

Registrar's Advisory Committee
Monday, September 9, 2013
Walter Library, Room 402 (East Bank)
9:30 a.m. - 12 noon
Prepared by: Kess Knight

Present: Gary Andersen, Bonnie Anderson, Maureen Andrew, Pamela Baker, Mary Beard, Rhonda Bjurlin, Frank Blalark, Danielle Bordeleau, Lori Boucher, Laurel Carroll, Amber Cellotti, Pam Cook, Shanna Dahl, William Dana, Dianne Danov, Molly Diethelm, Jessie Eastman, Erin Edwards, Marta Fahrenz, Tina Falkner, Renae Faunce, Erin Fider, Tracy Fischer, Carol Francis, Wendy Friedmeyer, Teresa Fruen, Michael Galegher, Kate Gallagher, Laurie Gardner, Jamie Gearhart, Stacey Grimes, Jennifer Hammer, Liz Holm, Emily Holt, Lisa Hubinger, Jill Johnson, Sue Johnson, Bri Keeney, Kess Knight, Jennifer Koontz, Katie Koopmeiners, Sarah Kussow, Pa Lee, Aileen Lively, Jennifer Love, Tracene Marshall, Aya Maruyama, Amanda Miklik, Rose Miskowiec, Emily Mraz, Margo Mueller, Katherine Murphy, Nan Nelson, Anya Norton, Ingrid Nuttall, Laurie Pape Hadley, Cathy Parlin, Cindy Pavlowski, Elyse Paxton, Kristina Pearson, Eleanor Pijut, Tiffany Ralston, Rebecca Rassier, Angie Rehn, Lonna Riedinger, Marjorie Schalles, Julie Selander, Mary Ellen Shaw, Danne Silvera, Nicole Snow, Kate Sophia, Karen Starr, Susan Suchy, Georganne Tolaas, Matt Tveter, Sue Van Voorhis, John Vollum, Anita Wallace, Susan Westacott, Jessica Whitcomb-Trance, Lisa Wiggins, Jeff Williams, Sarah Woessner

Undergraduate education agenda items

Update from Vice Provost and Dean of Undergraduate Education

Bob McMaster, Vice Provost & Dean of Undergraduate Education, came to give an undergraduate education update to the group.

Undergraduate & University of Minnesota Strategic Plans: All colleges and units are completing their own plans, which are sent to Provost Hanson, where they will be incorporated into the overall Undergraduate Strategic Plan that will be presented to President Kaler. Provost Hanson will lead the initiative to create and develop multiple working groups to tackle a variety of to-be-determined topics to ensure the Office of Undergraduate Education's (OUE) strategic plan aligns with the President's.

A team is being organized to work on answering several critical questions that have to be addressed over the next 5-10 years to accelerate UMN undergraduate education (e.g., How do we continue to close the retention gap on our campus?). This team will look at what we've accomplished and decide what we are going to do over the next 5-10 years.

- What does it mean to be a University of Minnesota undergraduate?
- What's the University of Minnesota's distinctive advantage? We are a R1 community and we make sure our undergrads are exposed to the research activity at this institution.
- What have we accomplished over the last decade for the Undergraduate student body and student experience? Improved incoming metrics, graduation rates, student

experience; documenting plans in enrollment management, financial aid, and student services.

Other focuses include:

- Undergraduate e-learning: working with the libraries and the Office of Information Technology to leverage the opportunity-to-learn standards.
- PeopleSoft Upgrade (ESUP): Bob is a member of the Executive Oversight Committee and says the student group is on track for the launch in October 2014.
- The remodel to Northrop is slated to be completed by 2014. A grand re-opening is scheduled for April 4, 2014. One goal of the remodel is to make sure it has very strong academic programming: undergraduate and graduate & professional students attend lectures, concerts, etc.

The University of Minnesota is up for reaccreditation in 2015-16. Between now and then, there are a series of initiatives underway that will help us prepare. The University must be able to document how students learn and how learning overall is improving. Assessment plans will be established based in the seven learning outcomes of the University:

- Can identify, define, and solve problems
- Can locate and critically evaluate information
- Have mastered a body of knowledge and a mode of inquiry
- Understand diverse philosophies and cultures within and across societies
- Can communicate effectively
- Understand the role of creativity, innovation, discovery, and expression across disciplines
- Have acquired skills for effective citizenship and life-long learning.

