Registrar's Advisory Committee
Monday, August 5, 2013
Murphy Hall, Room 130 (East Bank)
9:30 a.m. - 12 noon

Present: Gary Andersen, Maureen Andrew, Rhonda Bjurlin, Frank Blalark, Caitlin Boley, Brad Bostrom, Lori Boucher, Maggie Catambay, Amber Cellotti, Pam Cook, Sarah Corrigan, Damian Damiani, William Dana, Molly Diethelm, Erin Edwards, Jennifer Engler, Tina Falkner, Renae Faunce, Tracy Fischer, Thomas Fitzgerald, Carol Francis, Teresa Fruen, Laurie Gardner, Kevin Havard, Amber Hodges, Lisa Hubinger, Barbara Jensen, Bri Keeney, Kess Knight, Jennifer Koontz, Katie Koopmeiners, Sarah Kussow, Stephanie Lawson, Crystal Lee, Pa Lee, Aileen Lively, Jennifer Love, Aya Maruyama, Rose Miskowiec, Margo Mueller, Katherine Murphy, Nan Nelson, Anya Norton, Ingrid Nuttall, Toni Pangborn, Laurie Pape Hadley, Kristina Pearson, Katherine Pederson, Eleanor Pijut, Rebecca Rassier, Ann Rausch, Lonna Riedinger, Jane Schwensohn, Mary Ellen Shaw, Nicole Snow, Kate Sophia, Jeremy Todd, Darlene Toedter, Georganne Tolaas, Matt Tveter, Sue Van Voorhis, John Vollum, Laura Walker, Sarah Woessner, Brian Wollum, Ellyn Woo

Undergraduate education agenda items

Registration audit findings

Julie Selander shared results from this year's registration audit, in which the Office of Internal Audit assessed the control systems in place for the registration process. Some areas of review included the following: initial and general registration (such as evaluating controls regarding prerequisites and overlapping classes), verifying queue times, waitlist processes, permission number assignments, and ensuring the accuracy of fees and refunds. The audit team also evaluated system campus registration processes and block registration methods used by professional and graduate schools.

The final report revealed four issues. The first was identified as essential, and the following three were identified as significant.

Finding #1: Access rights to key registration functions are excessive. Of 25 employees who had access to change queue times, access for six did not seem appropriate. There were other situations where access for external auditors and some staff should only have been "view access." **For security purposes, it is imperative that each unit ensures its employees have correct and appropriate access**. The audit team recommends that ASR should provide guidance to University departments and colleges on how access should be determined and to develop procedures to verify access rights. The upcoming PeopleSoft upgrade of the student administration system also provides an opportunity to review access rights. For questions about what appropriate access might be, contact Julie Selander at goode021@umn.edu or 5-6579.

Finding #2: Overrides to student accounts by One Stop staff are not periodically monitored. The One Stop management team will develop an ongoing monitoring plan utilizing user activity reports from PeopleSoft to identify appropriate transactions.

Finding #3: Courses added or dropped after deadline are not consistently documented or authorized. One Stop is unaware of who serves on scholastic committees, and therefore who needs to verify signatures. Petition forms for late add/drops are not always brought to the committee for review and approval. Some colleges have a staff member approve, some make the changes to the student's account in PeopleSoft, and some direct the student to One Stop. The audit team recommends following the guidelines set forth on the website by verifying all required authorizations. Policies should also be established so One Stop staff can identify scholastic committee members.

Julie asked the group how many students are being dropped after the deadline. No one knew for sure but agreed the information could be determined. Going forward, Julie said there are several options to improve the current process: 1) One Stop takes over drops so students are informed of any financial aid impact. 2) Create a list of committee members and update it each semester. 3) Create a college stamp indicating authorization.

Finding #4: The fourth finding was specific to the Duluth campus and related to employee registration for business school students.

The audit's overall conclusion revealed the University's registration processes are well designed and operate effectively.

<u>Honors update</u>

Tina Falkner gave an update on a change to the Honors subplan. Currently, Honors students on the Twin Cities campus are identified with the University Honors Program (UHP) subplan. Each undergraduate major on the Twin Cities campus has an "honors" APAS version of the major with the honors requirements embedded in the APAS. This can be confusing to students. Starting fall 2013, the Twin Cities campus will stop using the honors subplan and start using an honors second major plan. This will allow for creation of a separate Honors APAS and allow colleges to clear students for graduation who have met all their degree requirements but are still completing their honors requirements.

