

RAC/PRAC
September 11, 2006

Present: Gary Andersen, Bonnie Anderson, Deb Basarich, Sheryl Bolstad, Laurel Carroll, Grant Clavelle, Pam Cook, Laura Ericksen, Tracy Fischer, Laurie Gardner, Kit Gordon, Sarah Groskreutz, Lucy Hartel, Emily Holt, Pam Klopffleisch, Jennifer Koontz, Aileen Lively, Stephanie Nichols, Kathy Nolan, Linda Norcross, Ingrid Nuttall, Cindy Pavlowski, Heather Peterson, Deb Pusari, Lonna Riedinger, Genny Rosing, Cindy Salyers, Jody Seiler-Peterson, Julie Selander, Rebecca Simmons, Clare Strand, Hanae Tsukada, Terri Tuzinski, Kendra Weber, Kasi Williamson, Amy Winkel

Announcements: Sheryl Bolstad noted that she is receiving a large number of requests for the reduced credit load, most for seniors who are graduating and need less than 26 credits. Sheryl asked if there is any way this process could be automated so these students could be given an automated exemption. Sue Van Voorhis indicated that Mary Koskan will look into this issue and report back in October.

Mary Koskan referred the group to a handout of important deadlines for fall. She asked the group to make specific note of the billing and due dates.

Kasi Williamson noted there is a correction to these date; October 26 is start date of the second 7-week session. October 25 is the last day to cancel with scholastic committee approval and is also the last day of the first 7-week session.

Sue Van Voorhis asked the group for feedback on how the communication efforts went during the issues resulting from the 8.9 upgrade. The group felt that the information provided was just right.

Review of August Minutes: There were no changes to the August minutes.

One Stop Update: Mary Koskan provided the group with an update on the level of One Stop traffic. Mary provided a handout with comparison statistics between fall 2005 and fall 2006 semester. One Stop was very pleased with how the beginning of the semester went. A contingency plan was in place in case the response times were slow but this did not have to be initiated. The number of calls is dropping every year; the number of calls decreased by 2,056. Mary noted that increased efforts at orientation, as well as enhanced Web services such as Ask One Stop have contributed to this success. Some of the top questions asked on Ask One Stop are “How can I get an emergency loan,” as well as specific questions related to paying bills and registration information. One Stop continues to do presentations across campus about financial aid, as well as at parent orientation. Mary Koskan specifically thanked Kris Wright, Vickie Roberts and all OSF and OTR staff for keeping on track with all the financial aid processing. Mary also noted that Web registration went very well. It takes most students (94 percent) 2 seconds or less to process a registration once the student hits “enter.” Sue Van Voorhis noted that ASR continues to look at decreasing the number of registration errors. The definition of an error is

Mary Koskan also referred the group to a letter to the editor in the Minnesota Daily noted that there are problems with Web applications where students receive “page unavailable.” Julie Selandar is working with the student who submitted the letter to assist him with this issue. Jess Murra noted that she has had students with problems with bad links in billing emails. Julie Selandar noted that the links wrap around in an e-mail which means that a student could get a “page unavailable” message if they don’t cut and paste the whole link. Mary Koskan indicated that One Stop would look into the complaint in order to resolve any issues.

Mary Koskan also noted that services increased for both the West Bank Skyway office and Coffey Hall. More e-mails were received and many complementary messages from students were also received. Students are indicating that services have significantly improved since the inception of One Stop. Mary Koskan stated One Stop would continue to work to improve in all areas, including adding questions to Ask One Stop to better serve students. Only 37 non-degree students were canceled for non-payment of summer courses. Jennifer Koontz noted that CCE has been working closely with One Stop to make the process of reenrollment for these students better and many students are reenrolling. Jennifer stated this process has improved greatly from a year ago and specifically thanked Dan Delaney.

Linda Norcross asked if there was any way to get a message sent out to students after they pay their bill regarding the timeline for getting their degree posted (students who owe more than \$100). These students are calling their college office. Mary Koskan agreed to look into this issue and provide an update at the October meeting.

Blind grading for S/N courses: Sue Van Voorhis provided the group with an update on a new Senate policy involving grading students who register for a class S/N. There were instances of S/N students being treated differently than students registered for A-F. The policy stated that the grading basis will be removed from the class list and the grading roster. Instructors will no longer know whether or not a student is registered for a class S/N.

Terri Tuzinski referred the group to a handout that will be sent with the minutes. The only exceptions to this policy are classes owned by Medicine on the Duluth and Twin Cities campuses, and Law on the Twin Cities campus. Sue Van Voorhis noted ASR will be notifying the faculty that this has gone into effect. Cindy Salyers noted that there have already been complaints. Sue Van Voorhis asked the group to refer any issues to herself or Tina Falkner.

Sue Van Voorhis also noted that in faculty orientation, Arlene Carney stressed to faculty the importance of turning in their grades on time.

