

RAC

December 3, 2012

Present: Gary Andersen, Maureen Andrew, Rhonda Bjurlin, Frank Blalark, Earlene Bronson, Cortney Carlson, Laurel Carroll, Pam Cook, Kathleen Corley, Sarah Huhta Corrigan, Jennifer Decker, Molly Diethelm, Vicki Field, Tracy Fischer, Carol Francis, Teresa Fruen, Kit Gordon, Amanda Grimm, Nannette Hanks, Chris Holland, Lisa Hubinger, Paula Jewell, Jill Johnson, Sue Johnson, Bri Keeney, Jennifer Koontz, Mande Kuglin, Sarah Kussow, Jo Ellen Lundblad, Tracene Marshall, Emily Mraz, Nan Nelson, Mary Ellen Nerney, Anya Norton, Ingrid Nuttall, Margie O'Neill, Laurie Pape Hadley, Cathy Parlin, Cindy Pavlowski, Elyse Paxton, Lonna Riedinger, Rebekah Saunders, Marjorie Schalles, Angie Senko Rehn, Mary Ellen Shaw, Kate Sophia, Susan Suchy, Georganne Tolaas, Matt Tvester, Sue Van Voorhis, John Vollum, Susan Westacott, Jessica Whitcomb-Trance, Lisa Wiley, Sarah Woessner, Ellyn Woo

Undergraduate education agenda items

Introductions and approval of November minutes

No changes to November minutes.

Announcements

Academic Scheduling software upgrade

Sarah Kussow announced that the Office of Classroom Management (OCM) will be upgrading the software used to schedule classrooms, included non-class events. The most visible change will be the event request/schedule viewer. The new software will be rolled out at the end of February and they will plan to do a demonstration before then. This will be an enterprise-level software license that will cover all campuses and be managed by the Office of Information Technology and OCM.

APAS "tutorial" update

Ingrid Nuttall updated the group on a discussion on needs for an APAS tutorial. Work is underway on this effort and plans to show updated information in February.

System maintenance

Ingrid Nuttall announced to the group that there would be an extended system maintenance window over the first weekend of January. Systems will be unavailable starting at 6 a.m. Saturday, January 5 with restoration of services complete at the usual time of 12 noon on Sunday, January 6. This planned maintenance happens annually the first full weekend in January following the New Year holiday.

Student rating of teaching

Tina Falkner updated the group on an effort to replace the current system of student rating of teaching. There is a group of 10-15 online systems that are being investigated, but there are currently no plans to replace the paper system with a completely online system. She will provide an update in January or February.

ASR-IT update

Laurie Pape Hadley reminded the group that ASR analysts are at work on the Enterprise Systems Upgrade Program (ESUP). Use the appropriate support lines rather than contacting a specific analyst if you need assistance. Student Records Training and User Support can be reached at 612-625-2803 or srhelp@umn.edu. The Student Financials and Financial Aid teams can be reached at SFHelp@umn.edu.

Spring tuition setup is being reviewed and calculation will start on the dates requested by each campus. Tuition calculation will appear on student accounts after December 7 for Twin Cities & Rochester, December 13 for Crookston, December 14 for Duluth, and after January 2 for Morris.

Grade entry best practices

As the grade entry period for fall terms draws near, Laurie Pape Hadley provided some grade-entry reminders and best practices.

Mobile devices, such as smart phones and tablets (e.g., Android, iPads) will not work with PeopleSoft self-service pages for grades.

The browser (and version of browser) used by the grade enterer can also have an impact on grades entry. Mac users typically have the best success with Safari (note: Safari on an iPad will not work for grades entry). PC users typically have the best success with Firefox.

Due to the recent PeopleSoft Tools 8.5.2 upgrade, anyone that works with grades, including enterers and approvers, should clear their browser cache prior to the grades entry period in order to ensure they have the most recent version of the grades pages.

