RAC
February 5, 2007

Present: Gary Andersen, Carla Claussen, Carolee Cohen, Pam Cook, Damian Damiani, Jennifer Engler, Laura Ericksen, Tracy Fischer, Marci Freundschuh, Teresa Fruen, Michael Galegher, Laurie Gardner, Kit Gordon, Carol Gross, Amy Gunter, Kevin Havard, Aileen Lively, Emily McCreight, Margo Mueller, Kathy Nolan, Ingrid Nuttall, Cindy Pavlowski, Heather Peterson, Lonna Riedinger, Genny Rosing, Cindy Salyers, Fran Schirmers, Jody Seiler-Peterson, Mary Ellen Shaw, Pat Sherman, Clare Strand, Danielle Tisinger, Kendra Weber, Kasi Williamson

Announcements: Genny Rosing announced that the Graduate School is involved an electronic degree program form project. In March Directors of Graduate Study and their assistants will be invited to comment on the project.

Clare Strand asked if anyone could provide names of those individuals involved in probation. Specifically, regarding taking students off probation when grades change; how often is it checked if a student should be on or off probation. Lonna Reidinger noted that CLA waits for the student to notify the college that he or she should be removed. Danielle Tisinger noted that when students are once again able to register, they usually contact the college. Clare asked why probation reports are run three times on the Twin Cities campus; Sue Van Voorhis said it is because it takes awhile for all grades to come in. The group noted that they check the probation reports. Sue said more specific questions can be directed to her. Laurie Gardner noted that Mary Vincent Franco would be a good person to contact. Teresa Fruen suggested Jan Delehante as a good contact.

Kasi Williamson announced that she would be scheduling meetings with colleges to demo the Graduation Planner application. If you wish to contact Kasi directly, you may contact her at will2026@umn.edu or 625-5191.

Sue Van Voorhis announced that previously subplans were developed so students could receive guidance from advisers during a critical time in their undergraduate career. Over time, there has been procedural drift in this policy. Sue asked the group to consistently update students' subplans to help students stay on track once they run their APAS report. The subplan is very important and must be updated on a regular basis.

Sue Van Voorhis reminded the group of a previous RAC demonstration of the APAS report that shows excess electives. Craig Swan has asked that ASR work with the colleges to roll out the use of this APAS campus-wide. Sue asked for volunteers to be involved in a pilot of this initiative. Laurie Gardner asked for a timeline; Sue noted this could be negotiated with Margo. Laurie noted that not all requirements are listed on the APAS and this can cause problems for colleges with the indication of excess electives; some courses show as excess electives even if they are required as prerequisites for a course. Sue noted that this means APAS should be updated to reflect all required course

information, not that this new APAS shouldn't be used. The student needs to know exactly which courses he/she need to take in order to graduate.

Clare Strand asked if Craig was sharing the idea with the deans that prerequisites should be listed as requirements. Sue stated that a curriculum group is meeting and discussing this issue and others.

The following individuals volunteered to work with Margo Mueller on this pilot: Pam Cook; Pat Sherman; Amy Gunter; Mary Ellen Shaw; Laurie Gardner; Carley Anderson (volunteered by Lonna Reidinger).

Mary Koskan announced that College Goal Sunday will be held February 11. College Goal Sunday is a one day event designed to assist parents and senior high school students in the completion of their FAFSA application, required for federal and state grants, as well as loans. One Stop and OSF staff help parents and students work with the FAFSA application at this event. There are 25 sites throughout the state which need volunteers for greeters, set-up/clean-up, and to answer questions on completion of the FAFSA. Volunteers are still needed at Rochester, Augsburg, Brainerd, and Worthington; those interested should visit http://mncollegegoalsunday.org and click on "Pitch In."

Review of January minutes: Kasi Williamson announced a change to the minutes. Regarding how someone can confirm that a student has three final exams in a 24 hour period, it had been noted in the minutes that this information resided in PeopleSoft. However, the student's schedule is in PeopleSoft, not the final exam information. Staff must check the student's class schedule, and then compare it to the Final Exam schedule on the One Stop Web site. The January minutes will be amended to reflect this correction before they are posted on the Web site.

Degree clearance update: Sue Van Voorhis provided the group with an update of the degree clearance process. Diplomas will be mailed this week (week of February 5) for students, 10 days earlier than any previous fall term. Sue asked the group if there have been any issues and if the group has been pleased with this process. Laurie Gardner noted that, for example, if a student has applied summer 2007 and realized that they want to change to spring, they can do so but the information isn't reported to OTR. Aileen Lively noted that a report has been created to resolve this issue. Sue noted that the group may have received a list of students who were missed for clearance; Emily Holt will be contacted colleges directly if need be.