Enrollment verification fact sheet: Mary Koskan referred the group to the enrollment verification fact sheet. There has been a change in the shaded section in the second paragraph to stress that students need to enroll in 15-16 credits in order to graduate in a

timely fashion. Information has also been added regarding how much money students can save by registering for more than 13 credits. However, there is a correction to the fact sheet. Students who take 15 or more credits can have savings up to \$7600. This change will be made on the fact sheet and it will be sent out with the minutes.

Mary Koskan referred asked the group to review the fact sheet and send her any corrections.

Clare Strand noted that the language on the enrollment verification sheet suggests that, to qualify for the Minnesota State Grant, students should register for 15 credits. On the Morris campus, students are told they can register for 14. Deb Pusari noted that it is a case-by-case basis depending on how many credits a student comes in with. The decision on how many credits a student registers for should be driven by the student's academics. Clare asked if there is any advising that goes on in One Stop regarding how many credits a student should take. The answer is yes; students are strongly encouraged to register for 13 or more credits; 15-16 credits per term are the recommended number of credits a student needs to graduate in four years. Every credit over 13 is free. Sue Van Voorhis noted this issue is difficult because to qualify for federal aid, a student must register for 12. To qualify for state aid, a student must register for 15. Students are sent ample notification that if they do not register for 13 credits and do not have an exception, they will be billed for 13. The goal is to improve graduation rates and students need to take 15 credits per term to equal 120 credits.

Clare Strand asked if any research had been done regarding the number of students who do not register for 13 credits but are billed for 13. Yes; Craig Swan and his office monitor this data.

Aileen Lively noted that the Business Analysts are in the process of updating the 13-credit automated form that goes to the colleges to include plan information. Aileen asked if all plan information should be included?

Lonna Rideinger asked if this form could be clearer regarding what term the student is requesting the exemption for. Aileen indicated this is possible.

It was suggested that the primary plan information is the most useful. Previous RAC minutes will be consulted to determine what the group decided when this request was initially made.

Emily Holt asked how the exemptions are made in the college if a student has less than 26 credits left. Jess Murra indicates she looks at the APAS report. Laura Erickson asked if there was a way to create permanent exemptions for students who already have a bachelor's degree. Sue Van Voorhis noted that this is already possible under the permanent exemption option. It was also noted that exemptions can have an effect on a student's registration queue time.

For more information on the 13 credit policy, go to http://onestop.umn.edu/onestop/Registration/Additional_Registration_Information/13_Credit_Policy.html.

Parent/Guest access update: Julie Selander provided the group with an update on the parent/guest access Web application. This application allows students to provide a third party access to specific student record information via the Web, e-mail and phone with certain exceptions. One Stop is looking at expanding this tool to make it more powerful, such as allowing students to facilitate the work of student service professionals. This should be a relatively easy option. Julie asked for volunteers to kick-off the investigation of this enhancement. Those wishing to volunteer should contact Julie Selander directly at 612-626-6579 or goode021@umn.edu. Julie also provided the group with recent statistics; close to 8,000 invitations have been sent by students, with approximately 6,400 invitations accepted. Access student account access and financial aid information are the highest requests.

Sue Van Voorhis noted there was an issue with this application recently. Julie Selander noted that when program plan gets deactivated, access to the parent/guest access gets revoked. This became an issue with the students being switched over to their new colleges. These students have been contacted and asked to reactivate their guests in order to provide them access. Linda Norcross asked where students can grant access; a student can go onto the One Stop homepage at onestop.umn.edu and click the "Parent/Guest Access" application under the "Quick Links." Sheryl Bolstad asked where advisers can see if a student has given access to a third party; Julie Selander has noted that this does not exist yet, this is why the volunteers are being convened. Genny Rosing asked if this enhancement might expand to Admissions. Sue Van Voorhis noted that a student may not be active yet but said this would be a good thing to consider; Julie Selander noted she would include Paula Brugge from Admissions in her discussion.

Clare Strand asked if the access follows the student; Julie Selander stated the student will have to select access for each campus. It is campus-specific. Julie noted that they gave the students very specific options of to whom they wanted to release this information. All campuses will be included in Julie's volunteer group.

Linda Lindholm asked how staff know they are communicating with the parent if he or she were to call. Julie Selander answered that there is required information the parent must verify, such as demographic information.

Linda Norcross asked if the process is the same if the student wishes to revoke access; yes, the student would still go through the One Stop Web site.

VA regional coordinator: Mary Koskan noted that a new state-wide imitative to increase services to returning veterans has led to the creation of 6 regions where a veterans' coordinator has been assigned. The Twin Cities One Stop is hosting the metro coordinator, David Schrader. He will be assisting student veterans with employment issues, medical benefits, as well as other information. One Stop still has a veteran's

benefits certification coordinator, Carin Andersen, who specifically helps students with their educational benefits. David Schrader will attend next month's RAC meeting and a document will be provided that will illustrate the difference between David and Carin's roles. It is unknown what David's schedule is as he is supporting the entire metro region, not just the Twin Cities campus. Mary Koskan also noted that a veteran's status question has been added to the admissions application; this should help with getting student veterans scheduled for orientation as soon as possible.

