

## **RAC**

November 5, 2012

### **Undergraduate education agenda items**

Present: Gary Andersen, Frank Blalark, Angela Bowlus, Earlene Bronson, Mark Bultman, Laurel Carroll, Pam Cook, Kathleen Corley, Sarah Huhta Corrigan, Mary Crosson, Molly Diethelm, Tina Falkner, Teresa Fruen, Laurie Gardner, Liz Goebel, Kit Gordon, Lucy Hartel, Constance Hessburg-Odland, Kim Hindbjorgen, Jason Holscher, Barbara Jensen, Paula Jewell, Jennifer Koontz, Mandee Kuglin, Jo Ellen Lundblad, Heather McLaughlin, Ingrid Nuttall, Laurie Pape Hadley, Cindy Pavlowski, Elyse Paxton, Lonna Riedinger, Rebekah Saunders, Jody Seiler-Peterson, Julie Selander, Angie Senko Rehn, Mary Ellen Shaw, Kate Sophia, Cosmin Tarau, Darlene Toedter, Matt Tveter, Sue Van Voorhis, Anita Wallace, Lisa Wiggins, Ellyn Woo

There were no changes to the October minutes

#### **ASR-IT Update**

Laurie Pape Hadley said that ASR analysts have begun work on the Enterprise System Upgrade Program. If you are in need of assistance from ASR-IT resources, please make sure to use the associated helpline rather than a specific person. The helpline for Student Records Training and Support Team is srhelp@umn.edu (or 612-625-2803). Student Financials is sfhelp@umn.edu and Financial Aid is [https://intranet.asr.umn.edu/osf/Fa\\_Help/](https://intranet.asr.umn.edu/osf/Fa_Help/).

The Course coding clean-up effort in ECAS was completed in October.

The PeopleTools 8.52 upgrade was completed successfully.

In the transition of maintaining the catalog by ASR, the changes to the PCAS online Catalog application and ECAS course pages that are linked to the catalog were updated to resemble the other One Stop ASR Pillar applications in late October. This update also allowed the search results and program pages to link directly to current live college/department or division websites instead of static catalog pages.

#### **Policy discussion**

##### Repeats

Tina Falkner indicated that the implementation of a rule about repeated courses is still moving forward with a plan to implement for fall 2013. Currently, work is being done on a communication plan for students and staff/faculty so they are aware prior to fall 2013 registration. Angela Bowlus (from CLA) will write this plan. If you have thoughts on what is important to tell students/faculty/staff and what communication vehicles should be used, contact Angela Bowlus (abowlus@umn.edu) or Tina Falkner (rovic001@umn.edu).

There was a small change to petition guidelines. A reason for consideration to

approve the repeat would be that the course is needed for the student's major (with demonstrated success) and no equivalent coursework is available at a nearby institution.

#### Medical Supplement for Academic Petition

Tina Falkner said that a form is being created that helps guide students/providers provide the appropriate amount of information for a college to make a decision on an academic petition due to a medical reason. Currently, more often than not, students provide no information, too much information, or a letter of support from Disability Services (without information). This form, that would conform to ADA rules, would ask for just the information that is needed to make the decision and no more. The committee has requested that the Tuition Refund Appeal committee (housed in One Stop Student Services) investigate using the form (or a modified version of it) for their process, too.

#### Future policy group work

Sue Van Voorhis mentioned that the policy group will be looking at how to address 1) students who have one course left to complete their degree for extended periods of time without taking it and 2) the question of instructors automatically registering students who are attending class without registration.

#### **Training and APLUS**

Mark Bultman said that it has been 18 months since a survey to identify key topics related to APLUS training was completed. The outcome of that survey was the creation of online training modules. He asked the group for feedback on what training needs may exist now that APLUS is being more widely used. Tina Falkner said that they are looking for specific problem points that could be addressed in a five-minute video. Ideas can be submitted to Mark Bultman ([bultm001@umn.edu](mailto:bultm001@umn.edu)) or Tina Falkner ([rovic001@umn.edu](mailto:rovic001@umn.edu)).

