

## **RAC minutes**

### **September 8, 2008**

**Present:** Gary Andersen, JoAnn Ash, Suzanne Bardouche, Deb Basarich, Frank Blalark, Amy Brewster, Paula Brugge, Laurel Carroll, Grant Clavelle, Carolee Cohen, Dan Delaney, Tina Falkner, Tracy Fischer, Teresa Fruen, Marci Freundsuh, Laurie Gardner, Jamie Gearhart, Kit Gordon, Carol Gross, Lucy Hartel, Jason Holscher, Emily Holt, Tina Jalivaj, Jennifer Koontz, Mary Koskan, Stephanie Lawson, Linda Lindholm, Aileen Lively, Bob McMaster, Kathy Nolan, Linda Norcross, Ingrid Nuttall, Matt Nuttall, Cindy Pavlowski, Heather Peterson, Andrea Raich, Lonna Riedinger, Vickie Roberts, Genny Rosing, Cindy Salyers, Jody Seiler-Peterson, Mary Ellen Shaw, Pat Sherman, Erin Swanson, Nathan Tesch, Nathan Thompson, Sue Van Voorhis, Kasi Williamson, Peter Woxland, Kris Wright

### **Announcements**

- 1) Mary Koskan notified the group that the new One Stop Web redesign had launched. One Stop has been receiving lots of positive feedback but the team wants to work on making continuous improvements. Concerns should be directed to Mary Koskan at [m-kosk@umn.edu](mailto:m-kosk@umn.edu).

Mary Koskan announced that during the Saturday of Welcome Week, One Stop was open from 10:00 a.m. until 2:00 p.m. and had about 60 students and parents with questions.

Mary Koskan updated the group on the performance of the registration system during the first day of class. Things went really well for the most part. On Tuesday, a server went out and caused performance to slow, but there were almost 14,000 transactions on Tuesday including the coordinate campuses. Grant Clavelle clarified that a server outage caused a number of people to be removed from the server. ASR is working with OIT to find out why that occurred and what can be done to remedy this situation in the future. Overall, the numbers for registration were fine, but performance had to catch up later in the day.

Mary Koskan provided the group a handout of One Stop statistics for the week before the first week of classes and the first week itself. This was an unusual fall term in that the One Stop was down four staff members. ASR also packaged financial aid later, and this meant there were many more calls closer to the beginning of the term. This was also the first fall term that One Stop did “commenting” in PeopleSoft.

The week before classes started, the number of phone calls was down and wait time rose. There were more walk-ins for Fraser Hall with a slightly higher wait time. St. Paul walk-in really rose, probably due to Welcome Week. All in all, there weren't many major complaints. People were willing to wait because they wanted to get their question answered and could see someone one-on-one.

Mary Koskan announced that 1,640 emails out to students last week reminding them about the 13 credit policy and to either register for more credits or file for a reduced credit load.

- 2) Grant Clavelle announced that the Office of Information Technology recently made an organizational change. The Information Management System (IMS) group has been changed. Analysts from this group have been moved to the product areas; Academic Support Resources (ASR) falls under the student product. The IMS analysts have been moved to this silo. Cindy Salyers and Reed Carpenter will be in the silo but we're uncertain what that means and what the effect will be. Cindy Salyers noted that IMS does not know when the move will happen.
- 3) Sue Van Voorhis reminded the group that the MacNamara Academic Center's open house is September 25 from 2:00-4:00 p.m. ASR will be doing the training on the new process for the student-athletes using Graduation Planner.

Sue Van Voorhis also announced that there is a change in directors for summer session. Jack Johnson will be retiring sometime this winter and Michelle Koker will be taking his place starting with summer session 09 process.

- 4) Tina Falkner noted that the group may have heard from the Council of Undergraduate Education (CUE) that Jerry Rinehart is heading up an effort to create a policy to require cell phone numbers and emergency contact information for students, faculty, and staff. This policy will have to go to the policy advisory committee; this is planned for October 1. The plan is that collecting this information will be tied to the annual, mandatory changing of the Internet password. If you have questions, contact Tina Falkner, Matt Nuttall, Jerry Rinehart, or Amelious White.

### **Review of August Minutes**

There were no changes to the August minutes.

### **Vice provost and dean update**

Vice Provost and Dean for Undergraduate Education Bob McMaster provided the group with an update on upcoming initiatives for the year and beyond. A major goal is to increase graduation and retention rates; all other initiatives are being undertaken to address these issues. There is a new task force looking at the relationship between financial aid and graduation and retention rates. Next month, this group will produce a document that will lay out some of the critical issues that will enable us to make recommendations on how these pieces are all linked together. This report is something that will be brought back to this group.

