

## **RAC**

**July 7, 2008**

**Present:** Kris Adelman, Gary Andersen, Frank Blalark, Rhonda Bjurlin, Jackie Carlson, Laurel Carroll, Carla Claussen, Grant Clavelle, Carolee Cohen, Pam Cook, William Dana, Dan Delaney, Jane Delehanty, Tina Falkner, Tracy Fischer, Jennifer Franko, Marci Freundsuh, Laurie Gardner, Kit Gordon, Carol Gross, Jason Holscher, Pam Klopffleisch, Stephanie Lawson, Andre Leroux, Kathy Nolan, Linda Norcross, Ingrid Nuttall, Matt Nuttall, Jan O'Brien, Laurie Pape Hadley, Andrea Raich, Vickie Roberts, Genny Rosing, Cindy Salyers, Jody Seiler-Peterson, Clare Strand, Erin Swanson, Josh Taylor, Nate Thompson, Terri Tuzinski, Kasi Williamson

**Announcements:** Kasi Williamson announced that it recently came to the attention to the Transcript Office that a phone number that has been discontinued—612-624-4115—is still appearing on some college Web sites. This number should be deleted and replaced with the general One Stop contact number, 612-624-1111. Because the transcripts information is updated with some frequency, it is the best practice for college Web sites to link to transcript information on the One Stop Web site rather than duplicating information.

Mary Koskan announced that any old Regent's Scholarship forms that should be recycled. The form has been updated and new copies can be printed out from the One Stop Web site at Forms Online.

Laurie Pape Hadley announced that an Enterprise Financial System (EFS) data conversion will run in the evening hours of Friday, July 18 and will be verified on the morning of Saturday, July 19. This involves the conversion of data for ECS, ECAS, PCAS, and Grades related to ACAD Org. Anyone with grades due for the first half of summer term (7/11/08) should have their grades entered by July 17 in order to avoid any issues in accessing grades. No interruption in service is expected.

Jan O'Brien announced that the CSOM undergraduate program has a new office; it is now located in 2-190 Hanson Hall. New materials or referrals should be directed to this location. Phone numbers and emails will remain the same.

Sue Van Voorhis announced that there was a system failure on July 1 due to a transformer going down near WBOB. The system was shut down a little before noon that day to prevent any damage and was restored late that evening. Grant Clavelle will be looking at the disaster recovery process currently in place. ASR did not realize that HR and college IT directors did not receive communications; we will be working on this, and on communications during system issues in general, with OIT. A new group has been formed called the Enterprise Planning Group; this is currently the group OIT communicates with, and the college IT directors are not part of this group.

**Review of May minutes:** There were no changes to the May minutes.

**Project update:** Jody Seiler-Peterson provided the group with an update of ASR's IT projects.

Completed project: The Founders Scholarship Tracking and Reporting project has been completed. Financial Aid now has the ability to report Founders Free Tuition Scholarship awarding information to the Provost's office.

On-going projects: Financial Aid is ready to begin 2008-09 packaging. Students will begin seeing their electronic award notifications around July 23. There were so many changes to financial aid this year that OSF decided to wait for a PeopleSoft-delivered bundle to avoid having to do re-packaging. Student Financials' fall tuition setup is in its final stages. They are collecting information such as the confirmation of reciprocity rates and plan to start calculating the first week of August.

Projects in-progress: Lifetime Internet ID: There will soon be a new protocol for helping students who cannot access their student applications that use Internet ID. All calls will first go to 1-HELP. We anticipate they will be able to help more students than in the past because 1-HELP now has access to PeopleSoft and can identify students and alumni more effectively. If 1-HELP cannot identify the student or cannot figure out why a student can't access an application, they will escalate the issue to ASR by creating a ticket in service center. There will be a comprehensive communication effort throughout the University community when this new protocol is rolled out. A developer has recently picked up the requests to streamline and clean-up the existing PeopleSoft to x.500 student data extract. We are planning for a late August implementation of these changes. These changes will allow for ad-hoc data syncing, which will improve student access to services such as the U card office, the REC center, and the bookstore because students will be able to use these services more quickly after they register.

Jackie Carlson asked what 1-HELP number staff should call who aren't on the Twin Cities Campus. Students can continue to contact their on-campus help numbers.

