

RAC/PRAC/AAN/CSAA
October 4, 2004

Present: Gary Andersen, Deb Basarich-Cownie, Theresa Baultrippe, Sheryl Bolstad, Paula Brugge, Jackie Carlson, Laurel Carroll, Pam Cook, Dan Delaney, Tina Falkner, Tracy Fischer, Teresa Fruen, Sara Georgeson, Kit Gordon, Carol Gross, Emily Holt, Bethany Hummel, Barbara Jensen, Jack Johnson, Char Klarquist, Pam Klopfleisch, Mary Koskan, Jennifer Koontz, Dave Krueger, Drew LaChapelle, Jodi Malmgren, Margo Mueller, Linda Norcross, Stephanie Nichols, Ingrid Nuttall, Jan O'Brien, Cindy Pavlowski, Jan Reifsteck, Vickie Roberts, Genny Rosing, Cindy Salyers, Steve Schaus, Chris Schlichting, Lisa Shefchik, Karen Stohl, Ruth Thielke, Mary Vincent Franco, Sue Van Voorhis, Kendra Weber, Amy Winkel

Announcements: Mary Koskan reminded the group that the student release authorization form is for OESS use only. This form gives a third party access to a student's record. This form is used for Office of Enrolled Student Service business. If colleges wish to speak/release information to a third party, they need to create their own release form. Tina Falkner (rovic001@umn.edu) can assist with this process if needed.

Sue Van Voorhis noted that, despite a change in management at PeopleSoft, it is unlikely that a hostile takeover by Oracle is eminent. Sue stated that, in her opinion, there's nothing to worry about.

Review of September Minutes: It was noted that Pat Sherman's name appeared in the September minutes though he did not attend. The September minutes will be amended to account for this.

ECS Reports Demonstration: Nancy Peterson demonstrated the reporting features implemented since the ECS upgrade. Nancy noted that she is very happy to have them. There are two new reports and three old ones, but the old ones now have better information that can be generated more quickly than the previous ones. The reports can be found on the UM Reports web site at www.umreports.umn.edu under Student & Instruction, Enrollment Course reports. The new reports are as follows:

The Class Schedule Summary report replaces the paper copy scheduling would send out for coordinators to mark up. The report shows course information from the same term of the previous years. Schedulers can print this report and use it as a guide for scheduling courses during the class schedule production periods.

The 60/40 report informs department of what percentage of their courses meet during peak times. Departments are required to schedule 40 percent of their courses during non-peak hours. This report assists schedulers in meeting that requirement and will also assist the University in reducing the overuse of peak time periods. Karen Stohl asked how often departments over-scheduling during peak hours is monitored. Nancy Peterson responded that, because of this report, monitoring will occur very often.

The Cancelled Classes report lists the percentage of courses cancelled for a requested term, helping schedulers with future course planning and the reduction of the current high number of cancellations each term. Nancy stated that scheduling knows that there will always be courses that are canceled, but this report will be helpful in determining which courses are being cancelled.

The Non-Standard Times report. In fall 2004, there were 900 unplaced courses, many of them meeting at non-standard times. This report will help schedulers determine where their department is in the scheduling process with regard to scheduling courses at non-standard times. Those courses which meet at non-standard times are given lower priority in the scheduling queue. Scheduling courses at non-standard times causes scheduling issues as well as access issues for students, and this report should help alleviate some of those issues.

The Projected vs. Actual Enrollment report provides class enrollment information projected by the department, as well as actual enrollment numbers. More often than not, departments over-project how many students will register for a course, causing courses to be scheduled in rooms that are not appropriate for the class size. In this report, courses will appear that don't hit their projected enrollment by plus or minus 10 percent.

Someone asked if the data in these reports is available for all campuses. Amy Winkel stated that the Class Schedule Summary is available for all campuses. The other ECS reports are for UMNTC and UMNDL classes only.

