intercultural Engagement Office (SCIE) called Giving Thanks with Your PALs.

The Peer Academic Leaders (PALs) completed their first semester of programming for the AY 23-24.

## December

The Council on General Education approved changes to the CC Critical Reasoning fulfillment requirements.

The Council on General Education approved modifications to the CC Global Perspectives rubric, permitting all SMU Abroad programs to meet criteria.

The Council on General Education met on December 1, 2023, during which the Office of Institutional Planning and Effectiveness reviewed the Common Curriculum Assessment results for Breadth/SBS, Breadth/TAS, Breadth/ES, PREX/GPS, and PREX/HD.

The Peer Academic Leaders (PALs) hosted their first Study-A-Thon in collaboration with SMU Libraries.



# January

The Office of General Education archived the General Education Curriculum website.

The Office of General Education ran an audit for UC students who will graduate in Fall 2023/Spring 2024 to review their DPR and credits to help them graduate on time. A total of 51 students were examined.

The Peer Academic Leaders (PALs) completed spring training, overviewing topics such as advanced SMU 360 features, applying Peer Leader skills to resumes, self-care, etc.

The Peer Academic Leaders (PALs) began recruiting efforts for the 24-25 academic year.

The Peer Academic Leaders (PALs) Spring programming kicked off January 22, 2024.

# February

The Office of General Education met with the World Language and DASS departments to streamline the Second Language Requirement substitution accommodation for undergraduate students.

The Council on General Education met on February 2, 2024 to review multiple Common Curriculum rubrics revisions.

The Council on General Education met on February 23, 2024 and approved a total of 9 course proposals for Common Curriculum tags.

The Peer Academic Leaders (PALs) hosted SMU's first-ever Success Fest in collaboration with the University Advising Center.

The Peer Academic Leaders (PALs) had 65 scheduled 1-1 meetings.





## March

The Office of General Education updated the SMU Catalog for the 2024-2025 academic year.

The Council on General Education met on March 8, 2024, and approved 1 course proposal for Common Curriculum tags and 3 activity proposals.

The Council on General Education met on March 8, 2024, and approved three revised Common Curriculum rubrics.

The Peer Academic Leaders (PALs) recruitment for AY 24-25 was completed. A total of 26 students applied and were interviewed for the role. 5 PALs will return to the team, and 8 new PALs were offered positions and accepted.

## April

The Office of General Education began planning a revised version of the Common Reading, the Common Curriculum Reading Group.

The Council on General Education met on April 5, 2024 and April 26, 2024 and approved a total of 8 course proposals for Common Curriculum tags and 3 activity proposals.

The Council on General Education met on April 5, 2024 to review 2 Common Curriculum rubrics revisions, in which the revised Global Perspectives rubric was approved.

The Peer Academic Leaders (PALs) wrapped up programming for AY 23-24.

## May

The Office of General Education updated the Common Curriculum Course Proposals for faculty submission and updated the Supporting Skills templates for student petitions.

The Peer Academic Leaders (PALs) hosted a Spring Study-A-Thon and secured a continuing partnership with SMU Libraries for the AY 24-25.

The Council on General Education's Writing Board subcommittee submitted to the Center for Teaching Excellence faculty affiliated proposals which were accepted. The Writing Board will coordinate 4 CTE workshops in the AY 24-25.





# University Testing Center

The University Testing Center (UTC) offers a range of services and support to assist with educational, career, and personal goals. Our services are available to all SMU students, including those with accommodations, student-athletes, and non-athletes.



We strive to engage the local community and SMU students through credit-by-exam (CLEP) and other academic tests. Our policies adhere to the National College Testing Association (NCTA) standards to ensure exam integrity, accessibility, and professionalism for both examiners and examinees.

