

## **RAC**

September 10, 2012

**Present:** Gary Andersen, Wachen Anderson, Suzanne Bardouche, Rhonda Bjurlin, Frank Blalark, Robert Bode, Caitlin Boley, Brad Bostrom, Jeremy Burke, Cortney Carlson, Laurel Carroll, Amber Cellotti, Pam Cook, Sarah Cook, Kathleen Corley, David Crane, Pat Dahlman, William Dana, Molly Diethelm, Kim Doberstein, Eric Eklund, Marta Fahrenz, Tina Falkner, Renae Faunce, Vicki Field, Tracy Fischer, Carol Francis, Jennifer Franko, Wendy Friedmeyer, Michael Galegher, Kate Gallagher, Laurie Gardner, Stacey Grimes, Amanda Grimm, Ann Hagen, Kevin Havard, Jeremy Hernandez, Constance Hessburg-Odland, Christina Holdvogt, Chris Holland, Emily Holt, Lisa Hubinger, Jill Johnson, Sue Johnson, Bri Keeney, Jennifer Koontz, Sharon Kressler, Mandee Kuglin, Stephanie Lawson, Elyse Lucas, Jo Ellen Lundblad, Stacia Madsen, Carla Mantel, Tracene Marshall, Heather McLaughlin, Heidi Meyer, Emily Mraz, Margo Mueller, Meghan Mullaney, Nan Nelson, Mary Ellen Nerney, Ingrid Nuttall, Susan Olsen, Laurie Pape Hadley, Cathy Parlin, Heather Peterson, Robin Peterson, Rebecca Rassier, Elizabeth Reel, Lonna Riedinger, Lori Rosenthal, Genny Rosing, Rebekah Saunders, Molly Schwartz, Jane Schwensohn, Julie Selander, Angie Senko Rehn, Mary Ellen Shaw, Deanne Silvera, Kate Sophia, Karen Starry, Carol Stoneburner, Susan Suchy, Nathan Tesch, Jan Thompson, Danielle Tisinger, Georganne Tolaas, Dean Tsantir, Sue Van Voorhis, Char Voight, Kathy Walter, Susan Westacott, Jessica Whitcomb-Trance, Lisa Wiggins, Lisa Wiley, Wendy Williamson, Sarah Woessner

## **Undergraduate education agenda items**

### **Vice Provost update**

Vice Provost and Dean of Undergraduate Education Bob McMaster presented his annual update to the group. Topics included enrollment management, summer session planning, the PeopleSoft upgrade, financial aid, graduation rates, and the upcoming accreditation of the University. The PowerPoint of this presentation can be found at [https://asr.umn.edu/sites/default/files/Vice\\_Provost\\_Update\\_Bob\\_McMaster\\_Sept\\_2012.pdf](https://asr.umn.edu/sites/default/files/Vice_Provost_Update_Bob_McMaster_Sept_2012.pdf)

### **Announcements**

#### **Online catalog**

Ingrid Nuttall announced a small change to the online catalog at the end of October. When using the online catalog, all of the pages look the same, but there are several that are actually web applications that are maintained by OIT and any change to them requires a work request to the Office of Information Technology (OIT). Because OIT resources for such requests are going to be limited due to the PeopleSoft upgrade, these pages will be changed to be consistent with other similar applications and to allow for work to happen on the web pages without OIT effort. For an example of what this will look like, see the "Enrollment Summary" (a quick link on the One Stop page). The most significant effect is that the links in the left navigation will not exist on the web application pages (they will remain on the front page). Additionally, links to Twin Cities programs will no longer go to a separate summary page. Instead, they will point to pages maintained by the colleges. This

is consistent with what is done with the other campuses. Questions about this can be directed to Ingrid Nuttall at [ingridn@umn.edu](mailto:ingridn@umn.edu).

### **Announcements: Classroom posters and study space**

Dave Crane gave the group an update on GPS Waypoints (study space). Ruttan Hall (room 10) is again available after being unavailable during a summer construction project adjacent to the space. The space now has updated vending, improved access, and new glass partitions to reduce noise flow. The Willey Hall Atrium was improved with one-time funding provided by the Office of Undergraduate Education. The space has increased seating by 50 (to a total 139). This seating is a better mixture of group and individual study space. The space also now has more clearly defined boundaries between the study and traffic areas. Skok (room B50) is a new study space as the result of one-time funding provided by the Office of Undergraduate Education in partnership with University Libraries and the College of Food, Agriculture, and Natural Resource Sciences (CFANS). It has updated flooring, seating, paint, and furniture. As part of the partnership with CFANS, this space also houses a new CFANS student advising office.