Graduation and retention rates remain a high priority. The graduation rates have remained fairly steady at 58% over the past two years, so will be important to discover what vulnerabilities in particular to University curriculum is hindering students. The percentage of new high school students (NHS) earning a degree from their entry college shows that of those students who graduate in 4 years, 77.1% are graduating from their entering college; of those students who graduate in 6 years, 71.1% are graduating from their entering college. Retention from year one maintains at 90.5%.

Another high priority initiative is the President's Emerging Scholars Program (PES). Previously named Access to Success, PES has nearly 500 students that receive scholarship aid from this program. Recently, \$1,000 scholarships have been added in years one and four, and all seven freshman admitting colleges now have a PES scholarship program.

Enrollment rates continue to improve, and this year we have over 30,000 undergraduates on campus. Demographics for the undergraduate population show as 52% from the Twin Cities. The number of students from the greater Minnesota area (not Twin Cities) has been trending downward (15.6%), however, an increasing number of students from California are enrolling at the University. Overall, the number of students from other US locations is rising, from 5.8% in

2008 to 8.4% in 2012. International student enrollment continues to climb, up from 2,357 in fall 2011 to 2,520 in fall 2012. Between years 2012-18, enrollment is expected to see modest growth, but the diversity of incoming classes will significantly change, with the number of student of color students continually rising.

The University Honors Program (UHP) remains strong with over 600 students enrolled in the program. The average ACT score of this group is 32. Additionally, 136 national merit students are in the freshman class.

Common session agenda items

Affirmative Action in Admissions update

Rachelle Hernandez, Associate Vice Provost for Enrollment Management and Tracy Smith, Deputy General Counsel, gave an update on the recent ruling in the Fisher vs. University of Texas at Austin, as it relates to the University's admissions practices. In the case, the Supreme Court reaffirmed its earlier decision in the Grutter vs. Michigan case holding that Universities could consider race as one factor among many in their admissions process as long as this consideration is narrowly used and was within the context of a holistic review.

Rachelle explained that the U of M undergraduate admissions decisions are based on a holistic review of each student's application and that race is not a deciding factor but is considered as one of many factors in the admissions review process; the University does not admit students based on their race or ethnicity. She also shared that procedures are continually reviewed by the Office of Admissions in consultation with OGC. Tracy shared an important note that the University of Minnesota (undergraduate admissions) is different than the University of Texas, since the UT system is required to admit anyone in the top 10% of their class; the University of Minnesota does not have this requirement.

With the decision in Fisher, and the requirement for periodic review set forth in the Grutter decision, OGC has determined that colleges/departments with admissions responsibility will work with the University's Office of the General Counsel (OGC) to review their respective admissions practices. Undergraduate admissions is the first to begin working with OGC to complete a review of their admissions practices and Rachelle shared that items being reviewed will include: admissions and recruitment practices; the admission decision review process, including the kind of information is gathered; and a review of race-neutral practices currently used or that could be used in the future. Also shared was that the fall 2014 undergraduate admission review will include whether students reside in single-parent home; a new race neutral factor.

As an example of the review, the University will look at the impact on diversity of admissions practices at other institutions.

A report will go to the Office of General Counsel and a system-committee to make sure the

document is accurate and consistent with the law and ensures that the unit is implementing admissions policies appropriately. The Office of General Counsel will communicate back with the University community by passing along acceptable admissions processes.

Introductions and approval of August minutes

There were no edits to the August minutes.

Announcements

Sue Van Voorhis gave several staff announcements:

- Frank Blalark, Director - Office of the Registrar, has accepted the position of Registrar at Purdue University
- Thanks to Lonna Riedinger for her years of service to the University and to the Registrar's Advisory Committee. September was her last RAC meeting as she will be retiring at the end of the month.
- Amy Brewster, Coordinator - Student Degree Progress, is leaving University. Her last day is September 13.
- Anya Norton, Coordinator - Office of the Registrar, has accepted a position with Minneapolis Public Schools

Sue also discussed the recent announcement from Provost Hanson, who is convening a task force to determine whether merging CBS and CFANS would be in the best interests of the University. So far, this is just a discussion and no major decisions/changes will not occur before the upgrade.