Sheryl Bolstad inquired about the status of the coordinator's relationship to the Comfort for Courage office in Eddy Hall; Mary Koskan noted that is a support center for veterans. The coordinator will work with that office as much as possible.

New federal grants: Deb Pusari updated the group on the ACG and SMART grants she outlined at the August RAC meeting. This is the first time federal grants are being tied to GPA. For ACG, the student needs the 3.0 GPA for their second year of grants; for SMART, the student needs a 3.0 for each term during their third and fourth year. The SMART grant is limited to certain majors. The federal government has asked for feedback on these new grants so they can make changes, if necessary. The University has forwarded a program it believes should be included in the SMART grant program. Deb Pusari asked the colleges to forward concerns they would like shared directly to her at d-pusa@umn.edu. Deb noted that there was a specific question about how dual degree students are included in these grants.

Sheryl Bolstad asked if the student filling out the FAFSA is enough to be considered; Deb Pusari noted that yes, this is the case for ACG. However, these grants are also required on a rigorous program of study in high school. OSF works with Admissions to determine which students meet the requirements for these grants given this specific requirement. Deb also noted that students coming in with a large number of credits are not eligible for these grants because it is related to the grade level a student is at when they begin at the University.

Tina Falkner noted that the University did not determine which cip codes or programs are included in these grants. This is why feedback to Deb is important.

Student engagement planner and Grad Planner: Sue Van Voorhis noted that Grad Planner goes into usability testing next week (week of September 18, 2006) Sue Van Voorhis provided the group with an update on the student engagement planner project. Students interested in engagement opportunities outside the classroom can connect with those opportunities and build it into their degree. ASR and OSA are just in the beginning phases of this project to determine its scope. It is very similar to Grad Planner, so cost benefits are being closely looked at. Currently, it is Twin Cities only. Sue Van Voorhis also noted that there is a service learning program which is also similar to this, but that program is tied to courses.

Grant Clavelle noted that the project team is doing a stakeholder analysis; it is possible

that Grad Planner may be leveraged to meet the needs of student engagement planner. The difference is this project is planning an out-of-classroom curriculum while Grad Planner is in-classroom.

Strategic positioning update: Sue Van Voorhis noted that Laura Koch has formed a group to look at the student service recommendations that came out of strategic positioning. ASR is asking the group to look at the tools that currently exist to look at possibly putting them under one umbrella, beginning with the adviser facet. This group will also look at the recommendations of the SISWG group; Tina Falkner will be a representative from SISWG on Laura Koch's group.

UM Report security:

Cindy Salyers asked if it was possible to return the security measures for the class permission numbers that were previously removed for strategic positioning. The security measures were put in place to prevent staff from giving students permission numbers for courses in other colleges. It was noted that faculty members can still access numbers for all their classes from a specific report. It was agreed that the security measures would be put back on.

Data security: Tina Falkner noted that there have been recent security issues involving computers being stolen with private student data housed on them. Tina reminded the group that since there are so many tools available to allow staff to access information in a secure manner, please do not store private student data on desktop computers or on portable electronic devices, such as PDAs and flash drives. These instances of information being compromised are increasing, so it is especially important to be mindful of this issue. Tina referred the group to a recent e-mail from Steve Cawley which outlines how staff can protect information; she asked the group to follow the steps outlined in this e-mail.

Mary Koskan noted that the office where computers were recently stolen was not broken into; the intruders had a pass key. It is not enough to merely lock an office.

Clare Strand noted that there is a huge vulnerability with faculty laptops. Sue Van Voorhis noted that not just student information, but also research information is compromised. Laura Ericksen noted that UM Cal is encouraging people to download UM Cal information; however, many advisers have student ID numbers on their UM Cal.

Linda Norcross asked if it is normal to have the amount of information stored on these computers, not password protected, as was in the most recent case of theft. Tina Falkner noted that it is not common; it was essentially a shadow system. Password protection is common but many individuals pick "soft" passwords that can be easily broken.

Cindy Salyers noted that private student data should not be served on a hard drive; it should be stored on a server.

Tina Falkner noted that IT support will be ultimately critical in protecting information.

OIT is aware of this issue and is working to make sure the colleges have centrally-supported servers. The recommendation is to have everyone move to Active Directory.

The University's standard for protecting private student data can be found at <http://www1.umn.edu/oit/security/privatedata.html>.

UMACRAO: Tina Falkner reminded the group of the Upper Midwest Association of Collegiate Registrars and Admissions Officers' (UMACRAO) annual conference. This year, it is a joint conference with UMACRAO's Wisconsin counterpart (WACRAO). The conference will take place at the Hilton Mpls/St. Paul Airport in Bloomington from November 1-3. Registration and program information should be available on the UMACRAO Web site this week at www.umacrao.org.