Dave also provided an update on new informational posters in classrooms and study spaces. It is a continuation of a campaign that started in 2002 in partnership with University Services. The campaign informs users about the impact of their actions in classrooms. There are seven new posters and the same designs are used on digital signage. They are displayed in all General Purpose Classrooms and GPS Waypoints. There are several slogans including: "It's your space, take care of it," "Fight dirty! Keep your campus clean!," and "Your space. Your Choice. Help keep it clean." Two versions of the posters are available in electronic format that can be modified by departments for their use. Those interested in obtaining these files should contact Dave Crane ([crane011@umn.edu](mailto:crane011@umn.edu)) or Sarah Hollerich ([curtn007@umn.edu](mailto:curtn007@umn.edu)).

### **ASR-IT update**

Laurie Pape Hadley provided an update on ASR IT work. Quarterly work is winding down as work for the Enterprise Systems Upgrade Project ramps up. Compliance and maintenance work will continue.

Schedule Builder remains on track to go live on October 1, 2012.

The week of first bills is wrapping up. The Twin Cities was expected to go out on Saturday, September 8 and Duluth was scheduled to go out on Monday, September 10.

The new online loan exit counseling process had a soft launch at the end of August.

### **Policy discussion (Repeats revisited)**

Tina Falkner presented several draft suggestions of what could be included in guidelines for approving/not approve requests from students to repeat a course a second time (third time taking the course).

Suggested reasons why a request would not be approved:

1. The student received lower grade in second attempt
2. The student needs a better grade to be admitted to a major/degree program
3. The student didn't take material seriously the first two times
4. The student didn't get along with the instructor(s)
5. The student miscalculated level of difficulty of the course
6. The instructor approved the repeat
7. The instructor suggests repeating the course
8. The student wants to improve his/her GPA

Suggested reasons why a request would be approved:

1. The student needs the course to graduate in a major for which he/she has already demonstrated success.
2. The course is the only course that fulfills a requirement (i.e., there are no equivalent courses)
3. The student is in good academic standing
4. The student was away from the University for at least five years (this needs further discussion at another time)
5. The student is advanced standing with a declared major and has made progress toward degree

After presenting these suggestions, Tina Falkner opened the discussion by asking for the group's reaction to them.

Tracene Marshall commented that there could be backlash from parents about graduate/professional school admission (because of students repeating to improve grades for that purpose). Mary Ellen Shaw said that many graduate programs already average all grades and that it is an illusion that the GPA has been improved. Tina Falkner asked if programs look at the full transcript or just the cumulative GPA. It was her understanding that all attempts were averaged - if not mathematically, programs at least take into consideration that it took student several attempts to get the "final" grade reflected in the cumulative GPA. Laurel Carroll said that they will look at each course and how many time it took to achieve that grade with multiple attempts counting against the student. Sue Van Voorhis said that in her experience several years ago while working with vet med admissions, courses were weighted and there were deductions made for repeats. Tina Falkner indicated that we should verify what current practice is. Someone agreed, stating that this has an affect on advising, so we need to be intentional on making this point clear.

Laurell Carroll pointed out that very few students see a significant improvement in the grade earned for a course. Most grade increases are very small amounts (e.g., C- to a C). Sue Van Voorhis said that repeating a course really doesn't improve GPA. Someone asked if there was a tool that could be used to show this to a student. Tina Falkner said that there is

a [GPA calculator](#) on the One Stop page.

Additional ideas for guidelines on approving/not approving requests to repeat courses can be sent to Tina Falkner ([rovic001@umn.edu](mailto:rovic001@umn.edu)).

### **PeopleSoft upgrade update**

William Dana updated the group on the PeopleSoft upgrade. The project now has an official name: Enterprise Systems Upgrade Project (ESUP). There will be regular updates to this group as well as requests for help coming possibly as soon as next month.

There was a front page article about the project in the Minnesota Daily on September 5 (<http://www.mndaily.com/2012/09/05/u-plans-84m-tech-makeover>). He noted that the printed version had a factual error in that it referred to the project as the "Enterprise Financial System." This was corrected in the online version.

Moving forward, it is important to utilize the Student Records Help team for student records related questions/issues ([srhelp@umn.edu](mailto:srhelp@umn.edu) or 612-625-2803) rather than any particular business analyst as the business analysts will be transitioning to work on the project.

The contract with the upgrade partner, CedarCrestone Inc (CCI) was signed. Rebecca Collings was named as project director from CCI. She is responsible for bringing in resources from CCI and will work closely with Andy Hill, the University's project director. The University will be working very closely with CCI to make a project plan in the next couple of weeks.

Meetings were held last week to discuss how the student and HR data will be split from one database into two. A recommendation about how this should be accomplished was made to the executive committee with the hope that a final decision would be made this week.

