

RAC/PRAC/AAN/CSAA

1/8/07

Present: Gary Andersen, JoAnne Ash, Sheryl Bolstad, Debra Basarich-Cownie, Amy Brewster, Carole Anne Broad, Paul Brugge, Jackie Carlson, Laurel Carroll, Julie Chuba, Grant Clavelle, Carla Claussen, Carolee Cohen, Pamela Cook, Dianne Danov, Scott Daughport, Pamela Drake, Linda Ellinger, Jennifer Engler, Nubia Esparza, Kathy Evenson-McDermott, Tina Falkner, Mary Vincent Franco, Marci Freundsuh, Teresa Fruen, Laurie Gardner, Sarah Groskreutz, Carol Gross, Lucy Hartel, Emily Holt, Kevin Howard, Jennifer Koontz, Mary Koskan, Stephanie Lawson, Linda Lindholm, Aileen Lively, Ann Miller, Margo Mueller, Stephanie Nichols, Kathy Nolan, Linda Norcross, Jan O'Brien, Cindy Pavlowski, Deb Pusari, Lonna Riedinger, Vickie Roberts, Genny Rosine, Alice Ross, Cindy Salyers, Brook Sawyer, Kari Schuster, Nicole Letansky Shultz, Becky Simmons, Jody Seiler-Peterson, Danielle Tisinger, Hanae Tsukada, Sue Van Voorhis, Diane Wartchow, Kasi Williamson

Introductions

Announcements

Sue Van Voorhis announced that today would be Alice Ross's last meeting, as she is retiring.

Tina Falkner announced that the RAC agenda will no longer be printed and brought to the meeting, as most printed agendas were not used during past meetings.

Vickie Roberts announced that students who applied for a leave of absence and have not returned after four semesters have had their status changed to Discontinued. This will happen every fall and spring. This correction was submitted after the meeting: There were 313 undergraduate students currently on leave; 42 of these were discontinued at the end of fall term because they had been on leave for 4 semesters. Linda Ellinger commented that Craig Swan may want a list of these students.

Mary Koskan announced that last Thursday they completed cancellations for students who hadn't paid fall tuition and fees. There were 127 students canceled. Tina Falkner inquired how the communication went out, as she had sent that communication in the past.

Jody Seiler-Peterson announced (on behalf of Julie Selander) that an e-mail went out to 2722 students who were registered for fewer than 13 credits, but who hadn't applied for the 13 credit exemption. The second e-mail will go out on January 17. The list of students who received the second e-mail will be sent to colleges.

Sue Van Voorhis announced a slight change in the agenda; Kendra Weber from Rochester would not be present for to give the Rochester update with Sue, so Sue would provide a brief update and Kendra would provide a more in-depth one at the next meeting.

Founders update: Rachelle Hernandez announced that the Founders Scholarship was taking on a new name: the University of Minnesota Founders Free Tuition Program. The new name was adopted to help students and families recognize what the program is, and to increase response to the program among both high school and community college students. A new communications campaign will launch with posters, flyers, and a Web site (a preview of the new materials was passed around to the group). The posters & flyers will contain a brief FAQ, with in-depth information on the Web site; they will be used by all University of Minnesota campuses. The communications materials are being approved. A meeting is set this week with the coordinate campuses. Kris Wright will meet with financial aid staff from all campuses. When the program is fully implemented in 2008-2009, it will serve about 4500 students who are Minnesota students.

Deb Pusari announced that this program is for resident students. Aid will decrease for non-resident students starting in the 2007-2008 school year.

Bracketing: Vickie Roberts provided the group with an update on the bracketing process. This process has been semi-automated to save collegiate staff paperwork. A query will run in PeopleSoft at the end of every term to identify students who have repeated courses based on the message generated in enrollment request. These students EmplID's are then used to generate an APAS report. Based on the reports, St. Paul staff then go into the students enrollment record and add repeat codes as necessary. Collegiate staff will no longer need to submit record change forms for these students that are being cleared at the end of the term. OTR will do it for them based on the APAS reports received. Student athletes (21 for fall 2006 term) and students with expected grad terms (214 this term) will receive priority in this bracketing process. After degrees are posted, OTR will take care of general student population (all undergraduates). [See handout: "Course repeats.doc"]

An inquiry was raised about whether this process would include students re-taking classes at community colleges. The answer is yes, there is a procedure in place to catch courses that are repeated by a Community College or other institutions.