Reporting: Students with 90 credits: Cindy Salyers provided a demonstration of reports that can assist advisers in determining which students have earned 90 credits or more and, therefore, may be eligible to apply for graduation (for more information, please refer to the handout sent to the RAC listserv prior to the meeting).First, the Student Roster report. This report is by primary program and primary plan. If one selects "seniors," on the summary statistics page, one can look at just those students who have completed 90 or more credits. Tina Falkner asked if this is a report where "select all" will not work for CLA; Cindy noted that it is better to select a smaller subset, such as advising community,

for CLA. Cindy encouraged the group to utilize the customization features when they see filters in the header of the report. Under "Expected Grad Term" in this report, one can filter for "Blanks." This will show those students who have completed 90 or more credits but do not have an expected grad term. The easiest way to get email addresses to email students is to select "email all students;" this will run based on the filters selected.

The Major/Minor Roster is another reporting option for obtaining a list of students who have completed 90 or more credits. This report will pull all active students in the major for the term selected, regardless of whether or not the student has registered. Pat Sherman asked if one can access multiple majors at the same time; yes, this can be done by using the CTRL key and clicking the desired majors.

The Advisee Roster in the My Active Advisees index is also a useful tool. On this report, there isn't the filter functionality currently in place. This will hopefully be available in spring. Academic Level, Total Number of Credits Completed, and Expected Grad Term are all available on this report.

The Student Group Report will also provide information on students who have earned 90 or more credits. Students in any student group can be queried in this report. Sue Van Voorhis noted that Craig Swan will be contacting colleges that have students with more than 90 credits who have not graduated. Kit Gordon noted that many students enter the University with 60 or more credits of PSEO or AP work and are still encouraged to complete a four year degree.

Freshman packaging update: Kris Wright updated the group on the status of freshman packaging. Freshman will be packaged mid-March. This should be an interesting year with possible changes to reciprocity, however OSF will use the information they know to be true at the time packaging takes place. The plan for continuing students will be to package again in mid-June. Sue Van Voorhis noted that we packaged early last year and ASR has been pushing Morrill Hall to get tuition and fees settled in a timely manner so this early process can continue as a service to students.

Credit card update: Kris Wright announced that the University now accepts credit cards as a form of tuition payment. OSF is processing $14-15K each day. If there are questions, they may be directed to Kris or staff can refer to the FAQ sheet. Sue Van Voorhis noted that even for refunds, the service charge is non-refundable. Kris reminded the group that there has been no advertising of this process. Individuals find out about it when they go on to pay online. This is not a heavy billing time so it remains to be seen how much is processed.

Project update: Jody Seiler-Peterson provided the group with a handout on Office of the Registrar projects. A number of projects have been completed since the last RAC meeting: there has been an indicator added to the class search and schedule called "waitlist closed." Credit cards for tuition have also been completed. The 1098Ts have also been completed. New items from OTR; OSF is working hard on packaging the new Founders, ACG, and SMART grants. OSF is working on using a tool available in

PeopleSoft called an equation engine. Use of this will further automate the packaging process. ASR is moving its email system from GroupWise to a central email system. Currently, emails to GroupWise have an sossgw.stu.umn.edu suffix. Once the change is made, emails can be sent to ASR staff at the umn.edu address. Forwarding will be in place for a few months and the changeover will take place over a period of time. Genny Rosing asked if people send to umn.edu now, would this work even if individuals haven't switched over? Yes, you can currently send to umn.edu. Gary Andersen noted that the techteam@sossgw.stu.umn.edu has not switched over yet, even though the individual trainers have switched over. FedEx process for Official Transcript requests is currently in-progress. A re-write of the fees database is also underway. Colleges can begin entering their data when the database opens in mid-February. OSF is testing summer financial aid packaging and scholarship automation enhancements. The CRM project for One Stop is on hold, while the users determine next steps. The Learning Abroad Prospect and Application module is underway; the group is working on validating the users with the LAC. The team has sent the prototypes for review and testing and delivery will be determined based on that review. The Athletics reporting BPR report has been written and next steps are to be determined.

Sue Van Voorhis asked the group if they felt they are getting what they need from reporting and if the IMS model is working. Genny Rosing noted that the Graduate School gets extremely positive feedback from users about these reports; however, individuals may not know what is out there and therefore don't utilize them to their maximum potential. Promoting what is currently out there would be a good step. Cindy Salyers noted that IMS is able to provide information specific to the user that facilitate use. Tina Falkner noted that SISWG is working on a project to "Ask UM Reports" to make these reports more user friendly. Laura Erickson noted that individuals need to be acculturated to what is already out there. Sue Van Voorhis noted that the ASR Communications Group could look at a brochure or other form of promotion.

Jody Seiler Peterson continued her update. The x.500 extracts project has one main request in with EAD right now: rewrite the code so the correct max effective date, max effective sequence, and term are selected when the x.500 extract is created. For Graduation Planner, testing is scheduled to begin March 2007. Sub projects for Graduation Planner are underway as well: published Check Point charts are scheduled to be available in February. Also, notification on subject changes will be added in ECAS. For Student Engagement Planner, Grant Clavelle is putting together a white paper to guide the project and determine next steps.

