RAC
April 7, 2008

Present: Gary Andersen, JoAnn Ash**,** Frank Blalark, Sheryl Bolstad, MEG Calabrese, Steve Carnes, Carla Claussen, Grant Clavelle, Pam Cook, Dan Delaney, Tina Falkner, Tracy Fischer, Jennifer Franko, Marci Freundschuh, Laurie Gardner, Kit Gordon, Stacey Grimes, Carol Gross, Lucy Hartel, Jason Holscher, Emily Holt, Pam Klopfleisch, Jennifer Koontz, Mary Koskan, Stephanie Lawson, Margo Mueller, Kathy Nolan, Ingrid Nuttall, Laurie Pape Hadley, Heather Peterson, Lonna Riedinger, Vickie Roberts, Genny Rosing, Cindy Salyers, Jody Seiler-Peterson, Mary Ellen Shaw, Pat Sherman, Clare Strand, Nate Thompson, Travis Trautman, Terri Tuzinski, Kasi Williamson

Announcements: Mary Koskan distributed a copy of the One Stop spring statistics. In December, the One Stop staff began commenting after every interaction with students. This has had an impact on service times but will also improve service to students; PeopleSoft performance issues have also had an impact on service times.

Mary Koskan announced that One Stop recently added a statement to the end of emails sent to students that says, "Your feedback helps us improve the student experience. At any time, you can let us know how we're doing at the following link." The purpose of adding this message was to receive feedback from customers as they receive communications from One Stop.

Mary Koskan announced that One Stop has added information on 12 One Stop pages asking users to indicate if the page was useful for them. We will evaluate the responses and then switch to 12 different pages.

Mary asked the group to please ensure that "One Stop" is spelled as two separate words on department and college Web sites.

Tina Falkner announced that the new liberal education requirements passed the University Senate. Kasi Williamson and Tina Falkner will be working with Laurel Carroll on a communications plan for the liberal education changes to ensure communication conveys the purpose of the requirements and to make sure that students understand them. A new theme was added; the new theme is "Technology in Society."

Sue Van Voorhis updated the group on the tuition increase; until the legislature decides what the University will receive, we don't know exactly what the increase will be. It will be no less than 7.5% and no more than 9.999%. Because of the Enterprise Financial System (EFS) project, we will need to know tuition projections in mid to late May.

Sue Van Voorhis provided the group with an update of the EFS project. Round three of testing is starting soon which is the final pass. As far as we see, things will be moving forward throughout the summer. OIT will address any performance issues if they arise.

Sue Van Voorhis noted that registration is starting; there's a group in OIT that's being proactive and testing a few things out and trying to improve performance. We will be communicating with our constituents should any issue arise.

Clare Strand asked how OTR communicates with students and advisers. We send out a message to our internal emergency contact list first, and send messages out to the RAC and, if warranted, the AAN listserv. If we need to communicate with students, we post a message on the One Stop Web site, but this is only if the system is completely unavailable. Sue Van Voorhis stated that if system issues continue during registration, we may extend the queue.

Sue Van Voorhis asked the group if the colleges update subplans for undeclared students if the student has changed their interest. IT updates the sub plan; CEHD has an annual process of updating them for students who may need to make a different choice. The other colleges do not update them.

Sue Van Voorhis announced that Vickie Roberts is leaving her position as Director of Academic Records and will be working in Williamson Hall for the next year on a variety of projects. Frank Blalark will be the temporary Director. Vickie has been in the Office of the Registrar for 9 years after many years in the College of Continuing Education. Vickie is keeping her same phone number; Frank's phone number is 612-626-8410.

Cindy Salyers announced that the subcommittee that was formed to look at the student roster has met. They are looking at changing the student roster report to include all active students and have decided to have a new prompt so users can select which students they wish to view. The logic behind the report will be more like the major/minor roster so a student doesn't have to be registered to appear on the list. There was also a request for a new report to look at dual programs by adding a column to the major/minor roster that for "other plans." These requests will be put into the project plan for the upcoming year.

Review of March minutes: There were no changes to the March minutes.

Project update: Jody Seiler-Peterson provided the group with an update on the ASR-IT projects.

Financial Aid continues to prepare for the2008-09 aid year. This includes packaging set-up, budgets, and summer 08 awarding. Student financials continues their preparation for summer and fall tuition set-up.

The Exit Interview project has been completed. The report created in this project of a student's full borrowing history was used at Grad Fest. The reaction was positive; Duluth will be running the reports for their exit interviews later this semester.

The One Stop Web page redesign project is underway. The goal is to have the changes in place for orientation in mid-June. Mary Koskan announced that she would provide an update of this project at the May RAC meeting.

Student Engagement Planner will be in usability at the end of April.

Sue Van Voorhis commented on the Customer Relationship Management (CRM) project. Several individuals who attended a recent conference were hoping to look at vendors who had CRMs related to what we want to do, which is not the marketing and sales piece. We have not had a lot of luck finding a vendor who can provide the services we need and therefore have had a hard time finding a consultant who can help us determine what product will work for us.

iSTEP: Tina Falkner reported on the iSTEP group who is looking at creating a tool to assist advisers in helping students succeed. The group has met for a second time. It was a good meeting. A fall 2008 deadline had been discussed for having the tool created and deployed but the group has determined that this is unrealistic. The group is determining if there is there another way we can leverage some of the other tools the colleges have created. To this end, there was a meeting with technical folks in the colleges to see what we can use—for example, leveraging the technology that the Scholarship Project is based off of. The group has also talked about breaking the project into phases and about functionality; the Project Management Office (PMO) will be involved in this stage. A charter has been drafted and feedback is welcome; the charter will be sent via the listerv for comments as well. The focus of this project is initially on undergraduate but eventually, it could be used for graduate and professional students.