Adviser page demonstration Gary Andersen began his demonstrating by noting that he had contacted Jan O'Brien and was given some actual students to use for the demonstration. Gary reminded the group that what's in the program plan has to be updated in the adviser page everything has to be in sync. Gary reiterated that correction access has been removed for most people, but if you feel you should still have it, you should contact the Tech Team at techteam@sossgw.stu.umn.edu. Cindy Salyers asked that departments verify the adviser ID in addition to the name, since there are often several individuals on campus with common names. The only way to be sure you are adding the correct person is by verifying the ID.

13-credit policy for fall 2005 Ingrid Nuttall informed the group that key advising contacts would be receiving lists of students with adviser names who will fall under the 13 credit policy beginning fall 2005. Ingrid asked that advisors do all they can to notify students as soon as possible, noting that they will be receiving an e-mail from the Office of the Registrar before spring registration.

Not posting degrees Sue Van Voorhis noted that bad debt money owed to the University of Minnesota for previous terms is increasing and that the provost has made a decision that starting fall 2004, degrees won't be posted for students who owe the University money. Currently, these students don't receive their diplomas, however their degree is posted to their transcript and they still tend not to pay. Vickie Roberts noted that while the exact number isn't known, about 5 percent of the Twin Cities students from spring 2004 had a financial hold on their record at the time they applied for graduation. A working group has begun to write the policy, including individuals from the Office of Student Finance and the Office of the Registrar. Vickie noted that this is currently just a Twin Cities campus issue but if other campuses want to get involved they can. An update on the status of the policy will be provided at November's RAC meeting. Genny Rosing asked if the process will apply to all students who have the AU hold. Vickie indicated that current thinking is it will hold any degree that currently is holding diplomas. Drew LaChapelle noted that the Graduate School degrees are processed monthly and asked how this new policy would impact graduate students? Vickie Roberts answered that she wasn't sure. Linda Norcross asked what the method of communication to students would be and suggested the new online application for degree be used. Vicki agreed. Sue Van Voorhis noted that we need to communicate to students about this change, perhaps with a caveat, 'You will receive your degree if you have paid.'

Sheryl Bolstad asked for confirmation that the colleges won't be the ones holding the degrees. Vicki noted that this is correct. Pam Cook asked if degrees will be posted as of the original date. Vickie Roberts was not sure what the policy would entail since it had yet to be written.

Vickie informed the group that there hadn't been an official working meeting yet to decide what the policy would be and that future RAC updates will be provided as to the status of the policy and its scope.

Charge non-degree upfront Sue Van Voorhis noted that 25 percent of non-paying students are non-degree seeking students. Kris Wright is investigating charging non-degree students upfront, including setting a meeting with CCE to determine a history of this issue. A proposal will be developed which includes the best time to implement and a strategy for accepting credit cards. Sue noted that this is a priority for the Provost but a few things need to be put in place first.

Midterm alert notification change Tina Falkner stated that the Office of the Registrar has been working toward a report in UMreports for midterm alerts. There are mixed feelings about this but this will be the process. In general, advisors will need to access the My Advisees-Midterm Alert report in UM Reports. Athletic advisors and Morris advisors will continue to receive e-mail notification. Sue Van Voorhis noted that midterm grades will be open September 27 through October 25. Sue noted that a reminder would be sent to faculty and Tina noted that this would happen during the same week. Sue noted that the number of midterm alerts did drop last term but it is assumed this is because instructors didn't submit them. Mary Franco asked what will happen when there's no advisor listed for a student. Tina noted that a Midterm Alert report prompted by college and plan has been available since spring 2003. If you sort the report by advisor, you will see which students did not have an advisor assigned.

APAS follow-up Margo Mueller informed the group there was an upgrade to DARWIN to fix two glitches: the bulletin year wasn't picking up and student groups weren't working for some students. This problem should be fine now. There will be a web audit that will be tied with the grad planner. For now, everything still looks the same.

