

**RAC/PRAC/AAN/CSAA**  
**January 10, 2005**

**Present:** Gary Andersen, Shuji Asai, Diane Ashby, Deb Basarich-Cownie, Theresa Baultrippe, Sheryl Bolstad, Lisa Brownell, Paula Brugge, Carolee Cohen, Laurel Carroll, Pam Cook, Gary Cooper, Damian Damiani, Dan Delaney, ETTY DeVeaux Westergaard, Julie Ann Edin, Tina Falkner, Tracy Fischer, Teresa Fruen, Bill Ganzlin, Sara Georgeson, Carol Gross, Sarah Harper, Claudia Hasegawa, Emily Holt, Barb Horvath, Jamie Houch, George Hudachek, Barb Jensen, Kitty Jones, Char Klarquist, Pam Klopffleisch, Jennifer Koontz, Mary Koskan, Dave Krueger, Drew LaChapelle, Amy Lin, Amy Lund Swalley Christine Mack Gordon, Judd Mowbray, Stephanie Nichols, Kathy Nolan, Linda Norcross, Ingrid Nuttall, Jan O'Brien, Cindy Pavlowski, Ann Pineles, Kathleen Propp, Lonna Riedinger, Vickie Roberts, Genny Rosing, Cindy Salyers, Lisa Shefchik, Deanne Silvera, Carmen Sims, Clare Strand, Sue Van Voorhis, Mary Vincent Franco, Weber, Kendra, Amy Winkel, Kris Wright

**Announcements:** Sue Van Voorhis apologized that the probation report was not run for Twin Cities campus it was run for Duluth instead. Disbursement will be moved back following approval from the Provost for students on probation. For now, this is just in place for spring 2006. This will give colleges 3-5 days for processing.

Sue also went over the priorities document she handed out and summarized the status of projects pertinent to RAC (contact Ingrid Nuttall at [ingridn@umn.edu](mailto:ingridn@umn.edu) for a copy of this handout).

Verbiage was given to the colleges for their letters to students who have cleared for graduation to reflect the new policy of withholding degrees for financial obligations.

Sue noted that she is still investigating a mass upload process for service indicators; however there are no IT resources at this time.

**December Minutes Review:** There were no changes to the December minutes.

**Admissions review of MD hold:** Paula Brugge and George Hudachek reviewed the updated process for MD holds. If a student has documents missing at the time he or she is admitted to the University, an MD hold missing documents hold was placed on their record. Admissions routinely admits transfer students without transcripts or other documents, as well as freshman who have completed PSEO credit, and this process ensured that students got their documents in. The hold prevented a student from registering for courses. However, Admissions was making so many exceptions to the MD hold for various students that they had to reevaluate the process.

Under the new process, Admissions will send out an e-mail the third week of every term to students with missing documents. The first notification will be sent February 1, 2005. The students will be identified by the following criteria: Any student who has transfer credit with the grade "IP"; any student who has a previous school listed in PeopleSoft that does not have a matching school entered in DARwin. A hold will not be placed on these students records but they will continue to receive notification that they have missing information; in turn, reminders will cease once a student has received grades for IP courses or the differences between PeopleSoft school listings and DARwin entries are rectified.

Mary Franco asked if advisers can be cc'd on emails sent to students. George Hudachek said this would be possible. Vickie Roberts asked how many students have missing information. Paula Brugge answered that almost all transfer students are affected, and that 300-500 letters were sent in previous semesters.

**Tuition refund appeals:** Mary Koskan informed the group of a business process redesign of tuition refund appeals. The goal of this redesign was to streamline the process and make it more efficient and effective for students and staff. A survey was administered to other Big 10 schools and an appeals committee was formed to look at the process. The Office of Student Finance staff was closely involved in the redesign process to ensure adherence to financial aid regulations, and to prevent any negative impact on the student's financial aid. When reviewing appeals, staff wants to be sympathetic to individual cases while demonstrating fiscal responsibility. This means that students with approved appeals will receive a refund of 75%, 50% or 25% based on the amount of time spent in class and Ws will remain on the academic record. 100% refunds and removal of Ws from the transcript will only be given in exceptional cases.

All tuition refund appeals will now be entered into a database. This will allow queries to be run in order to track data by college, reason for appeal, etc. There will be a new form online by January 17. Colleges should recycle their old forms. Debbie Henderson can be contacted for copies of the new form at 625-9019 reference form OTR/241.

Mary Vincent Franco asked if the deadline on the form will raise any issues with summer classes. Mary Koskan said colleges should work with One Stop if they have any issues. Sue Van Voorhis noted that the process has to work with aid year issues. Someone asked what qualified as an "exceptional case." Mary Koskan responded that sexual assault would likely qualify. Sue noted that the text at the beginning of the form is confusing regarding the 13 credit policy, specifically what order the student must address that policy and the tuition refund appeals process. Mary stated she will revise the text regarding the 13 credit policy before the form is ordered. Someone asked if mental health issues will continue to be a valid reason for appeals. Mary responded that each case will be looked at individually, however the form defines "medical" reason as one resulting in long-term hospitalization or mandated bed rest, which may preclude many mental health issues. Mary also noted that the University has been very lenient with appeals and will continue to look at these issues individually.

**Final exam question for SCEP:** Tina Falkner asked if anyone had heard feedback about whether instructors are/were accommodating students with three finals scheduled on the same day (i.e., instructors are allowing them to take it at a different time). Jan O'Brien stated that if one instructor isn't accommodating, another usually will be. Lonna Riedinger stated that students have problems getting large finals moved; however, overall they haven't heard any problems from students.