One attendee is already seeing list of bracketed students, although OTR isn't that far into the process. Vickie asked her to send her an e-mail, and she would check into it.

E-degree modifications: Aileen Lively discussed several enhancements to E-degree:

- 1) Effective date and effective sequence number fields have been added to the search page to show if and when any clearance activity occurred. This will enable OTR to clear students based on the date they were cleared by the colleges.
- 2) If you go into a student's record that has had an expected graduation term changed, you will get an alert/message. The degree clearance pages now store any previous expected grad terms within the detail rows, and the current expected grad term at the student level. Any previous plans that were cleared by a program will show in the history of the record along with the expected grad term at the time of clearance.

- 3) There is now a new approval level of “Not Approved”. If a student does not have any degree awarding plans with a degree approval of “yes” on their record, the degree clearance status will change to “Not Approved” at the time the record is saved. This will keep the record at the college level for future review and clearance once the degree awarding plan is changed to the degree approval of “yes”. All other plans (2nd majors/minors) that have been reviewed, will maintain their clearance statuses on the record.
- 4) Subplans have been added to the page. If the subplan is not identified as one that prints on a transcript, it will not appear on the degree clearance pages. However it will still display on the subplan page within the student program/plan pages.

These modifications moved to production Tuesday 1/9 at 4:30.

Requested improvements that were not done: The system can't call up more than 300 rows in a search—this is a system-wide limit that has been set. Users will have to limit We are also unable to modify the search logic to search on May-session-only applicants. A suggested solution is to move “May” to another field—“student attribute”—in the future. Cindy Salyers from IMS cautions that, should this happen, IMS would need plenty of notice, since they would need to modify how the report currently pulls its data.

A question was asked about needing the expected graduation term in order to search. Aileen replied that this is necessary because of the logic of the program, and it may be necessary to look the student up in Program Plan before searching for them in e-degree.

Emily Holt reports that the next step is to try to identify students who were canceled by OTR because their degrees were not yet approved, and to put those records back in the college's domain with the “not approved” status so that the colleges will be able to work with them. She also noted that when colleges are re-admitting students with existing expected graduation terms, they will get a message regarding the fact that the degree checkout is set to applied. The checkout status should not be changed or the record will not appear in the degree clearance page search.

Sue Van Voorhis inquired if communications will be sent when these updates are live. Tina Falkner replied that they will be sent.

Degree Clearance: Sue Van Voorhis reported on the results of the degree clearance reports that ran on October 1. The reports that determine how many students graduated in the previous academic year (and from which graduation rates are calculated) are run on that date. Of the cohort of students who entered in 2002 and graduated in 2006, 26 students whose degrees should have been cleared were not cleared. Vickie Roberts and Emily Holt will be talking to people to make sure that colleges aren't missing people. This year, the same process will run on October 1—they had to re-run the process again last year, after errors were fixed.

Emily Holt commented that it is up to everyone to make sure that the process works. It is important that all of the appropriate people look at the student's record and specify the

degree approval as “yes” or “no.” Also, OTR will be monitoring the back-dating of degree clearances. Please use the comment section and indicate why these degrees were back-dated, or you will be contacted. Vickie Roberts commented that one reason that degrees are back-dated is that students pay their overdue bills (this number is very small).

Quarter sunset policy, Linda Ellinger reported on the status of the Quarter Sunset Policy.

General notes: when it comes to clearing degrees under the quarter system, Laurel Carroll sees quarter degree clearances, and Craig Swan clears exceptions.

Recently they saw several exceptions that raised questions. Three students with less than 2.0 GPA were submitted; all had been re-admitted some time after semester requirements took effect. This raised the question: why and under what circumstances were these students readmitted, and were they put under contract or held to specific standards?

The reply was made that they re-admitted students to complete degrees if there were only 1, 2, or 3 classes left under their former program.