Graduation Planner is a remarkable tool that will help us improve rates. 17,000 plans have now been created. The hope is this number goes up to 29,000 in the next few years. Graduation

Planner was introduced to all students at Welcome Week. Graduation Planner will also be replacing the year-long plan for student athletes. This tool will allow us to be pervasive in our monitoring of the undergraduate experience. The future goal is for the use of it to be obligatory.

Another new initiative is Engagement Planner. Phase I, the Engage! search will enable students to look through opportunities to become more engaged on campus. This was introduced at Welcome Week, which is turning out to be an important contact point with students. The Engagement Planner is linked to the student development outcomes. Engaged students become happy students, and become successful students.

We welcomed 600 students into the Honors College program. The new curriculum is in place, as well as a new advising system in place for students. This program is taking off in a very positive way in the first year. There is a set of initiatives related to the Honors College program; first, the University Honors Course. This will be an interdisciplinary course taught by 2-3 faculty across colleges on a given topic. One of the topics could be on environmental justice or social justice. Courses will be co-taught over the course of a semester with each of the faculty bringing a different perspective. The hope is to have 2-3 of these courses in place by next year.

Also, the Access to Success program is in place. This is the first year of the new structure, with affected students spread across three colleges. Each has a slightly different model. We'll be monitoring this year and having keen surveillance on this program. Feedback would be very useful since this is the first year of this program.

The progress of the Enterprise Financial System (EFS) is also being monitored closely. Suzanne Bardouche has been deputized to monitor from the dean's office standpoint.

The iSTEP program continues to move forward and is a priority for his office.

Dean McMaster posed some questions for the group that he would like feedback on. How did Welcome Week go? What general issues arose related to start of the term? How are students adjusting? The first few weeks of classes are critical for retention. For those who participated in the summer long orientation, how can this be improved?

Finally, Dean McMaster noted that his office is moving to second and third floor of Morrill Hall sometime this fall. For short periods of time, the office might be offline as the move occurs.

### **Project update**

Jody Seiler-Peterson provided the group with an update from Academic Support Resources' IT unit.

The Engage! search went live last week. It was shown to about 5000 new students during Welcome Week. The team is preparing for next phase of this project, which is integration of the search with the Graduation Planner.

*Projects in-progress:*

ASR-IT is working with OIT on our Oct – Dec work plan. This work plan contains enhancements, minor to moderate bug fixes, maintenance builds, and projects. A sample of the work we've requested includes:

- Enhancements to the mid-term alert system so instructors can indicate that they are using another method for alerting students and/or that no alerts need to be sent.
- Maintenance builds for Graduation Planner, ECAS, PCAS, and Parent/Guest Access.
- Add last date of participation to UM Reports (new report) and the data warehouse (Grade Roster and Student Enrollment).
- Wait list improvements.
- E-degree for Graduate and Professional students.
- Web registration changes due to change in refundable/option for student services fees process.

Student Financials in the Office of Student Finance is continuing to work with users to address EFS questions and issues.

For the Education Abroad Project, the team is working to finalize functional design and is collecting 3C's information from all campuses (communications, comments, and checklists). There will be a meeting between OIT and project sponsors to talk about resources and target date.

*Upcoming projects:*

The Early Notification System: The Team is meeting with coordinate campuses on Thursday to review process flows, make changes, and give final approval. Detailed business requirements gathering will begin following that meeting.

Student Account Rewrite: A business case has been submitted to OIT for review

**x.500 email for life**

Matt Nuttall announced that starting September 8, we will be running our x.500 extracts every hour. When a student registers for a course, his or her information will be available in the system. This means the student can get U Card and make bookstore purchases within an hour, for example.

There is also a new agreed upon protocol for escalating calls with 1-HELP. OIT and the Office of the Registrar (OTR) will be using the same trouble-ticketing system. If students call and have

a problem accessing their x.500 account and OIT cannot resolve the issue, they will pass the ticket on to OTR. Please let people with access problems know they should contact 1-HELP. Also, if a student isn't technically admitted but a staff member wants to check and see the student's status and enrollment information, this will now be possible. Contact Matt Nuttall at [nutta003@umn.edu](mailto:nutta003@umn.edu) if you want access.

Matt Nuttall also informed the group of a new term that they should become familiar with: identity management. All college directors are going to be asked for requirements regarding how the University should address identity management. There is a desire for Active Directory to work better which is why the colleges are being contacted. However, student information sources are also important. This project ultimately deals with whether students' information will be available and how it will flow within the University. The EFS project managers will be working on this project.

