Meeting Minutes
November 1, 2017

Present
Lisa Bauer, Jonathan Brown, David Buckman, Jimmy Callaway, Patrick Devine, Cindy Gillam (for Kim West), Matt Griffin, Jim Herbert, Randy Kennedy, Marina Koether, Bob Mattox, Chao Mei, Dan Niederjohn, Terrence Norman, Sam Olens, Steve Ruthsatz, Heath Senour, Lynn Stallings, Patrick Vickers, Humayan Zafar

Guests
Maggie Gendernalik, George Olney, Karen Vickers, Emily Yoder, Mike Sansing

Introductions
Dr. Stallings called the meeting to order at 12:30pm. She welcomed everyone and thanked Karen Vickers for her service as administrative support for the PAOC. She introduced Lisa Bauer from University College who will be providing future administrative support.

Coach’s Corner
Dr. Stallings introduced Mike Sansing, Head Coach of Men’s Baseball
What we’ve done: Goal to get guys acclimated to classroom
- Summer conditioning, weightlifting, some have a summer class
- Two weeks of conditioning/weight training
- Individual work, get in game shape, playing shape
- Limited on days for team practice, 4 weeks of games this fall, close to 70 at bats
- Now back to skill work time, based on what we saw during fall practice.
- Competition at end of this month, mental as well as physical challenges
- Wrap up fall practice sessions by Thanksgiving
- Red Top Mountain camping trip in fall for bonding and connecting
A typical day for the players includes
- 2 morning segments for weight training
- Classes
- Lunch
- Practice at 2:15
- 7 hours mandatory study hall time during the week

In spring, add in time for game (3 hours at home, 6-7 hours away). The team starts play mid-February.

**Approval of the Minutes**
Marina Koether moved to approve the minutes of the April 26, 2017 PAOC meeting. Bob Mattox seconded the motion; minutes were approved unanimously.

**Athletic Director Search**
President Olens

- Press Release went out yesterday announcing Milton Overton as new Athletic Director
- President Olens commented that Overton is very experienced and also shared a text from Vaughn commending the selection.
- Overton has spent the last three years at Florida A&M. He previously worked at the University of Alabama and Texas A&M. He has raised several million for their programs.
- He is innovative and creative and will help raise the money the athletic association needs.
- He also significantly upgraded the Academic Progression Rates (APR) at Florida A&M.
- Overton will start December 15. A press conference will be held on December 9 at 10 am to introduce him to the local community and press.
- Milton is very excited about the position.
- Coaches, student athletes, athletic department staff, and the search committee all had opportunity to meet with Overton before position was offered.

**State of the Department**
Matt Griffin

- Request for Proposals related to sponsorships and marketing are down to two companies:
  - Following up to both with additional questions
  - Will bring Milton on and then finalize decision
  - Target date for work to begin is January 2018.
• Team updates
  o Football 7-1. Next game is 11-11 against Charleston Southern
  o Volleyball 15-4, 9-1 ASUN and tied for first place in league. Next game November 10 at Stetson.
  o Soccer won first round playoff game and will play Lipscomb November 3 in semifinals
  o Men’s golf is in the top 15 in country.
  o Women’s golf took 1st place in ladies invitational and is in the top 40 in country.
  o Men’s and Women’s Basketball exhibitions will be held this Sunday (November 5th), and admission is free. Season ticket holders can pick up tickets on Sunday. Both teams had scrimmages last weekend.
• Personnel Changes
  o Mike DeGeorge has accepted a position at Duke University as Public Relations for Men’s Basketball. His last day was Monday (November 6th). That position to be posted by end of week.
  o Also hope to post Associate Athletic Director for External Affairs and Development by end of week. New AD Overton will be involved in the hiring process.