Tom Fitzgerald from the University Honors Program asked, "When a college clears a student without honors, will the honors be added on later?" Tina said yes.

<u>Student degree progress update</u>

Tracy Fischer said student degree progress refers not just to outcomes (such as retention and graduation) but also a broad range of resources designed to provide transparency and support good decision making by students. These resources include University systems and data, policies, curriculum, and processes. ASR is looking to partner with University colleges and departments to support timely degree progress.

Some recent highlights regarding student degree progress include the following:

- The new degree credit summaries on APAS rolled out last fall.
- Creating an APAS tutorial on the One Stop website.
- Providing colleges with degree progress data for NHS and NAS students prior to the enrollment period to help identify potential graduates.
- Completing an extensive comparison of program requirement information on collegiate websites. This has helped detect any discrepancies appearing in PCAS.
- Identifying a program requirement that was causing issues for students and working with the department to adjust the curriculum.

The biggest and most time sensitive goal for student degree progress is to reach a 60% graduation rate for the fall 2009 cohort. As of right now, 2,895 degrees have been posted, but a total of 3,229 are needed.

Questions regarding student degree progress should be directed to Tracy at fisch074@umn.edu or 6-1301.

Policy discussion

Tina Falkner discussed the current Undergraduate Leave of Absence policy. She asked the group what questions they regularly get regarding the policy or whether there are any holes in it. No one provided feedback. Tina shared with the group a mock-up of the revised policy including a statement about students who are suspended or suspension eligible will not be granted a Leave of Absence. All agreed that students who are not in good academic standing are not eligible for a Leave of Absence.

Policy regarding inactive status is housed under the Leave of Absence policy. Tina said this doesn't make much sense, and it's not intuitive for a student to look here for information about inactive status. She suggested that an additional policy may need to be created to accommodate information about inactive status and re-admission. All agreed that would be a good idea.

Someone asked what the benefits were to a student who chose to take a Leave of Absence vs. just leaving the U. If a student uses a Leave of Absence, he or she is guaranteed to come back under the old program requirements as long as he/she returns by the end of the leave. These students also don't need to reapply. A RAC member mentioned it would be great to include why a leave of absence is beneficial to a student within the actual policy itself, and Tina agreed. Tina will mock this up and share it with the group.

Common session agenda items

Approval of June minutes

Kess Knight announced one correction to the June minutes: the University must meet three of five goals in order to receive state appropriation money. One of these goals was an increase by at least 3% to the total number of undergraduate STEM degrees. **This is for the Twin Cities campus only**.

Announcements

GSSP continues to serve students in Williamson Hall

Julie Selander announced the One Stop Student Services location in 160 Williamson Hall has closed. Students can access walk-in counseling at one of the three other One Stop Student Service locations. They include the following:

East Bank: 333 Science Teaching & Student Services (8 a.m.-5:30 p.m. M-Th; 8 a.m.-4 p.m. F)
West Bank: 130 West Bank Skyway (8 a.m.-4 p.m. M-F)
St. Paul: 130 Coffey Hall (8 a.m.-4 p.m. M-F)

Students can also reach One Stop staff by email or by calling 612-624-1111 from 8 a.m.-4 p.m. M-F.

Graduate Student Services and Progress (GSSP) will continue to serve graduate and professional students and provide general reception and assistance for all guests to 160 Williamson. The area will be staffed by student workers, who will be trained to support the GSSP team.

The reception area of 160 Williamson has been remodeled to create a space designed to receive and assist visitors.

Third Party Billing moves to Fraser Hall
Julie announced that Third Party Billing has moved to 169 Fraser Hall. The office's contact information remains the same, but the mailing address for third party authorization sponsors has changed to the following:

Third Party Billing, Office of Student Finance
University of Minnesota, Twin Cities
169 Fraser Hall
106 Pleasant Street SE
Minneapolis, MN 55455

Third Party Billing can also be reached at tpbill@umn.edu or 612-625-8559.

Bursar Office closure
Julie announced the University's Bursar Office has permanently closed. Student questions regarding tuition payments should be directed to One Stop Student Services.

SRT online system

Ingrid Nuttall said when Student Rating of Teaching (SRT) forms become available online, it will be important to ensure the evaluations reach the right instructor. Examples of situations where this may occur include a faculty member that teaches in more than one department or a cross listed course. Right now, a stakeholder analysis is being conducted, and the team is working to address these issues so when SRT forms go live online, the evaluations will be sure to reach the correct instructor. A timeframe for a go live date is still uncertain, but updates will continue to be announced going forward.

