

**RAC/PRAC**  
**February 4, 2008**

**Present:** Shuji Asai, Frank Blalark, Jackie Carlson, Carla Claussen, Grant Clavelle, Pam Cook, Rebecca Dosch, Laura Ericksen, Tina Falkner, Tracy Fischer, Jennifer Franko, Laurie Gardner, Shelly Gehrke, Carol Gross, Emily Holt, Pam Klopfleisch, Jennifer Koontz, Mary Koskan, Stephanie Lawson, Aileen Lively, Margo Mueller, Stephanie Nichols, Kathy Nolan, Ingrid Nuttall, Heather Peterson, Andrea Raich, Lonna Riedinger, Vickie Roberts, Cindy Salyers, Steve Schaus, Jody Seiler-Peterson, Mary Ellen Shaw, Pat Sherman, Danielle Tisinger, Travis Trautman, Sue Van Voorhis, Kasi Williamson, Peter Woxland

**Announcements:** Kasi Williamson noted that a change has been made in the queue time e-mail language to refer consistently to “registration queue time” rather than “registration appointment.” Students were getting confused and making appointments with their adviser because they thought “registration appointment” meant they had to get in touch with their adviser.

Margo Mueller announced that CAS 4.0 has officially rolled out. Users will likely need to reset their password and everyone will notice the new look and feel. A demonstration of CAS 4.0 will be provided at the March meeting.

Margo Muller also requested that the group pass along the following information to those who do exceptions: if there is an RY exception for ALT bulletin 06, please do not delete or change it under any circumstances. This is used for athletic eligibility.

Tina Falkner announced that mid-term alerts will be open for submission on Monday, February 11 and will be open through March 10. ASR is working on a letter with Bob McMaster that will be sent to instructors.

Mary Koskan announced that there had been a change regarding information provided on my Portal that was causing some questions; specifically, regarding the “Holds” icon that now shows up on the portal.

There are a few "holds" (i.e., Negative Service Indicators) that are coded to not show on the "View Holds" self-service Web application that students use. These holds are active negative service indicators in PeopleSoft and therefore are "fed" to the portal to be displayed and students do see a "Holds" icon on the portal, but when the student clicks on the "Check here for more information on holds" link in the portal and links to the "View Holds" Web application, there are no holds displayed. The result: obvious confusion for the student.

The holds that are a problem include 2 financial aid holds of FSW and FSP and any SFL, ED, and EU holds that have a reason code of NOWW.

One Stop is working with OIT to fix this so that we won't display these holds on the

portal as well as the "View Holds" Web application.

We also discovered there are some FE (financial aid ineligible) holds from previous active terms that were never deleted. Students are questioning why they are seeing this old holds since they now have financial aid. We are working with the Office of Student Finance to delete these holds.

Overall, the implementation of the new student records data to the portal has been very good. Students can now see their real-time student account balance and information on if they are signed up for direct deposit, in addition to the Holds information. Many students have called One Stop not realizing they had a hold and inquired about it. The awareness of this issue is an example of the power of the portal. In the past, we had more of a passive system for holds where students didn't know if they had a hold until they registered/tried to get a transcript or if they happened to log in to the "View Holds" self-service quick link. Any questions about this issue can be directed to Mary Koskan at [m-kosk@umn.edu](mailto:m-kosk@umn.edu).

Mary Koskan announced that beginning on January 3, 2008, One Stop staff began entering comments into PeopleSoft to document every interaction they have with students. The purpose of this is to improve the customer service we provide to students. Ultimately, the CRM will address this need but until that is in place, tracking interactions in PeopleSoft will allow us to build on our relationships with students so we can serve them better. It's lengthening some of our response times but One Stop is addressing this as well.

Shelly Gehrke announced that the Institute of Technology's (IT) entire student service umbrella will now be open from 8-5.

Sue Van Voorhis referred the group to two handouts. The first one was a copy of an e-mail that was sent to all instructors and students affected by caucus night. Any inquiries can now be referred to information on the Provost's Web site ([http://www.academic.umn.edu/provost/reports/2008\\_caucus\\_night.html](http://www.academic.umn.edu/provost/reports/2008_caucus_night.html)).