Compliance Report and NCAA News
Heath Senour

• 2017-18 Self-Reports as of 11.1.17 (attachment A), shared info related to self reports and violations; 6 self reports so far, one processed, working on other five
• 2017-18 Rules Education Sessions (attachment B) shows what has been done so far with coaches and support units
• National Letters of Intent
  o Signing Day is November 8 for all sports except football and soccer.
  o KSU generally signs 30-40 prospective students for upcoming academic year.
• NCAA news
  o University of North Carolina case recently culminated and Committee of Infractions report found that the issues were more institutional than athletic. 50% of students in faulty classes were not student athletes. The case raises many questions.
  o Health also mentioned a recent FBI investigation of basketball that resulted in arrests for 4 assistant coaches at high profile programs for funneling of money from shoe companies and agents to prospects and receiving kickbacks. As a result, ASUN has recommended that every
men’s Division I basketball program conduct interviews with all members of the coaching staff. Heath thinks these interviews will be routine and provide proof of our review. In response to a question from the floor, Heath said that the interview questions have been reviewed by legal.

Scheduled Reports: GSR & APR Report
Randy Kennedy

  - APR must be kept above 930.
  - Currently overall APR for all teams is 984.6; and that’s second highest APR has been used.
  - 8 teams have a perfect score of 1000. No teams below are below 930, and only one team is below 950.

- Academic-Based Revenue Distribution (attachment D)
  - Starting in 2019, the ASUN (and every conference) will distribute revenue based on academic criteria.
  - Institutions must have an average APR of 985 or higher, overall Graduation Success Rate (GSR) 90 percent, or GSR at least 13 points higher than the federal graduation rate of the student body.
  - NCAA looks at multi-year rate.
  - In response to questions to the floor: NCAA distributes this revenue from TV contracts. Money that comes back to us probably used for academic-related purposes. Conference will have some say about how distributed to schools. The distribution of money has not been decided.

FAR Special Admits Process Results Update
Dan Niederjohn

- 2018-19 Special admission exception recommendations (attachment E)
  - Admission Exceptions - relatively small number of student athletes
  - Dan explained the handout and reviewed process.
  - In response to questions from the floor: clarified that the current “at risk” students are those of concern currently and may be different from admission exceptions.
  - Dan informs coaches of the number of exceptions they are allowed. Coaches find out where they are, and most coaches understand and respect the process.

- KSU Type FI Minimum Admission Requirements and Appeals Process (attachment F)
Coaches need to know if a student can be admitted. Previous high school of 2.5 GPA now just part of the Freshman Index used for admissions starting fall 2018 as KSU moves to the Competitive Admissions model.

New category called Freshmen Index (FI) for student athletes to indicate students who meet KSU’s current admissions standards.

In response to question from the floor: It’s primarily an issue of timing; Freshmen Index score may well change from December’s early admission decisions to the April regular decision. We need to get athletes officially admitted before March. Admission code will be noted in Banner. This group is not of significant risk so will not count in the total (type 2 and 3). They would be admitted under current standards.

In response to question from the floor: Difficult to determine how many students in this category. Freshmen index is a changing number throughout the year and Dan doesn’t anticipate much difference in student numbers from previous years. It will be tracked, but he doesn’t anticipate a significant number.

Patrick Vickers moved that we operate in 2018-2019 under the recommendation for the Type FI Minimum Admission Requirements. Marina Koether seconded. Motion passed.

Oversight Committee Updates
Admissions Advisory Committee (AAC) – No additional report, covered previously
Academic Support Committee (ASC) – Randy Kennedy
- Have not met this semester; will meet next month
- Interviewing for a part-time learning specialist position
- Registration started Monday for student athletes. Approx. 95% registered.
- Progress reports sent out last week. About 40% are back, will send another reminder to professors.
- All advisors now using SSC system. Piloted this semester for early alert. In response to question from the floor: Names may differ in the reports that are sent; first alert is for a different group of students and only athletes are on second report.

Student-Athlete Welfare (SAW) – Dan Niederjohn
- Competition schedules may conflict with spring finals. He will request vote on issues that come up.
- Best practices suggestions from A-SUN meeting
  - No championship contests to begin after 10 p.m.
  - Every effort made to ensure 12 hours rest between late night contest and early a.m. contest
- Our policy: Teams will not be away from class more than 20% of scheduled time for semester.
Community Service Events:
- Hoot out Hunger November 11 - Food drive for KSU Care Center
- KSU Miracle Day - Raising funds for CHOA