## By the Numbers

	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	Totals
University Testing Center													
Blogs/Listserv Posts	1	-	2	-	2	-	-	1	2	2	-	-	11
Number of Completed Tests	2	-	-	217	303	215	242	1	235	224	192	188	1,819
Student-Athlete Testing	-	-	-	4	1	1	3	-	2	2	12	4	29
Revenue Testing	-	-	-	-	-	-	-	-	1	-	1	-	2
Accommodated Testing	2	-	-	213	302	214	239	1	232	222	179	184	1,788
Scantron Usage	10	-	-	215	201	119	625	-	372	301	418	420	2,681
Testing Irregularities	-	-	-	4	4	1	3	-	10	6	12	3	43
“Test Needed” Requests to Faculty	-	-	-	21	18	16	49	-	24	23	20	28	199

### June

The [University Testing Center website](#) migration was completed and went live on June 23, 2023.

The first round of RegisterBlast training was initiated, and the first advisory board meeting was conducted on June 29 to garner campus stakeholder feedback on new test administration software.

### July

In coordination with the Office of Information Technology, the University Testing Center set the RegisterBlast student and faculty portal finalization for go-live to campus on Wednesday, August 29.

The University Testing Center expanded its services to include testing for student-athletes.



## August

Amie DeRegge began as the [University Testing Center's testing coordinator](#) [on August 14, 2023](#).

Marketing communications to faculty and campus partners announcing migration to RegisterBlast, branded as the new UTC Portal.

Instructional videos produced for students and professors to aid with use and adoption of RegisterBlast.

- [Professor Video](#)
- [Student Video](#)

The UTC was updated to include access to the UTC Portal for student test registrations and professor test submissions.

RegisterBlast went live on Thursday, August 10, 2023. As of August 29, twenty exam submissions have been received for testing throughout the semester, including final exams.

## September

On September 20, presented an overview of University Testing Center services to faculty attendees at the Department Chair Lunch 'n' Learn.

UTC implemented modifications to test registration settings in the UTC Portal to better manage capacity levels for both paper-based testing and computer-based testing (buffer times for seat occupancy, registration access during weekend hours)

## October

Four irregularities were reported to professors. Three due to time overages by student, one due to extended bathroom break. No conduct issues were reported.

RegisterBlast configurations arose causing changes to test scheduling procedures. For instance, non-eligible students registered for testing ( $n = 6$ ) and registration hours adjustment were made due to software limitations.



## November

One testing irregularity reported to professor due to time overage by student.

No conduct issues were reported.

Demand for online testing was noted as increasing based on data trends. Current configurations in RegisterBlast permit computer-based tests to be placed in the paper-based testing room, so University Testing Center staff monitors daily, thereby increasing center testing capacity.

## December

The University Testing Center administered 977 academic exams for the fall 2023 semester, beginning September 1, 2023 through December 13, 2023.

Out of 977 exams for the semester, 242 were administered during the final exams period between December 7th and 13th, 2023.

Scanning, reporting, and CSV file distribution for 1,160 Scantron forms were completed during the fall 2023 semester, beginning September 1 through December 13, 2023. 625 were completed during the finals period alone. This number includes 118 Scantrons that had to be redone due to faculty content errors.

The University Testing Center ordered 12 new desktop computers for online testing that will be deployed in Spring 2024. This will bring the total number of desktop computers to 20.

## January

The University Testing Center finalized the purchase of NetSupport School software to monitor desktop computers during online test administrations. The software will replace open-sourced software, iTalc, which the University Testing Center has used for the same purpose since the facility opened in the Fall of 2022.

Based on professor feedback, RegisterBlast test scheduling software was modified to allow professor exam submissions to be submitted according to the course section instead of the course name only. The new features provide added flexibility in specifying testing windows, testing time restrictions, and multiple test versions.

UTC Testing Coordinator Amie DeRegge acquired certification as a CLEP administrator. CLEP will fully become available to SMU and non-SMU students beginning in Summer 2024 and will be publicized via the UTC website, promotional video, the NCTA proctor services website, and other communications.



