

RAC

September 10, 2007

Present: Gary Andersen, Carin Anderson, Jeanne Anderess, Jackie Carlson, Laurel Carroll, Carolee Cohen, Pam Cook, Dan Delaney, Laura Ericksen, Tina Falkner, Tracy Fischer, Jennifer Franko, Teresa Fruen, Laurie Gardner, Kit Gordon, Carol Gross, Amy Gunter, Kevin Havard, Lucy Hartel, Jason Holscher, Emily Holt, Stephanie Lawson, Aileen Lively, Stephanie Nichols, Kathy Nolan, Linda Norcross, Ingrid Nuttall, Matt Nuttall, Laurie Pape Hadley, Heather Peterson, Lonna Riedinger, Vickie Roberts, Genny Rosing, Cindy Salyers, Chelsie Schafer, Fran Schirmers, Jody Seiler-Peterson, Mary Ellen Shaw, Pat Sherman, Robert Simon, Clare Strand, Danielle Tisinger, Kasi Williamson, Kris Wright

Announcements: Teresa Fruen announced to the group that CCE's student services and advising and information centers have moved to 20 Classroom Office Building on the St. Paul campus.

Dan Delaney referred the group to a handout with first week of class statistics. The number of received calls was slightly higher than last year; as a result, the wait time increased by .25 minutes when compared with last year. There were a few less in-person customers and walk-in wait times decreased significantly from 5.5 minutes to three minutes. E-mails continue to be the popular way for students to contact One Stop. Mail and fax registrations significantly increased this year, from 268 to 469 registrations received. Sue Van Voorhis noted that when she was a greeter during a particularly busy time, she would notify students that if they returned the following morning or later in the afternoon, wait times were likely to decrease; the busiest time for the One Stop offices is usually from 10:00 a.m. until 2:00 p.m.

Kasi Williamson announced that she is working on updates to the format of the online Policy PDF. Staff in the One Stop offices will be contacted to make sure the changes are acceptable; Kasi asked the group if anyone worked with the document frequently and might have concerns about future changes. Lonna Riedinger indicated she could review the document. Kasi asked that anyone who uses the document please contact her at will2026@umn.edu.

Kasi Williamson announced that she had a stock of bookmarks and posters promoting Graduation Planner. Staff can contact Kasi at will2026@umn.edu for copies to post and distribute in college offices.

Sue Van Voorhis announced that the October RAC meeting is canceled. The next meeting will take place on November 5; the location will be determined shortly.

Review of August Minutes: There were no changes to the August 2007 minutes.

August system issues: Sue Van Voorhis acknowledged that there were several system problems right before the start of classes this year. It seems as though PeopleSoft

problems are ongoing, and this cannot continue. ASR is working with OIT to put a better plan in place to identify what jobs might have an impact on the system. A performance team has been formed to look at jobs that are running for 24 hours or longer to determine the impact of this process on system performance; in August, a 24-hour-job conflicted with distributing aid to students. Also, a patch was put in that had an unexpected impact on the Name Table, causing additional problems. However, current PeopleSoft documentation did not indicate the patch would have an impact on the Name Table. Sue apologized for these issues and indicated she would update the group as things progress.

Aileen Lively noted that the patch problems would not have been caught in testing because the environment for testing is different than production. Carolee Cohen noted that the specific issues that caused this most recent issue have been identified and should not occur again.

Sue Van Voorhis indicated that OIT is working on a disaster recovery plan that will prevent issues—for example, the power outage—from having a significant impact on the services we provide.

Graduation Planner reporting: Cindy Salyers provided an update on Graduation Planner reporting that IMS is planning to have available in the near future. First, there will be a column added to three reports: My Advisee Roster, Major Minor Roster, Student Roster detail. This column will display “No Plan” if the student does not have a plan in Graduation Planner; otherwise, it will list the number of courses in the student’s plan.

Also, a new report will be created that will have more information on students with a plans. Some items that should be included are: whether or not the student is planning for a declared major; if the student is planning for a major outside his or her college; and the number of terms for which a student is planning. IMS is trying to provide information to tell advisers how accurately a student is following their plan. This information is critical before we go any further to use Graduation Planner to provide information on course demands.

The enhancements to existing reports should be available by the end of November and the new report should be out by the end of December.