Grades can be entered [online](http://onestop.umn.edu/faculty/grades/final/index.html) (<http://onestop.umn.edu/faculty/grades/final/index.html>) through the University Self-Service grades pages. Instructors should verify that they have access to all of their assigned grade rosters before the last day of instruction by using the "My Classes" report in [UM Reports](https://www.umreports.umn.edu/) (<https://www.umreports.umn.edu/>).

Class rosters and grade entry for courses owned by the School of Public Health are available only through the School of Public Health [grading system](http://secure.ahc.umn.edu/publichealth/sphgrades/). (<http://secure.ahc.umn.edu/publichealth/sphgrades/>)

If you know of someone encountering issues with grades entry, please have them call the SR Training Team at (612) 625-2803 or contact them via email. (srhelp@umn.edu)

Gary Andersen said that while grades are due at midnight on December 27, grades

can still be entered after that. There is nothing preventing grade entry in the system because of that deadline. Sue Van Voorhis noted that probation/suspension is run on December 28.

Loan Exit Counseling Update

Tom Schmidt provided an update on the new online loan exit counseling system. He reminded the group that there are not new regulations, but this process allows the University to be compliant with the current regulations and University policy.

November was the first large group of students identified to complete loan exit counseling (primarily due to December graduation) and it has gone very well. In this group:

- 4,000 students were directed to the counseling system and determined that they needed to complete exit counseling based on the criteria on the landing page
- Of those student, 600 had quizzes to complete (based on the types of loans they had)
- Of those students, only 1 failed a quiz three times and was referred to Student Account Assistance
- 30 students failed a quiz 1 or 2 times, but then passed and were able to move on.
- Most students complete them easily.

Tom Schmidt also reminded the group that completing exit counseling does not necessarily mean that the student will have to start repayment. He also noted that students with dual degrees would need to complete exit counseling when they complete one degree even if they are still working on another degree. If they take out more loans after completing that exit counseling, they will have to complete another exit counseling when the next degree is completed. If students have questions, they should be directed to Student Account Assistance.

Someone asked how soon exit counseling is available to students who need to complete it? Tom Schmidt said that if the student registered to graduate, the exit counseling is prepared for them 30 days before the graduation date (though this time may be shorter depending on when they apply to graduate). For students who are identified because they drop below half-time, the timing depends on when that occurs. If it happens during the term, they are identified within a couple of days. If it happens between terms, they won't be identified until after census to ensure that they aren't registering for additional classes.

Someone asked if the notification sent to the students includes the link to the application. Tom Schmidt replied that the link as well as what information they will need (e.g., names, addresses) to complete the counseling is included in the notification.

Someone asked if students on a Leave of Absence have to complete the exit counseling. Tom Schmidt replied that they would because they are not enrolled at least half time.

Someone asked about the timing of the notifications. Tom Schmidt said that there is an initial invitation sent via email. If the counseling isn't completed, a reminder email is sent 15 days later. If counseling isn't completed 30 days following the initial invitation, they will receive information in USPS mail. That information encourages them to complete the counseling online, but also provides a paper option.

Enterprise Systems Upgrade Program (ESUP) Update

Frank Blalark provided an update on the student project of ESUP. Currently the project is in the first phase, which is going through how do we do what we do now page by page, process by process. The second phase will be deciding how we will do things in the future once the upgrade is complete.

For the second phase (called "Analyze & Design"), it is important that there is feedback from RAC. For the processes that will change, the team needs to have a feel for how changes to the system would affect day-to-day work. As functional design specifications are created, requirements for new processes will be gathered. The team needs to know pain points, what is desired, what works, what doesn't work. While there is no guarantee that specific feedback can be delivered as new functionality, it is important for the team to know this information when making decisions on how processes will work in the future.

Creating the new processes will happen in sessions called Interactive Design and Prototyping (IDP). These are intense, day-long sessions that may take several weeks for a single process. It is important that the right people are in the room during those sessions.