Other Business

Owls Fund: Donor season football ticket concerns
- Interim AD Matt Griffin introduced three speakers: Mr. Olney was Assistant AD for External Affairs until 2014. He is currently assisting Matt Griffin. Maggie Gendernalik works at Sports Park and Ticketing Office. Emily Yoder also works on development side. Matt expressed thanks to Dr. Zafar for bringing questions about the season ticket issue he experienced to the Athletic Department and apologized for what happened. Due to this issue, a process review took place and other issues were uncovered.
- Mr. Olney thanked the committee for allowing him and his staff to attend. He offered his apologies to Dr. Zafar for what he went through with regard to season tickets.
- What happened
  - Changed vendor for season tickets
  - Season tickets did not arrive in time to get to ticket holders in time. Staff did not properly escalate externally and internally. Ultimately, tickets delivered in two days; however, it was weekend prior to first home game when delivered. It was an “all hands on deck” weekend to get distributed.
  - Unfortunately for Dr. Zafar, a human error from 2016 showed he had a balance due and this was incorrect. Because the system showed this, the Athletic Department failed to deliver his tickets.
  - We also did not inform our season ticket holders of the delay in ticket delivery.
- Mr. Olney detailed the issues and the goals of their process review.
  - Powerpoint Presentation (attachment G)
- Now working on review of methods and processes with office of CBO, Larry Ludwig

Next meeting of PAOC February 7, 2018.

Meeting adjourned.
<table>
<thead>
<tr>
<th>Sport</th>
<th>Bylaw(s)</th>
<th>Level I Description</th>
<th>Disc'd</th>
<th>Draft</th>
<th>Coach/Individual</th>
<th>AD</th>
<th>Submit</th>
<th>Info/Sanctions</th>
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<tbody>
<tr>
<td>Men's Basketball</td>
<td>13.1.7.8; 13.1.7.9.4</td>
<td>Impermissible recruiting at a nonscholastic game</td>
<td>10-Jul</td>
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<td>Football</td>
<td></td>
<td>Impermissible on-campus housing after receipt</td>
<td>27-Jul</td>
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<tr>
<td>Women's Basketball</td>
<td>13.4.1; 13.4.1.6</td>
<td>Impermissible Text message prior to Sept. 1</td>
<td>30-Jul</td>
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<tr>
<td>Compliance Office</td>
<td>15.3.7.1</td>
<td>Failed to provide scholarship renewal to SA prior to 8/31/2017</td>
<td>3-Aug</td>
<td>31-Aug</td>
<td>31-Aug</td>
<td>1-Sep</td>
<td>5-Sep</td>
<td>NFA</td>
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<tr>
<td>Women's Tennis</td>
<td>13.6.1</td>
<td>Violation of institutional official visit policies</td>
<td>28-Aug</td>
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<tr>
<td>Men's Golf</td>
<td>12.5.2.1</td>
<td>Provided picture to commercial company/used</td>
<td>30-Oct</td>
<td></td>
<td></td>
<td></td>
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</table>

**Investigating:**

**Need to educate:**

**Reminders/To Do:**

#5 Softball staff may not provide written correspondence, including text messages, to Hope Jiles until September 15, 2018

#10 Softball staff may not provide written correspondence, including text messages, to Jaden Cheek until September 15, 2018
### 2017-18 Rules Ed Sessions