SCEP policies update: Tina Falkner updated the group on the Senate Committee on Educational Policies (SCEP) policies review. The policies review group put policies into eight categories with headers; it may not stay this way. The recommendations will be back before SCEP in May for the discussion. It was in the docket language is that the plan now is to have these all approved by the Senate likely next spring.

Sue Van Voorhis noted that it was her understanding that the policy approval process might add another year onto the timeline. Tina Falkner stated that we may get some sort of exemption because the policies under review already exist. Tina also noted that the format will be the format of the policies library. Have to get an exception from that format that, since we have broad categories, we have to have numbers or lettering to chunk them out form the topic. The policies will be sent to the RAC listserv; please read them and think about how they do or don't work with the language of the work that you do; send all comments forward to Tina.

Sue Van Voorhis asked the group to specifically look at the D grade in major course work policy; the group will discuss degree-related policies in May.

Currently, students can only use six total "skills credits," unless more are required for their major. ASR is proposing the study skills limitation policy have more clarification. Students are confused as to what courses apply to this category. ASR would like the list of "skills" courses to be made more visible and accessible.

Midterm alert project: Tina Falkner provided the group with a handout and an update on the project which is looking at to look at reinventing mid-term alerts. The recommendation for this project is:

 "To improve and expand the University of Minnesota's centralized midterm alert system to enhance functionality for academic alerts and allow for submission of "other" early warning data pertaining to other parts of the student experience. The new early warning system would provide a more robust picture of a student. Certain early warning data can be used as behavioral predictors of potential for "spiraling out of control" and appropriate university faculty and staff can use these data to apply appropriate interventions for the student. Such interventions can assist with retention and graduation."

The goal is to have a repository where information can be submitted and viewed/accessed with appropriate privacy and security applied. The team is also meeting with a behavioral intervention team to talk about how to help students be successful by triangulating data. The handout also shows how this project fits into the University's strategic pillars.

The handout shows the information collected showing what a system might ideally have. Ideally, there will be an administrative function, an academic function, a non-academic function, and reporting/output. The midterm alert policy is written in such a way that we don't know how alerts are sent or if they are. Another committee is looking at early warnings and interventions; this is a theoretical framework for how we're looking at midterm alerts.

Tina Falkner asked the group to provide feedback on the handouts (sent with the RAC minutes).

Steve Carnes asked who is at the table for these conversations from OIT; no one from OIT has been included at this time, however it has been submitted on ASR's project list to OIT.

Sue Van Voorhis informed the group that OTR discovered the Athletics grade alert system was using the wrong grading system. This has been fixed.

Consortium agreements: Frank Blalark updated the group on what has been done to-date with the consortium agreements. We have met with the Council of Undergraduate Deans (CUD) and presented information about the impact of consortium agreements on the institution. Right now, we're collecting data on some agreements that exist; some are missing and some haven't been tended to. Also looking at the impacts to see how agreements affect colleges, departments, and administrative areas. For example, if there is an agreement when and admissions decision needs to be made, who makes the decision? Does the student have to be admitted to two institutions? Who does the evaluations for transfer students? Which policies should be adhered to? How is registration done? Financial aid; how is SAP determined? Student services; which campus activities and health services is the student eligible for? Some agreements that are old that have changed but the contract itself has not changed. As far as moving forward, OTR is working on a template with the Office of General Council (OGC) that can be

used to make sure agreements are consistent. What we're missing is the process; have the legal language only. We have two drafts so far for both international and domestic agreements. Currently, we're just focusing on the academic agreement; there might need to be a financial agreement as well. Once the template is approved, it will be on the OGC's Web site as it is owned by the OGC.

Sue Van Voorhis noted that Frank has also asked CUD for agreements to be sent for programs that are already in place.

Tracking instructor roles and grade access: Terri Tuzinski talked to the group about instructor role and grade access. There are many business processes that use the instructor role. The access field currently defaults to "approve," but it is located in a place that might make it difficult to see. We will be adding "Grade" to the access field so it is clear what this field is for. Problems with access arise when people leave departments or the University and their access is not changed to "None." The revised recommendation for how requests for grade access is:

"Departments and colleges should continue to assign Instructor Role and grade access as they have been in the past with the exception of those individuals that should have access to Final and Supplemental grades for all classes in the department or college. These individuals should request access using the forms available on OIT Data Security's Web site at http://www1.umn.edu/datasec/security/.

Loan availability: MEG Calabrese updated the group on the current loan availability concerns. There's been a lot of press recently about student loans and how banks and lenders are getting out of the business. These concerns do not apply to the University. Our lender is the federal government because we're a directly lending institution. The SELF loan also has funding for the next year. Only private alternative loans are of concern and we tell students these loans should only be used as the last resort.