

## ACADEMIC SUPPORT RESOURCES

### UNIVERSITY OF MINNESOTA

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#### **Registrar's Advisory Committee**

October 4, 2010

270 Anderson Hall (west bank)

10:15 a.m. – 12:15 p.m.

**Present:** Gary Andersen, Bonnie Anderson, JoAnn Ash, Pamela Baker, Rockne Bergman, Brad Bostrom, Rhonda Bjurlin, Frank Blalark, Sheryl Bolstad, Danielle Bordeleau, Earlene Bronson, Cortney Carlson, Laurel Carroll, Pamela Cherry, Carla Claussen, Pam Cook, Kathy Dettman, Moly Diethelm, Tina Falkner, Tracy Fischer, Carol Francis, Jennifer Franko, Teresa Fruen, Laurie Gardner, Stacy Grimes, Nanette Hanks, Ann Haugen, Colby Heineman, Jeremy Hernandez, Shannon Hofmann, Lisa Hubinger, Linda Jagerson, Jill Johnson, Kara Kersteter, Kellie Greaves, Amanda Grimm, Sara Grothe, Sarah Ihrig, Michelle Koker, Jennifer Koontz, Nathan Kopka, Mary Koskan, Stephanie, Lawson, Carla Mantel, Gayla Marty, Heidi Meyer, Becky Mooney, Emily Mraz, Katherine Murphy, Heather Myers, Mary Ellen Nerney, Khosi Nkosi, Anya Norton, Ingrid Nuttall, Matt Nuttall, Margie O'Neill, Celeste Pape, Cathy Parlin, Cindy Pavlowski, Kristina Pearson, Heather Peterson, Terence Rafferty, Ann Rausch, Lonna Riedinger, Genny Rosing, Cindy Salyers, Jody Seiler-Peterson, Mary Ellen Shaw, Jody Soine, Susan Suchy, Nathan Tesch, Nancy Thao, Danielle Tisinger, Georganne Tolaas, John Vollum, Kathy Walter, Lisa Wiley, Kasi Williamson, Emily Wood

#### **Review of September minutes**

There were no changes to the September minutes.

#### **Announcements**

Ingrid Nuttall announced that all attendees of the September 2010 RAC meeting have been added to *the Record* listserv. Any recipient requests or changes should be forwarded to Ingrid at [ingridn@umn.edu](mailto:ingridn@umn.edu).

Sue Van Voorhis announced that ASR has been asked to model a 3 and 5 percent budget cut for the upcoming compact, due October 15. Sue will keep the group posted on any updates.

#### **Project updates – Jody Seiler-Peterson**

Jody Seiler-Peterson provided an update of completed and in-progress IT projects.

##### *Completed*

The automated scholarship system, which allows departments to post their scholarships to students' financial aid awards and student accounts, has been modified to simplify and streamline the batch entry process.

Highlights of these changes include:

- Automating processes, such as creating new scholarship item types, that previously required manual actions;
- Simplifying the approval process; removing the tax processes (replaced by new and more robust SF process);
- Adding additional security to the system.

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#### *In Progress*

Highlights of work requests submitted to the Office of Information Technology (OIT) for quarter 2 include the following:

- Complete Pillar upgrade and web apps banner changes
- Graduate education changes
- Truth in Lending Act (TILA) implementation
- Online Exit and Entrance interviews for student loan borrowers
- Student account enhancements (bill hosting)
- Testing for 8.5 Tools upgrade
- Make DARS analysis tables data accessible for reports and queries
- Add notification on subject changes in ECAS
- Annual 1098T tax form prep
- Collect and store emergency contact information for students, staff, and faculty

Matt Nuttall provided an additional update regarding the project to collect and store emergency contact information. The goal of this project is to collect and update contact information for all students, staff, and faculty. When this project is complete, a web page will display whenever a user logs into an application that requires x.500 authentication, asking them to verify that their contact information is up-to-date and giving them the opportunity to update it if it is not. Users will also be able to subscribe to TXT-U to receive emergency notifications at the point of verification. Initially, this page is being rolled out for “View Grades” and MyU Portal; it is hoped these will be live the week of October 11.