<table>
<thead>
<tr>
<th>Topic</th>
<th>Audience</th>
<th>Date</th>
<th>Location</th>
<th>Time</th>
<th># Attendees</th>
<th>Staff</th>
<th>Notes</th>
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</thead>
<tbody>
<tr>
<td>Fall Compliance Meeting</td>
<td>Football</td>
<td>7/26</td>
<td>Football Team Room</td>
<td>4:30pm</td>
<td>100</td>
<td>Heath/Mindy</td>
<td></td>
</tr>
<tr>
<td>Fall Compliance Meeting</td>
<td>Women's Soccer and Volleyball</td>
<td>8/9</td>
<td>CC 2007</td>
<td>11am</td>
<td>46</td>
<td>Heath/Mindy</td>
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<tr>
<td>Fall Compliance Meeting</td>
<td>Men's and Women's Track</td>
<td>8/11</td>
<td>CC 2016</td>
<td>4pm</td>
<td>73</td>
<td>Heath/Mindy</td>
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<tr>
<td>Coach Responsibility/Time Management</td>
<td>Head/Assistant Coaches</td>
<td>8/16</td>
<td>KSU Center 300</td>
<td>8am</td>
<td>49</td>
<td>Heath</td>
<td></td>
</tr>
<tr>
<td>Fall Compliance Meeting</td>
<td>MGO, MTE, WBB, WGO, W</td>
<td>8/18</td>
<td>CC 2016</td>
<td>2:30pm</td>
<td>97</td>
<td>Heath/Mindy</td>
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<tr>
<td>Tickets</td>
<td>Maggie Gendernalik</td>
<td>8/24</td>
<td>Heath's Office</td>
<td>10am</td>
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<td>Fall Compliance Meeting</td>
<td>SB</td>
<td>8/25</td>
<td>CC 2016</td>
<td>2:30pm</td>
<td>29</td>
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<td>Fall Compliance Meeting</td>
<td>MBB, WLAX</td>
<td>9/8</td>
<td>CC 1056</td>
<td>2:30pm</td>
<td>44</td>
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<tr>
<td>Agents</td>
<td>Nick Masterson</td>
<td>10/6</td>
<td>Heath's Office</td>
<td>2:25pm</td>
<td>1</td>
<td>Heath/Mindy</td>
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<tr>
<td>Playing and Practice Season/NLI</td>
<td>KSU Coaching Staff</td>
<td>11/1</td>
<td>KSU Center 460</td>
<td>10am</td>
<td>29</td>
<td>Heath</td>
<td></td>
</tr>
</tbody>
</table>

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NCAA Division I 2016 - 2017 Academic Progress Rate Institutional Report

Institution: Kennesaw State University  
Date of Report: 11/01/2017

This report is based on NCAA Division I Academic Progress Rate (APR) data submitted by the institution for the 2013-14, 2014-15, 2015-16 and 2016-17 academic years. Institutions are encouraged to forward this report to appropriate institutional personnel on campus.

[Note: All information contained in this report is for four academic years. Some squads may still have small sample sizes within certain sport groups. In accordance with the Family Educational Rights and Privacy Act's (FERPA's) interpretation of federal privacy regulations, institutions should not disclose statistical data contained in this report for cells made up of three or fewer students without student consent.]

<table>
<thead>
<tr>
<th>Sport</th>
<th>APR</th>
<th>Eligibility/Graduation</th>
<th>Retention</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Multiyear Rate (N)</td>
<td>2016 - 2017 (N)</td>
<td>Multiyear Rate</td>
</tr>
<tr>
<td></td>
<td>Upper Confidence</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Boundary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Baseball</td>
<td>986 (113)</td>
<td>N/A</td>
<td>979 (26)</td>
</tr>
<tr>
<td>Men's Basketball</td>
<td>959 (51)</td>
<td>N/A</td>
<td>960 (13)</td>
</tr>
<tr>
<td>Men's Cross Country</td>
<td>977 (13)</td>
<td>996</td>
<td>1,000 (3)*</td>
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<tr>
<td>Football</td>
<td>950 (154)</td>
<td>965</td>
<td>959 (71)</td>
</tr>
<tr>
<td>Men's Golf</td>
<td>1,000 (34)</td>
<td>N/A</td>
<td>1,000 (9)</td>
</tr>
<tr>
<td>Men's Tennis</td>
<td>987 (39)</td>
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<td>1,000 (9)</td>
</tr>
<tr>
<td>Men's Track</td>
<td>950 (82)</td>
<td>N/A</td>
<td>966 (22)</td>
</tr>
<tr>
<td>Women's Basketball</td>
<td>977 (59)</td>
<td>N/A</td>
<td>1,000 (12)</td>
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<tr>
<td>Women's Cross Country</td>
<td>958 (32)</td>
<td>N/A</td>
<td>944 (5)</td>
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<tr>
<td>Women's Golf</td>
<td>991 (32)</td>
<td>N/A</td>
<td>1,000 (7)</td>
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</tbody>
</table>

* Denotes data representing three or fewer student-athletes. In accordance with FERPA's interpretation of federal privacy regulations, institutions should not disclose statistical data contained in this report in cells made up of three or fewer students without student consent.

N/A = No APR or not applicable.