In January, we will have a draft of the IDP schedule and sessions will start in February. During the January RAC meeting, we will be able to discuss what will be worked on in February. We will continue this pattern of discussing the processes that will be worked on in the following month so that we have the feedback needed to move forward.

Tracene Marshall said that she appreciated that people were being brought into the process, but asked who was critical to be involved at this point. She noted that as an adviser, all she needs to know is practical information such as how to remove a hold. She is comfortable with a complete change in how that happens so long as she knows how to do it in the new way when the system goes live. Frank Blalark said that by the January meeting, there would be more information about this.

Structure of future RAC meetings

Frank Blalark said that in light of the feedback needed from the group in the IDP

phase of the project, he would like to propose that the structure of RAC be modified to include a common session attended by both undergraduate education and post-baccalaureate education professionals. There was some discussion on how to best arrange this, but the consensus was that starting with undergraduate topics, then a common session (to include ESUP topics), followed by a session for post-baccalaureate topics would be best.

Policy discussion

Tina Falkner said that it was time to begin the comprehensive review of policies. Comprehensive review is the time to ask the following questions:

- Is the policy is still needed?
- Is it clear?
- Are there glaring holes in it?
- Does the policy accommodate new methods of teaching and learning (e.g., distance education)?
- What are the consistent questions/concerns you get from students/faculty/staff about it?
- What do you wish the policy said/regulated (related to the topic of the policy) that is doesn't appear to now?

As well as any other general feedback you may have about the policy.

Academic Calendars

Tina Falkner said that she had received feedback indicating the need for more clarifications about exams/study days/university not in session, including spring break. The question is: can things happen during spring break or on study days?

Someone asked if there was always a study day for undergraduates each semester. Tina Falkner said no and that this question is addressed in the FAQ of the policy. Depending on when Labor Day falls, there isn't always a study day because the last day of finals will be no later than December 23.

Tina Falkner indicated that if there weren't any requested changes to the policy, it would be left as is.

Academic Probation and Suspension for Undergraduate Students

Lonna Riedinger asked about students returning to the University, but different college after suspension. What is the process if a student is suspended from one college and would like to return to another one? Tracene Marshall said that it is up to the other college if that would like that student readmitted. Tina Falkner said this would be a good question to add to the FAQ.

Tracene Marshall said she would like to see it very clearly stated without wiggle room. Tina Falkner asked if there should be an institutional barrier and offered the example of somebody deciding they no longer want to be a chemical engineer and

would instead like to pursue becoming an art historian. Tracene Marshall said that she would like to have a process of working with students. Sue Van Voorhis asked if advisers wanted to work with students who don't want to be in their programs and instead enter another college. Lonna Riedinger said that is part of the application process of moving from one college to another (outside of the question of suspension). Sarah Huhta Corrigan said that students would get the best advice from the college they would like to join. Mary Ellen Shaw indicated that her college works with the other college to make sure it's a workable situation. Sarah Huhta Corrigan said that not every college would be willing to do that. Tracene Marshall said that she thinks it is within an adviser's ability to look at another program and see if the student would be able to succeed in the major for at least 1 or 2 semesters.

Someone from the College of Biological Sciences said that there have been conversations that indicate it is redundant to have students come back to CBS when they really want to be in CLA.

Academic Unit Authority over the Curriculum and Major

Tina Falkner received feedback about course changes going through the regents approval (this happens in PCAS).

Credit and Grade Point Requirements for an Undergraduate degree

Nannette Hanks indicated that CLA has a desire to have greater authority of GPA requirements (i.e., a higher GPA in major coursework). Representatives from many departments within the college were rather surprised that it wasn't allowed. The sentiment was that it is not service students well and that they should be held to a higher standard. Sue Van Voorhis asked if students with a 2.0 would be told to leave. Nannette Hanks said that she brought up that issue and the response was that students need to have a high bar from the start and that they need to work harder for their major requirements.

Graduate education agenda items

Announcements

System maintenance

See announcement from undergraduate session.

Academic Scheduling software upgrade

See announcement from undergraduate session.