### **Portal update**

Julie Selander introduced herself as the director of One Stop Student Services and the chair of the Enterprise Portal Leadership Team. She said that her goal is to update RAC regularly to keep the group engaged and informed about the Portal upgrade because it will be the most publicly visible element of the overall upgrade project. It also has the potential to have a significant impact on how work is done, how information is communicated, and how to work with students.

Part of the contract signed with CedarCrestone was to implement the PeopleSoft portal. In late May, IntraSee, Inc. (a specialized implementation vendor) led a four-day workshop on campus. The purpose of the workshops was to assess the needs of key portal stakeholders and develop a high-level strategic approach to portal implementation. IntraSee created a final report based on the workshops. Workshop attendees were sent a copy of this reports. Others interested in seeing it can request it from Julie ([goode021@umn.edu](mailto:goode021@umn.edu)).

CedarCrestone is reviewing the IntraSee report to determine if they have the resources, experience, and capacity to do the portal implementation in addition to the upgrade. If not,

IntraSee may be involved with the portal implementation. IntraSee has worked with CedarCrestone on such projects in the past.

Julie Selander indicated that a final governance structure for the portal implementation should be completed soon. The Portal project direction position should be filled soon and detailed planning work will start when CedarCrestone presents their project plan.

Initial focus groups with Twin Cities students has been completed, as well as interviews with various stakeholders to better understand needs from students, faculty, staff. There will be more focus groups, interviews, and surveys to come.

If you have feedback, thoughts, ideas, questions, please visit [z.umn.edu/portalfeedback](http://z.umn.edu/portalfeedback)

Julie Selander also shared some statistics from first day of classes for the current myU portal: 41,232 unique users logged into the portal on 9/4/12 (all time record) and 410 unique logins in one minute - sometime during the day on 9/4/12 (all time records).

## **Graduate education agenda items**

### **Vice Provost update**

Vice Provost and Dean of Graduate Education Henning Schroeder presented his annual update to the group. Topics included the graduate education transition, the role of the graduate school, policy compliance, and Graduate School initiatives. The PowerPoint of this presentation can be found at

[https://asr.umn.edu/sites/default/files/Vice\\_Provost\\_Update\\_Henning\\_Schroeder\\_Sept\\_2012.pdf](https://asr.umn.edu/sites/default/files/Vice_Provost_Update_Henning_Schroeder_Sept_2012.pdf).

Georgeanne Tolas asked if there was a thought toward the ramifications of changes going on now and process changes (e.g., faculty status was a painful process to go through). Henning Schroeder said that task in particular was difficult because every college defines faculty status differently, so each college had to define that individually. Sue Van Voorhis added that the graduate education section of RAC hadn't yet been formed when that decision was made and that going forward, this group should be consulted, give recommendations, and help feed the decision-making.

### **Announcements**

#### **Online catalog**

Ingrid Nuttall provided the same announcement about the online catalog from the undergraduate portion of the meeting.

#### **Update on Change of Status/Readmission**

Dean Tsantir told the group that they may not have been aware that there was a separate, smaller Apply Yourself that was being run for the purposes of readmissions. "Previously registered" students will now be run through the same Apply Yourself system as new applicants with the hope that the secondary system can be retired. More information on this will be provided in the annual update session in October or November (announcement forthcoming).

### **Update on transition of GSSP staff to ASR – Frank Blalark**

Frank Blalark announced that the new One Stop in Williamson Hall is now open. It is staffed by One Stop counselors, third party billing staff, and staff from Graduate Student Services and Progress. The office hours are 8-4. A drop box for after-hours forms drop off will be installed soon.

Frank also informed the group that permission numbers should not be used for early thesis credits registration. There may be some ECAS set-up needed in order for students to be able to register. Contact Genny Rosing ([rosing@umn.edu](mailto:rosing@umn.edu)) if you have questions about this.

### **Update on mobile phones and forms**

Eric Eklund presented his findings on testing mobile devices with workflows. He tested with an iPhone and a couple of Android phones. He found that all of the Graduate Education workflows (adviser and committee assignment) were functional. One limitation is that the smart phones do not allow for scrolling in any scroll area within the form (scrolling through the form itself does work). Eric said he would speak with the workflow vendor on how to handle this in the future and the team will do what they can to make sure that workflows are accessible on mobile devices.

### **PeopleSoft upgrade update**

William Dana repeated his update from the undergraduate portion of the meeting.

### **Portal update**

Julie Selander repeated her update from the undergraduate portion of the meeting.

### **Update on College Coordinator meetings – Eric Eklund & Heather McLaughlin**

Heather McLaughlin and Eric Eklund presented some statistics on average time to complete a workflow (as presented at college coordinator meetings). The PowerPoint slides with the data can be found at [https://asr.umn.edu/sites/default/files/Workflow\\_data\\_Sept\\_2012.pdf](https://asr.umn.edu/sites/default/files/Workflow_data_Sept_2012.pdf).

