

## **RAC**

### **101 Walter Library**

**September 8, 2003**

**Attendance:** Gary Andersen, Kristeen Anderson, JoAnn Ash, Theresa Baultrippe, Jane Birkholz, Sheryl Bolstad, Jackie Carlson, Sarah Huhta Corrigan, Colleen Eberle, Tina Falkner, Carol Francis, Mary Vincent Franco, Gail Fraser, Teresa Fruen, Mike Galegher, Laurie Gardner, Kit Gordon, Stacey Grimes, Emily Holt, Barbara Jensen, Patsey Kahmann, Gail Kalli, Denis Kane, Char Klarquist, Pam Klopffleisch, Jennifer Koontz, Mary Koskan, Dave Krueger, Denee' Kuykendall, Andrew LaChapelle, Meredith McGrath, Linda Millington, Margo Mueller, Stephanie Nichols, Linda Norcross, Cindy Pavlowski, Jan Reifsteck, Lonna Riedinger, Vickie Roberts, Genny Rosing, Alice Ross, Cindy Salyers, Lisa Shefchik, Carmen Sims, Clare Strand, Paula Swanson, Susan Van Voorhis, Lisa Wangchuk

**Announcements:** Mary Koskan reminded everyone in attendance about the course time conflict form. The form overrides requisites and should be passed on to your departments.

Drew LaChapelle announced that UM Reports is slow today due to problems over the weekend. UM Reports is hopeful that these problems will be resolved later today.

Sue Van Voorhis announced that last Tuesday the internet was slow. This problem is still being investigated and OIT is looking at ways to avoid this from happening in the future.

**Review of August minutes:** There were no corrections to the August minutes.

**Degree Clearance Committee:** Sue Van Voorhis announced that a group has been formed to try to work on improving the degree clearance process. This committee will look at the degree clearance process from start to finish from the student and staff point of view. The ultimate goal is to figure out how degree clearance can be completed faster. Vickie Roberts will lead the subcommittee. Some have already offered to volunteer and Vickie is trying to schedule meetings to accommodate everyone's schedule. If you are interested in being a part of this subcommittee, please contact Vickie at [v-robel@umn.edu](mailto:v-robel@umn.edu).

**SSN and Access to view it:** Sue Van Voorhis asked for the group's input on whether or not social security numbers are needed by different departments. PeopleSoft has applied a patch to suppress SSN in some student's records but not necessarily on records from human resources. They have the option to implement the patch but not turn it on.

Sue asked PeopleSoft users what their needs were to view a SSN. Laurie Gardner noted that when a student wants to return to the University the SSN is needed in most cases. Genny Rosing added that they use the SSN to ensure that they are not making duplicate records. Clare Strand said when there's an enrollment request and the student doesn't remember their student id. The group resolved that for these purposes, the use of the last four digits is reasonable.

**Financial Aid Steps:** Mary Koskan noted that the new interactive financial aid self-service system will be called "Six Easy Steps." Its purpose is to let a student know where he/she is in the financial aid process. The targeted go-live date is Sept. 17 on the Twin Cities campus and sometime in November for the coordinate campuses. There will be an email notice to financial aid recipients, self-service flyers, posters and ads in Daily, articles in the Record and Brief. Due to technical difficulties, a demo could not be done at the September RAC and was postponed until the October meeting.

**Class search:** Colleen Eberle presented the new design for the course search on the Web. The new design and features are the first phase of a project to add value and improve our registration tools. New features include; faster response time, real-time number-of-seats, a printable Registration Worksheet, and course details as seen in the Class Schedule.

*-New searches:*

- . By Session
- . IDL Courses
- . Gen Ed requirements
- . Open classes only

*-Improved searches:*

- . Lib Ed requirements
- . after 4:30 classes (half-moons)
- . Course # quick search
- . links to web Class Schedule, Section Status, Bookstore, Registration

Kristeen Anderson added that the benefits of the non-printed version of the class schedule were that it would be easy to read, could be used as a "bookmark" on the Web, and it could be frequently updated. Kristeen asked that the RAC members fill out a brief survey regarding the various formats of the class schedule pdf.

**PeopleSoft update:** Kristeen Anderson noted that work is being done on the replacement of ECAS. As far as the four year grad planner, the committee is working on the curriculum approval process. The University is up to date as far as putting patches in PeopleSoft.

**Student workers:** Kristeen Anderson noted that student workers are to use functional ids in PeopleSoft or attend a training session and use their id to log in. This issue will be covered in more detail at the key contacts meeting.

**Waitlist update:** Sue Van Voorhis announced the need to assign a date for when the waitlist will be cut off at the undergrad level. Waitlist is optional and at this time will be implemented on the Twin Cities campus only. According to a previous poll taken, more people agreed on the end of the first week of class option. IMS is planning on two different reports. One would be off "my classes" for instructors. The second for departments that's updated everyday. Data will be taken on that last day so departments will have the information. The reports will be similar and show all the class components that they are waitlisted for and show if they're enrolled in any sections, plan, primary plan and room capacity.

IT proposed a fourth option in which the first day of classes would be the cut-off date for students to add themselves to the waitlist. This option allows for transfer student orientation to be completed and it allows students to change their schedules during the first week of classes. Most in attendance agreed with the fourth option.

**13-credit:** Sue Van Voorhis announced that the first email to students who were not registered for at least 13 credits went out to over 700 students and the second email was sent to 486 students. After the emails were sent, the credit loads increased.

Disability Services asked if they could override the policy if necessary. They were told to collaborate with the colleges on that decision.

**One Stop Update:** Mary Koskan handed out information on how students can determine their queue time. The information is now available on the Web at the address below:

[http://onestop.umn.edu/registrar/registration/queue\\_faq.html](http://onestop.umn.edu/registrar/registration/queue_faq.html)

One Stop has been pleased with service for the last two weeks. St. Paul and West Bank have seen an increase in traffic. There were greeters this year from OSF and OTR for the week before classes and the first week. There were fewer phone calls and walk-ins, but more emails. The turn around time for email responses was two days during the first two weeks and 3,073 emails were sent. The average wait time on the phone was six to seven minutes. There were only a few complaints about being on hold and getting cut off. Walk-in service saw fewer students than last year's numbers that were 2,298 customers and 460 per day for an average of 14 minutes. This year was 2,166 customers, 433 a day and a nine minute wait. Phone enhancements are being made adding queue and estimated wait time.

**Dual Degree:** Sue Van Voorhis noted that all compiled information on Dual Degrees has been given to Peter Zetterberg and a note has been sent to Dean Rosenstone regarding the issue. Sue hasn't received any further information as of yet but will continue to keep the group informed.

**AHC Project:** Sue Van Voorhis noted the AHC project is moving slower than expected. Sue noted that she will be going to the AHC deans to get approval to sign off on the charter.