RAC Minutes 11/6/06

Attendees: Gary Andersen, Sheryl Bolstad, Jackie Carlson, Carolee Cohen, Pam Cook, Deb Basarich-Cownie, Dan Delaney, Laura Ericksen, Nubia Esparza, Tina Falkner, Tracy Fischer, Laurie Gardner, Kit Gordon, Carol Gross, Jason Holscher, Barb Jensen, Jennifer Koontz, Mary Koskan, Linda Lindholm, Aileen Lively, Jodi Malmgren, Bob Nelson, Stephanie Nichols, Kathy Nolan, Linda Norcross, Jan O'Brien, Lonna Riedinger, Cindy Pavlowski, Vickie Roberts, Cindy Salyers, Jody Seiler-Peterson, Genny Rosing, Becky Simmons, Travis Trautman, Susan Van Voorhis, Kasi Williamson, Kris Wright.

Announcements: Kasi Williamson asked the group if they use the archived final exam schedule on the Web; it was determined that having two years worth of archives would meet the needs of student support services staff and faculty.

A related question was asked about how and when rooms are posted for final exams and how students and faculty are notified of the room? Primarily final exams take place in the room in which the course was taught. Some instructors request different rooms for administering their final exams. Room assignment for special requests occurs after the scheduling unit has accommodated final exam room conflicts based on the regular class schedule. Usually faculty who requested a different room, are notified of the room for the final exam between the tenth and the twelfth week of the term. The final exam rooms are not posted.

Kasi Williamson also informed the group that slightly modified Leave of Absence and Duplicate Diploma forms are available online.

Vickie Roberts shared that the new IUT forms is now available on line.

Mary Koskan announced to the group that One Stop Student Services is revising the message that students receive when they try to log into the self-service applications during a maintenance window. The old message wasn't very clear to students, and implied that the connection problem was a result of too many people trying to connect simultaneously. The new message reads as follows:

This University of Minnesota web application/service is currently unavailable for regularly scheduled maintenance. Some web applications/services are unavailable due to scheduled maintenance every Sunday from 6:00 am until 12:30 pm, and Monday-Saturday from 4:00 am until 5:30 am. We apologize for any inconvenience this may cause you.

Vickie Roberts reminded the group that the sunset policy allowing students to graduate under quarter standards expired June 30, 2006. Please forward any requests to graduate under the quarter system to Craig Swan and Linda Ellinger for their approval. Please attach the approval to the clearance form. Lonna Riedinger asked what approval from Craig Swan looked like, Vickie and Sue said it would likely be an email to Craig and

Linda stating why you support the student graduating under the quarter requirements and any other pertinent information needed to make an informed decision.

Jackie Carlson wanted to alert the group that Karl Johnson from the Duluth campus will be retiring in early January. He will be out of the office most of the time until his actual retirement date. His duties are being spread out amongst the remaining staff and it looks unlikely he will be replaced. UMD will host a retirement gathering sometime near the end of November.

Review of October minutes: There were no changes to the October minutes.

Budget Conclusion: Sue Van Voorhis noted that she turned in the ASR FY08 budget and compact and the ASR budget meeting was last week. She thanked those who sent comments and suggestions, and new project ideas are being entered into the ASR project database. The colleges will complete their compacts in early 2007 and ASR will not find out the results of the compact and budget until sometime in spring 2007.

Sue shared that she would like to hold the college compact and budget meetings earlier next year – October is just too busy to fit all the meetings into hers and the colleges' schedules. In conducting these meetings earlier, it may be before the budget and compact instructions are completed so ASR may be guessing a bit at what should be included or discussed.

Sue also shared she brought forth the new special exam fee, $50 per credit, in the ASR compact and budget cover letter. All campuses agreed upon this new fee. Colleges will still need to submit this via the fee submission process, and Carolee Cohen will send instructions to the RRC Managers (or Chief Financial Officers) in each college who work with fee submission each year on how to do this.