ASR-IT Update

Laurie Pape Hadley said that the current work plan for ASR-IT discretionary work is minimal, as the current work in 8.9 is primarily to support ESUP and that more ASR staff are now dedicated to ESUP. The student staffed Helping U desk in STSS began using Salesforce for CRM this past Tuesday. This system will log all of their customer interactions, and the first two days of the term logged almost 500 cases. The rest of One Stop Student Services will begin using Salesforce for CRM later this fall. Laurie said the team is working on improvements to UMPay, that will allow students to process international wire transfer payments. A go-live date has not been set, though it is expected for later this fall.

Email access for students

Christopher Kane from the Office of Information Technology spoke about the [life cycle of UMN Google accounts](#), particularly for students. Students receive a Google account once they've confirmed attendance at UMN; this gives them the opportunity to start collaborating with their peers as quickly as possible. Students keep their account as long as they are actively enrolled. Their account is suspended if they do not register for two consecutive semesters. After 90 days of inactivity and account suspension, their account will be deleted, including all information associated with it. If a student wants to reactivate their account, they can receive the same email address as before, but all their information will be gone.

Alumni can keep their UMN Google account for life. However, they must login at least once every 90 days. If not, they will go through the same suspension policy as stated above.

Staff and faculty follow the same suspension policy. Departing staff members must transfer any shared documents and websites that pertain to current business processes through exit processing (i.e., you are retiring and need to transfer ownership of all business related documents to a current staff member within your unit).

Sue Van Voorhis asked if students receive some sort of reminder to check their email accounts. Chris said that current students do, but alumni do not. Ingrid Nuttall asked if summer term is considered a “registration term”? Chris said no, only fall and spring.

There were many questions around leave of absence and how that affects a student's Google account. Special cases (e.g., LOA), can be identified in PeopleSoft so it's easier to find and either remove or extend time in the system so a student's account isn't deleted.

- Kathryn Murphy asked, what does a student do if they are on a LOA and receive an email saying their account is going to be deleted? Chris said they are directed to call the Accounts Office Help Desk to have their time extended.
- Sue Van Voorhis asked, how does OIT handle students who are suspended for one year? Chris said the only thing they will have deactivated is their Google apps account for email and calendaring; their account for student messaging will still be active.
- Sue also mentioned she thought that students had an active account for X amount of years after leaving the University. Chris said he would look into this.
- Tracene Marshall asked if the student service office can check to see if a student is on LOA? Chris said they should call the Help Desk.

If you have further questions regarding this process, please email Chris at kanex125@umn.edu or call at 612-625-3626.

Enterprise System Upgrade Program

Portal update

Julie Selander showed a rough draft of the new enterprise portal. She said that they are getting close to going live with the draft and will send out a U-wide communication once it's launched. The rough draft is a work in progress and the team will use an interactive design process to incorporate new features and feedback from the University community. Previously, it was mentioned there would be three separate launches where people could provide input in between them. This has now changed to a rolling update style, so communication will be sent out when there are new updates available. Julie said this should allow users to provide more feedback. Julie will provide where the new updates will be located in the near future.

One feature Julie highlighted is that faculty will have direct access to things that are important to their role (e.g., what they are teaching; where they are teaching; class roster). For those who are both a staff member and a student at the University, their view will be a combination of the staff and student views, so they won't have to click back and forth.

Julie said next steps include reviewing the integration of One Stop content and tools within the portal. In other words, how do people who don't have access to the portal receive information? What information should be in the portal? What should be public?

She also said that engagement with the University community has been critical, and the team will continually engage you as staff. Ingrid Nuttall asked if drafts were created from the feedback by the user community. Julie said that yes, but there is some functionality that isn't finished or hasn't been built yet (e.g., search functionality).

If your college or unit wants to hear more about the portal, please contact Julie directly goode021@umn.edu or 612-625-6579. You can also provide feedback or ask questions via the portal website, found at z.umn.edu/portal.

Program update

William Dana said that a search is underway for a new higher level program director. Joint planning sessions are underway with program and project directors. The group will work on answering how they can successfully align toward particular deadlines that are coming up and what they can do to successfully work together overall.

The following processes have been approved:

- Apply for Admissions
- Scholarships
- Housing Interfaces
- Collections
- 3rd Party Processing
- 1098-T
- Program/Plan Maintenance
- Term Activation
- Enrollment Appointments
- 13 Credit Rule

The Student team is currently in the IDP phase (the 2nd of 5 in the methodology) and will have IDP sessions completed by the end of October. The group will next: reach out to faculty for engagement opportunities; have discussions about involvement with processes and work on business process guides; and start deployment planning.