Someone said they would appreciate training on setting up appointments and using calendars. Mark Bultman said that is an item in development now.

The need to provide updates to APLUS users when changes and improvements were made was identified. There are improvements made, but many people are unaware of them and only learn through word-of-mouth. Tina Falkner said that there is a list of APLUS users and that list could be used for notifications of changes and improvements. Sue Van Voorhis suggested setting up a blog to document these changes so that it could be referenced beyond a single email notification. Tina Falkner said a blog/email combination could be used.

#### **Discussion on Leave of Absence Approvals**

Ingrid Nuttall facilitated a discussion on the reasons for approving requests for a leave of absence. The information was requested in light of the new Graduate Education policy allowing leaves of absence and questions arising within colleges regarding appropriate use of this option for students.

Several people mentioned that the most common reasons students were granted a leave of absence were for medical, financial (needing to work full time), and travel (returning to home country) considerations. Someone from the College of Science and Engineering noted that nearly every request is approved, noting that the largest reason is medical (either for the student or a family member). Another one they approve is when the student is completing coursework at another institution that will be transferred back. Someone else mentioned approving a leave of absence for a student who had enlisted for military service.

Someone asked the group what would be cases when a leave of absence wouldn't be approved. Someone mentioned denying a leave for a student who had a double major and was requesting a leave of absence to take a job that applied to the other program. Another person mentioned a complicated situation precipitated by a case of academic dishonesty. Someone mentioned removing a leave of absence when a student was suspended as they considered the suspension to take precedence over the leave.

Tina Falkner pointed out that there are differences in how the policies were written. The undergraduate leave of absence policy allows for broader choice to leave, as we take it in good faith that a student in good standing will return. The graduate policy is much more restrictive. A leave may be considered when there are extenuating circumstances.

Gary Andersen noted that a lot of students are put on a leave of absence in PeopleSoft without a return date. There is also a huge variance in how long leaves are entered; some are just one semester, some are more than a year. Someone mentioned that many times students are unable to say exactly when they are returning, so it's easier to enter it without a return date. Someone from the College of Science and Engineering said that if a student would like to return earlier than planned, he or she must fill out an application for readmission so that the college has documentation.

Ingrid Nuttall requested that any further thoughts be sent to her ([ingridn@umn.edu](mailto:ingridn@umn.edu)).

### **Student Loan Web Exit Demo**

Jody Seiler-Peterson and Maggie O'Neill presented a new online tool for student loan exit counseling. There hasn't been a change to University policy or the federal regulations requiring student loan exit counseling, this new process now just enforces them.

One key point is that a hold is placed on the student's record when he or she has been identified as needing to complete exit counseling. Students with a loan history are identified to complete exit counseling when they are 30 days from their graduation date or when they have dropped below half time enrollment. This hold is removed two business days after the exit counselling is complete. Sue Van Voorhis noted that the reason for the two business day wait is because the process involves

receiving confirmation from the federal government.

The federal regulations do not discriminate based on reason for falling below half time enrollment. This means students with an approved leave of absence, students with an approved 13 credit waiver who are below half time, and students registered for GRAD 999 will all be identified as needing to complete loan exit counseling.

Once identified, students will receive an email with a link to the online exit counseling. This link is not published and is not shared outside of this process.

Maggie O'Neill pointed out that the exit counseling provides information about their rights, responsibilities, and options for if they have difficulty with repayment. Students with questions should be directed to Student Account Assistance ([stdtloans@umn.edu](mailto:stdtloans@umn.edu) or 612-625-8007).

Sue Van Voorhis noted that more communication including all of the implications of enrollment and leaves of absence would need to be distributed.

### **Enterprise System Upgrade Project update**

#### Student

Frank Blalark provided an update on the Student work stream. The ESUP kick-off occurred on October 16 and was attended by more than 300 people.

In mid-October, representatives from all five campuses met in person to discuss visions of and barriers to success and how to work together throughout the project to come to consensus on standard business processes for the enterprise.