IMS Update: Cindy Salyers updated the group on IMS’s activities from the start of the spring 2007 semester to-date. There have been 16 UM reports enhancements and three new reports. The new reports are: Rochester Student Roster, Athletics Grade Roster, and a Position Management Org Chart. There was also a significant upgrade to the Advisee Roster and the Student Address report; when a user clicks on the link to the address report and is utilizing the filter feature, the user will access only those individuals whom they have filtered for. You can get the filtered addresses by accessing the Student Address report from any student report that has the filter option.

Teresa Fruen asked if the Rochester report was pulling information from a sub plan to identify Rochester students. Cindy Salyers replied that it is pulling from a variety of fields to make sure all students are captured.

Cindy Salyers also updated the group on Course Guide Usage reports are currently in progress. These reports will allow departments to see the percentage of their courses that have a course guide description. The last date updated will also be included so staff can see the age of published descriptions. These reports should be available in November.

F, N, and I: Tina Falkner updated the group on some recommendations that will go before SCEP on 9/19/07 regarding students who have earned all F or N grades at the end of the term. Federal Financial Aid policy requires us to determine if these students earned the F or N grade for poor performance or for lack of attendance; if it is the latter, we need to have a mechanism in place to determine the last date of attendance. A small group from SCEP has been working on how we can be more compliant with this federal regulation. They have been looking at final grade submissions as well as Mid-term alert submissions as areas for discussion. The following proposal will be brought before SCEP for consideration:

Final grade submission recommendations

Option 1

Modify the current web based grading tool to display a required explanatory field when a grade of “F or N” is entered. An instructor would not be able to enter an “F or N” grade without completing the field. The field would be a pull-down menu entitled “When did the student last attend class” – week 1, week 2, and week 3, through the end of the semester.

Option 2

Modify the current web based grading tool to display an additional column with a radio button in each column; the columns would be headed “Did not attend beyond xyz date” and “Did attend beyond the xyz date” (xyz date would display the date in the semester when a student has earned all of his or her aid – the 60% mark). The instructor would need to check the appropriate radio button if the student earned an “F or N” grade. This date would need to be calculated and inserted for each semester.

Option 3

Modify the current web based grading tool to allow for keyed entry of the date of last attendance or date of last work for students who earned a grade of “F or N.” (Preferred by staff in the Office of Student Finance).

Midterm grade alerts recommendations

Option 1

Modify the midterm grade alert tool to display a drop down menu when a grade of “F, N or Unsatisfactory” is entered. The following options are examples of items for the drop

down: Non-attendance; Stopped attending; poor classroom performance; never attended class.”

Option 2

Modify the midterm grade alert tool to include a check box for “Not attending class.” Add a date of last attendance. (Preferred by staff in the Office of Student Finance).

SCEP has been very supportive of helping resolve this issue, so the group anticipates there should be a solution forthcoming.

Mary Ellen Shawn asked if there was any interest in dropping students who are not attending any longer. Tina Falkner said SCEP was not interested in this option at this time.

Someone asked if the same recommendations were being put forth with regard to “I” grades. Tina Falkner responded that an “I grade” is an earned grade and is therefore not of concern.

Teresa Fruen asked if the information captured in the options would be available to departments. The answer is yes; if we capture the information, we are able to retrieve it.

Cindy Salyers asked if there were anticipated changes to the Mid-Term Alerts report or any other reports. There are no anticipated changes. Sue Van Voorhis announced that ASR is looking at using recently received SPIF funds to revise the Mid-Term Alert system; this might produce report changes in the future but not at this time.

Clare Strand asked if anyone would be willing to talk with her regarding how their college enforces the grading policy in terms of having some type of contract with the student if the “I” grade is assigned. Jennifer Franko noted that in PSTL, they use a contract that is effective. Jennifer can be contacted at frank010@umn.edu. Lonna Riedinger noted CLA uses a contract. Lonna Riedinger can be reached at riedi001@umn.edu.

Clare Strand noted that contracts for the completion of an incomplete are extremely important for protecting student interests.

Linda Norcross noted that I’s do not convert to an “F” for students who are graduating.

Laura Ericksen asked if there were any plans regarding lapsing old legacy “I” grades on transcripts. Tina Falkner responded they will remain as they are.

Jackie Carlson noted in Duluth, students cannot graduate with an “I”.

Genny Rosing noted that on the Twin Cities campus, they do not convert “I” grades for graduate students.