N = Number of student-athletes represented.

1 Denotes APR that does not subject the team to ineligibility for postseason competition based on institutional, athletics and student resources and the team's Graduation Success Rate.

2 Denotes APR that does not subject the team to ineligibility for postseason competition due to the team's demonstrated academic improvement.

3 Denotes APR that does not subject the team to ineligibility for postseason competition due to the squad-size adjustment. The "upper confidence boundary" of a team's APR must be below 930 for that team to be subject to ineligibility for postseason competition. Squad-size adjustment does not apply to teams with four years of APR data and a multiyear cohort of 30 or more student-athletes.

4 Denotes APR that does not subject the team to penalties due to the team's demonstrated academic improvement.

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6 Denotes APR based on a one year cohort, not subject to ineligibility for postseason competition and/or any penalties.

7 Denotes APR based on a two year cohort, not subject to ineligibility for postseason competition and/or any penalties.

8 Denotes that team is not subject to ineligibility for postseason competition and/or penalties based on institutional resources.

9 Denotes APR that requires an APP Improvement Plan be created for this sport.
### NCAA Division I 2016 - 2017 Academic Progress Rate Institutional Report

**Institution:** Kennesaw State University  
**Date of Report:** 11/01/2017

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<tbody>
<tr>
<td></td>
<td>Multiyear Rate (N)</td>
<td>2016 - 2017 (N)</td>
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<tr>
<td></td>
<td>Multiyear Rate</td>
<td>Upper Confidence</td>
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<tr>
<td></td>
<td>Boundary</td>
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<tr>
<td>Women's Lacrosse</td>
<td>993 (117)</td>
<td>N/A</td>
<td>1,000</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>995</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>982</td>
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<tr>
<td>Women's Softball</td>
<td>975 (87)</td>
<td>N/A</td>
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<td>982</td>
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<td></td>
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<td>968</td>
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<tr>
<td>Women's Soccer</td>
<td>976 (90)</td>
<td>N/A</td>
<td>990</td>
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<td>982</td>
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<td></td>
<td></td>
<td></td>
<td>964</td>
</tr>
<tr>
<td>Women's Tennis</td>
<td>1,000 (32)</td>
<td>N/A</td>
<td>1,000</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>1,000</td>
</tr>
<tr>
<td></td>
<td></td>
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<td>1,000</td>
</tr>
<tr>
<td>Women's Track</td>
<td>970 (138)</td>
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<td></td>
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<td></td>
<td>966</td>
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<tr>
<td>Women's Volleyball</td>
<td>1,000 (58)</td>
<td>N/A</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>1,000</td>
</tr>
</tbody>
</table>

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1. Denotes APR that does not subject the team to ineligibility for postseason competition based on institutional, athletics and student resources and the team's Graduation Success Rate.  
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7. Denotes APR based on a two year cohort, not subject to ineligibility for postseason competition and/or any penalties.  
8. Denotes that team is not subject to ineligibility for postseason competition and/or penalties based on institutional resources.  
9. Denotes APR that requires an APP Improvement Plan be created for this sport.
Three Ways to Earn Distribution:

1. Earn an overall, single-year, all-sport Academic Progress Rate of 985 or higher
2. Earn an overall all-sport Graduation Success Rate of 90 percent
3. Earn a federal graduation rate that is at least 13 percentage points higher than the federal graduation rate of the student body at that school

KSU vs. VBRD Benchmarks

<table>
<thead>
<tr>
<th>Year</th>
<th>Overall APR (year beg) (need 925)</th>
<th>Graduation Success Rate (need 90%)</th>
<th>Fed Grad Rate Difference (need +13)</th>
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<tbody>
<tr>
<td>2015-16</td>
<td>967.5</td>
<td>73%</td>
<td>+12</td>
</tr>
<tr>
<td>2014-15</td>
<td>967.8</td>
<td>75%</td>
<td>+6</td>
</tr>
<tr>
<td>2013-14</td>
<td>985.82</td>
<td>76%</td>
<td>+6</td>
</tr>
<tr>
<td>2012-13</td>
<td>966.52</td>
<td>78%</td>
<td>+22</td>
</tr>
<tr>
<td>2011-12</td>
<td>973.87</td>
<td>76%</td>
<td>+6</td>
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Projected Benchmark Qualification

Model 2 Conference Outcomes

<table>
<thead>
<tr>
<th>Conference</th>
<th>Schools Qualified</th>
<th>Total Schools</th>
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<tbody>
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<td>America East Conference</td>
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<td>8</td>
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<tr>
<td>Atlantic 10 Conference</td>
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<td>Atlantic Coast Conference</td>
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<td>Western Athletic Conference</td>
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Note: Highlighted conferences had at least 75% of institutions qualify.

