

University of Maryland, Baltimore County (UMBC)
Student Services Memorandum of Understanding
2003 – 2005 Academic Years

Introduction

The University System of Maryland's "*Universities at Shady Grove*" (USG) is a uniquely collaborative initiative in Maryland state higher education. Developed in response to the growing demand for undergraduate higher education in Montgomery County, this undergraduate upper-division center provides area students the opportunity to complete the final two years of a bachelor's degree from one of USM's 11 degree-granting institutions, without ever leaving Montgomery County. USG, which opened in Fall 2000, offers six baccalaureate programs in year one, followed by several additional programs beginning in Fall 2001 and beyond. Through such offerings, USM institutions will significantly expand the educational opportunities available to students in Montgomery County and the state of Maryland.

Student services will be provided on-site through the Universities at Shady Grove Student Services Office. In accordance with Maryland's SB603 (enacted in the 2000 Legislative Session) which requires "students experience a seamless web of academic and support services tailored to the operations of particular centers", it is the mission of the Student Services Office to provide an enriching, state of the art and "user-friendly" learning environment for participating students. Specifically, the Student Services Office goal will be to:

- Create a "one stop shopping" student service system with for providing assistance with administrative procedures including admissions, financial aid, registration and billing, grade collection and reporting, and more;
- Develop a World Wide Web site that serves as an "electronic commons" allowing academic and extracurricular news and information to be accessed and transmitted by students and faculty alike;
- Develop and implement professional development and extracurricular learning opportunities, including but not limited to, guest speaker series, student activities, and job fairs (in conjunction with home institution career services office and program representatives);
- Work with administrators at each USM institution to ensure that their students are provided comparable access to all services traditionally provided to students enrolled at home campuses; and
- Provide a wide range of student development services that build a sense of academic community within USG as well as an attachment to the student's home institution and program.

The development of a collaborative, agreed upon process for providing such service is critical to the success of this mission. As such, the USG Student Services Office has developed the following Memorandum of Understanding as a means of clarifying the customized services that it will provide to students, faculty, and staff on behalf of each participating institution.

The following Memorandum of Understanding provides specific guidelines for student services, which are tailored to fit the requirements of the University of Maryland, Baltimore County (UMBC). In addition, this Memorandum outlines the "common basic services" that will be provided by the on-site USG Student Services Office to students of all institutions and programs.

Memorandum of Understanding

In order to provide USG student services that are comparable to those provided by the home institution and customized for the Universities at Shady Grove, the following responsibilities are agreed upon. These responsibilities support a collaborative process among all University System of Maryland institutions that participate in the Universities at Shady Grove. This agreement is effective from the date of authorization and expires June 30, 2005. At any time between the date of authorization and the date of expiration, either party may request to alter this agreement or to review the services provided in their entirety.

Common USG Student Services

As a means of providing necessary on-site, basic services, it is agreed that USG Student Services staff will maintain and provide several “common basic services” to students of all participating institutions and academic programs. These include the following:

- *Collection and dissemination of basic directory information including student, faculty, and staff names, titles, USG addresses, phone numbers, and email addresses as appropriate;
- *Utilization of electronic (read only) access to appropriate institutional databases by USG staff as a means of obtaining information necessary to advise students regarding their status as pertains to Admissions, Financial Aid, Enrollment, and Billing;
- Development of USG “student life” and a collegial, user-friendly learning environment for students including workshops, speaker series, student activities and student organizations;
- Development of study skills workshops, groups, and resource referrals;
- Coordination of course scheduling;
- Coordination of all general USG materials/publications and guidance to institutional representatives regarding program specific materials/publications to ensure the maintenance of a consistent USM Shady Grove image; and
- Development and maintenance of a USG Web Site.

* Please note, the Universities at Shady Grove adheres to the policies and procedures as defined by the Family Educational Rights and Privacy Act (FERPA). It is acknowledged that prior consent from the student is not required for access to student records by school officials who have been determined to have legitimate educational interests. School officials include instructional or administrative personnel who are or may be in a position to use the information in furtherance of a legitimate objective. Legitimate educational interests include those directly related to the academic environment. It is further acknowledged that UMBC is the custodian of student records and all requests for student information will be referred to UMBC.

Choices for Customized Student Services

As a means of offering “customized” and varied levels of student services tailored to meet the needs of each institution and its students, “service options” are offered and may be selected at the discretion of the institution. These options provide each institution the means of providing direct student services where deemed appropriate, and/or utilizing on-site USG Student Services support where needed. The following Memorandum details the service options as selected by UMBC to date.

Customized Student Services

I. Recruiting

It is agreed that while USG Student Services will provide support for recruiting efforts, UMBC will maintain responsibility for marketing its programs and recruiting students needed to fill available seats. Specifically:

UMBC will:

- Maintain the primary responsibility for recruitment.
- Conduct specific recruiting efforts with students who have inquired with USG.
- Attempt to attend scheduled USG recruitment events.
- Provide recruitment materials to USG for distribution to prospective students.
- Assign the Program Coordinator as recruiting lead to guide UMBC prospective students, admitted students, faculty, and staff and to coordinate recruiting efforts with USG.

USG Student Services will:

- Include UMBC recruitment materials in general USG recruitment activities. (Note: UMBC must approve content and text related to UMBC programs, services, and processes in advance of its distribution.)
- Fulfill student requests for USG information and UMBC specific information.
- Maintain a database of prospective UMBC student inquiries, to be accessible by UMBC's Program Coordinator.
- Counsel and advise prospective student inquiries in cooperation with UMBC's Program Coordinator.
- Provide UMBC with a schedule of recruiting events and strategies planned by USG.