Sue Van Voorhis noted that many of the IT projects highlighted are compliance related or mandated updates. There are other projects ASR would like to advance, such as the alert system. Sue expressed a concern that not moving forward with other projects will ultimately have an impact on graduation and retention, and said there would need to be a broader strategy with central administration.

#### **Policy on credit for special exams, nationally-recognized exams update – Ingrid Nuttall**

Ingrid Nuttall updated the group on the status of the policy for special exams for departmental credit. This policy currently encompasses the policy on nationally-recognized exams (e.g., AP, IB). Ingrid sent drafts of these policies to the RAC listserv this summer and fall; the feedback received has been similar in nature, with questions mostly centering on what students are eligible to take special exams for credit. There will be a set of FAQ that will accompany these policies, and further definition of what it means to be an “enrolled” student will be included there. The current policy states that it applies to “registered” students, which is not accurate since students may be registered but not admitted to the University; the policy does not apply to these students.

There are also some changes that must be included to reflect the practice on the coordinate campuses. Nathan Tesch noted that he would review the policy more carefully for the Rochester campus.

#### **Policy exceptions discussion – Tina Falkner**

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Tina Falkner opened a discussion on a question that had come from a department regarding the appropriate entity that can make policy exceptions. Tina asked the group what the current practice is in their colleges regarding making exceptions to undergraduate policies.

The group agreed that everyone starts the process by requiring students to complete the petition form.

Lonna Reidinger noted that the answer a student receives regarding the process might depend on the person they're asking, and that it also depends on the policy. Tina Falkner said it might be a good idea to look at where language exists in Senate policies regarding exceptions to see if it is possible to provide some consistency in the policies themselves. Tina and Ingrid Nuttall will do this and return to the group with more information.

Kasi Williamson asked who are the various people are who might have the final word. It might be an advising coordinator or scholastic committee. Different people can make exceptions to different policies.

Sue Van Voorhis stated she would like the group to bring forward if there are certain policies that seem to have frequent exceptions; if there are frequent exceptions, there is something may be wrong or lacking from the policy. Tina Falkner noted this is something she also does with Suzanne Bardouche in the Office of Undergraduate Education.

Someone asked if there was a plan in place to make sure there is consistency between current undergraduate policies and any changes to graduate policies that occur during the transition. Tina said this work is being done by the graduate education policy committee.

### **One Stop updates and upcoming initiatives – Mary Koskan**

Mary Koskan informed the group that the former Fraser Hall One Stop staff have settled into the new Science Teaching & Student Services (STSS) building. Staff have noticed that walk-ins have increased this fall semester and emails have increased as well. One Stop is preparing also for a tour by the board of Regents. University Veterans Services is planning the appreciation event for student veterans, to take place on Thursday, November 11. It will be a low-key program this year on Northrop Mall (the auditorium will be reserved in case of poor weather). A chili lunch will also be provided. More information about this event will be provided at the next meeting and in other communications.

Mary distributed a handout regarding One Stop's ongoing financial literacy initiative ("Live Like a Student Now So You Don't Have to Later"). One Stop is conducting outreach presentations on this initiative; if you're interested in having them come and speak, contact Julie Selander at [goode021@umn.edu](mailto:goode021@umn.edu).

The "Live Like a Student" campaign was featured again at Welcome Week this year; students participated in a "game show" designed to inform them of costs and financial responsibilities associated with being a students. The campaign was also featured in the Homecoming parade.

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### Closure planning impacts and communications – Tina Falkner

Tina Falkner updated the group on the efforts of a cross-functional communications group looking at closure impacts. Regarding ASR's services, students will not be able to order official transcripts during the closure. The Office of Student Finance will also change disbursement dates for financial aid; we will disburse off-cycle, on December 22 and on January 4. One Stop locations will be closed. There are still some decisions that need to be made about what services ASR will be supporting and the office is still determining what services/applications will be available.