Adviser Portal inquiry: Tina Falkner announced that she had met with the individuals in charge of the UM Portal about the possibility of having an Adviser portal. Tina asked what the group what they would like to see on a portal.

The following additional items would be useful:

- Deadlines
- Under Lib Ed requirements, another link to Visual/Performing Arts requirements
- A list of all an advisers advisees (would have to make this manageable, possibly could use dates could help manage that list)
- MCAS link (Comprehensive Assessment System)
- RSS feed for dates
- AAN link
- A way to communicate with other advisers, such as a message board/blog
- Different placement test links/information
- Requests for APAS updates, who to contact to get updates (key contact list)
- Graduation Planner
- Engagement Planner
- ECAS
- PCAS
- How to sue UM Reports
- Mid-term Alert
- Policies and forms
- Catalogs
- Courses and classes
- Permission number chart
- Portfolio

Tina Falkner asked the group to keep thinking about this and send additional ideas to her at rovic001@umn.edu. Linda Norcross asked for a timeline for this project; Tina said it may be at the end of spring but that is not a firm date.

Clare Strand asked who would have access to this; Tina said all advisers of record would have access.

Mary Ellen Shaw asked if departmental and faculty advisers have been contacted for their input; Tina said the plan was for them to be contacted.

Genny Rosing noted that if all advisers are going to have access, there should be additional work done up front regarding identifying advisers as there have been issues with Web Services. Laura Ericksen said this is also an issue in the Institute of Technology; when a student transitions from lower to upper division, the adviser often remains unchanged.

Degree clearances: Vickie Roberts announced that Friday, September 14 is the deadline for degree clearances; September 21 is the date when all degrees should be posted. Emily Holt announced that almost 400 degrees have been processed for summer. Emily asked if any colleges were affected by the strike and were having problems getting degrees cleared. This has been an issue on the College of Education and the Institute of Technology. Vickie Roberts noted that at the end of September/beginning of October, the University runs their graduation rates report. This makes it a high priority that we have degree clearances completed so our numbers are accurate.

Pat Sherman asked if names of key contacts for second majors and minors could be distributed again. Vickie Roberts will send these items along with information regarding key dates for the year.

Special exams: Vickie Roberts stated that the cost for a special exam is now \$50 per credit. The "Request for Special Exam" form will be updated to reflect the change. The payment process should be completed online by the college offices. The financial person in each college needs to request access if they have not already done so. Teresa Fruen asked to clarify that it's just the process to request the fee. This is correct.

Jackie Carlson asked how OTR handles the charge for half credits. Vickie Roberts said the cost is \$50. There are multiple ways to get credits on the Twin Cities campus, however students can only test out of the number of credits the course is offered for.

Application for readmission: Dan Delaney referred the group to the form students use to return to their college after they have been gone for a period of time (unless they were on a leave of absence). In order to capture all student-veterans who return, One Stop would like to add a check box on the readmission application. There would have to be an individual in the college who would enter this student group into PeopleSoft. Dan asked the group if anyone had any concerns with this change. Laurie Gardner noted that a copy of the application for readmission goes directly to Admissions, so it might make more sense for one person in Admissions to enter this information rather than an individual in each of the colleges. Dan said he would take this suggestion back to Mary Koskan and asked how long the colleges have the forms prior to sending them to Admissions. Laurie said she sends them to Admissions right away.

Mary Ellen Shaw asked why the University wants to know students' employment record while a student is away from the University. Sue Van Voorhis said residency status is affected by employment. Jackie Carlson asked if there's any way to indicate on the form whether or not the student is a resident. The Twin Cities' form does not ask this.

Pam Cook noted it would be easier for the college to determine whether or not the student is a veteran. Laura Ericksen indicated the Institute of Technology sends the forms directly to admissions.

Sue Van Voorhis said OTR would talk to Admissions first and then re-visit this issue at the November RAC meeting. Carin Andersen asked the group if students who are being

deployed are required to see an adviser. Pam Cook said in PSTL, they are required to communicate with an adviser via e-mail.

Veterans' orientation update: Carin Andersen provided the group with an update on the recent veterans' orientation sessions. So far, there have been three orientations. There is another one planned for Wednesday, September 12. Attendees receive a folder with important information about their benefits and services offered at the University. They are also introduced to One Stop staff and Duane Bauer, the veterans' liaison. Comfort for Courage, the veterans' student group, talks about how they support returning veterans. Duane Bauer speaks about everything that goes on at the Resources Center. Benefits information is provided in-depth, including how to apply. Deployment and activation procedures are also covered. A senior One Stop counselor also talks about financial aid procedures. The evaluations received thus far have had great comments.