The goal is to have more students complete these forms. Though paper has traditionally captured a better response rate, it is the hope that electronic forms will not compromise that rate.

Molly Diethelm asked, “Evaluating classes is part of our accreditation requirements, so who should my program director send questions to?” Ingrid said questions should be sent to her at ingridn@umn.edu.

Astra update

Sarah Kussow gave a brief demonstration of the University’s new enterprise-wide scheduling and event system, Astra Schedule, which went live on the Twin Cities campus May 20. All academic scheduling is in place within the new system, and event scheduling will be available for all system campuses by fall semester. Astra Schedule can be accessed on the Office of Classroom Management (OCM) website. So far, there are over 16,000 events and 75,000 classes in the system, and more than 2,000 people have already logged in.

Sarah demonstrated how to submit an event request. Once you do so, you will receive an email ensuring that you have submitted a request, but that does not mean the event space has been confirmed. You will receive a separate room confirmation email.

A Quick Start Guide is available for individuals requesting a classroom. Astra Schedule has different capabilities than the former scheduling software. For example, you can see all courses that will be taught in a certain room for fall 2013. You can also search for event requests that you have submitted or have previously submitted.

A RAC member said she tried to set up a meeting room, but it said the room capacity was zero. Sarah said you need to be sure you are logged in, and the member said she was. Sarah said this function should be working properly, so the member should contact her if this happens again.

Faculty classroom survey

Jeremy Todd gave an overview of fall 2012’s classroom survey, which captured faculty satisfaction with their classrooms and identifies areas of improvement. A graph illustrated customer satisfaction from completely satisfied to completely unsatisfied. Eighty percent of those who responded were satisfied. The anonymous survey was sent to approximately 3,000 faculty members.

In terms of recent classroom updates, Jeremy said each one now has a room guide. OCM has increased the number of document cameras in classrooms, and a number of rooms have wireless microphones. Classrooms now also have an instructor chair, which allows the instructor to go from sitting to standing. A table for students with physical disabilities is also a new room feature, as well as doorways that are wider and allow for better accessibility. Air conditioning is also available in more classrooms than before.

Sue Van Voorhis asked RAC members to encourage faculty to complete this fall's survey.

Enterprise System Upgrade Program

Portal update

Julie Selander gave an update on the portal project. She reminded the group of the project's vision, which is to provide a single gateway for students, faculty, and staff across all campuses. The portal will be an interactive web tool that facilitates access to information and services that are of primary relevance and interest to members of the University community.

The portal team has completed the plan and discover phase and is now in the analyze and design phase. They received more than 2,200 responses to their "Gathering Portal Priorities" survey, and 267 people participated in Design Thinking Workshops. Additionally, 431 people attended the portal kick-off, and 50+ people attended stakeholder listening session. All of these resulted in a collection of 1,800+ opportunities and 300 synthesized opportunities.

The portal leadership team bases decisions to spend or allocate resources on the following values:

- The feature addresses a compliance, regulatory, or statutory need; addresses safety or health of students, faculty, staff, or visitors.
- The feature draws in faculty, students, staff, or campus.
- The feature empowers University community member to achieve a business or academic goal.
- The feature provides other opportunities, can be leveraged for more benefit, or creates a platform that can be used broadly.

The team has set priorities for the first phase of portal work and is now working on gathering specific requirements. Some of the planned system integrations for phase 1 include the following:

- Single sign-on to apps using Shibboleth
- Google App integration: Gmail and Gcal
- Events calendar
- Reports
- Moodle
- Links to other systems

Some features planned for the first phase of portal implementation include the following:

- Customization: ability to customize some content, including links, news, reports, and

forms
- Personalization: using attributes and “points in life cycle” to target communications and content to users
- User experience: customizable, consistent, and easy navigation, including breadcrumbs
- Search: searching and use of Google Search Appliance
- Bookmarking: users able to add URL favorites/bookmarks
- Important date function: display important dates and deadlines
- Checklists: personalized checklists to assist users with complex processes
- Forms/policies: access to frequently used policies and forms
- Alarms/notifications: provide timely alarms and notifications
- Content provision: interface for content providers to provide portal content and attach attributes to that content

Things that are out of scope for phase 1 include the following:

- Tagging and “liking”
- Pinning
- Chats
- Surveys
- No custom experiences for alumni, donors, board members, vendors, customers of the U, research partners, research participants, auditors

It’s not certain how mobile-friendly the portal will be, but the project team is working on different options. No mobile applications are planned at this time.