Work Center demo and discussion

Tina Falkner explained that Work Centers are hubs for places you normally go in PeopleSoft in order to accomplish your business process. They nest tasks and information related to business processes together so you won't have to remember a path, click and go somewhere else, etc.

Work Centers can include features such as:

- A preference section with folder navigation

- A graphical representation of query responses with the ability to click on certain parameters to make the graphic adjust
- The ability to build information from UMReports so you won't have to go out of the system to find it.

Questions included:

- Are work centers going to be standardized? No, they have to be set up; there will probably be some working groups for this.
- Will there be a query to find applicants for fall 2014? Yes.
- Will you be able to export the queries? Yes.
- Will staff have access to the student service center? Yes.

Tina asked the group if the demo was helpful, to which the group responded in an overwhelming yes. She then asked if some from the group would be willing to attend workgroups. Several people said yes.

Update on decisions-to-date

Kate Sophia and Tina Falkner said the ESUP website has a new "[What's changing](#)" link that includes more communication and documentation about what is changing in the system for all workstreams. The most recent announcements will be at the top of the page, but you are able to sort by any of the columns that you prefer (e.g., work stream, process name). Kate asked if this information is helpful and if there is anything that would be additionally useful. Ingrid Nuttall asked when HR and FIN have their items added to the list (which currently shows only student items), will the format be the same? Kate said yes, that's what they're aiming for.

If you have any questions, please contact esup@umn.edu or z.umn.edu/esupstudent to fill out a request form.

FERPA: Current resources and future needs

Tina Falkner and Ingrid Nuttall explained how it would be useful to have more FERPA resources on our website. Currently, a tutorial, resources for training, and handouts are available, but there is little for the user community. They asked the group, what information would you like available? Tina and Ingrid showed [Oklahoma State's FERPA page](#), which includes an FAQ for students, parents, faculty, and staff. The group overwhelmingly liked this idea. Someone mentioned that having particular forms, like a student that needs to request an amendment to his or her record, would be useful. We hope to bring a draft to this group in October.

Tina and Ingrid then asked the group what kinds of questions do they get from faculty, staff, and students and what kind of information do they need?

- Mike Galegher said that different units in the law school will ask for aggregate data, but most of the information is on a need-to-know basis. He asked if there could be more guidance in terms of the need-to-know requirement for FERPA? Tina and Ingrid said yes, they will try to make sure that is clearer by essentially asking, do you need this for your

job?

- Another example Tina and Ingrid provided was from [Michigan State University](#), who has a FERPA PowerPoint available on their website. Currently, there is some information on the One Stop website in terms of privacy, but it's not very extensive.
- Baylor University has a brochure-type document available for reference or as a take away. This might be a good option to look into.
- Ingrid asked the group if they felt it would be good to have this type of resource available? Most people agree that it would.
- Mike said that every term the Law School checks to which students have full suppression on their records, then lets the student know that restricting it like that won't allow the Law School to help the student register for the BAR, can't verify enrollment, etc. He said most students don't understand how completely suppress affects them, so something specific to full suppression and what it means would be good information to have readily available.
- Another suggestion was to have guideline for how to respond to students who aren't emailing from their University account.
- Also, there is some communication between high school and University records, so some sort of clarification for PSEO students in terms of privacy would be helpful.
- A clear statement defining what a 3rd party is (i.e., a parent).
- Ingrid asked the group if it would be beneficial to have a 10 minute "come with your FERPA questions" at a RAC meeting. The group said yes.
- Kathryn Murphy asked, when does a student make the decision about their suppression? Tina and Ingrid explained that they are educated about it during the admissions process. Their records become FERPA protected the moment the enroll - so students decide mostly during orientation and registration. Also, we are bound by the Minnesota Government Data Practices Act, which states our applicant pool is automatically suppressed.
- Jennifer Love asked if anyone has done an infographic to explain FERPA. Tina said there are some, but not a lot.
- Pam (Cook, Klopfleisch, Baker, Drake) said that a FAQ would be better than an infographic. It doesn't mean people would necessarily read through the entire document, but it would be nice to search the FAQ's for the information they need while also referring faculty members to it.
- A suggestion was to give a "cheat sheet" - some sort of quick reference guide while also translating what the law says into laymen's terms.
- Mike asked, when students update their FERPA suppressions, what do they see? Do they get an explanation of what each choice means? Tina said, yes, there is text that explains why you may or may not want to choose one suppression over another.