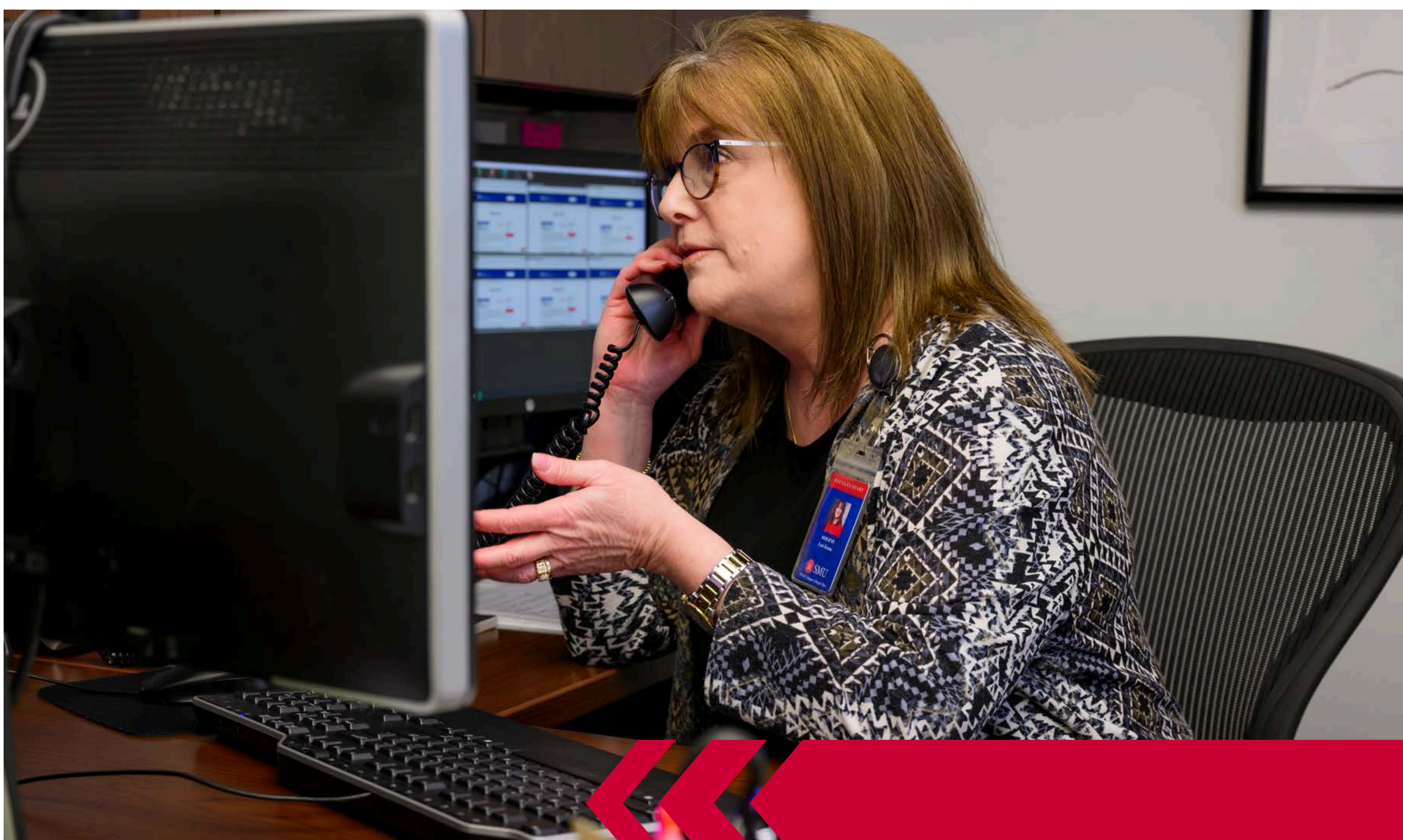
## February

The University Testing Center announced a new proctoring software that allows Canvas tests to be administered with the Respondus LockDown Browser (LDB).

The latest software, NetSupport School, replaces a previous program, iTalc, that could not facilitate real-time surveillance of students taking Canvas tests with the Respondus LockDown Browser on UTC computers. Professors will no longer have to create non-LDB versions of Canvas tests administered at the UTC -- classroom test versions with LDB can now be used without issue. Various academic departments and professors utilizing the testing center suggested this feature and service enhancement, and we are excited to offer this new ability.

The UTC scheduled the finalized deployment of 12 new computers for the Peruna testing lab, increasing the capacity for computer-based testing from 8 workstations to 20. Two of three testing labs at the UTC will function as dual-purpose locations for paper-based and computer-based testing, while one remains solely for paper-based testing.