Teresa Fruen asked if the x.500 for life was the same as e-mail for life. Matt Nuttall stated that this ended up being a bunch of little projects and there were lots of pieces of the system that needed to be changed. Currently, a student should be able to have an Internet ID from the time that he or she applies and assuming that he or she enrolls; if the student continues to log in it should still be active. If you're a drop-out and you don't have a mailbox, you would have to call 1-HELP. There is no artificial limit that will prevent you from using it. The Internet ID/1-HELP tie in was important; OTR is now able to identify these people. That's the type of call that will end up at OTR. Teresa Fruen noted that in CCE there are many adults may stop registering for awhile and want to know how long their e-mail stays active. Matt Nuttall stated that for degree recipients, e-mail will stay active indefinitely. For non-degree recipients, it will be term based. They will get a grace term following the last term of enrollment. With Internet ID, if they continue to use it, it should work indefinitely.

Frank Blalark asked what will happen to students who graduate. All degree recipients (i.e. Alumni) are entitled to an Internet ID and email address for life. E-mail addresses will be deleted after one year without the degree recipient logging in. Passwords expire after a year. If a student has not logged in for more than a year, he must reset his password using secret questions online or by calling 1-HELP in the case of most alumni. Internet IDs will be deactivated for students who have not enrolled for more than 5 years and have not completed a degree. The student may contact 1-HELP to have her Internet ID temporarily reactivated for 10 days in order to conduct pressing business.

Frank Blalark asked if there will be a note letting them know what to do if it doesn't work. Currently there are four numbers available to call for help, one for each campus on the log-in page. We can change the language if it needs to be reworked. Emily Holt asked how OTR will be handling the calls that get sent to them from OIT. A business analyst will identify them, using name, DOB, and SSN. Then this information will be sent over to 1-HELP. If the information is not in PeopleSoft, it goes to Jackee Warnersbach and she pulls the student's record and enters in

the system. If the process gets that far it can take about three days, but it happens very infrequently.

Genny Rosing asked if this option for alumni who want transcripts. Matt Nuttall said yes, and that the University is asking students to enter the secret questions that will allow them to access their account if they have forgotten their password. Current alumni will have to jump through hoops. The University would love it if people were engaged and could use GoldPASS and official transcript. For people answering secret questions, we'll have all these questions on file so they can automate them on the fly.

### **CRM update**

Grant Clavelle noted that ASR-IT is very concerned with the resources available to complete the work plan that has been submitted to OIT. OIT resources have been diverted to EFS.

Regarding the Customer Relationship Management (CRM) project, there are a number of CRM systems on campus but most relate to prior to the student being here or post, after they've graduated. The current project is looking at while the student is here from a student lifecycle point-of-view. That means anything anyone knows about the student will be relevant but access might be limited. The project team has narrowed down its selection of a consultant to two and will ultimately be going through the process to determine which vendor is best able to help us. Then the team will have to go through the approval process at the University to acquire the system.

Lonna Riedinger asked how long it is anticipated this project will take. Grant Clavelle stated that this is uncertain. It will probably be a phased implementation. What we have heard from vendors is that these can go in pretty quickly once you have your business rules determined. Once a consultant is determined, the recommendation will likely have to go to Regents for approval, in November/December. It is anticipated that at the beginning of next year (2009) a consultant will be able to work with us.

### **Financial literacy video**

Sue Van Voorhis reminded the group of Kris Wright's presentation the previous month on the fiscal responsibility of students. Carrie Otto notified the group that a financial literacy video was presented to all students attending Welcome Week. The group who worked on the video figured out what students would need to know in order to be financially responsible right off the bat. Student focus groups were conducting, asking about financial stressors, and once we identified them tried to figure out what we might be able to share with them. The video was followed up with questions. Students were also given a magnet that listed helpful Web sites where students could find additional information. You can watch the video here:

<http://www.youtube.com/watch?v=gCjNgc00GdY>.

### **Veterans' appreciation event**

Mary Koskan notified the group that the second annual Veterans Appreciation Event will be held on Wednesday, November 12. A big event is planned but it will be low key compared to last year. It will be held in the Armory from 9:00 a.m.-3:00 p.m. This is a longer time period so more students can attend. The planning team is hoping President Bruininks can attend, as well as Regent Johnson. The team would like to organize a number of important dignitaries that connect with veterans do a meet and greet. There will also be a career fair and a the team is trying to arrange a flyover.

Volunteers are needed. To help contact Mary Koskan at [m-kosk@umn.edu](mailto:m-kosk@umn.edu).