“Plan & Discover” sessions started October 17. These sessions are an expansion of the fit/gap work previously done. The purpose is to demonstrate to the implementation partner how we currently work so that they know what needs to be addressed. January will be the start of the next phase, “Analyze & Design.” That phase will involve business process change. RAC will be involved in this process, but specifics are not yet known.

Sue Van Voorhis said that people should begin thinking about pain points and processes that could be improved. Improvement can't be promised at this point, but these areas need to be identified so that they can be looked at.

Frank Blalark said that ongoing information is available at <http://upgrade.umn.edu>.

#### Portal

Julie Selander announced that the Enterprise Portal Project governance structure was approved by the ESUP executive steering committee (attached). Julie highlighted the role of the advisory committee (which will consist of many stakeholders and constituents around the campus including the members of RAC), the portal leadership team which Julie chairs, the role of Susan Geller as Portal project director, the steering committee (which is made up of the same committee

members for ESUP), and the executive oversight committee (which is the same group of individuals for ESUP).

Julie Selander noted that the Enterprise Portal is of critical strategic importance to the campus community and for ESUP. The portal leadership team expects the portal to fundamentally change how students, faculty, and staff receive and provide information such as information and reports, interact with PeopleSoft through self-service functions, and perform their various job duties and student functions. The portal crosses all of the work streams (student, HR, finance).

Julie then introduced Susan Geller.

Susan Geller said that she's been at the University for 11 years and has worked on projects bringing people together for major change initiatives. She indicated that her expertise is in change process and will look to the community to create a portal that works for everyone. Susan said she is starting project initiation (including a charter) and is looking towards a February timeframe for kicking off work with stakeholders.

## **Graduate education agenda items**

Present: Gary Andersen, Rhonda Bjurlin, Frank Blalark, Caitlin Boley, Lindsay Bork, Brad Bostrom, Earlene Bronson, Mark Bultman, Sarah Huhta Corrigan, Mary Crosson, Stacy Doepner-Hove, Jessie Eastman, Tina Falkner, Jennifer Franko, Michael Galegher, Laurie Gardner, Stacey Grimes, Ann Hagen, Jeremy Hernandez, Constance Hessburg-Odland, Chris Holland, Liz Holm, Jason Holscher, Lisa Hubinger, Barbara Jensen, Paula Jewell, Jill Johnson, Mandee Kuglin, Jo Ellen Lundblad, Carla Mantel, Heather McLaughlin, Meghan Mullaney, Ingrid Nuttall, Margie O'Neill, Cindy Pavlowski, Elyse Paxton, Robin Peterson, Genny Rosing, Rebekah Saunders, Marjorie Schaeller, Jody Seiler-Peterson, Julie Selander, Angie Senko Rehn, Mary Ellen Shaw, Kate Sophia, Karen Starry, Susan Suchy, Cosmin Tarau, Georganne Tolaas, Matt Tveter, John Vollum, Kathy Walter, Susan Westacott, Lisa Wiggins, Wendy Williamson, Sarah Woessner, Ellyn Woo

## **Announcements**

Stacey Tsantir from the Global Programs and Strategy Alliance provided a handout of requirements for graduate student international travel (attached). There are two main requirements: (1) mandatory insurance and (2) the need for approval from the International Travel Risk Assessment and Advisory Committee (ITRAAC) before travel to countries on the U.S. Department of State's Travel Warning list. Stacey requested that the DGS Assistants and program staff help to remind their students of the requirements. To request additional handouts for your unit/program please contact Kaoru Nunn at [nunnx016@umn.edu](mailto:nunnx016@umn.edu) or refer students to <http://global.umn.edu/travel/grad>.

## **Updates**

### Faculty Role List

Heather McLaughlin said that all of the requirements had been gathered for the

advisory group.

### **Enterprise System Upgrade Project update**

Frank Blalark, Julie Selander, and Susan Geller repeated their presentations from the undergraduate section.