Projects database update: Jody Seiler-Peterson updated the group on the status of certain projects on the ASR 06-07 and 07-08 projects list, focusing on the in-progress projects.

PeopleSoft 8.9 upgrade cleanup – The 8.9 upgrade cleanup is still underway. OSF has had some performance issues resulting from the upgrade that they are still trying to remedy.

E-Degree Clearance for Undergraduates (enhancements) – Enhance undergraduate degree clearance application in PeopleSoft for students and staff. Add search functionality, subplan, and additional degree status for colleges. This is targeted for completion in December 2006.

Scholarship Automation – Designed to correct problems with the current scholarship automation web process and to allow for more automated processing and easier access for departments. It will also allow for monthly disbursement to students.

Accepting credit cards for tuition – This project is being worked on by the ASR technical areas and testing will begin very soon. ASR is working on a communications plan to roll out the process to the campuses. It is anticipated that credit cards for tuition will be functioning in mid-to-late spring 2007.

Automate summer financial aid – This project will use some PeopleSoft delivered functionality to automate summer financial aid packaging.

Official Transcripts (FedEx for requests) – This project will allow users to choose a FedEx option for transcript delivery.

Catalogue for on-line courses – This project will create a catalogue of on-line courses which students can access to learn about "internet-delivered" courses. It includes addition an additional search option on the Class search: Internet-delivered and Partial Internet-delivered courses only. This project has a January 1, 2007 deadline.

Fee Database Rewrite – This project will improve structure and incorporate new functionality into the fees database. This is in preparation for the FY08 fees submission process.

Learning Abroad Prospect and Application Module – This project is still in the early phases, but will focus on analyzing study abroad business processes to improve financial aid and registration processes, and standardize business processes across the four campuses for multi-institution students.

Graduation Planner – ASR staff is currently in the process of writing test plans for the Graduation Planner tool.

Athletics Business Process Redesign and PeopleSoft modifications – This project is close to completion with process flow and process flow mapping and is determining who is responsible for each piece of the process.

Address Verification Implementation – This project is to implement software to cleanup existing addresses across various systems including PeopleSoft and web self-service. Future functionality of this project will include batch clean up and prevention of bad addresses. It is currently with the attorneys for contract review.

Customer Relationship Management (CRM) – Design/develop and implement mechanisms for tracking contacts in One Stop Student Services. We are in the process of finalizing requirements and it will move into technical development in late-November.

Course Guide Rewrite – This project will develop functionality which allows instructors to enter Course Guide information directly into PeopleSoft. It includes developing course guide for all campuses, all terms and all careers. It is scheduled for an October 2007 implementation. Linda Deneen is the UMD representative.

X.500 Extracts project – This project is to accurately send the data from PeopleSoft to X.500 to eliminate some problems for students and departments. This is an on-going process with little pieces being implemented often.

Advising Tools project – This project will address some of the issues brought forth from the SISWG project. The current plan is to address the advising note taking/repository function in Graduation planner. It is currently under review for feasibility and scope.

Electronic Transcript/XML Transcript Transfer – This project is to send and receive transcripts electronically using XML and the approved PESC standards. Margo Mueller is working with CAS to facilitate this transfer with MnSCU schools. ASR is also looking at ways to use this to transfer the information to non-academic institutions such as the MN Dept of Ed and the American Medical College Application Service (AMCAS).

Entrance and Exit interview process – This project is designed to assist with entrance and exit counseling for borrowing money to attend college. It is currently in the requirement defining phase.

For questions about any of the ASR projects, contact Jody Seiler-Peterson at seile003@umn.edu.

Graduation Planner presentation: Travis Trautman demonstrated the Graduation Planner tool. Sue Van Voorhis prefaced the demonstration with informing the group that the tool will now be called the Graduation Planner, not UPlanet and the hope is to create a 'Graduation Planner Suite' of applications – including GoldPass, Graduation Planner, and the Engagement Planner. Assessment of the application and its outcomes will be established too. Travis noted that the demo product was used with students and advisers in usability in early-September. It is not a live application yet, just a prototype. When the application is live, it will have a campus-specific 'look and feel' to it, but this prototype is based on Twin Cities.