A document sent out to HR Pros back in April that provides some answers regarding expectations for P&As during this time

([http://www1.umn.edu/ohr/prod/groups/ohr/@pub/@ohr/@emprelations/documents/asset/ohr\\_asset\\_186604.pdf](http://www1.umn.edu/ohr/prod/groups/ohr/@pub/@ohr/@emprelations/documents/asset/ohr_asset_186604.pdf)).

Danielle Tsinger noted that OIT has a stringent policy regarding VPN restrictions and restrictions on storing private data on non-U of M machines. Tina Falkner also noted that there are lots of security redundancies' in place at work that cannot be replicated at home.

Sue Van Voorhis noted that she depends on civil service staff to provide her with information to respond to inquiries, and these staff will be furloughed during the winter closure, so she will not be able to answer all questions.

Danielle Tsinger also noted that there are equity issues regarding P&A staff; must P&As answer everyone's questions since they are working during the closure? This concern was echoed by others. It was also noted that exemptions can be provided for civil service staff that are deemed "essential," and they can take their furlough at another time. There was some confusion about how the process works for receiving an exemption.

Sue Van Voorhis noted that each college needs to determine how they are going to handle these issues.

Pam Cook asked that the 13 credit exemptions form be unavailable during the closure; this was echoed by others. Sue Van Voorhis noted that email registration will also be unavailable.

Molly Diethelm asked if a communication will go out to a broader audience; she expressed concern that students are not aware of the closure yet. Tina Falkner stated she believed a high level communication will be sent.

Sue Van Voorhis noted that external organizations can still conduct business on campus during the winter closure. She also noted that the RAC meeting will need to be moved to January 11 so it does not fall on the first day staff are returning to campus.

Pam Cook asked if there would be notification on the One Stop website; yes, there will be information in advance of the closure.

Tina Falkner asked the group to please notify her with concerns or other issues that should be addressed regarding the winter closure ([rovic001@umn.edu](mailto:rovic001@umn.edu)). This item will remain on the agenda for the upcoming months.

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#### **Business intelligence – Peter Radcliffe**

Peter Radcliffe, director of planning and analysis, provided an update on the University's business intelligence initiative.

This initiative has both a software and business process component. Ultimately, it will change some of the ways we work with data at the University. The end result will be a set of tools from Oracle for business intelligence that will include a dashboard system, a reporting tool that allows for ad hoc data analysis, and BI Publisher, a report writer for PeopleSoft and/or local data sources.

There is a group working on enhancing data governance issues as well. A goal of this initiative is for people to be able to share and innovate quickly across the institution. There will need to be training and development on the tools themselves as well as how to do analytic work so users understand how to get good information out of the system and make good decisions. Units will be able to develop and share reports with others; for example, University Services is going to be loading building index data into the tool.

This tool set will be something units and departments can use to work with their own data, central data, or a mix of the two. An outcome should be that units will be able to do some development of their own with easy-to-use tools without waiting for OIT to get to projects in a queue. Business intelligence supports a distributed development model.

In terms of a timeline, the team is working through this fall on gathering needs and determining what the priorities will be. This winter, the goal will be to make sure reporting data is in the system. The team is still figuring out what infrastructure needs to be in place in order for people will be able to use the tool.

Tina Falkner asked how access to private student data will be translated into the new business intelligence tool; will staff with access have to request it again? Access should be able to migrate with staff but the security model has not been determined.

Danielle Tisinger asked if this project will eventually replace UM Reports. The business intelligence project is intended to encompass everything that is currently in UM Reports, but also to broaden the base of individuals who have access to create reports. Sue Van Voorhis stated it was her understanding that ASR will need to develop reports for certain needs to ensure there is a standard in place.