Student Engagement Planner: June Nobbe and LeeAnn Melin from the Office for Student Engagement and Leadership will be at the August RAC meeting to give a presentation and demonstration of the search. The team is currently in negotiations with Google on buying the site search; they are also working on configuring the searches. The plan is for a release of the Engage! search tool just before Welcome Week in late August.

Education Abroad Project: Web usability is scheduled for the last week in July. The team is working on requirements for "guest access", e.g., non-UMN staff and students and is also working to make sure the program management and admissions pieces will work together.

PCAS—Create New Plan Type of "OTHER": the request for this project has been submitted to OIT.

Early Alerts/Early Warning System: the team is working on process flows to determine roles, uses, and needs.

Customer/Constituent Relationship Management (CRM): The project team is evaluating two prospective consultants. Ultimately, the consultant will provide guidance in strategy, requirements, and selection of a product. Proposals from the candidates should be submitted very soon.

Sue Van Voorhis also noted that ASR's projects are still in a freeze because of the EFS implementation. This freeze should last until at least August 1.

**One Stop Web redesign:** Mary Koskan introduced Chris Dinger and Santiago Fernandez-Gimenez who have been working with her on the One Stop redesign for the past 8 months. The goal of the redesign is to provide an improved experience to users. We will be sending communication to key groups on July 16 and plan to go live on July 30.

Santiago Fernandez-Gimenez provided a background of the redesign process. ASR believes that through the redesign, we can provide better, more convenient personalized services to help students meet their goals; ASR can also create messaging to align with its goal of improving undergraduate graduation rates. The project team has done a lot of evaluation on the Web site in preparation for this process; 97 percent of the traffic is one hit on the front page. The three percent left is still a large number of people because of how much traffic the site gets. The team has also used evaluation tools on specific pages and outreach to students to get user feedback. The team also defined the role of One Stop versus other tools at the University; this has helped determine what the site is for and what goes on the page, specifically the home page.

Chris Dinger showed the new design. The new front page includes aspirational and inspirational messages, such as the use of photos and the statement, “from convocation to gradation.” The site will also use a fixed width page layout which will help with readability. The main links have been organized into columns and bulleted lists and the quick links have been organized as well. The search has been moved to the stop and contains the choices for what to search for in the drop down.

The interior pages are also fixed width to help with readability. The search is located at the very top of the page. Users now get more context as they move through and can see all levels of the site. “What’s Inside” is replacing the “Read About” section to provide additional context. The image at the top of the banner will be changing monthly; the idea is to show students that this site is updated and current. The image should be appropriate for the time of year.

**Enterprise Financial Systems (EFS) update:** Sue Van Voorhis informed the group that EFS went live on July 1. Overall, it’s been very successful. There were some power surges in Court International which caused issues with performance. Everyone should be patient with staff who are processing documents because everything has changed with this new system, so things may take longer as people become acclimated.

Carolee Cohen noted that right now, there still isn’t a scholarship entries open. When it’s ready, scholarship lists will be receiving an email. Also, Student Financials is still not doing journals. They will be contacting appropriate individuals as needed.

**Student-Athlete Subplan process:** Sue Van Voorhis announced the ASR pulled a group together from CSAA to talk about subplan because currently, very few colleges update or use the subplan for any students. However, with certification for student-athletes, OTR needs to know where they’re at in their program in order to determine if they’re making progress and colleges need to provide accurate guidance. Therefore, for student-athletes, the subplan needs to be updated indicating the students’ area of interest. OTR will be doing the data entry with the exception of a couple of colleges. The subplan will be used until the athlete has a declared major.

**Student-Athlete Graduation Plan (Year Long Plan):** Vickie Roberts updated the group on a new process that will replace the former Year Long Plan for student-athletes. For incoming freshman student-athletes who are required to take PSTL 1086, part of the curriculum will be getting started on a Four Year Graduation Plan using Graduation Planner. They will need to complete this plan prior to the meeting with the college adviser. Sophomores, juniors, and seniors will be moving to Graduation Planner during the

summer as they're working with their MacNamara Academic Center (MAC) adviser. More details will be provided at the August RAC meeting.

Erin Swanson updated the group on the communications plan that will accompany this change. MAC Director Mark Nelson will email sophomore, junior, and senior student-athletes stating the process of putting together a graduation plan; a quick tips sheet will be included. Counselors will be resending this email to their advisees in August. The MAC advisers will put together some sample plans for some different areas to help students out. The MAC open house will be held on September 26 and all advisers are invited to see how this process will work. Sue Van Voorhis encouraged everyone to attend the open house and training session.