GROWTH IN THE NEW ACADEMIC DISTRIBUTION PER SCHOOL

The size of the academic distribution could grow as projected below. The graph is based on approximately 228 schools per year qualifying for the academic distribution. The size of the unit would vary depending on how many schools qualify in a given year, projected to be about 66.3 percent of all Division I schools per year.

The points illustrate the payouts that year per qualifying school.
### 2018-19 Athletics Special Admission Exception Recommendations

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<td>8 (72%)</td>
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<td>1000</td>
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<td>950</td>
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<td>2 (7%)</td>
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<td>4 (44%)</td>
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<td>969</td>
<td>955</td>
<td>955</td>
<td>970</td>
<td>970</td>
<td>15 (35%)</td>
<td>3</td>
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<td>VOLLEYBALL</td>
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<td>991</td>
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<td>1000</td>
<td>1000</td>
<td>7 (43%)</td>
<td>0</td>
<td>3.3</td>
<td>16</td>
<td>2</td>
<td>2 **</td>
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</table>

*Includes Type I, II, III and 2.55 admits

*This is a subjective assessment of students that we would consider an Academic Risk of those currently on the team.

**Given more than allotment for 14-15

***Only one type II or III regardless of 2.55; No limit on Type 1 2.55 admits
Quick Reference Guide for Type Fl PSAs

Prospective student-athletes (PSAs) who do not meet the regular admissions requirements but do not meet the required Freshmen Index. These PSAs have a RHSC Academic GPA of 2.50 or higher and their test scores meet the KSU test score minimums of 950 Old SAT Total/1030 New SAT Total/20 ACT Composite.

Type Fl Prospective Freshmen Student-Athletes Must Meet the Following Admission Criteria:
1. Graduated from Accredited High School Recognized by KSU
2. Completed Required High School Courses (RHSC as Prescribed by the Board of Regents)
   - 4 English, 4 Mathematics, 4 Natural Science, 3 Social Science, 2 Foreign Language units *
3. Minimum HS Academic GPA 2.50 or higher (RHSC courses) calculated by the KSU Admissions Office staff and
4. Must be an NCAA qualifier

Meet or exceed the KSU SAT/ACT test score minimums:

a) Minimum Required Old SAT score of 950;
b) Minimum Required SAT Critical Reading (Verbal) Score of 450 on the old SAT; and
c) Minimum Required SAT Math Score of 450 on the old SAT;

or

d) Minimum Required New SAT score of 1030;
e) Minimum Required SAT Reading Score of 25 on the new SAT; and
f) Minimum Required SAT Math Score of 490 on the new SAT;

or

g) Minimum Composite Score of 20 on the ACT;
h) Minimum Required ACT English Score Required of 18; and
i) Minimum Required ACT Math Score Required of 18

* Out-of-state students who meet college preparatory high school requirements for the state in which they graduate may be exempt from the subject total of one unit in one academic area.

* PSAs with a HS academic GPA of 2.50 or higher in their RHSC courses are admissible per the Fl Rule. PSAs may be considered as a Type I special admit unless they meet the regular admission requirements, including the freshmen index.

All Type Fl PSAs must meet the Accuplacer requirements and will be subject to any learning support courses needed to meet the admission requirements of Kennesaw State University.