Danielle Tisinger asked if non-degree seeking students are included in this project; they are, and there should be more data that is pulled from several systems, not just the PeopleSoft tables.

Matt Nuttall asked if it would be reasonable for units with an access database to be able to get that data to play with data in the reports generated through business intelligence; yes, within reason. The tool will talk to pretty much everything. In terms of what data gets loaded into a shared warehouse, this is something that is still being negotiated.

Teresa Fruen asked if it was accurate to think this project might be creating a need for every college to have a reporting expert; this is not the case. If a college has this resource, it will be useful but it is not necessary.

Mary Ellen Shaw asked if the project team has been in communication with collegiate IT staff; yes, the collegiate IT directors have been included.

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Peter Radcliffe can be contacted with questions as [radcl002@umn.edu](mailto:radcl002@umn.edu).

#### **Status, recent developments, and what's next – Frank Blalark**

Frank Blalark notified the group that the academic plans have been moved out of 08GRD and individual plans have been created for each college. All students who begin in fall 2011 will be admitted directly to the newly-created academic programs and plans, and their student record will be affiliated with the new codes. Current students are still in the Graduate School (i.e., 08GRD). If they graduate before fall 2011, they will graduate from the Graduate School; if they graduate fall 2011 or after, they will graduate from their appropriate college.

Sue Van Voorhis noted that student data will be moved near the beginning of spring semester so students registering for fall 2011 will register in the appropriate college.

Students admitted in spring 2011 or summer 2011 will still be admitted to the Graduate School, then moved to their individual college in fall 2011.

Gary Andersen asked about PeopleSoft security implications; will staff have access to see students across all programs or just their programs? This issue has not been worked out. PeopleSoft is not good at limiting access at this level. Correction access will probably be at the collegiate level and departments will have view access across all departments.

Cindy Salyers noted that in UM Reports, if you have access to private student data, you can look at students across colleges and departments. Frank Blalark said that after next year, report usage will be examined to determine which reports can be retired and which are essential.

Frank Blalark also stated that minors are now open to all career students. Going forward, new minors will have to be proposed in PCAS and tied back to a college. The Duluth campus is looking into processes associated with their programs and related policy implications.

There are also issues with academic plans or majors associated with the Academic Health Center and other programs owned by multiple program owners. Right now, the academic structure mandates that these be tied to one college. There are complications in how these plans are reviewed or perceived by the public. Sue Van Voorhis and Frank Blalark are working on an interim solution to this issue.

Someone asked if there are similar concerns regarding dual degrees; this is a separate issue. There are no issues with converting dual degree programs.

Work is also being done on developing PCAS as the curriculum approval system for graduate programs. ASR staff are working with the colleges and Barbara Brandt to identify the appropriate individuals in the colleges who will work with this system.

Frank Blalark noted that he would be coming back to the group for input regarding the different types of registration exceptions in the colleges and how they are approved so there can be a synergy between One Stop and collegiate processes. Frank will also be meeting with Sandra Eckline to talk about the portal implications, as well as with U Libraries to talk about electronic submission of thesis and dissertations.

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Frank Blalark also informed the group that the Humphrey Institute has changed its name to the Humphrey School.

#### **Graduate policies committee update – Tina Falkner**

Tina Falkner reported on Vicki Field's behalf that a draft policy on eligibility requirements for service on student examining committees is on track and should move through all of the necessary review committees this fall, with the expectation that it will be approved at the end of the term. A 30-day comment period will give the graduate education community ample time to provide feedback. The college representatives group considered the draft policy at a meeting on September 16 and made only a few comments. Also, subcommittees of the larger committee continue to examine policies related to registration and grading, admissions and fellowships, new programs and courses, exams and theses, and a bucket of "other." The committee is making good progress.