Linda Norcross asked if the APAS certification will be replaced with this process; Tracy Fischer stated that APAS certification will remain in place.

Sue Van Voorhis noted that this new process makes it critical that we have a subplan updated for student-athletes.

**Spring suspension procedure review:** Frank Blalark reminded the group that if a student is going to take summer coursework in order to raise his or her GPA, that student should not have a P3 hold placed on his or her record in the spring. If a student has a P3 hold on his or her record at the end of spring, that student must not register for summer coursework. Sue Van Voorhis noted that issues have arisen where students have already registered for summer before the end of the spring term and then receive the P3 hold; in these cases, the college needs to make sure these courses are deleted once the P3 hold is put on. Clare Strand stated for clarification that a student cannot have a P3 and be enrolled for classes at the same time; this is correct.

Jan O'Brien asked what the proper protocol is for dropping courses. The student or Registrar's Office can drop the classes. If the student doesn't drop the courses, requests can be sent to Dan Delaney at [delan021@umn.edu](mailto:delan021@umn.edu).

It was asked how advisers know if a student wants to take courses during the summer to improve his or her GPA; Linda Norcross noted that students usually know if they're going to be suspended and will contact the office directly if they want to see if they can enroll in summer to raise their GPA. Frank Blalark reminded the group that P1 and P2 holds are no longer in use. Cindy Salyers noted that staff can use the registration holds report to see if P1 and P2 holds are on your students and can be corrected.

**University Honors Program and college comments:** Matt Nuttall updated the group on the University Honors Program (UHP) which recently was implemented. There have been numerous changes in ASR, including: changes in APAS; comments; courses; programs; plans; milestones; and upcoming changes to UM Reports. Over 200 new UHP subplans have also been created; Interested parties can look at the debrief document located at <http://asr.umn.edu/wiki>. Specifically regarding comments, on the Twin Cities campus, all Honors staff have been given access to see advising comments from the colleges. If there are advisers who are interested in seeing the Honors comments, they will need to make a data security request and get training from ASR. They are encouraged to do so. Matt noted that in general, the use of comments allows users to get a rich profile of many contacts with the students.

**Blank/K grade discussion:** Tina Falkner led the group in a discussion about proposed recommendations for dealing with blank and K grades. The VA contacted our VA certification contact stating they were uncomfortable giving students money who had blank grades. This led ASR to look at the issue. Tina directed the group to a draft handout outlining the problem and proposed recommendations.

Genny Rosing asked what timeline was looked at; we looked at 2003 forward, and blank grades in particular only address undergraduate students. Clare Strand noted that Morris looked into blank grades and discovered students had been allowed to register after the grade roster had been generated.

When we went to Web based grading, instructors can't submit a blank grade on the roster. However, they can submit them via the supplemental grade process; in some cases, instructors don't submit any grades and then use the supplemental process to submit them in stages.

Clare Strand asked do you know how the agencies that evaluate transcripts for Law School view these grades; we will contact the Law School on the Twin Cities campus.

Linda Norcross asked for clarification on the difference between a K grade and an X grade. K grades are given for courses that are still in progress; an X grade is given for a course that is part of two or more consecutive semesters of a specific course when one can't receive a grade for any course in the sequence until all courses in the sequence are completed. Terri Tuzinski noted that thesis classes do not get a grade but instead receive the NG symbol.

The recommendations are as follows:

1. ASR will create a query of PeopleSoft data to give to the graduate and professional schools to help them manage blank and K grades;
2. K grades should lapse on the same schedule as the lapse of incomplete (I) grades—specifically, 365 days after the end of the term in which the K grade was earned;
3. Blank grades for non-graduate and professional school courses will lapse to an “f” six weeks after the end of the session for the class;
4. ASR will examine the use of K grades in undergraduate courses to determine their appropriateness—it appears that some faculty have used the K grade instead of an I or F for students who have not completed a course;
5. ASR will work with study abroad and other international programs to make sure students awaiting transcripts from abroad are not negatively affected by this change;
6. ASR will take these recommendations to SCEP for their approval.

The group agreed that these recommendations were appropriate.

Linda Norcross noted that the lapsing doesn't help for students who graduate before the lapse can occur; this is correct.