**One time drops:** Mary Koskan asked if the colleges would be interested in having a self-service application online for students to utilize their one time drop. Clare Strand stated that the process is so confusing students never know when they've used it so there's lots of explaining and re-explaining that happens. Jan O'Brien stated more information about the policy would be helpful, however she wasn't sure Carlson wanted students do be able to utilize it without seeing an adviser. Linda Norcross was in favor of having the process automated. Mary Vincent Franco requested consistent and visible language about the policy so that students and advisers can access it quickly. OESS will look at

where it is currently located on the One Stop web site and evaluate the language so it is less confusing for students.

**One Stop site feedback:** Amy Lund-Swalley gave the group some general information about why the site was changed. In order to facilitate faster updating of information, a better site for students and a more cohesive look, a content management system was adopted and the University Relations template was put in place. There have been tens of millions of successful page views since the site went live the second week in December.

Ingrid Nuttall showed the group some new changes to the web page since its launch. The links that had previously only been at the top of the page are now in the center, with key links called out chosen based on frequent page view statistics. The link to “liberal education requirements” has been made more prominent by request.

Someone requested that the link to “faculty” and “staff” be maroon instead of grey. Ingrid explained that they kept the grey because they always had been, thus avoiding confusion. Several requests were made to have the “Registration” link go directly to the registration system. Dave Krueger explained that there are several ways one can access the system, including “add now” and Class Schedule. Linking to registration does the student little good without the call number for the class. Ingrid suggested that a link be added to the top of the registration page that would link to the system; it was agreed that this would be helpful.

The group also requested more prominent information about majors and minors within departments as it is hard to find. It was also suggested that the “Quick Links” be renamed to give students a better idea of the self-service options available there. Cindy Pavlowski noted that students adapt quickly to changes in web sites and that she hadn’t heard any complaints. Mary Vincent Franco noted that when College of Human Ecology did usability testing for a new site, students hated the left-hand navigation bar, supporting the decision for the right-hand navigation on the One Stop site. Clare Strand appreciated the alphabetization of the quick links, and Kendra Weber noted that updating Rochester’s pages to reflect the link changes was not difficult.

**Probation/Suspension policy discussion:** Sue Van Voorhis stated that she had met with CSAA to see how colleges are interpreting the probation/suspension policy. It was determined that there are not consistent practices with regard to suspension. According to the policy, a student is suspended, if, while on probation, the cumulative GPA is (or goes) below a 2.0 and the term GPA is below a 2.0 for two consecutive semesters. This means if a student was put on probation in fall 04 for spring 05, the student would have to have both spring and fall 05 fall below a 2.0 in order to be suspended. Current practice would dictate that the student would be suspended for fall 05.

Sue felt that the “while on probation” language was responsible for some of the confusion. She asked what assets a policy should have to better reflect current practice. Generally, colleges wanted the option to suspend after one semester on probation of below a 2.0. Also, colleges were more concerned about the term rather than the cumulative GPA, meaning they want to suspend if the term but not the cum falls below a 2.0.

The group went through the examples on the handouts Sue provided and agreed that they wanted flexibility to suspend if they felt the student wasn’t making reasonable progress while on probation. This can include a fluctuation in performance, such as a 2.0 the first semester on probation, lower

than 2.0 the next, back to a 2.0, etc. All colleges seemed to agree that anything below a 2.0 for two consecutive terms should result in suspension. Someone noted that grad and professional programs are different suspension is based on course work plans rather than transcript GPA. Sue stated that this will be revised and sent out before the next RAC meeting. It was requested that this be sent to advising directors who can then disseminate the text to staff; Sue agreed to do this.

**Degree credit discussion:** Sue Van Voorhis stated that since colleges are interpreting the D grade policy in a number of ways, they Undergraduate Degree Credit policy was created. In working with CSAA, it has been decided that a grade of D will count toward the degree even though it can not count toward the major. A student may need to retake a course if they earn a D for a major course. Sue stated she would take this policy to CUD for endorsement and noted that consistency with this policy will greatly assist athletic certifications.

**Advisor information update:** Dave Krueger stated that the adviser name will appear as a link on “Registration,” “When can I enroll?” and “Enrollment summary.” Genny Rosing asked if previous degree programs will be picked up. Dave replied that it picks up what is current in PeopleSoft. If it’s a committee, a name will appear with a “+” and will be linked to the directory. Clare Strand asked if the adviser name that will be shown is the primary name; Dave responded that One Stop shows the primary name, however we don’t know what the directory shows.

**FA hold follow-up:** Vickie Roberts followed up with the group regarding the OTR process for students with Student Judicial Affairs holds on their record. If the student is ineligible to enroll, there’s an FA hold placed on their record and a memo on the transcript that reflects this. The student is not discontinued from their program by this process. If the student is dismissed, there’s a program action reason of “dismissal” and an action reason of “academic misconduct” placed on the record. A student can clear for graduation with an FA hold, but he or she cannot obtain a transcript or diploma.

Someone asked if the student is suspended, is the hold on the record? Vickie responded that there’s a P3 hold with an action reason of suspension for students who are academically suspended by the colleges. Gary Andersen noted that the action reason of “academic misconduct” is only used by Student Judicial Affairs.

**Withdrawal checklist:** Dan Delaney presented the group with the updated withdrawal checklist. This list is used to help student cover their bases if they leave the University so they don’t continue to receive bills. It was immediately requested that contact information be added for ISSS to help international students. It was clarified that this list focuses on undergraduate students, but can be tweaked to accommodate graduate students.