Linda Ellinger reminded the group of the quarter sunset policy, which was first set to expire June 30, 2006. It has been extended through spring 2007. After that date, they will have to look much more closely at returning students, and see if there are extenuating circumstances that should allow them to continue their study under the quarter requirements. There should be a serious appeal process, similar to the college scholastic committee. A degree granted currently should reflect that there is some learning in the major that is current.

The question was asked as to whether there is an approval process in place. Linda Ellinger replied that a college re-admits students, and submits degrees earned under the quarter system to Laurel Carroll for approval. But Craig Swan would like colleges to look at these students more carefully, to make sure that the degrees hold to current standards and current policies. If a student’s quarter degree requirements would allow them to graduate with fewer than 119 credits or with less than a 2.0 GPA, the exception must go to Craig Swan.

Sue Van Voorhis and Tina Falkner agreed that these recommendations should go in a document and be communicated to the colleges.

Project update: Jody Seiler-Peterson gave an update on current Office of the Registrar projects.

Completed projects: The XML transcript transfer is set to deliver transcripts to parties that receive them, including MN Dept of Education and the American Medical College Application Service (AMCAS); The class search page has been updated to include search options for internet-delivered courses and partial internet-delivered courses.

New projects: People Tools upgrade is in critical functionality testing from 1/8 – 2/9; FA Regs project

In progress:

1. Degree clearance for undergraduates (already discussed)
2. 1098T: including changes to required tax documentation. To printing services 1/12/07
3. Official transcript request/FedEx delivery option: Should go to production 1/16 [post-meeting note: move into production delayed to week of February 5.]
4. Accepting credit cards for tuition: projected delivery January/February 2007.
5. Fees database rewrite: projected completion by the time collegiate staff must enter new information in mid-February 2007.
6. Automate summer financial aid: projected delivery March 2, 2007
7. Scholarship automation enhancements: projected March 6, 2007
8. Customer Relationship Management (CRM) project. One Stop requirements approved, going to EAD. Projected delivery April 2007.
9. Learning Abroad Prospected and Application Module: currently looking at prototypes, then will define requirements
10. Athletics reporting BPR: working on documentation, final reports and recommendations
11. Address verification implementation: in contract review
12. x.500 Extracts project: several items, projected June 2007
13. Graduation Planner: in development, testing to begin in March. Projected August 2007.
14. Student Engagement Planner: working on data sources. Next step is to work on feasibility.
15. Course guide re-write: looking at new features—video clips, syllabi. Projected October 2007.
16. Entrance and exit interview project: writing requirements for students who should receive e-mail notification about exit interviews.
17. Enterprise Financials System: OSF is mapping processes applicable to this project

A question was raised about the online course guide: currently, old information “rolls into” the updated version, and so it can be difficult to tell what needs to be updated and what does not. Jody replied that she would find out. [Post-meeting note: new business requirements have been added to present the most current effective dated row for update. We cannot, however, restrict access to only those descriptions done by faculty because many departments have classes that should have the same Course Guide descriptions for all sections of the class and do not allow the instructors to update the Course Guide description.]

Project in queue to begin in FY07 were listed on a hand-out:

1. Student Evaluation Mandate (Release Questions)
2. eFAAN Career Split
3. Class Components and Instruction Mode BPR
4. Repeat Code Process Improvement

5. Display of FA amounts based on different credit levels (State Grant)
6. On-line Student View of Work Study Earnings
7. WebCT link from Self-Service Class Schedule
8. Automated process to package students who are eligible for Founders Opportunity Program and the AC and SMART Grant Program

13-credit waiver e-mail: Jody Seiler-Peterson gave an overview of the policy regarding the e-mail addresses to which 13-credit waiver requests are sent.

13-credit waiver requests from the online form go into central-sponsored e-mail accounts, in order to avoid issues that can arise if the e-mail is sent to a personal e-mail account—for instance, if that person leaves or changes positions. To change the password on your college's centrally-sponsored 13-credit waiver e-mail account, contact the central accounts office at 6-8366 (for college accounts, i.e. @cce.umn.edu, the college's computer support staff would need to be contacted). If a new central-sponsored e-mail account is created to which the requests should be directed, contact the PeopleSoft Student Records Training Team at techteam@sossgw.stu.umn.edu to request the change.

Mary Koskan updated the group that some requested changes in the 13-credit waiver Web application were made, including adding some additional terms that the waiver could apply to.