II. Admissions

It is agreed that admissions processes for UMBC students will be conducted as outlined below. Specifically:

UMBC will:

- Assign a Program Coordinator as admissions lead to guide UMBC students, faculty, and staff and to coordinate admissions efforts with USG.
- Create a unique UMBC/USG admissions application in coordination with USG staff.
- Establish a Shady Grove admissions committee for the review of all applications and for admissions decisions.
- Complete all transfer credit evaluations.
- Forward written admissions decision notifications to students along with appropriate USG information as provided
- Conduct all admissions activities under the supervision and review of UMBC's Director of Undergraduate Admissions or designee.

USG Student Services will:

- Distribute UMBC/USG admissions applications and other UMBC specific materials and documentation.
- Collect applications and supporting documentation and forward completed applications to UMBC's Program Coordinator.

III. Financial Aid

It is agreed that financial aid processes for UMBC students will be conducted as outlined below. Specifically:

UMBC's Financial Aid Office will:

- ❑ Administer and disburse financial aid and scholarship programs.
- ❑ Maintain responsibility for the processing of all forms and required documents.

UMBC Shady Grove will:

- ❑ Assign a Program Coordinator as the financial aid lead to guide UMBC students, faculty, and staff and to coordinate financial aid efforts with USG.
- ❑ Collaborate with USG and UMBC's Financial Aid Office to coordinate Federal Work-Study (FWS) student employment opportunities for UMBC students attending USG.
- ❑ Conduct all financial aid activities under the supervision and review of UMBC's Director of Undergraduate Admissions or designee.

USG Student Services will:

- ❑ Distribute FAFSA forms and other required documents as forwarded by UMBC.
- ❑ Counsel and advise students applying for financial aid on both federal regulations and the processes and procedures specific to UMBC.

IV. Registration / Orientation / Advising:

It is agreed that registration processes for UMBC students will be conducted as outlined below. Specifically:

UMBC will:

- ❑ Assign a Program Coordinator as lead for these services to assist UMBC students, faculty, and staff and to coordinate registration efforts with USG.
- ❑ Conduct student orientation session(s) at USG in coordination with USG staff.
- ❑ Facilitate the registration of all UMBC/USG students.
- ❑ Generate a UMBC ID Card for Shady Grove students as requested (by student) to allow student access to UMBC campus services.

USG Student Services will:

- ❑ Produce a schedule of classes to be offered at USG.
- ❑ Assist students with basic registration questions upon student's request and assist students in using the myUMBC system as necessary.
- ❑ Refer students to UMBC's Shady Grove Program Coordinator as necessary for issues related to registration.
- ❑ Generate student Shady Grove ID Cards which identify individuals as students of UMBC at Shady Grove.

V. Billing

It is agreed that UMBC will maintain responsibility for all billing matters related to its students at USG. Further, it is agreed that UMBC will charge and collect all tuition and fees. UMBC will charge and collect fees at the rate of \$200 per academic year for full time students (12 credit hours/semester or greater); or at a rate of \$8.50/credit hour for part-time students (11 credit hours/semester or less) from students at USG. UMBC will transfer fees to USG at the aforementioned rates on an annual basis.

Billing processes for UMBC students will be conducted as outlined below. Specifically:

UMBC will:

- ❑ Assign a Program Coordinator as billing lead to guide UMBC students, faculty, and staff.
- ❑ Provide online and/or postal mail bill payment options.

- ❑ Maintain responsibility for all billing processes to include: account maintenance, bill calculation, bill presentation, payment collection, student refund distribution.
- ❑ Distribute fees to specified accounts of the Universities at Shady Grove.

USG Student Services will:

- ❑ Assist students with basic billing questions upon student's request and assist students in the use of the myUMBC system as necessary.
- ❑ Refer students to UMBC's Shady Grove Program Coordinator as necessary for issues related to billing.

VI. Grade Collection

It is agreed that grade collection processes for UMBC students will be conducted as outlined below. Specifically:

UMBC will:

- ❑ Assign a Program Coordinator as a primary grade contact to guide UMBC students, faculty, and staff.
- ❑ Conduct grading processes/procedures as set by current UMBC policy.
- ❑ Collect grade reports and post grades into the *myUMBC* online registration and student information network.

USG Student Services will:

- ❑ Refer students to UMBC's Shady Grove Program Coordinator for all issues related to grades.

Academic Program Contact Information

| | | |
|---|--------------|-----------------------------|
| Ms. Karen L. Archambault-Crim | | Program Coordinator |
| Name of Primary Contact | | Title |
| UMBC Division of Professional Education and Training, 1000 Hilltop Circle | | |
| Office Address | | |
| Baltimore | MD | 21250 |
| City | State | Zip Code |
| 301-738-6084 | | 301-738-6040 |
| Phone Number(s) | | Fax Number(s) |
| karchamb@umbc.edu, shadygrove@umbc.edu | | www.umbc.edu |
| Email Address | | Institution Web Site |

Statement of Understanding and Signatures

On behalf of UMBC, I authorize this Memorandum of Understanding as outlined above for the 2003-2004 academic year, which begins on the date of authorization and ends June 30, 2005.

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| Signature of Dr. Arthur T. Johnson | Printed Name |
| Provost, University of Maryland, Baltimore County | |
| Title | Date |

Memorandum Approval

This Memorandum is approved and accepted by:

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| Signature of Dr. Stewart Edelstein | Printed Name |
| Executive Director for the University System of Maryland Shady Grove Center | |
| Title | Date |

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|---|---------------------|
| Signature of Robyn DiNicola-Wagle | Printed Name |
| Director, Student Services Universities at Shady Grove | |
| Title | |