

## **RAC**

**November 2, 2009**

**Present:**JoAnn Ash, Frank Blalark, Sheryl Blostad, Laurel Carroll, Dan Delaney, Tina Falkner, Teresa Fruen, Laurie Gardner, Jamie Gearhart, Kit Gordon, Kellie Greaves, Sarah Groskreutz, Kevin Havard, Emily Holt, Jennifer Koontz, Anne Lawrence, Stephanie Lawson, Aileen Lively, LeeAnn Melin, Emily Mraz, Anya Norton, Ingrid Nuttall, Matt Nuttall, Les Opatz, Laurie Pape Hadley, Cindy Pavlowski, Heather Peterson, Andrea Raich, Lonna Riedinger, Genny Rosing, Cindy Salyers, Nathan Tesch, Sue Van Voorhis

**Announcements:** Mary Koskan announced that registration starts November 10 and open registration beings on December 4. Mary also reminded the group to please not give One Stop's departmental line to students; this is for staff use only.

Dan Delaney announced that the queue time and hold e-mail will be sent November 3.

Sue Van Voorhis announced that she is serving on a student services committee related to the Graduate School transformation. She learned that the student records training team is starting to get questions about master's programs moving to departments and when this is going to happen. Sue encouraged the group to see if they can gather information in their own colleges and departments about what the impact of moving a master's program to colleges would be. The committee is supposed to present best practices recommendations by December 1.

Cindy Salyers noted that any master's programs that move to the department will have an impact on what information appears in the current Graduate School reports. This will have an impact on administrative processes. Sue Van Voorhis noted that system changes will need to be made as well, so there needs to be a process in place to facilitate this.

Emily Holt asked if it seems best that every department do the same thing or will it depend on what the colleges want to do; Sue Van Voorhis stated that some departments are small and might not be able to support it, while others want to assume responsibility and are already making plans. It seems likely that there will be a mix of both.

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

**Center for Academic Planning and Exploration (CAPE):** LeeAnn Melin and Les Opatz updated the group on the launch of the Center for Academic Planning and Exploration (CAPE). The center is planning a "soft launch" this fall. The idea for CAPE dates back to the strategic positioning process. A task force recommended the University provide one place for high risk students to go to receive help finding the right major and assisting them as they go through the process of declaring a major. CAPE is in the pilot stage; as of September 17, the center had staff working part-time, including four advisers working part-time with their home base college. The

center is currently located in Appleby but will be moving to a space in the STSS building when it's available.

The purpose of the center is to assist students in transition and guide them through the major declaration process quickly and intentionally, taking advantage of all the resources on campus. What makes CAPE unique is the center has academic and career coaches who are trained as generalists. Center staff are meeting with colleges to learn about their processes and gather information about students. The groups being targeted are students (sophomores) who are "highly undecided;" for example, a student who can't decide between art and nursing as a major. If a student's first plan does not work, the center works with them to find another major. The center also works with students who were placed in a difference college than the one they wanted when they applied to the University. The center will be open for referrals from advisers and others but staff are doing targeted outreach. The idea is to communicate regularly with their college adviser to create a "net" of support. Students will have an action plan after each appointment, including a time line of things they have to do.

CAPE staff are exploring online tools for the action plan. Something they would want to be available to everyone. The center also has a new Web site: [www.cape.umn.edu](http://www.cape.umn.edu).

Frank Blalark noted that ACT has data collected through standardized tests which includes information about students' career aspiration. Frank recommended the center staff get in touch with John Kellogg to see if this information is something the University has access to.

Sue Van Voorhis asked what the center hours are; the center is open from 8:00 a.m. to 4:30 p.m.

Tracy Fischer asked if staff are specifically identifying student-athletes; staff will be meeting with the MAC. However, CAPE won't be targeting student-athletes.

Dan Delaney asked if the center allows walk-ins or is it appointment only; a few walk-in times are available but most meetings are by appointment.

Frank Blalark asked if there will be targeted communication to students; yes, there will be. Staff will be pulling data to figure out who we should target.

Tina Falkner asked if the center was using sophomore NHS status or going by number of credits; students who were admitted fall 08 and are still undeclared will be considered sophomores.

Sheryl Bolstad asked how the center will handle students who are interested in going to a college not represented by CAPE staff; the center will be meeting with each of the colleges, and training is still taking place.

Sue Van Voorhis asked if the center would be willing to see students who have been suspended and want to come back to the University in a different new college; Les Opatz noted that it would make sense that CAPE would serve these students.

**Education Abroad update:** Gary Andersen provided the group with an update on the Education Abroad (EA) project. This is a project that will allow students to go on the Web to apply for admission to an EA program. This is an enterprise-wide project. The training team has begun doing training on the coordinate campuses and the Web application will go live in late November. There will be a soft-roll out for staff, allowing center staff to go in and put applications out there for students and create things for students to access. UM Reports have been created (4 or 5) that are currently being used. There is a PeoplesSoft component for the EA project. A demonstration will be provided at the January RAC meeting.