Here is a full list of examples Ingrid and Tina thought were useful:

- [Oklahoma State](#)
- [Michigan State](#)
- [Baylor University](#)
- UW-Madison

- [Faculty & Staff](#)
- [Students](#)
- [FERPA tips - students](#)
- Ohio State
 - [Release info](#)
 - [Release student records](#)
- Northwestern
 - [Policy](#)
 - [FAQs](#)

Graduate education agenda items

General GSSP updates

Ingrid Nuttall spoke about the decision to delay the launch of the local readmit form. A group will be pulled together to make sure there is a good process. So far, this group hasn't been constructed, and further updates are forthcoming.

Amber Cellotti said a pilot group met this summer to determine feasibility of programs placing and removing Graduate School holds for their own students. Overall, feedback from the group was positive. It was determined that colleges and programs will be given access to place/remove the following holds:

- OJ - general hold
- OM - too many incompletes
- OG - doctoral program not filed
- OF - master's program not filed
- OL - GPA requirement not met

If you are interested in being able to place/remove holds (above), please email [Amber](#) directly. However, in order to be able to place holds and give access, you must have completed Student Data Inquiry and Student Data Update training in PeopleSoft. If you're not sure you have completed these, you can check your training history on the HR website.

In regards to the petition form, Amber explained that in order to comply with policy, the "if required" behind the college signature will be removed, as colleges also need to sign off on any changes to the GDP. Starting October 1, colleges or designated representatives must sign-off on the petition form. If the form is turned in without the required signature, the petition will be sent back to the graduate program. A guideline best practices document is being put together listing the forms an original signature must be on, what will be accepted as an original signature (no stamps or digitally signed signatures). The draft should be ready by the end of September.

Jessie Eastman asked if there will be any movement towards electronic forms? Amber said they are working on moving in that direction. Georgeanne Tolaas asked if there are limits on faxed or scanned forms and if there will be an opportunity to accept signatures if prior sign-off authorization was given? Amber said that will be discussed in the guidelines document.

Grad Pack request follow-up

Ingrid announced that at the next RAC meeting, Stacia will discuss the next phase of the grad pack delivery. Essentially, students will now be receiving their grad pack forms electronically, which they then must print. GSSP will no longer be emailing the grad packets. This will be beneficial to students, since the .pdf forms will have some of their student information already included, saving them time. This process is planning to be launched mid-October.

If a student has requested a packed, their GDP will be updated to show this. Colleges and departments will have to come with a particular inquiry on a particular student in order to see if that student has requested their packet. So far, there isn't a way to create a query of students who have requested their packet.

Kate Gallagher asked what documents are in a grad pack? Is there some place the forms are all listed online? Ingrid said that a list of these forms can be added to the "Toolkit" list under the "Info for Faculty & Staff" tab on the Graduate School website.

Kathryn Murphy asked if the colleges and departments would be able to have the pack sent to students once they've cleared everything. Amber said for doctoral students, no; for master's students, it depends on how proactive the student is, but there is the risk the student may lose some of the materials. Tina explained there are new messaging capabilities in 9.0 that can prompt students to request their packet. Amber said that when a student's GDP is processed, they will receive an email explaining next steps in the graduation process (i.e., grad pack).

Ingrid asked the group if it would be useful to know when students have scheduled their oral preliminary exam. The group gave an overwhelming yes. Jessie Eastman asked if it is possible the grad pack can be split up (i.e., what forms do students need at a particular time, and what forms can just live on the website. Ingrid said they will look into new places the forms may be housed.

GSSP Strategic Plan

Due to time, the GSSP strategic plan will be discussed at the next meeting. However, Amber Cellotti gave a quick overview of what the plan entails. The plan will discuss what GSSP does, what services they offer, how they see themselves as a strategic partner with colleges and departments. A strategic communication plan is being worked on to better identify the audiences GSSP is speaking to - what communication is being pushed through to students, staff, and faculty?

Marta Fahrenz asked if GSSP is working on an orientation plan for new PLC's and CC's? Amber said that is something colleges would initiate, but GSSP can definitely act as a partner in creating an orientation plan.