The second handout was a copy of an e-mail sent to the DDD list reminding recipients that a student must register for a class in order to attend that class. Even a student who audits a course (i.e., he or she is merely interested in the subject matter and does not intent to complete any work) must register. Academic Support Resources (ASR) is working on a policy to formalize this requirement; it will be brought to the RAC group for review.

**Review of January minutes:** Kathy Nolan noted that a question was attributed to her that she didn't ask. This will be changed. There were no other changes to the minutes.

**DiracTrack to Teaching:** Jane Gilles and Shuji Asai presented information to the group on the College of Education and Human Development's (CEHD) DiracTrack to Teaching program. A folder with information of how this program benefits students was also

provided. This program was initiated in response to central's concern that students who were interested teaching had to get a four year degree before they could move into a licensure program. In DirecTrack, students in various colleges can get connected with CEHD and explore whether they want to teach while still working on their degree. Minimum number of credits students can take is 4, the maximum number is 14; the program has a lot of flexibility. The goal is not to hamper students' ability to graduate in four years while giving them the opportunity to experience teaching options. Students have to enter with a 3.0 and maintain that GPA. So far, 23 applications have been received and the cohort looks very strong.

It was asked how often a review will take place to determine whether or not students are maintaining the 3.0 GPA; this will take place each term. If a student falls below a 3.0, he or she will most likely be put on probation to get them back on track.

The end point of the program is designed to coincide with the entry point to the Master's in Education program. DirecTrack replaces what was once called the Early Admission Program.

CEHD is going to review applications in February and March; decision letters will be sent during the first week in March. New student orientation will take place in early April. Then, a list of accepted students will be sent out to each appropriate college. CEHD needs the colleges to inter appropriate information into PeopleSoft to document the participation of these students in the program. Jane Gilles and Shuji Asai thanked Tina Falkner and Emily Holt for all the work that they've done so CEHD can track students effectively.

Emily Holt stated that colleges will be setting up a plan in PeopleSoft that will look like a second major plan; it will be called "DirecTrack to Teaching." Nine sub plans were also created that match the subject areas. The goal is for students to complete program prior to their undergraduate degree being completed; if that doesn't happened for some reason. CEHD knows to enter a degree approval of "No." The Office of the Registrar (OTR) will be putting a milestone on participating students' records, but that won't be showing up on the transcript. Shuji Asai noted that spring 2010 will be the graduation term of this first cohort of students. There will probably never be more than 100 students in the program in any given time.

Sue Van Voorhis noted to the group that if they have similar programs in their college, please let ASR know as we might be able to help with tracking.

**Project update:** Jody Seiler-Peterson provided the group with an update on ASR-IT projects. The Office of Student Finance (OSF) will begin loading the 08-09 FAFSA data in mid February. OSF has sent out all 70,000 1098Ts. If students come with questions, direct them to the One Stop Web site; One Stop does not give out tax information, but the Web site has some links that will be helpful. Also, OSF disbursed approximately 150 million in financial aid for spring term.

Projects in-progress:

Lifetime Internet ID: an e-mail was recently sent to current Twin Cities' students announcing the new "forgot my password" link. This will allow students to reset password on the fly as long as they have set up answers to their "secret questions." In the future, the plan is to have students set up these questions upon setting up their Internet ID. The next step is also to reactivate an account after a person has been away from the University. ASR is still working on request to clean up extract.

Scholarship Search and Management Tool: users are currently reviewing and updating data because we are planning on a 2/15/08 launch. Kasi Williamson noted she will have promotional materials and will be contacting the colleges to distribute.

Exit Interview project: the request has been sent to OIT; this project is on track to be ready before Grad Fest in March.

EFS testing: system test pass 2 has begun. Also, colleges have been asked to provide info earlier, such as fee proposals, tuition rate, and scholarship information. This is needed for the EFS conversions.

The following projects are next in line for this fiscal year:

Learning Abroad: the team is working on a complete business process that includes the student application front-end and the back-end prospect and application module. They are also working on a fit-gap analysis to see where there is already existing functionality and where development is needed. There will be a sponsors meeting in a few weeks for sign-off of the business process and fit-gap analysis. The next step after that sign-off will be to begin functional specifications.