Sheryl Bolstad asked if this application was replacing different applications for each program; in other words, will students only have to fill out one application for whichever program they are interested in. Sarah Groskreutz replied that this application is replacing what had previously been a paper process. Sarah also noted that a suite of reports will be available, similar to a new “My Advisees” report for EA, including when and where students are going; there will also be another general purpose report that looks at prospective students, not just those who have confirmed but those who are planning on going abroad. And there will be statistical reports for all colleges and administration to use to indicate how many students are traveling and from what colleges. The reports will be available in January and will be demoed at the January RAC meeting.

Sarah Groskreutz noted that additional communications will be going out to colleges and different organizations on all campuses. When staff are working with students, they can tell them there’s now an online profile students can fill out that tells EA advisers everything they need to know about students before they work with EA advisers. Gary Andersen noted this is for University students. There are students from outside who apply to these programs; they’ll use the Web application but the information will be sent to the appropriate center and that information will have to be entered into PeopleSoft.

Les Opatz asked if the system will track first step meeting attendance; yes, it will.

Sarah Groskreutz clarified that the system does not connect to course information. There are plans to do this in the future.

**Project update:** Jody Seiler-Peterson provided the group with an updated on completed and in-progress projects for ASR’s Information Technology unit.

Completed:

Workflow: ASR has been analyzing a workflow tool for student and staff-facing forms. Implementation of this tool, called Workflow Gen, will provide an alternative to filling out paper forms and will allow for more streamlined request processes. We are about to rollout the first piloted process. It is a workflow for the “Appeal late payment or installment fees” form on the One Stop web site. As a result of this pilot, we have separated the “Late Registration Fee Appeal” into another form, which will also be available on the forms online section of the One

Stop. Previously, all three of these appeals were on the same form called the “Fee Waiver Appeal”.

In-progress:

Student Account Redesign: The four small requests to make the student account more user-friendly are underway with OIT, and are planned to be completed towards the end of the year.

Partnership with Technology Enhanced Learning: ASR continues to work with Distributed Education & Instructional Technology and OIT to ensure that real-time data is displayed on the ‘my courses’ tab on the MyU Portal.

**CRM update:** Grant Clavelle provided the group with an update on the constituent relationship management (CRM) project. This project involves 90 representatives from all the campuses. CRM enables the institution to build a deeper knowledge of its constituents. The CRM project team is working on gathering requirements and has engaged a consultant—Baker Tilly—to lead the team through a methodical process. They’ve defined what the vision of CRM should be as an institution. Requirements should be defined by the end of December so the team can begin looking at products in the marketplace that might meet the needs by going through the RFP process. The team can contract with the same vendor to get help with that process and is working with sponsors and executives to determine how this project will be funded.

Frank Blalark asked if there has been any talk about getting rid of some of the reports that we have now and if the data we’ll be able to gather will be better; this would be the hope. The team is not at that level of granularity, but getting rid of independent systems that aren’t available to others would be good. CRM should provide a 360 degree view of information, but not everyone necessarily needs this.

**Probation/suspension schedule:** Frank Blalark reminded the group that in previous terms, the Registrar’s office set three different dates for running probation/suspension queries in PeopleSoft. This term, those queries will be run daily beginning December 31 and reports will be available each day through January 8. All grades are due by December 30.

**Probation/suspension SSAC group:** Tina Falkner reminded the group of a couple of the issues that have been raised in the policy group she is helping lead out of SSAC group; specifically, looking at probation/suspension and creating parity where possible.

Tina asked the group for their opinion on allowing students returning from suspension to apply to the college they want to be in rather than returning to the suspending college.

Les Optaz commented that this makes good sense and noted that the college and adviser doing the readmit should still have the say as to whether the student is ready and/or allowed to come back.

Teresa Fruen asked if this would mean that the new college the student wants to go to would deal with the hold, where now the practice is that the student goes to the college that suspended them. Tina Falkner said she believed the answer is yes but noted that the group didn't get that deep into the implementation process.

Emily Holt asked if this would make the student a change of college student; yes.

Andrea Raich recommended that the college get in touch with someone in the former college. Tina Falkner noted that an implementation team would be formed to make sure the institution is not setting the student up for future failure or placing an undue burden on college offices. Allowing students to apply directly to the college they wish to continue in would not mean students would automatically be admitted; they would still "apply" and could be denied "admission."

Tina Falkner concluded that the next phase would be to put out a call on listserv to see who wants to be involved in the "nitty gritty" process and figure out where else we need to take it to.

Tina Falkner stated the policy group had also looked at adding language to the probation/suspension policy that stipulates that in general, students should not take more than 15 credits while on probation. Colleges can recommend different loads depending on the student/s; currently, there is no language in the policy that guides students' behavior regarding credit loads to help them from getting into more academic trouble while on probation. The group did not have an issue with this language being added.

Tina Falkner stated the policy group also looked at skills courses; specifically, that a student cannot use only skills courses (e.g., physical education courses) to improve their GPA while on probation.

Sue Van Voorhis asked if students can take S/N courses during probation to improve their GPA; no, they cannot.

