Interface of the Communications Center with databases (shaded) and the new Online Student Assistance Center

Communications Center

- 800 # Summer Session
- Email Q/A Directed systematically
- Mailings to Prospective Students

Online Assistance Center

- Searchable Knowledge Base
  Contains ‘library’ of correct answers to common questions, will be added to over time.
- Prospective Student Database
  Banner Recruit

Student Services Staff

- Banner Student Database
  Access restricted according to FERPA guidelines

Referrals for “Level 2+” information and problem-solving

- Student Services
- Summer Session
- K-12
- Professional Programs
- Program Leaders
- Etc.
Enrollment and Student Services

“Who does What?”

FACULTY / DEPARTMENT SERVICES

Marci Robbins (737-9813) Course Coordinator – textbooks, videos, course materials, developmental math, change of grades, instructor pay letters, announcements, and reminders

Lorrie Lind (737-1280) Administrative Program Assistant
Coordinates course offerings with Departments, Instructors, and Registrar: Schedule of Classes, course logistics, course info for Banner, credit overlay courses/ workshops, instructor pool and pay arrangements, liaison to Registrar’s Office.

STUDENT SERVICES

Brett Jeter (737-4166) Student Services Program Specialist – general program information, testing (proctors and exams), assistance with student registration and records, registration for credit overlay courses, student petitions, helps to coordinate student services for distance students, pulls enrollment reports needed for students and courses, currently has primary responsibility for incoming phone and email inquiries.

Kay Bell (503-789-5073) Ecampus Enrollment Coordinator – Liaison to Community Colleges and Tribes, coordinates enrollment support services, primary contact with OSU Admissions.

INTERNET and BANNER applications

Gayle Logue (737-9205) E-Learning Systems Analyst – Banner ‘super-user’; web and database projects for Enrollment and Student Services. Currently overseeing the day-to-day work on the TRF project to design an Online Student Assistance Center.

Director, Enrollment and Student Services

Paula Minear (737-9116)
One of 3 members of Ecampus “Intake Team”
Serve as non-voting member of Curriculum Council
Meet with department representatives to discuss courses and programs
Liaison with Central Admin with regard to student services, enrollment management.

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