Lifetime Internet ID: Matt Nuttall provided the group with an update on the Lifetime Internet ID project. Currently, OTR is doing analysis on the project. There are two main goals of this project: to work more closely with OIT because to improve the communication between ASR and 1-HELP—this is why both Sue Van Voorhis and Ann Hill Duin are both sponsors of the project. The other goal is to simplify how our extracts work. There have been lots of complaints from staff and faculty about not being able to reach students, and ultimately this adds up to a lot of extra work. Anyone who wants to know more about the project can visit the wiki at asr.umn.edu/wiki or e-mail Matt at nutta003@umn.edu. The coordinate campuses have participated in this project as well. One of the most exciting parts of this project is the one-plus-one meetings and protocols that will allow 1-HELP to talk more efficiently with One Stop to help get students identified. Also, there is a plan to increase the frequency of student data extracts and ask security questions to students up-front to increase access and remove arbitrary barriers.

Cindy Salyers asked if this project just for the Twin Cities. This project involves coordinate campuses as well.

Laura Ericksen asked if this is for faculty and staff also. Matt Nuttall replied that this is student-focused. If a staff or faculty member has been a student, we would want them to have access.

Cindy Salyers noted that IMS receives calls from faculty members saying a student's e-mail address is missing from the class list; whom should be contacted? These calls should go directly to Matt Nuttall at 626-8589. There is currently a ticket logged to fix this issue.

Clare Strand asked when it was anticipated that the x.500 extracts will be running more frequently. Matt Nuttall responded that this is something being worked on right now; there should have been something to test but there have been resource issues with OIT.

Projects update: Jody Seiler-Peterson provided the group with a projects update for ASR-IT.

Adding degree GPA and DOB to the certification letter—this has been delayed. ASR is now looking at an October delivery.

Entrance and Exit interview project—the team is still working on business requirements definition for part of this project.

For the Scholarship Search and Management Project—the promotional scholarship entry pages are currently live in PeopleSoft. The goal is to have 85% of scholarship information in the database before the search engine goes live in the fall. The team is urging people to enter data; if anyone needs help or has questions, contact Santiago Fernandez-Gimenez at ferna010@umn.edu. The front end is being tested in DEV. Usability has been completed and there were no showstoppers or major problems or errors. The plan is for the search to interface with the CSOM and CLA scholarship tools by the end of September. Anyone can visit the wiki for more information, asr.umn.edu/wiki.

Course Guide rewrite—the team is currently testing everything in TST. This project is on target for an October 5 launch date. Also, the communications plan for this project is being executed.

Business requirements are currently being gathered for the following projects:

- E-degree Clearance for Grad/Prof Students
- Student Engagement Planner
- Graduation Planner “Wizard”
- Self-service Student Account Rewrite

Identifying students who are about to graduate: Sue Van Voorhis reminded the group of a note Craig Swan sent last fall to associate deans indicating we need to be more proactive in identifying and encouraging students who are close to graduation. At that time, RAC was asked for input on how we can create tools to aid in this goal. Graduation Planner phase II will look to include features that should help with this including: completed credit totals on adviser pages; percent of completed requirements; percent of planned for courses; ability to indicate an adviser-endorsed plan; ability to add an off/on track indicator; ability to flag students who are eligible to apply for graduation but have not done so; ability to flag students nearing 60 credits who have not declared a major; column/sort order capability; ability for advisers to create plans; ability for an adviser to modify student’s existing plan; ability for students to self-report their graduation term and year; ability to load adviser comments into PeopleSoft. Sue asked the group what additional items might be useful.

Linda Norcross if there were some way to identify IDL courses on APAS, this would be helpful.

Lonna Riedinger said it would be useful if it could indicate when a student has started their second language requirement.

Amy Gunter said it would be useful to know if the student is on a reduced course load or permanent exemption.

Mary Ellen Shaw stressed the importance of creating tool that alleviates the work of advisers rather than creating a tool that requires advisers run around to find students.

Sue Van Voorhis commented that ideally, the majority of our students are on track. Therefore, there shouldn't be a large population that requires monitoring.