The first screen a student sees includes basic demographic information, including a UofM GPA and a transfer GPA (the transfer GPA is pulled from APAS), adviser, program, and college information if known.

Travis first showed attendees how a student can create a graduation plan. The first plan that a student creates is automatically named "My Favorite Plan" and once subsequent plans are created, the student can change the favorite. A student can only have one favorite plan. The designation of 'Favorite' is to help communicate to advisers that this is the plan that students are interested in pursuing. Once the plan has been named, students may select major(s)/minor(s) that will serve as the basis for the plan.

Some identifying features have been added to the "plans" to assist students in making wise course enrollment choices. A bar has been placed at the 15 credit mark to encourage students to take 15 credits to be on track to graduate in four years, as most degree programs require 120 credits.

Once a student has chosen a major, he or she can click a button called "What do I need". This pulls information from PeopleSoft, PCAS and APAS. This button will display a list of requirements, based on the major and what requirements the student has already met or has planned for within the plan, when compared with the requirements in APAS. The student can then click on the course he or she is interested in taking. Clicking on the course pulls up a description of the course. From here the student can add it to his or her plan by indicating which academic term and semester the student intends to take it. The course is then automatically added to that term's plan. A warning appears next to the course in the plan if it is not generally offered the term the student plans on taking it or if the course has been designated to be discontinued for that term. Also, an icon appears next to the course title if the course meets liberal education requirements. If the student "mouses" over the course designator and number, the title of the course appears in a dialogue box. Within the Graduation Planner tool, students can run an APAS report that includes "planned for" courses. Students can also attach notes to plans if they want. These can be marked as public or private. Advisers can see public notes.

What does an adviser see or do in Graduation Planner? Advisers can view plans of students for which they are the adviser of record. They can also attach comments to a student's plans. They can also run APAS reports for their students that include the "planned for" courses. When advisers add comments to student's plans, an email message is generated to the student saying a note has been added to his or her plan. Students then have the option to provide a response to the comment within the application, which will then generate an e-mail to the adviser.

Registration update: Mary Koskan reminded the group that spring registration begins tomorrow, November 7. She also wanted to alert the group that since the 8.9 PeopleSoft upgrade this summer, ASR has noted slower response times for some web applications – including registration. ASR will be watching response time very closely during the registration period and alert advising staff of any issues. Morris started registration last week and registration times seemed acceptable. Mary noted that slow response time to ASR is 5 seconds or more. Jackie Carlson asked if there would be a message displayed to students during registration encouraging them to be patient. Mary said there was a message that is displayed that says "Please wait while we process your request." When there are serious problems with the registration system, an alert message is posted to every web page. Sue and Mary asked the group to keep them posted of any issues they hear from students. If things get really bad, Sue and Mary told the group to call 1-help. Jackie Carlson shared that UMD uses color-coded messages for students regarding self-service application status: green (things are working well); yellow (experiencing some difficulties); and blue (things are not working well at all).

Jan O'Brien asked if the discontinue process occurred? There were several CSOM students who they expected to see on the discontinue list who were not. Aileen Lively verified that the process did run, and offered to check on specific students of concern for CSOM.

13 credit exemptions: Mary Koskan provided a follow up to some questions about how the 13 credit exemption is approved for students with disabilities. Disability Services approves ones for students who are registered with their office. If the student is not registered with Disability Services, the request is sent to the college for approval. Disability Services only grants temporary exemptions. Permanent exemptions need to be approved and entered by the college. There was some confusion about how the exemption actually gets to Disability Services in the first place. Mary said that she will follow up with Disability Services to find out the answer.

Pam Cook asked if there was a student group that the colleges could view? Carolee Cohen said no that Disability Services did not want this information to be available for privacy reasons.