Now that the portal priorities are set to go live, the team is working gathering specific requirements for the alarms and notifications features. Julie gave a house metaphor to illustrate the different parts of the project. Working together is essential.

A team is being formed that incorporates the Student workstream team, the portal project team, and members of One Stop. There will also be a committee that works directly with content providers in the fall to help shape the way content provisioning works (the portal leadership team is providing a framework and guidelines). They are also working with a Faculty Advisory committee and creating a faculty engagement plan, along with the ESUP change management group.

Rough drafts of the portal will be available in the fall for testing and feedback. Additional information about the project is available at z.umn.edu/portal.

William Dana said a go live date is not yet confirmed but is expected to be sometime in October.

Program update

Kate Sophia gave the group an ESUP Student update. The project team is focused on being as self-service as possible for students, faculty, and staff. Wherever possible, delivered PeopleSoft functionality without customization will be used. The aim is to also improve or retain U of M business best practice solutions not delivered in PeopleSoft.

Sue Van Voorhis mentioned there is a rumor that both ECAS and PCAS will be going away with the upgrade, but that is not true. They are here to stay.

Right now, 70.5% of the IDP sessions have been completed. The goal is to finish in October. As for the modification status for the student work steam, 62% of mods are being removed.

The following is the current change request process:

Sue – BPO approval: approves change requests with no integrations and with costs under $100K. If dissenting opinions are present, they will be resolved.

Integration Steering Committee: reviews and approves change requests with integrations or dissenting opinions (if brought forward).

Executive Oversight Committee: approves change requests when ISC cannot agree or when costs are over $100K. Will also discuss issues as needed by Sue.

Tech folks are encouraged to participate in the IDEAA iCOP (Integrating Data, Enterprise Architecture, and Applications informal Community of Practice). This integration group will work across the system to ensure that everything runs smoothly at go-live. More information about the group is available at z.umn.edu/ideaa.

Much work is being done around training and change management. Heather Micek (training), John Vollum (change management), and Kate Sophia (communication) meet regularly with each module to document change. They gathering data about who is impacted by change and how they are impacted. More information is available online at http://upgrade.umn.edu. You can also subscribe to a RSS feed or sign up for weekly email. Send your request to ksophia@umn.edu.

Midterm alerts follow-up

Frank Blalark said the functional steering committee has a few recommendations moving forward.

1) Current midterm alert functionality allows the user to assign satisfactory or not satisfactory status. In PeopleSoft, however, a grade must be entered. Having the option to add an additional field would be helpful.

2) Another identified gap concerns how many midterm alerts should be entered. It is proposed that after a certain number, faculty would need to work with an administrator to add more.

3) Instead of sending the midterm alert to a student via email, he or she would receive an alert that something has changed in his or her academic record.

Tina Falkner said alerting a student to an alert sound a bit strange, so the message may say something like, “Something has changed in your academic record. Visit student self-service to learn more.”

Grading demonstration

Aileen Lively gave a demonstration of grading in PeopleSoft. Once grades have been approved and posted in the grade roster, there is an opportunity to request a grade change. You will be able to make a change for one student or multiple students. When the request is submitted, it will process behind the scenes as an enrollment request to make that particular grade change for a particular class.

Katherine Murphy asked whether there would be delivered functionality to do an analysis of grades. Aileen said no, but that is certainly something that could be built on.

Tina Falkner asked if having this capability is something that faculty would want in a grade roster. Katherine said some do.

Discussion on changes to language and terms in the system

Tina asked whether it would be helpful to create a language crosswalk as we transition to the new version of PeopleSoft. Many RAC members agreed it would be.

Tina then asked the group what they would need explained terminology-wise. Molly Diethelm said a lot of information about grading would be helpful. Another RAC member said information in a "need to know/nice to know" format would be helpful.

Kate Sophia asked whether face to face communication would be helpful. One RAC member said yes.

Katherine Murphy said that, for most users, it's too soon to be learning terminology about the new system. A bit of advanced training will help, but the rest should be learned when it rolls out or right before it rolls out. Tina said UPK should help with "just in time" training, but face to face training will also be done.

William Dana said there is a website where you can see how UPK works. Tina also said we could include the link about UPK and it's usefulness in *PBED Digest*, in addition to the RAC minutes.

Graduate education agenda items

General GSSP updates

Intermittent workflow issues

Ingrid Nuttall said some people may have noticed periodic issues while accessing workflows. If this happens, notify 1Help (help@umn.edu or 1-HELP). This ensures the instance is being logged, and 1Help can then determine who is affected.