Final Exam Question: Linda Lindholm inquired about the process for verifying students' requests for a change in final exam times.

The policy states that a student who has 3 exams scheduled during a 16-hour period can request an alternate exam time. How does one verify that the student has the 3 exams in that time period? Does one need to fill out a form? Lonna Riedinger clarified that any forms CLA offices may have related to this are no longer current. There is a screen in PeopleSoft that shows a student's final exams, and staff in CLA can contact her if they need any help with the verification of this issue.

One Stop Comment Card: Mary Koskan introduced the new One Stop Comment Card.

As part of an ongoing effort to improve services, there is now an online comment card on One Stop. It is the megaphone icon on the lower-left hand corner of the One Stop Web site, and paper forms are also available. Questions were raised:

- Who is reading the comments? The e-mail goes to the Webmaster, and is then forwarded to One Stop counselors or other appropriate staff in ASR if it is not One Stop specific.
- What has the response been? So far, the response has been manageable, with about 5-10 comments per week (in November and December).
- What are the comments saying? Sometimes they indicate that Web pages are confusing; sometimes they are questions that should have gone to helpingu@umn.edu

Advising: Sue Van Voorhis gave an overview of current concerns related to advising, graduation rates, and the University's fiduciary obligations to students.

Craig Swan is responsible for improvement of graduation rates to the University's goal of 80% of students graduating in 6 years. To be a top-three institution, improved graduation rates are necessary.

Sue recommends that advisers use the tools available so they know if students are or are not on track. Tools such as APAS and Graduation Planner will help with this. But how will we be sure that the tools are used? And what actions should be taken if students are not on track?

There are additional reasons why this is important.

- We have a fiduciary responsibility. Tuition is up 82% from 2001-2006. There is no longer any way that summer employment could cover the cost of tuition. We need to make sure students stay on track, so that students don't take on any more financial burden than what is necessary.
- There is a national trend of students working full time and going to school full time. Nationally, that's 26% of students.
- Minnesota is 6th in the nation for the amount of student loans. Twin Cities' students have an average of \$24,667 of debt over four years.
- The total amount that University of Minnesota students borrow has increased 103% from 2001-2006. Three factors have led to this increase in borrowing:
 - U of MN headcount has increased by 15.8%
 - The number of students needing to borrow has increased by 35.4%
 - The amount borrowed has increased by 50.4%
- Last year, students who graduated in 4 years left with \$22,000 in debt.
- In FY06, 58% of students had \$24,667 in debt.
- Usually by the time the student is in the 5th or 6th year, they have "maxed out" their available student loan funds.

Sue Van Voorhis emphasized that we really need to keep students on track for graduation:

- Some programs have no free electives, so a student can get behind right away if they take classes that don't fulfill degree requirements
- Federal and state aid is limited to 8 terms. Students may have to leave after 8 terms with no degree, and without the ability to get a job that would pay the debt.
- Admissions is also looking at the students admitted, to ensure that they are students who could succeed.

The question was raised: is anyone looking at programs that have no electives? Sue replied that yes, colleges are being asked to take a look at that. A remark was made that the new tools are important, but that more resources are also needed to improve "high touch" improvements to advising as well as "high tech."

Sue Van Voorhis will be meeting with CSAA and AAN to discuss additional strategies for advising to keep students on track for graduation in 4 years.

Policy pdf: Kasi Williamson distributed a survey to collect feedback on the current use of the online policy pdf.

The online policy sections pdf of the former print class schedule still exist in the same format, though their use seems to have changed to be more of a reference document. Kasi is investigating the results of a format change—creating something more like a “glossary” (similar to CCE’s “Registration policies from A to Z”), so that staff could still have a printed document, but could find things more easily. Please fill out the survey hand-out, so that Kasi will know what parts of the policy pdf you currently use in your work.

Credit Cards for tuition update: Carolee Cohen gave an update to the group on the status of the credit card project.

The project is making progress; projected go-live date is January 29, 2007 (if that doesn’t happen, the next projected day would be 2/26/2007—these dates were negotiated to be between billing due dates for all campuses). The team will have access to the vendor’s test systems on 1/9/2007. If interested in more information, updates will be posted on the Web at the end of the month. The team is taking a “soft launch” approach with this; students will find it, but philosophically did not want to “promote” the credit card option.