### **Liberal education (LE) requirements**

Laurel Carroll announced that for anyone who works on ECAS, the new liberal education requirements are available in the system. New proposals need to use fall 2010 as the effective term row. Users will need to overwrite whatever's up there now with the new proposal. All questions should be directed to Laurel at 612-624-1320. A new field has been added where faculty can enter a syllabus; this is a requirement for LE requirements but can be used for any course. There is no character limit in the syllabus section.

For freshman seminars, we will be using current course numbering system. "International Perspectives" will become "Global Perspectives," but will carry the same number. One difference is we need two new course numbers for Technology and Society themes (1941 and 1942). These numbers will need to be approved.

Laurel Carroll reminded the group that if they know of critical courses that count for specific programs, such as foundation programs, that if changed would create a problem, please contact Laurel right away.

Mary Ellen Shaw asked if a student drops out and comes back, is that student still locked in for the requirements he or she was following. Yes. Courses always count for the LE requirement in place when the student took it.

Kasi Williamson noted that there will be information presented before the next RAC meeting regarding five things continuing students need to know.

### **New ECAS pages update**

Gary Andersen and Kasi Williamson showed the new ECAS pages to the group. If the course is already approved for a current LE requirement, the effective dated row should be entered as fall 2010. In the requirement drop-down menus, you will see the new theme names. If you propose a new course that you would like to offer before fall 2010 to fulfill current LE requirements, enter the effective date row when you want to offer the course (e.g., fall 2009). The course you're proposing must meet the new LE criteria. If the course is approved, it will then meet current and future requirements, both before and after fall 2010. You may need to go back to enter the fall

2010 effective dated row after the course is approved; Laurel Carroll noted that her office trying to look to see if this can be done automatically. Instructors can propose a course for a core and theme, but not two themes.

### **iSTEP update**

Tina Falkner stated that a small group of iSTEP is looking at what kind of indicators can be displayed that will be useful to advisers. The group is meeting to finalize list and it will be shared with this group. Resources are tight. What will get done and when it will get done isn't known. The Project Management Office (PMO) has questions about the business case, which were answered, and now wants to wait and see how it fits in with CRM.

### **SCEP policies update**

Tina Falkner announced that the Senate Committee on Educational Policy (SCEP) will be holding three public forums on the Twin Cities campus during the fall semester. These forums will allow members of the University community to comment, question, and air concerns about proposed changes to the educational policies.

The forums will be held at the following times and locations:

September 25, 3:30-5:00 p.m., 220 Skok Hall (St. Paul)

October 6, 2:30-4:00 p.m., 180 Hubert H. Humphrey Center (West Bank)

October 15, 1:00-2:30 p.m. 324 Coffman (East Bank)

After the forums, the subcommittee that has been working with the policies will review the comments, make changes where appropriate, and bring the final policies to SCEP for their approval and subsequent transmittal to the Senate for approval in the spring.

If you have questions about the policy review, please contact Tina Falkner at [rovic001@umn.edu](mailto:rovic001@umn.edu).

Feedback will be incorporated where appropriate and sent to the Senate for approval in the spring. The link to the policies will be sent when it is available. When the link is sent, the e-mail will identify what to focus on in the review. The policies will also tie to a web site where you can go review and comment directly.

Sue Van Voorhis specifically noted that she would like the group to review the probation policy.

Mary Ellen Shaw asked how open a dialogue is possible regarding additional changes to the policies in these forums. Tina Falkner stated that if it's a question of clarification of a policy, there's a lot of openness. If it's a new policy, it should be addressed.



Linda Norcross asked what the scope of the forums will be, if all policies will be up for discussion. All educational policies are up for discussion. This is why specific ones will be indicated for the group to review. Linda Norcross asked how there will be time to have a full discussion. Tina Falkner indicated that the expectation is that people will have read the policies beforehand and will come ready with comments.

We will spend a considerable portion of the October RAC meeting discussing the policies.

### **Zero credit policy**

This past spring it came to our attention that there were some courses being offered for zero credits. Historically zero-credit courses are remedial courses; some of the ones we saw this spring were above the remedial level. ASR will propose policy to SCEP to stem this practice. We will provide an update at a future meeting.

### **Sitting in class policy update**

Frank Blalark reiterated to the group that the sitting in class policy will be integrated into another policy to-be determined

### **Bracketing**

Frank Blalark stated that his office is receiving a lot of calls about the bracketing policy. The current policy is ambiguous. Currently, students are being allowed to repeat a course more than once. The policy states the student can only do it once. Everything is bracketed before the last course and the last grade counts.

Someone asked if this same policy applies to a course from which a student has received a "W." We don't count; they are not considered a grade. Linda Lindholm asked if they can't pass on second time, can they retake the course. The department always has the discretion to make an exception.