### **How to fix Problem Uploads in ApplyYourself**

Dean Tsantir said that some U.S. universities, including the U of M, are starting to use electronic services for official transcripts. Applicants are able to upload these into ApplyYourself. They are also able to check these individual uploads themselves to ensure they uploaded properly and usually have no problems. From the applicant perspective, everything looks fine. However, because of the document's security settings, when viewed as part of the larger PDF batch (the multi-page document you get when you hit the print button in AY), the page containing the transcript will often display an error message. In other words, the problem occurs when the transcript gets combined with the rest of the PDF pages.

There are two temporary fixes for this problem:

- 1.) While the official document doesn't work with the batched PDF, you can still view it individually. To see it, go into the section of AY where it was uploaded and click 'view document.' This is basically the same as what the applicant does.
- 2.) If you need the document to be part of the larger PDF, the best fix is to print, scan, and upload the scanned document in place of the one uploaded by the student. Once your document is ready, simply click 'upload document' and follow the prompts. While less-than-ideal, this only takes a few minutes and will now be viewable in the batch.

AY is aware of this issue and the University has requested that they once again work to resolve it.

This is an unavoidable issue for U of M undergraduate students. The Graduate School is instructing U of M applicants to NOT request official transcripts. Instead, they should upload unofficial copies, which are free of charge to the student. The Graduate School never requests official transcripts from U of M undergrads because they can be looked up in PeopleSoft.

If you would like to edit your program instructions to the same or similar language that One Stop uses, see <http://z.umn.edu/ugradtranscripts>.

### **Student Loan Web Exit Demo**

Jody Seiler-Peterson and Maggie O'Neill repeated their presentation from the undergrad section.

Genny Rosing noted that for a number of programs, the college office is not the one who maintains their graduation date, it's the Graduate School. If these students need to change their graduation term, they would need to do so through the Graduate

School.

### **Policy Update**

Karen Starry provided an update on the leave of absence policy guide. It is scheduled for dissemination this week and will include a summary page (including the policy URL, the effective date, key points, and an overview of responsibilities) and a section that outlines responsibilities in detail (including issues related to each responsibility that the unit/individual may wish to consider).

This guide will be made available in email, in the University policy library, and in the “Policy & Governance” section of the Graduate School website.

The document is a policy *guide*. It is not intended to prescribe how units/individuals impacted by the policy must address their roles and responsibilities. The purpose of the guide is to provide a springboard for discussions as colleges and programs establish internal policies and practices in support of the policy. The guide is not intended to be an exhaustive “to do” list as considerations will differ based on the unit. The guide should be considered a “living document” that will be updated as needed.

If you have feedback on this guide, please share it with Karen Starry ([starry@umn.edu](mailto:starry@umn.edu)) or Ingrid Nuttall ([ingridn@umn.edu](mailto:ingridn@umn.edu)).

The next policy guide will combine a few policies. It will include the Application of Graduate Credits to Degree Requirements and Credit Requirements for Master’s and Doctoral Degrees. It may also include Performance Standards and Progress and Completion for both master’s and doctoral degrees. The expectation is that this will be completed more quickly than the leave of absence guide.

### **College Information Sessions**

Ingrid Nuttall provided an update on the Graduate Education Transition Information Sessions (GETIS) presented to colleges. These sessions were completed November 2. There were two common themes: the desire to have more information about policies and how to implement them and how to know if the college was compliant with a policy.

In response, ASR will facilitate best-practice sessions about policies. A couple of times will be set for people to gather to talk about best practices. These practices will be documented and shared.

There was also a strong desire for a toolkit that could be a place where faculty and staff could go to get information.

A question arose regarding the degree plan form. Now that the grad school is not providing the same level of scrutiny of degree plan form, is that being done at college level? If not, what implications does that have for clearance and degree progress? There is hope that the enterprise portal will help with this.

The GETIS also revealed that everyone is in the middle of change and will have to work with shorter-term solutions knowing that longer-term solutions coming.

Priorities moving forward are:

- Setting dates for LOA best-practice sessions.
- Investigating if programs not in the Graduate School can use the same workflows.
- Working on wireframe/mock-up of a toolkit
- Looking at the minor declaration process (it was identified as a pain point, but there isn't a goal for it yet).
- Refining communication to make sure we get the information out to the programs.