Student Engagement Planner: the team is investigating new model for search portion of planner; specifically, to utilize the Google search appliance. This would mean we would not have to maintain a separate database and, therefore, the information displayed should be more accurate. After this, the next phase is to integrate the search with Graduation Planner.

Jackie Carlson asked if coordinate campus students can also reset their passwords. Jody Seiler-Peterson stated she believed it was a Twin Cities pilot but she would check. Jackie also noted that she learned the previous week that staff with access to reset passwords can now also reactivate accounts; there is now a place on the Dir Tools screen.

Sue Van Voorhis noted that regarding ongoing system issues, a group has been formed in OIT that will meet regularly to look at the various issues that continue to arise and break them down into various potential impacts. William Dana from OTR will be helping with this group.

Sue Van Voorhis also provided an update about the EFS project. ASR has expressed concerns about the proposed rollout plan because it could conflict with orientation. There has been a meeting about this and the rollout team is now meeting with ASR to look at the pieces of the student side that may be affected. We have been firm that it is critical students have a good experience at orientation and that they must leave with a schedule. With regard to the implementation of EFS, there is going to be a 30 person SWAT team designated to handle issues as they arise. The 1-HELP has been working with various help desks. We have heard that the bugs that have been identified thus far are where we have modified the system and that this is to be expected.

Jackie Carlson asked how the EFS modifications compare with the ones put in place for Student 2000. Sue Van Voorhis responded that we had to develop the grants system, so it is possible that there have actually been more modifications; however, it is difficult to tell.

**13-credit policy and Wisconsin (WI) students:** Mary Koskan shared an important reminder about the 13-credit policy and how it applies to WI reciprocity students. The following is an updated FAQ for these students:

*How does the 13-credit policy apply to Wisconsin reciprocity students?*

"Wisconsin reciprocity students are charged tuition per credit for credits 1-12, and pay the flat tuition rate for credits 13 and over. However, Wisconsin reciprocity students will be charged for institutional fees according to the 13 credit policy. Only students who have been approved for a reduced credit load may be eligible to pay the reduced rates for the University fee, technology or collegiate fees, and other applicable University fees. Click here for more information on Wisconsin reciprocity rates."

We also updated the WI Reciprocity Tuition and Fees web site with this same info above.

One Stop has heard that some colleges returned a few Reduced Credit Load requests from WI reciprocity students thinking they "were not necessary"; however, if that WI student is taking less than a full-time load, it is important for them to apply for the Reduced Credit Load so that their University Fee and other collegiate/technology fees can be reduced. (The U Fee is \$50 per credit for credits 1-9 and then is \$500 flat fee for 10 or more credits. The technology/collegiate fees vary by college, but many colleges have different rates for students who take 1-5 credits and then for 6 and greater credits.) The only way for the student to get the reduction in these fees is to apply for a Reduced Credit Load and for it to be approved. Of course, the colleges have the authority to approve or deny these requests.

The text we put on the University fee and the Technology Fee web site is as follows:  
"NOTE: Undergraduates (including reciprocity students) who are classified as full time by their college are required to pay full technology fees regardless of their credit load. Students must appeal to their college for an exception to full time classification."

**SCEP policies update:** Tine Falkner informed the group that her SCEP policies update will take place in March since the group has not met since the last update was given. Tina reminded the group that they should send any questions or suggestions about policies to her at [rovic001@umn.edu](mailto:rovic001@umn.edu).

Sue Van Voorhis noted that SCEP was looking at the tuition plateau with the intention of putting a cap on 20 credits and charging for credits over 20 to reduce “course shopping.” We’ve been running numbers; out of the 22,000 students, 179 had registered for more than 20 credits prior to the start of the term. The number of students registering for more than 20 credits actually increases during the first two weeks of the semester, which indicates that students are not course shopping. Laura Ericksen noted that these students are probably registering late for IDL courses so they can finish up.