Kit Gordon noted that in Honors, students completing a summa level thesis in English over two terms receives a K grade in one semester and get new grade once their thesis is completed; these students should receive an X, not a K.

Jackie Carlson noted that at Duluth, 75 percent of blank grades were from no credit courses. The course set up needs to be changed so these are NG courses.

Terri Tuzinski noted that we should make sure students and advisers know of this policy when it has been approved by SCEP. She recommended that it not be retroactive. Terri also indicated she would look into outstanding X grades.

Gary Andersen noted that anyone can contact the Student Records Training Team at 612-625-2803 with grades questions.

Linda Norcross noted that allowing students to graduate without lapsing the grades disadvantages other students. Frank Blalark noted that we also need to be conscious of students whose grades lapse to an F because the instructor hasn't done his or her part; there will need to be a 'roll-back' procedure in place.

**Liberal education requirements in Graduation Planner and CLE update/discussion:** Laurel Carroll updated the group on upcoming changes to the liberal education (LE) requirements. The changes are as follows: Social Sciences will go from two courses, six credits to one course, three credits; a new Technology and Society theme is being added; and each LE requirement will be listed separately—students will need four credits each in the Phys and the Biol cores, and three credits each in the AH and Ltr cores, as opposed to eight credits in the sciences with one course in Phys/L and one course in Biol/L core, and six credits in the Arts/Humanities with one OH course and one lit course.

As far as current students are concerned, there won't be a lot of changes. Students coming in fall 2010 and later will follow the new requirements. For students coming in now, current courses are locked in through summer 2010. Currently approved courses will stay approved. For those courses students will take in fall 2010 and after, Laurel Carroll is working with Margo Mueller to map courses that are certified for the new requirements back to the current requirements to make sure students aren't disadvantaged. Laurel asked the group to let her know if they see anything coming up that may be an issue.

For students coming in as undecided and declaring a major after fall 2010, APAS automatically puts them under the new requirements so we'll have to move these students back. Jason Holscher indicated that the term in APAS is based on the year the student is admitted to the college, not the major; there's not an admit term posted in PeopleSoft when the student declares or changes majors. Sue Van Voorhis and Laurel Carroll indicated they believed the term was based on when the student declared, or changed, a major. This issue will be investigated further and an update will be provided at the August RAC meeting.

Kasi Williamson referred the group to the System Updates handout. Currently, LEs have been decertified in APAS; because these are future classes in APAS, there were impacts for graduation planner. OTR is going to add back many of these courses for those that are likely to be recertified. However, students need to be careful of the courses they're planning for. If a student plans for a course in Graduation Planner that has been decertified, this course will not disappear from the "What Do I Need?" list. A note will be added to APAS alerting students to this issue and when a solution is determined, a note will also be added in Graduation planner.

Laurel Carroll noted that the biggest changes were really in the definitions. Frank Blalark noted that with recertification, students can't double dip courses that fulfill two theme requirements. Laurel noted students can still double dip by taking courses that count for core, theme, and writing intensive requirements. Students are currently graduating with more than enough LE courses when they graduate.

Erin Swanson confirmed that students who have already taken classes counting for two themes will still be double dipping for these courses; that is correct. Currently certified courses fulfill the current liberal education requirements between now and summer 2010. Nothing will change for those terms. Students who assume they're following the correct requirements and make a mistake in good faith will likely receive a waiver

Jan O'Brien asked how the recertification will affect the Minnesota Transfer Curriculum (MnTC). Students may still come in with the new theme. The Provost's Office has been in contact with the appropriate individuals on MnTC to make sure the transition is smooth.

William Dana asked for clarification: if a student is declared pre-fall 2010 and is following the pre-2010 LE requirements, and takes a course that is not recertified to meet their requirement, that course won't count for the requirement regardless of when the student declared; this is correct. Whatever the course is certified for when the student takes it is what the course counts as.

Kasi Williamson referred the group to additional communications milestones. Changes will be made to the faculty and staff One Stop Web site to include LE transition information and certification criteria. Changes will be made on the student One Stop before fall 2008 begins. After the October 2008 LE review period, there will be a list of certified courses for fall 2010 on One Stop that will be updated after each review. Changes will be made to ECAS so courses can be proposed for recertification, and changes will also be made to class search, class schedule, course guides, PCAS, and MnCAS.

Sue Van Voorhis noted that there will be in-depth graduation planning during Welcome Week which is why ASR is trying to take care of some of these communications issues now.