A feasibility study for the renovation of the Varsity testing lab and office is planned for March. Potential upgrades include 25 new testing workstations, ten additional overhead cameras for test proctoring, and a new student check-in/check-out area.





## March

The Department of Applied Physiology and Sports Management requested an overview presentation of services for their faculty.

The UTC administered its first round of computer-based tests in the Peruna testing lab, increasing capacity for CBT testing from 8 workstations to 20. The new workstations can accommodate Respondus Lockdown Browser for Canvas tests, following a migration to NetSupport School desktop surveillance software that replaced a program incapable of facilitating surveillance of tests configured with Respondus.

As part of the renovation of the Scholars' Den in Clements Hall, room numbers for the UTC have changed. Visitors will still access the UTC at the west end of the Clements Hall basement, most directly using the side entrance facing Dallas Hall. Students and professors are to check in at the testing office (now identified as room G28) for test administrations and completed test pickup. Students will continue to be assigned to testing labs identified as "Peruna", "Hilltop" and "Varsity". Room numbers will be updated on the UTC website, the UTC Portal for test registration, and in information handouts for both students and professors.

The UTC upgraded its annual membership in the National College Testing Association (NCTA) from an individual level to the collegiate institutional level. The upgrade enables participation of up to ten SAES colleagues, most notably for surveying current membership regarding academic cheating. Results of the survey will be published as a white paper for NCTA members.





## April

Through partnering efforts with SMU Academic Advising and Dedman College academic departments for Chemistry, Math and World Languages & Literatures, the UTC will participate in the delivery of placement tests for students via Canvas beginning May 1 for AY 2024-2025.

The UTC finished its cycle of midterm and pre-final test administrations for students with approved testing accommodations as well as student-athletes in need of makeups and/or early testing due to their sport's competition schedule. Out of 198 registrations received for April 2024, a total of 167 tests were administered (155 to accommodated students and 12 to student-athletes).

## May

The UTC administered 840 academic exams for the spring 2024 semester, beginning January 16 through May 8, 2024. Exams were managed through RegisterBlast software, renamed the UTC Portal, launched in August 2023.

Out of 840 exams for the semester, 188 were administered during the final exams period between May 2nd and May 8th, 2024.

Scanning, reporting, and CSV file distribution for 1,511 Scantron forms were completed during the Spring 2024 semester, beginning January 16 through May 8, 2024.

Scanning, reporting, and CSV file distribution for 420 Scantron forms was completed during the final graduate and undergraduate exams between May 2nd and May 8th, 2024.





# Committe on Academic Petitions

The Committee on Academic Petitions (CAP) is a committee with membership appointed by the Provost. It is charged with considering and deciding student academic petitions, as set out in the SMU Statement of Process for Undergraduate Student Academic Petitions.

## By the Numbers

	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	Totals
Committee on Academic Petitions	3	4	6	6	3	2	6	11	2	5	4	-	52
Probation/Suspension/ Dismissal	-	-	1	-	-	-	1	6	-	-	-	-	8
Grade Appeal	-	1	2	-	-	-	-	-	1	1	-	-	5
Reinstatement	1	1	1	-	1	1	2	1	-	1	-	-	9
Withdrawal	1	-	-	1	-	-	-	2	-	1	2	-	7
Reimbursement	-	1	1	-	-	-	-	-	-	-	-	-	2
Repeat Policy	-	-	-	-	-	1	1	-	-	-	-	-	2
SMU Policy	1	-	-	3	1	-	2	1	-	1	1	-	10
Study Abroad	-	1	-	-	-	-	-	-	-	-	-	-	1
Transfer Credit	-	-	1	1	-	-	-	1	1	1	-	-	5
Enrollment	-	-	-	1	-	-	-	-	-	-	1	-	2
General Education Appeal	-	-	-	-	1	-	-	-	-	-	-	-	1





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John H. Chapman III  
in honor of his life  
Gift Chapman III to the University of California  
at the occasion of his 70th birthday celebration  
April 1995