Currently, we do not accept Visa (accepted cards are: MasterCard, Discover, American Express, Diners Club). When the student or their authorized payer pays their bill online, they will be able to use a “drop down” on the payment page and select e-check or credit card as their method of payment. If they select credit card, they will then be transferred to the vendor site (Moneris) and they will be informed that there is a service charge of 2.75 percent. Once the payer enters the amount they would like to pay by credit card, the service fee is calculated and shown. Payers must click through two screens that show the service fee before the transaction is processed. If this goes live on January 29, the first billing due date this would be effective is February 14, 2007.

Will students with financial hold be blocked from using the credit card option? No.

Student Information Systems Working Group update: Tina Falkner reported the current status of the group’s work.

The group is still meeting and creating an easy-to-use guide to UMReports to help users understand capabilities, content, search terms for key reports. This would be for faculty, for advisers, and for staff. They hope to have something to show by the February meeting. The group is also bringing two advisers from Duluth to consult at their next meeting.

IMS Updates: Cindy Salyers gave updates on the newest reports and enhancements from IMS.

There are two new reports:

1. A new subcategory called “curriculum” has been created for the new PCAS UGRD Programs (Approved) report. This report lists approved undergrad degree programs by college and can answer a number of questions about those programs (required sub-plan, required summer classes, more than 120 credits required, etc.)
2. Graduate School Faculty Advising/Committee Summary by Major (G042) allows you to see faculty advising and committee loads by major.

There are also a number of enhancements:

1. On the degree applicant report, there is a new status column added, as well as filter functionality. There are improved help documents—please refer to them! Additional filters can also be added by clicking on the “check-box” icon.
2. In the major/minor roster, you can now prompt by college, and pick up to ten majors to search for.
3. In the probation report, they have added the “What’s changed?” column, so that staff can see who was added and who dropped off their list. People who have transferred out will appear in blue. “Admit term” and “Admit type” were added.
4. Grading basis is no longer on class list report, though there have been questions on that. (Tina Falkner commented that SCEP is re-examining this decision.)
5. The Student Group Summary Report now shows future, history, active, and inactive. Currently, “active” records are in a blue font.
6. Security was reinstated on the permission numbers report. This was removed due to the college/department reorganizations that resulted from strategic positioning.
7. The tuition allocation summary was updated

The question was raised if IMS would be willing to do tutorials with professional and academic advisers? The reply was yes, for now. However, since seven people were reassigned from IMS to EFS, resources are limited. IMS will have to evaluate individual requests as they come in to determine Cindy's availability. Also Cindy suggested that you e-mail questions about UM Reports to reports@umn.edu instead of emailing your IMS contacts directly. The reports e-mail line is always monitored.

Sue raised the point that she will be meeting with Amie Dardis to discuss ramifications of the reassignment of this staff, to ensure that collegiate projects continue to move forward.

APAS Update: Margo Mueller reported on the latest enhancements.

There have been problems running reports because we had a limited number of licenses; they are very close to implementing an unlimited number of licenses for APAS, so this problem shouldn't recur. In October, a seamless upgrade was done, implementing enhancements that will work with Graduation Planner.

The question was raised that print dates were no longer appearing on reports; it was suggested that this was due to printer settings on the Web browser.

SIRA form: Sue Van Voorhis gave an overview of efforts to develop a University-wide SIRA form.

It has been requested that there be a standardized process for the release of student information across the university, colleges, and departments. First, they investigated adding this to Parent/Guest Access, but there was a concern on the part of advisers that this would lead to an increased workload with parent interaction. Still, Craig Swan would like to see a standardized form. Julie Selander will pull the group back together, perhaps to develop a pdf form.

Rochester update: Sue Van Voorhis gave an update on the PeopleSoft designation for Rochester students and programs.

There has been discussion of Rochester as another “campus.” However, as far as PeopleSoft is concerned, Rochester is a location. UMTC and UMD award the degrees, and Rochester is the location where the degrees are offered, not awarded. If there are any questions about making changes to how Rochester students are coded, talk to Sue Van Voorhis first.