Type Fl - These will be considered in November/December and thereafter, following the Regular Decision deadline. This rule will apply to PSAs who sign a GIA and preferred walk-ons only.
Current KSU Minimum Admission Requirements

- 2.5 GPA in 17 units of required high school coursework as recalculated by Kennesaw State, AND

- Old SAT (taken prior to March 2016)
  950 SAT (Critical Reading and Math scores combined) * AND
  SAT Critical Reading score of 450 AND
  SAT Math score of 450

-or-

- New SAT (taken March 2016 or after)
  SAT Total Score on 1600 Scale: 1030 AND
  SAT Reading Test Score: 25 AND
  SAT Math Section Score: 490

-or-

- ACT Composite score of 20 AND
  ACT English subscore of 18 AND
  ACT Math subscore of 18

Freshman Index

The freshman standards at KSU meet the Board of Regent Freshman Index (Fl) requirement for the institution. The index is a weighted formula which adds: 1) the applicant’s highest SAT Critical Reading/Verbal score, 2) the highest SAT-Math score, and 3) the college recalculated high school grade point average (HSGPA) multiplied by 500.

New Language in Students First Policy – Freshman Index (Fl) Exception

Type Fl Admission Exceptions (hereinafter “Type Fl Exceptions”) – Prospective student-athletes (PSAs) who do meet the regular admissions requirements but do not meet the required Freshmen Index are considered Type Fl special admits. These PSAs have a RHSC Academic GPA of 2.50 or higher and their test scores meet the KSU test score minimums of 950 Old SAT Total/1030 New SAT Total/20 ACT Composite.

These are PSAs who very narrowly miss meeting the freshmen index standards for regular admission. Handling notes: Type Fl Exceptions are exceptions, but because of their nearness to regular admission standards, do NOT count against a team’s Recruitment Allowance. These PSAs do not need to appeal to the UAC. See sec. 2.3 below.
The Goals of the process review are to:

- Identify current processes related to opportunities we have mentioned
- Identify which processes have failed or are at risk to fail / And why
- Identify where any process meets any of the following –
  - Manual or too manual with opportunity to become automated
  - Creating more manual steps
  - Not consistent
  - Needing more than Ticket Alternative can provide today
    - Does TA have options — if yes at what cost?
- The contract with TA runs through August 2018 and the Sports Park is creating an RFP to determine vendor for Sept 2018

Goals continued ......

- Ultimately leads to improved process(es) with
  - Less manual
  - More true automation
  - Improved customer service to all
  - Less burden to the business office
  - Improved overall results
  - More satisfied donors; ticket buyers; staff and university
  - Steps needed to achieve

The team consists of:

- Larry Ludwig - Assistant Director with the Office of the Chief Business Officer
- KSU Athletic Leadership
- KSU Business Office
- KSU Athletic Development / Ticketing
- Representative from TA as needed
- Others identified as we review and develop improvements / new processes
We immediately realized the following areas needed investigation:

- Call Center staff in the stadium who receives calls from donors and ticket purchasers related to football
  - Needed to be more adept at providing excellent customer service
  - Needed to escalate issues which they could not quickly resolve or if they were not sure how to resolve an issue
  - Required a full review of their "call script package" for football and expanded for other ticketed sports
- Athletic staff working with suppliers/vendors
  - Failed to connect delays to impacting customer service
  - Needed to escalate sooner both externally and internally within department chain of command to get action

Findings continued ......

- Communications to donors and or ticket holders
  - First and foremost "you cannot over communicate"
  - Especially important information i.e. Ticket distribution delay
  - There are too many manual steps required in processes that possibly could be truly automated
  - The perceived "automated" actions in Ticket Alternative require too many manual steps and manual verifications
    - For SS Pay Plan — which is the monthly credit card donations from donors to the Owl Fund
    - Same for Payroll Deductions
  - The KSU Athletic Business Office must input too many items manually into the department’s overall accounting program Peachtree Software from donor activities
  - Too much manual verification by KSU Development staff

Findings continued ......

- It is easy to set up a Payroll Deduction for athletics but not as easy to stop it — clearly both a process and communications challenge
  - Many people in Payroll didn’t know to point Dr. Zafar and or Athletic Staff to Foundation / University Development to cancel their payroll deduction donation
  - Finally discovered that email should be sent to advserv@kennesaw.edu to cancel
  - Believe it may be the same for all departments
  - Sure that these are not the only challenges yielding opportunities which we will discover

Where are we now?

We are working with Larry Ludwig, Assistant Director with the Office of the Chief Business Officer. He is assisting our department’s review of our methods and processes related to the above discovered opportunities.