Preferred name on APAS Margo Mueller noted that there has to be agreement regarding whether to pull the primary or preferred name on APAS. If it is determined that preferred is the consensus, everyone needs to be aware that the primary name will be pulled if none is listed in preferred. Sue Van Voorhis noted that someone at RAC had wanted this to be investigated and it has been determined that everyone would have to agree in order for the process to change. Cindy Salyers noted that the preferred name is pulled in reports for all four campuses and there have been no complaints. Sue stated that the Office of the Registrar will go ahead with the process and if anyone has further issues, they should contact Margo Mueller at 612-626-7897 or m-muel@sossgw.stu.umn.edu.

Identifying IDL courses for clearance Margo Mueller followed up on whether there is something that can be done in APAS to identify courses as IDL. Twin Cities identifies these courses with class attributes. Margo noted that the courses can be identified but asked what the next step would be, to assign a condition code so that they could be picked up in a special requirement in the degree audit? Linda Norcross noted that not being able to identify IDL courses is frustrating and an important piece of the puzzle for individuals who do degree clearance. Margo noted that attaching the attribute would put the course in a separate list on APAS. The group agreed that this would be great. Amy Winkel stated that it would need to be determined how everyone wants these courses defined and they could

appear and the Academic Record report. Cindy Sayers asked if the issue is with all IDL courses or just those courses that extend beyond the regular term. Sue Van Voorhis noted that this is an issue that will need to be revisited. Margo Mueller and Amy Winkel stated that they will talk and report back on what they find. Someone asked if this is the same issue with study abroad courses and if so, should they be included in the group requiring further investigation. Sue reiterated that this requires further investigation.

Registration survey Sue Van Voorhis asked the group to be aware that the Craig Swan will be conducting a registration survey with multiple objectives: first, how students are finding advising and course access and second, how well the systems are working. Tina Falkner noted that Craig wants the survey tied to the end of queued registration and also wants adviser information updated so that students can contact advisors with questions. Sue will let the group know when she sees a copy of the survey. Mary Koskan asked if the survey is just for degree-seeking students. Tina noted that is probably was, but there will be two groups of students targeted those who didn't register and those who did. Tina also noted that this is just for the Twin Cities campus and just targets the undergraduate population.

Transfer evaluation Paula Brugge updated the group on the status of the new transfer evaluation process. The goal of the Office of Admissions is for transcripts to be evaluated within two weeks of Admissions receiving them, and new admits would get transfer course evaluation within one week of admissions. Technology is involved in the new process which was implemented during March 2004. During the summer, the turnaround for evaluations was close to a week. Since August 2004, e-mail notification has been sent to 1,926 students regarding over 13,000 evaluation changes. These improvements cannot be measured against last year but this will be possible next year. Paula identified some of the challenges Admissions has been facing, specifically the backlog of previously enrolled students requiring attention remains high. There are also a large number of unknown courses. Paula asked the group how they have found the process. Teresa Fruen noted that the change has been phenomenal and that double-checking doesn't need to be done with Admissions. Jan O'Brien noted that she likes the e-mail orientation and that for fall's transfer orientation, they had everything they needed. Jan also commented that this leads to high expectations on the part of students regarding student service possibilities. Paula noted that financial aid concerns prompted the change in process and practice. Linda Norcross noted that these are improvements but students are in a hurry and still need to be worked with individually. Paula noted that the Minnesota Transfer Curriculum is added at the beginning of the review process. Paula also noted that having information for many of the freshman before registration had improved service greatly. Any updates regarding the progress of this service in the colleges should be directed to Paula Brugge, Maggie Gardner, Carol Cline or George Hudachek.

Student Academic Records update Vickie Roberts distributed a variety of forms/information for the colleges. She distributed an updated "College Contact List," which is used for adding second majors/minors. Please let her know if there are any changes to the list. She also distributed a revised version of the Degree Clearance Dates for fall 2004 (see attached spreadsheet). Vickie also gave the group the OESS contact list. This list is for department and college use only since it has direct phone numbers to OESS staff. The last page of the list has public contact information that can be given to students. If you would like a copy of this list, please contact Vickie Roberts at v-robe1@umn.edu or 612-624-1792.