Erik Eklund said he recently created a fix that should prevent workflows from going down. But if it does, RAC members should submit a ticket to 1-HELP.

Updated form copies

Ingrid Nuttall said students will sometimes request a grad packet, only to use it several years later. Consequently, GSSP has been receiving some forms created before the graduate education transition. Some are also being routed to Johnston Hall. She encouraged RAC members to keep an eye out for forms coming in, and if it appears it won't arrive in the right place, then please be sure they do.

One RAC member asked whether it would be useful to ask students to request a grad packet. Ingrid said she will follow up on that, as it's not the intent to impede student progress by having them request it again.

Katherine Murphy asked whether there's a way to see if a student requested a grad packet. Ingrid said no. Tina Falkner said that may be possible in the future when the forms are electronic. RAC members collectively decided it would be useful to know this information and whether they should encourage a student to request a grad pack again.

Space changes in Williamson

Ingrid Nuttall said GSSP is still located in 160 Williamson Hall and continues to have a public face for faculty and staff. Two student workers have been hired to replace the One Stop staff that previously worked at the front desk. An additional student worker will begin soon.

Ingrid said the summer has been very busy. There have been multiple days when more than 60 people have stopped by for assistance.

A RAC member said when she forwards emails from GSSP, she receives a lot of questions about what acronyms stand for. Ingrid responded that each email usually includes an explanation of the acronym and then asked for an example. The RAC member said GDP. Ingrid said sometimes when program information is sent out, it's taken for granted that everyone knows common acronyms. She said the department will be more fastidious in the future.

<u>Discontinue process for grad students not enrolled in first professional programs</u>

Anya Norton reminded the group that starting this fall, all graduate students, except those enrolled in first professional programs (i.e., J.D., M.D., D.V.M., D.D.D., and L.L.M degrees), will be required to register fall and spring semester. If a student does not register by the end of the second week of classes, they will be discontinued from their program and inactivated. The Office of the Registrar (OTR) will send out an email this week to PLCs, College Coordinators, and DGSs.

A communication will be sent to students in the Graduate and Professional Update (GPU). Also, students who have not registered by the week before classes start will receive an email from One Stop Student Services reminding them they need to enroll in classes or they will be discontinued.

If a student is discontinued, he or she will receive a communication asking them to contact their program office to discuss the best way to be readmitted. Currently, students can either submit an express readmit form or complete a new admission application. You may also choose to readmit the student yourself, or use the Office of the Registrar's Graduate Education Local Readmission Request form. It is up to the program or college to determine what steps are involved for the student to be readmitted.

Anya then showed a brief demo of the new form. Several RAC members had questions, which included the following:

- What if a student enrolls but then withdraws? Are they still on there? No.
- Are included comments for the OTR staff? Yes.
- As a plan level coordinator, do I have access to this? Yes.
- Where will it be housed? Somewhere you can access it but not students.
- Is the new form ready now? No. When it is ready to use, an announcement will appear in *PBED*.
- Is it effective for fall 2013? Yes.
- Is it possible to do this after a semester has begun? Yes.
- Does this bypass the late fee? No.
- If a student is activated for a term but does not register, then do they go inactive again the next term? Yes.

Emily Holt said there should be guidelines available for the colleges, so everyone is on the same page regarding the new form.

Academic Advisement update

Frank Blalark said our current forms and processes involve signatures. Going forward, that will change.

Issues to consider:

- Required vs. Suggested
  - If a program lists 15 specific courses as required, PeopleSoft Academic Advisement can be coded to require each of specific courses.
  - If a program would like to require that a student take 30 credits from a list of 15 courses, PeopleSoft Academic Advisement can also accommodate this model.
  - If a program would like to require that a student take 30 credits from any combination of 5xxx or 8xxx level courses, PeopleSoft Academic Advisement can also accommodate this model.
- Credits in Major/Minor/Subplan
  - Other things we will look at include credits required for the major and minor and whether a student has chosen Plan A or B.

- PCAS
    - Some training in PCAS may be needed for collegiate units. The vision is to be able to look at a screen and determine whether a student is ready to graduate.

A RAC member asked whether we'll need to do more work in PCAS, and when should we do that? Frank said before we do that, we need to review what information has been entered into PCAS and how that information will be coded and display in PeopleSoft Academic Advisement Degree Audit.

Another RAC member asked whether Academic Advisement will be up and running for fall 2014. Frank said as we get closer, we'll know more. There will be more communication as the time draws near.