Cindy Salyers expressed concern regarding how the proposed language about credits would be implemented on the probation report.

Les Opatz stated he does not believe this language would be enforceable as we don't know how to identify skills courses. Matt Nuttall noted this information is available in DARS, but Cindy Salyers stated using this information would require a complete calculation of the GPA outside of APAS.

Nathan Tesch asked if language could be added that says the student has to take courses that make progress toward the student's degree.

Tina Falkner concluded that it did not sound as though there was support to adding the proposed language; however, perhaps language could be added about making "academic progress." Frank

Blalark noted that if this language was added, additional language would need to be added regarding course repeats.

Tina Falkner brought forward another question about the probation/suspension policy language, specifically regarding the use of summer. The policy group would like to know if language should be added that students on probation can only take summer classes to avoid suspension if it is mathematically possible to avoid suspension.

Emily Holt asked for clarification regarding why the institution wouldn't want students registering for summer courses; Sue Van Voorhis answered that we do not want students spending money on courses to avoid suspension if it's unavoidable.

Sheryl Bolstad noted that this issue concerns students who are going to be suspended after spring, and for many of these students they will have already registered for summer classes—before they were suspended. Sheryl asked how these students would be informed that they should not take summer courses. Tina Falkner stated that each college appears to have a different process.

Frank Blalark asked for clarification regarding creating a contract with a student and putting on the P3 hold if the student is going to be allowed to register for summer courses. Sue Van Voorhis stated that if a student is being allowed to take summer courses, the P3 hold should not be posted and asked Tracy Fischer for clarification as to how this process works for student-athletes. Tracy Fischer stated that typically, the P3 hold is placed on the record, then the student meets with his or her adviser and if summer coursework is allowed, the hold is removed and the student is put back on probation.

Tina Falkner concluded that the group agreed language could be added to provide clarity about summer but that the word “mathematically” was problematic. Les Opatz suggested adding a word like “realistically” with the “mathematically” statement.

**ETS update:** Sue Van Voorhis announced that ASR had received stimulus money to fund the Enrollment Tracking System (ETS). Tina Falkner will be working with Colin de Long in the College of Liberal Arts to provide this tool to the Twin Cities campus. ETS will provide colleges with data critical to students' academic success.

There will be a meeting with CSAA in November to talk about ETS. Laura Koch and Chris Kearns will lead steering committee to get this project started.

Les Opatz asked if ETS will be able to communicate with CRM, will they be able to communicate; yes, this will be put in the RFP. Matt Nuttall noted that ASR is also looking at a way to tie ETS into advising comments in PeopleSoft.

**PCAS sample plans:** Tina Falkner reminded the group that it's time to start revising sample plans based on the new liberal education (LE) requirement, as well as looking at them to make

sure they reflect the curriculum. Kasi Williamson put together a draft outline of an implementation plan and part of this plan is to ask for a volunteer from each college who can help sketch out sample plans. ASR has been looking at course-taking patterns and mapped out sample plans for every major, including those majors that have multiple tracks. ASR will look at creating a realistic transfer-in plan as well; Sheryl Bolstad noted that CFANS has two-year transfer plans already created. Sue Van Voorhis said the volunteer will take a look at what has been developed and make sure it makes sense; ASR can take care of the data entry. The next phase is will be to look at the LEs and see if plans can be created using the new requirements. Sheryl Bolstad, Lonna Reidinger, Teresa Fruen, Laurie Gardner, Andrea Raich, and Kevin Havard all volunteered to be the contacts.

**IUT advisers group update:** Sue Van Voorhis notified the group that CUE already has a list of questions created that they want to add to the Inter College Transfer form specifically to ask students why they are seeking a transfer. This would be a manual process and Laura Koch is waiting to hear back from the Associate Deans if they still want to pursue this.

**Scheduling update:** Anya Norton provided the group with a scheduling update. ECS period one opens on November 16. Targeted communication sent will be sent for fall 2010 scheduling. OCM has updated its Request for Approval of Non-Standard Meeting Time form, and the Web site will be updated with this new form.

**Budgeting:** Sue Van Voorhis provided the group with an update on ASR's budget. The budget is mostly salary and fringe. Last year, ASR cut the classroom management fund by 25% so classroom upgrades are affected. There is a 1.75 percent reallocation, and ASR also has to pay the 27<sup>th</sup> pay period for CS/BU staff. Bob McMaster is trying to protect ASR as much as possible. It is ASR's goal to refrain from cutting services; to help avoid this, ASR will reallocate money set aside for Fraser. ASR has also inherited the management of study space and the office has not received additional funds on this initiative.

**Student Veterans Appreciation Day:** Mary Koskan announced that the third annual Student Veterans Appreciation Day will take place in Coffman Union Wednesday, November 11. The event from is from 11:00 a.m. until 4:00 p.m. There will be a resource fair, and a display of an oral history project, "From Warriors to Citizens." Veterans' artwork will also be displayed throughout the day, and pre-recorded messages or "shout outs" from soldiers stationed in Iraq will be shown as well.