Change to deferring applications

Jim Rowan reminded the group that applicants can request their applications be deferred a full year. A student admitted in fall 2012 can ask to be deferred to 2013 and would not need a new application/fee. This change can be made on the appraisal form and it will be moved through.

Updates

Staffing

Frank Blalark informed the group that Heather McLaughlin accepted an offer in OIT. Send questions about workflow to grad-wfg@umn.edu.

Grade entry best practices

See item from undergraduate session.

Milestone forms

Stacia Madsen provided an update on the progress of milestone forms.

Exam forms

The team has met with faculty committee. They said to keep things on paper as it offers more flexibility. Process improvements for the paper process will be investigated.

Preliminary written exam form

This will be made into a workflow process and work has just begun. Because the background work was done a year ago, this should get underway quickly.

Enterprise System Upgrade Project update

See item from undergraduate session.

Structure of future RAC meetings

See item from undergraduate session.

Those in attendance for the post-baccalaureate session also agreed that the new structure would be workable.

Loan Exit Counseling Update – Tom Schmidt

See item from undergraduate session

Someone asked what would be considered less than half time for graduate students. Tom Schmidt said that he wasn't sure as this is determined by the system and it may depend on the program Stacia Madsen said that for most programs, it would be less than three credits.

Someone asked how long it was between completing the exit counseling and when the hold is removed from the record. Tom Schmidt said that it is two business days because a confirmation from the federal government is required and that is sent on a delay.

Robert: Bode asked how this is being handled with monthly graduation. Tom Schmidt said that those students are identified based on their request to graduate. They are invited to complete exit counseling 30 days prior to the graduation date.

Someone asked if the hold on the record prevents the degree from being granted. Tom Schmidt said the degree would be granted, but they wouldn't receive the paper diploma or transcript.

Grad Ed Policy Progress Report

Ingrid Nuttall provided a short update in Karen Starry's absence. The leave of absence policy guide was sent out. Another policy guide will be available by the end of December with 5 policies related to degree progress: credit requirements for master's and doctoral degrees, doctoral degree: completion, doctoral degree: performance standards and progress, master's degree: completion, master's degree: performance standards and progress. After that is completed, there will be in-person best-practice sessions on those policies.

LOA best practice updates – Ingrid Nuttall

Ingrid Nuttall provided an update on the two best practice sessions held the previous week regarding leave of absence (LOA). Approximately 30 people total attended the sessions and there was some lively discussion and some outcomes:

1. Content in the sessions will be available to people later (e.g., online tutorial) so there is something to refer to later.
2. There will be further clarification on the difference between LOA and GRAD 999 because there are still some questions around that.
3. There was a desire to do another session about LOA with the assistantship office to cover the implications of LOA with graduate assistantships.
4. There was a request to have an online withdrawal checklist for graduate students
5. A generic letter template will be created that can be used by other departments

Questions about LOA procedure can be sent to srhelp@umn.edu.

Continuous enrollment for DMS

Frank Blalark said that after further review of the Grad Ed policies, the process for discontinuation will not go into effect until fall 2013. In addition:

- ASR-OTR does not plan to discontinue M.Ed students until fall 2013
- ASR and CEHD will be working together to outline and implement a more flexible readmission/reactivation business process that allows for local readmission and/or readmission via AY

Stacia Madsen said that the impact is for DMS students. Regular discontinuation process will happen in spring for GRD students.

Policy discussion

Tina Falker led a discussion on the comprehensive review policies that are

applicable to post-baccalaureate education.

Academic Calendars

Someone asked which Saturday around Spring break is the break Saturday and which is the class Saturday? Tina Falkner said the Saturday before the break Monday is the break Saturday.

Academic Unit Authority over the Curriculum and Major

Someone asked what the other side of the question is if the unit already has the authority. Tina Falkner said course changes pending approval of the regents (in PCAS). In theory, the provost could say no to changes. There was a request to have clarifying language about course approval to codify that the authority rests with the academic unit.