Course Guide rewrite: requirements are being finalized and at that time, more will be known about what this project will entail. Finally, for the Entrance and Exit Interview project, OSF is testing criteria for identifying appropriate students to notify about GradFest. The criteria look at credits completed as well as if a student has applied for graduation, so more students will receive the notice this year than in past years. The emails will go out in early March.

Mary Ellen Shaw asked if there is any effort underway to get the faculty to use the Course Guide once these enhancements are made. Sue Van Voorhis noted that this is up to the associate deans of the colleges. By making it more user friendly for input, this tool should be more appealing to faculty. Cindy Salyers noted a report will be available to show if a course guide description has been added for a particular class.

Identifying at-risk students: Tina Falkner stated that a group met with Laura Koch and Robert Matross regarding what key factors are seen in students that flag student service professionals to intervene. Specifically, can a CRM be used to help in these interventions? CLA already has some tools in place, such as looking at if a student has received multiple Midterm Alerts. Ron Matross will be asking the colleges to help provide more information about what some key indicators are. Tina asked the group to share what anecdotal information they see in their contact with students that might suggest a student is as-risk.

Laura Erickson noted that in IT, they see students repeating courses to increase their technical GPA.

Mike Galegher noted multiple I grades are an indicator. Multiple Ws can also be an indicator.

Cindy Pavlowski noted that students who can't start out taking the intro level language class because they've had it in high school end up in over their head by having to start out in a higher level. This is also true for the way math placement tests work. Not receiving early feedback from faculty is a problem, as are syllabi that don't reflect what the students will be graded on.

Clare Strand noted that in Morris, from the first day of class faculty can contact students if they're not doing well. A copy if this communication is sent to a committee which provides information on tutoring and other academic assistance that is helpful for the students.

Laura Erickson noted another indicator is when students earn Cs in the end of their sophomore year and then the first semester of their junior year.

Amy Gunter noted that IT sees students who take the placement exams as a recommendation to place themselves in a higher level. By the time they realize they're in over their head they can't switch. This problem also happens with students who take the AP exam and earn a 3, then think they should be higher than they are.

Danielle Tisinger noted that if a student is taking a significant number of courses that cross a wide range of subjects, this can also be an indicator.

Cindy Pavlowski noted that students who have done PSEO can also have problems. For example, if they've done work at a community college or College in the Schools, this courses do not provide the same experience as being in a college class with other college

students and a professor. Depending on the academic rigor of the course, these students can have a perception that they have already experienced college courses.

Mary Koskan indicated that for student veterans, a student may take the first course in a sequence, then get deployed, return, and become lost in the course.

Pat Sherman stated that students who have an AU hold each semester and very low enrollment sometimes fact problems.

Tina Falkner noted that Kitty Jones raised the issue of students who come in with signs of mental disturbance. Identifying and verifying this is a problem.

Pam Cook noted that substance abuse can also cause problems.

Clare Strand stated that students who don't attend class can have issues.

Danielle Tisinger stated that if a student is switching their class in week two, it can cause problems.

Laura Erickson noted that problems arise when prerequisites are not enforced.

Tina Falkner thanked the group and said that any additional items can be sent to her directly at rovic001@umn.edu

SCEP changes: Tina Falkner updated the group on recent changes passed at the Senate Committee for Educational Policy (SCEP). SCEP decided to return to a previous incarnation of class lists so that instructors can see the grading basis for each student. This should be in place for fall 2007.

This change will have an affect on the grading policy. Previously, a C- was equal to an S for all careers except Law and Med. However, for the Graduate School, a C- is not equal to an S for some programs. ASR has suggested that the grading and transcript policy be changed to reflect that a C- is equal to an S for undergraduate students but that for graduate and professional programs, this may not be the case.

Cindy Salyers asked if the grading basis is determined by the career of the course or that of the students; Tina Falkner indicated she believed it was by the student.

Rochester update: Kendra Weber updated the group on the status of Rochester as a campus. Rochester is the fifth coordinate campus in the U of M system. In PeopleSoft, Rochester is a location and currently students are identified as a sub-plan. A nation-wide search will soon be started for a chancellor. There will also be a move of the campus, possibly to downtown. The move will probably take place in shifts. Two new programs will be available, a Master's in occupational therapy and an undergraduate program in clinical lab sciences. It is likely that Rochester will eventually be a full-fledged degree-granting campus but when this takes place is up in the air.

Mike Galegher asked for a ballpark of the number of degree programs currently offered at Rochester. About 20 are offered, with about 5 being undergraduate.

March meeting canceled: Sue Van Voorhis announced that the March meeting is canceled. Several Academic Support Resources staff will be returning from the AACRAO conference in Boston. Any issues that come up in the meantime can be directed to Tina or Sue.