Sue Van Voorhis shared that there are some new DARS analysis tables that can be used to create a report to show where a college's students are in their programs. This will hopefully take care of the issue brought up earlier this year about students who are within 26 credits of graduating. She does not know precisely when these tables will be available for use, but will keep the group apprised of the status.

Mary brought up the issue of adding text to the form to request reduced credit load. Lonna Reidinger shared that for her college it would be very helpful if the student indicated which term he or she wanted the exemption to apply in the box titled "Please check the semester in which you wish to begin to reduce your credit load." Depending on when the student applies for the exemption, CLA regularly apply the exemption to the upcoming term and the student really wanted it for the current term. Mary said she would explore the option of adding the terms under "Reduced Credit Load" and report back to the group.

Veterans advisory committee update: Mary Koskan informed the group that Amelious Whyte will chair this committee. The committee will look at what veterans need, where we can help them, how to best serve them, etc. It will be comprised of members from the following areas: University Counseling and Consulting, Disability Services, 2 college staff, Comfort for Courage, Boynton, some advisers, some faculty members, 3-5 students veterans, Mary Koskan, Carin Anderson and Dave Schrader. The first meeting will take place this spring.

Mary also noted that One Stop will be sending out a survey to veterans in the next two weeks.

If you have questions about any veteran's related information, contact Mary at m-kosk@umn.edu

Reintegration training: Mary Koskan invited RAC members to attend the ASR in-service on reintegration training for staff working with student veterans. The event is Thursday, November 9, 2006 from 7:50-9:30 am in 275 Nicholson Hall. The presenters will focus on addressing the needs of returning combat veterans and the difficulties they

may face as they return home. They will be describing the challenges soldiers are facing as they reintegrate themselves back into society, how this reintegration impacts the whole family, and how you can assist in helping veterans and their families. Please contact Mary to RSVP and with any questions at m-kosk@umn.edu or 5-0160.

Scholarship project: Kris Wright updated the group on the scholarship project. The goal of the project is to develop a consistent way that all scholarships are forecast and for reporting spent scholarship money. As an institution, it is important that we spend our scholarship money each year. Better processes will assist with this goal.

Kris shared that CLA wanted to change the way they award scholarships to include a need component in addition to merit. They award too early to have good FAFSA data, so the scholarship project is identifying other ways to identify need – like if students were part of a free or reduced lunch program in high school. If other colleges are looking to add a need component to their scholarships, please let Kris know at wrigh084@umn.edu.

Kris also noted that on December 14, Sue Van Voorhis and Deb Pusari (from OSF) are giving a presentation to AAN on financial aid issues. ASR will share the presentation with the coordinate campuses so they can help inform their staff members as well.

UM Reports information discussion: This was a brain storming session on what information advisers (faculty or professional) or departments need to know about students? And, what information would they like to have access to?

One RAC attendee noted that last year UMReports offered a class to assist users in navigating the data. This type of class is helpful. Also, it was noted that some sort of UMReports orientation should be added to the new faculty orientation.

What is used/what data is needed?
Advisee list
Advisee email list by groups
Holds on students
Admit date and type of admit
GPA
Plan/subplan information
Student roster by major/subplan
Minor/minor in other college
Degree applicants
Number of students in different major track
Class list
Wait list
FA need for scholarships
Enrollment by unit by college
Midterm alerts – looking for patterns of behavior
Degree candidates
Degree graduates

Academic Record

When someone transfers out of your program – where did they go

Honors

Ethnicity by major

Veteran Status

Year in school

Second adviser

Failures, D grades, or Incompletes in major courses

Department chairs want

       Number of students with course X on their plan, to plan for future demand

Everything on my active advisees

Students presently in the program and students who have been in the program (graduated, stopped out, left, etc.)

Degree applicants

Students not enrolled full-time

Would like –   GPA in the major (for each student)

             Average GPA for different majors

             Summary of total grads by major and GPA

             Better/clearer distinction between UM Reports, Data Warehouse and IR Reports