Someone commented that the percentage of overdue requests seems high. Heather McLaughlin indicated that was something they wanted to demonstrate with the data. Eric Eklund said that the time for data management is artificially high because some were delayed due to a need for Image Now set-up. ASR has some control over the data management portion and can work on improvements to it.

Someone asked what the time frame for the data was. Heather McLaughlin said that it was just over the summer, but that it would continue to be tracked. The team thought there would be an interest in seeing the preliminary numbers as they show that the average is just days even though it is a new process.

Stacia Madsen reminded the group that committee assignment is just one piece of the whole process and that it still takes three weeks for the degree program form to be processed. She also asked the group to remember that the information still needs to be manually entered, so getting things in early is extremely important.

### **Workflow and process updates – Heather McLaughlin**

Heather McLaughlin said that masters students didn't think the workflow quickstart user guide useful for them because the image in the example was for doctoral students. In response, an additional user guide was created with an example using the masters form (but all of the help text is the same). Both are to feedback received there was a workflow quickstart user guide. Masters students didn't think it was useful for them because the sample was for doctoral, so now there is one for each.

A user guide for faculty role delegation in workflow is now available and includes step-by-step instructions on how to delegate roles to others by process type and/or for a specific amount of time. The guide is on the Graduate School website in the faculty/staff dropdown in tools section.

The graduate degree plan form has been updated to reflect the new GSSP location. The form as also updated to reflect that it need to be routed to graduate programs before going to GSSP. Someone commented that there is a signature line on the form, but no place to print the name of who was signing the form. Genny Rosing reminded the group that this form is no longer being used to capture the adviser's name. Several people indicated that it would still be helpful for them to have a field for the name to be printed because sometimes they don't recognize the signature and need to make sure it was signed by the appropriate person before routing it to the next person. Another person commented that having the transfer work listed first makes it more prominent and it is confusing. Another person concurred stating that they need to turn the page over to see the more important information.

To find leave of absence forms, go to the Graduate School website. The link provided goes to the policy on leaves of absence so that the requirements can be reviewed before completing the form. The policy has links to the form itself.

Invitations to information sessions on the graduate education work done to date and what it mean for you will be sent out soon. These sessions are being scheduled with specific colleges to discuss college-specific needs.

Forms needing to go to GSSP can be sent using the One Stop courier. Address envelopes "GSSP, 160 Williamson Hall East Bank" and drop off at any One Stop office location. The One Stop courier runs daily.

Someone mentioned that having the link to update an adviser should also be in the faculty/staff section of the Graduate School website, not just the student section as staff sometimes need to use that workflow.

### **Policy compliance guidelines**

Karen Starry presented on policy compliance guidelines. The first thing to note is that policies can now be found in the policies library (<http://www.policy.umn.edu/Policies/Education/index.htm>). They can also be found on the Graduate School website in several places.

The Graduate School and ASR are collaborating to create tools: a policy guidance document (that broadly articulates new/changed policy-related responsibilities for each of the new policies) and things to consider documents (articulates more granular issues when considering policies and how to implement them within the college). These documents will be available as soon as they are in a form that is meaningful (this fall). Questions about this can be directed to Karen ([starry@umn.edu](mailto:starry@umn.edu)).

Someone mentioned that she has seen policies with an effective date, but they don't always list the implementation date. Tina Falkner said that it is unusual to have an implementation date because policies are usually effective as soon as they are finally approved after the 30-day review period. In cases where time is needed (e.g., to change materials), those policies are given an implementation date. So if no separate implementation date is given, it is the same as the effective date.

### **PLC Knowledge/skills/abilities discussion – Heather McLaughlin & Frank Blalark**

Heather McLaughlin and Frank Blalark presented what the Graduate Education Transformation team has gathered about the knowledge, skills, and abilities of plan-level coordinators. The slides of this presentation can be found at [https://asr.umn.edu/sites/default/files/PLC\\_Role\\_Discussion\\_Sept\\_2012.pdf](https://asr.umn.edu/sites/default/files/PLC_Role_Discussion_Sept_2012.pdf). Heather asked the group what was missing from the lists they had and received these responses from the group:

- Reporting, understanding management of reports, what is important
- Financial information
- Student metrics (for accreditation needs)

Heather also asked the group if they knew who their college coordinator is. Everybody indicated that they did. Heather said that they are working on providing a transparent list, but it is important that each person know who is in that role.

Someone said that it would be helpful to have workflow chart including what GSSP does and doesn't do. She said she spends a lot of time looking for information--more than the time spent actually doing what needs to be done. What does GSSP do/doesn't do. Ingrid Nuttall said that part of the college information sessions is to gather this kind of information so a toolkit can be developed to address these concerns and needs. The meetings could also be an opportunity to meet the people involved (CC/PLC/etc.) if you don't know who they are