#### **Project websites – Gayla Marty and Kasi Williamson**

Gayla Marty highlighted the graduate education transformation website (<http://www.grad.umn.edu/Transition/>). This is the Graduate School's official transition website which provides broad-based, high-level information that should be relevant to everyone interested in what is happening with the Graduate School transition. Functionality will be added to tag content so visitors can find content by categories. There is also a list of programs by college (<http://www.grad.umn.edu/Transition/programs/>) so anyone can see which programs have been mapped to which colleges. A list of new program and plan codes will hopefully be posted soon. Any feedback on this page or issues should be sent directly to Gayla at [marty001@umn.edu](mailto:marty001@umn.edu).

Kasi Williamson shared a site in-progress that will serve as the home for the business process review teams working on the transition. Included in this site are pages for each team that includes a list of members, the project charter for each process, and documents related to their work, such as business process maps and decisions documents that include recommendations. The site will aim to provide enough information about how and why decisions have been made. This site is a good place to go for detailed information from all of the teams working on systems and processes related to this project; the objectives and milestones for each team are also listed. A complete list of the business processes under review will also be available on this site. Once the site goes live, anyone having access issues should contact Kasi directly at [will2026@umn.edu](mailto:will2026@umn.edu).

#### **Registration exceptions process – Dan Delaney**

Dan Delaney informed the group that ASR and Graduate School staff met to talk about how registration exceptions will be once the transition is complete. It is hoped that the current undergraduate petition form can be used to facilitate registration exceptions for graduate students. Issues have been identified regarding required signatures (i.e., different signatures required by different colleges), and there needs to be a consistent practice across all colleges.

Another issue identified related to permissions. Currently, when the Graduate School approves a class add after the deadline, they have access to do student specific permission, which then allows the student to add the class. If this practice were maintained, each college would have to have access to do student specific permission, which again requires a consistent practiced be used by all. There are implications for how this

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would work for 8333, 8444, and 8888 courses in terms of compliance and reporting. Decisions will need to be made by April, and the group will be consulted for feedback before then. Anyone interested in providing feedback should contact Frank Blalark at [blala001@umn.edu](mailto:blala001@umn.edu). Representation from across all colleges is preferred.

Someone asked if there had been any discussion about this being an online approval process; this has not been discussed yet but it is something that could be investigated.

Someone asked if there has been any discussion about the GRAD 999 registration. Tina Falkner stated that the policy committee is looking into policy implications for GRAD 999, and Frank Blalark said a separate group is investigating implications for the readmit process.

#### **Graduate School Student Services and Progress update – Kasi Williamson on behalf Karen Starry**

Kasi Williamson provided on behalf of Karen Starry regarding the services that will continue to be provided on behalf of the Graduate Student Services and Progress (GSSP) office. Currently, the GSSP continues to offer the following services:

- Advise students, faculty, and staff regarding policies and procedures
- Monitor students' degree progress
- Review and approve milestone forms
- Review and approve committee changes
- Authorize and record milestone examinations
- Coordinate distribution of completed theses and dissertations
- Authorize the award of students' degrees
- Maintain permanent student records

As of July 1, 2010, the GSSP no longer verifies eligibility with regard to graduate faculty categories and no longer reviews qualifications of proposed "external faculty" on committees. GSSP still reviews and processes the forms they receive in all other respects. A reference for this change can be found at: <http://www.grad.umn.edu/transition/gradfaculty.html>.

Vicki Field said programs should still report faculty names to the Graduate School so they can maintain a central faculty list. Failure to do so may slow the processing of degree program forms. Genny Rosing noted that there are still some external constituents who need to have a record in PeopleSoft. The Human Resources side of this issue is being addressed by collegiate budgetary staff. Frank Blalark noted that updated graduate faculty lists must still be sent to the GSSP because the libraries use the tables that are updated to grant appropriate access.

Mary Ellen Shaw asked for clarification regarding whether GSSP will be in place after fall 2011; it was noted that the status of what specific services GSSP will provide after the transition has not been determined, but some processes will certainly continue to be maintained.