

---

# ACADEMIC SUPPORT SERVICES

MAXIMIZING YOUR SERVICE TO STUDENTS



Office of Student Conduct  
& Community Expectations

## LEARNING OBJECTIVES

- Participants will identify the 3 ways that Lehigh is using Maxient to provide academic support to students.
- Participants will describe 3 limitations of using Maxient with academic support services.
- Participants will summarize at least 3 ways that Maxient could be used on their campus in relation to academic support.

# LEHIGH AND MAXIENT

- Users since 2011
  - 2016 – 2017 Stats
    - 6056 cases
    - 4000 individual incidents
    - 3486 incident reports (as of May 17)
  - 90 + users
  - Integrated in to daily Student Affairs tasks.
  - Has replaced paper student files
- Used across Campus
    - Conduct
    - Residence Life
    - Greek Life
    - Academic Support
    - BIT Team
    - Study Abroad
    - Emergency Loans
    - Academic Petitions
    - Graduate Student Petitions

# ACADEMIC LIFE & STUDENT TRANSITIONS

- Part of the Dean of Students Office
  - Center for Academic Success (Tutoring Services)
  - **Disability Support Services**
  - **Academic Support**
    - Absences
    - Academic Deficiencies
    - Emergency grants and loans
    - Petitions
  - Office of the First Year Experience

# DISABILITY SUPPORT SERVICES

- Provides support for all levels of disability services (learning, physical, injury based, etc.).
  - Current Usage:
    - All students working with the office are tracked through Maxient.
      - PERSONAL DATA SHEET creation or in notes if already created.
      - This allows staff members to know when Disability Support should/could be notified about other situations.
  - Future Usage:
    - Documentation collection.
    - Communication with students and faculty as needed.
- ***POSSIBLE CONCERNS: Some documentation may be HIPAA Protected so special precautions should be taken to limit access. (This can be managed)***

# ACADEMIC SUPPORT

- Absences / Withdraws / Leave and Return Requests.
  - Custom IR's for each (Separate for Graduate students).
  - Routed to appropriate support staff member for action.

[\*\*http://lehigh.edu/go/withdraw\*\*](http://lehigh.edu/go/withdraw)

[\*\*http://lehigh.edu/go/leaveofabsence\*\*](http://lehigh.edu/go/leaveofabsence)

[\*\*http://lehigh.edu/go/readmission\*\*](http://lehigh.edu/go/readmission)

[\*\*http://lehigh.edu/go/absenceform\*\*](http://lehigh.edu/go/absenceform)

# ABSENCES

- Students complete the Absence Request Form.
- Letter issued to student to give to faculty members depending upon request details:
  - Absence - Illness No Supporting Documentation
  - Absence - Illness with Supporting Documentation
  - Absence - Religious Holiday
  - Absence - Death in Family
  - Absence - Job Interview
  - Absence - Other No Supporting Information
  - Absence - Other with Supporting Documentation
  - Absence - concussion with Supporting Information

**<http://lehigh.edu/go/absenceform>**

# ACADEMIC SUPPORT

- Academic Deficiency Report (Section 3).
  - Faculty member reports failing grades, absences, classroom disturbances via custom IR.
  - A 'Section 3' case is created and a letter is sent to the student.
  - The student is required to meet with the faculty member or a staff member (depending on the issue) to discuss.
  - Must bring the signed form back to Academic Support where it is scanned and stored in the case.

**<http://lehigh.edu/go/section3>**



# EMERGENCY LOANS & GRANTS

- Emergency Funding for Students
  - Must be reviewed by the Office of Financial Aid as receiving a grant or loan can impact future eligibility.
    - Student completes a request via an IR.
    - The IR is routed to the director of financial aid for review and DOS members are CC'd.
      - OSC&CE provided training to Financial Aid Staff.
    - Financial Aid contacts DOS staff and a decision is made.
    - Letters sent via Maxient.

<http://lehigh.edu/go/emergencyfunds>

# ACADEMIC PETITIONS

- Lehigh's Committee on the Status of Students (SOS) handles petitions from students (Pre-Req waivers, late drop adds, academic overrides.)
  - Currently we DO NOT use a custom IR as a the petition form. (The student must download a PDF form and have it signed by several offices on campus) – *yes this frustrates me.*
  - When a petition comes in, a case is created and documents are scanned into the case.
  - The committee makes a decision and Maxient is used to notify students of petition outcomes.

## FUTURE PLANS

- Disabilities Support Services
  - Use Maxient for entire process from application for accommodation through tracking.
- Petitions
  - Eliminate PDF form and create IR and process to utilize Maxient
- Manage Tutoring requests through Maxient

## QUESTIONS & ANSWERS

- Chris Mulvihill
  - Lehigh University
  - [cjm9@lehigh.edu](mailto:cjm9@lehigh.edu)
  - 610-758-4632
- <http://lehigh.edu/go/maxient>