Jackie Carlson asked for clarification on the term “immutable Fs.” Tina Falkner replied that this idea was brought forward by the student academic integrity committee to SCEP; specifically, can we put an F on the transcript that a student would receive for an academic integrity issue that could never be bracketed or removed. The issue was brought forward to SCEP in the late fall. SCEP thought it was a harsh punishment, especially since there’s no one defined punishment at the University for engaging in academic misconduct. SCEP did not seem to endorse the idea of an immutable F grade. What OTR is looking at is taking the policies of CLA and IT that make it nearly impossible for students to use their one time withdrawal in instances where the student has committed academic dishonesty. Aileen Lively asked how the repeat policy would be implicated in this. Tina responded that students could still repeat the course and have it bracketed but could not withdraw from the course using their one time withdrawal.

It was asked how the college knows if a withdrawal is based on academic integrity issues. If it’s after the 8<sup>th</sup> week, the student has to come to the college office and the scholastic dishonesty piece is determined in the college office. Lonna Riedinger noted that CLA has a specific person who deals with these issues who is consulted.

Laura Ericksen asked if there is a policy where a student cannot repeat a course in which they earn a C or better. Tina Falkner noted that there is no policy, but this is a practice within IT for many high demand courses.

**OTR forms discussion:** Vickie Roberts and Kasi Williamson asked the group for feedback on whether or not to continue to order print versions of specific forms. Vickie reminded the group that all forms are still available on the Web. The first form in question is the “Notice of Address Change;” should this stay in paper? The group determined there is no need to continue to print this form. The second form in question is the “Request for Special Exam” form; it was determined that because this needs to be an NCR form, it should stay in paper form as well. The third form in question was the “Leave of Absence” form; it was determined this will stay in paper form as well.

**Communication about student performance:** Tina Falkner reminded the group that ASR is working on a new alert system that will include mid-term alerts but will be more comprehensive. Tina asked the group how people in the colleges are communicating with students. “Communication” does not have to be confined to “electronic communication.”

Danielle Tisinger noted that PSEO should be consulted.

Lonna Riedinger noted that CLA's auto-grade review should be looked at.

Cindy Salyers suggested looking at the mid-term alerts campus summary report for 1XXX courses. For last fall, it was less than 37% of courses had alerts.

Danielle Tisinger noted that it would be good to know if the Office of Academic Integrity communicates with anyone in the advising world about students.

Mary Ellen Shaw noted at the PPPS (a subcommittee of the Student Services Advisory Committee that is charged with looking at policies) meeting, this topic of communicating with students was the total focus. A proposal might come out of that group that would be useful.

**Adviser portal information:** Tina Falkner referred the group to a handout detailing previous suggestions for the adviser portal, now called the Integrated Student Toolkit for Educational Progress (iSTEP). Tina asked for additional information about what advisers would like to see included in this tool. Tina asked the group to think of the tool as an integrated, customizable, "one stop" for advisers.

Danielle Tisinger noted that advisers get e-mails from students who don't sign their names. It would be useful if advisers could get into a student's record by searching with their Internet ID rather than having to find either their student ID or name.

Cindy Salyers noted IMS has also had a request to have the Internet ID returned in the search results.

Laura Ericksen noted that it would be helpful to be able to sort by college in PeopleSoft when doing a search.

Cindy Salyers noted that the handout should specifically say that the UM Reports for advisers will be included in the toolkit (should be a separate bullet).

Laura Ericksen stated it would be helpful to have links to professional associations such as NACADA. Laura also stated it would be great to have a list of courses that meet visual and performing arts and other requirements that aren't currently listed in aggregate form.

Sue Van Voorhis noted that the whole issue of keeping and tracking notes should be discussed. This could eventually tie in to the customer relationship management (CRM) system, but we should make sure we know what we want as a University for sharing notes so we can move quickly when the time is right.

Jackie Carlson suggested looking at all at documents that might be imaged; this might raise similar needs to those arguments for tracking notes.

It was suggested that it would be helpful to have information on iSTEP about who the financial aid counselors are for study abroad.



Vickie Roberts added that it might be useful to include all the financial aid undergraduate advisers.

**Other items:** Jackie Carlson asked if the University has an academic forgiveness policy; we do not and most of the AAU schools do not either.