Registrar's Advisory Committee
Monday, December 3, 2013
Walter Library, Room 402 (East Bank)
9:30 a.m. - 12 noon
Prepared by: Elyse Paxton

Present: Gary Andersen, Maureen Andrew, Rhonda Bjurlin, Alison Blomster, Danielle Bordeleau, Amber Cellotti, Carla Claussen, Brad Cohen, Pam Cook, Shannon Dahl, Jennifer Dalton, Damian Damiani, William Dana, Molly Diethelm, Christian Dinger, Clare Dingley, Erin Edwards, Eric Eklund, Tina Falkner, Erin Fider, Michael Galegher, Laurie Gardner, Liz Goebel, Stacey Grimes, Zach Haas, Ann Hagen, Liz Hall, Kevin Havard, Jeremy Hernandez, Andrew Hill, Amber Hodges, Lisa Hubinger, Sue Johnson, Hope Johnson, Juanita Jolley, Kess Knight, Jennifer Koontz, Sarah Kussow, Stephanie Lawson, Pa Lee, Tracene Marshall, Aya Maruyama, Rachel McKessock, Amanda Miklik, Rose Miskowiec, Mary Moga, Emily Mraz, Katherine Murphy, Ken Myers, Nan Nelson, Ingrid Nuttall, Margie O'Neill, Laurie Pape Hadley, Natan Paradise, Elyse Paxton, Cindy Pavlowski, Nate Peterson, Eleanor Pijut, Ben Resman, Ritu Saksena, Megan Schmidt, Julie Selander, Mary Ellen Shaw, Fritz Skinner, Nicole Snow, Kate Sophia, Susan Suchy, Terri Tuzinski, Matt Tveter, Sue Van Voorhis, Anita Wallace, Susan Westacott, Toni Wheeler, Jessica Whitcomb-Trance, Lisa Wiggins, Sarah Woessner, Ellyn Woo

Undergraduate education agenda items

<u>Student Degree Progress update</u>

Tina Falkner announced that Tracy Fischer was unable to attend, so Rachel McKessock, who is a new member of the Student Degree Progress (SDP) team, presented on her behalf. Rachel said the first round of the work of the SDP team is nearly finalized, and their goal is to distribute upcoming cohort SDP data to the colleges within the next week. This data will include students that have completed 90% of their degree.

<u>Grade Distribution Report</u>
Ingrid Nuttall shared that the grade distribution report is now live and available to the public. The report pertains to all University of Minnesota campuses and provides an analysis of undergraduate student achievement grouped by course level. A communication plan announcing the report has been completed, and messages to system campuses were sent last week. Additional information will be published in this week's *Undergraduate Update*.

The grade distribution report is available under the "Registration" tab on the One Stop website. Fritz Skinner provided a demo of the report. Ingrid also mentioned the tool we're using for this report is not one we have used in the past, so feedback is welcome and may be submitted to either Ingrid or Fritz.

Emily Holt asked whether the grade distribution report is accessible through the One Stop student page, and Ingrid said yes. Another RAC member asked whether there will be language

on the page to help students make meaningful use of the data. Ingrid said no.

Course Guide changes
Ingrid Nuttall and Terri Tuzinski provided the group with an update on how ESUP will affect Course Guide functionality.

Terri Tuzinski explained Course Guide was launched in 2007. This allowed course descriptions to be carried forward and for the uploading of syllabi, videos, and instructor bios. It also expanded functionality beyond Twin Cities undergraduate offerings. (Currently, only the Twin Cities, Morris, and Duluth are using Course Guide.)

In 2009, a campaign was launched to increase participation by focusing on the barriers instructors faced when trying to upload a syllabus. More than 500 hours of ASR and Disability Services staff time was put into the campaign, but there was no effect on participation. Currently, Twin Cities participation is 43.4%.

As Course Guide is examined as part of ESUP, it has become apparent the tool is not flexible enough to fulfill University needs. First, accommodating Rochester information would require a significant technical effort. Second, it cannot handle scientific symbols and HTML. Third, it does not allow you to update information before the instructor is assigned, unless there are no attachments. Fourth, the staff description does not allow you to upload any media. Last, retrofitting would be extremely expensive. As a result, the Course Guide tool will be retired. A new tool has not yet been identified, but requirements would include:
- Class level data
- An instructor does not need to be assigned to update
- Information be carried from like-term to like-term
- A link for the syllabus or other syllabus-like information
- Updates can be made by departmental staff in Schedule of Classes or instructor and faculty in the Faculty Center

Right now, Stanford Syllabus is being evaluated as a potential solution. Currently, our Course Guide is public, which is a concern of instructors when posting their syllabus.

Ingrid said there will be ongoing communication regarding this change, but initial feedback is welcome. Please feel free to share this presentation with others and ask for their feedback as well.

A RAC member said a course can vary a lot, depending upon the instructor. Would folks be aware of this in the new tool? Terri replied that it would be carried forward as a business requirement in the new system.

APAS
Stephanie Sutton announced the APAS team is continuing to perform partial liberal education

(LE) credit waivers. Requests should be sent to the APAS LE email. She also reminded RAC members not to give out this email address to students; requests for waivers should only come from advisers.

Follow-up discussion on moving the drop deadline to week 10
Tina Falkner asked for feedback regarding the suggestion to move the drop deadline to week. No one had any comments or concerns, so Tina said will move forward with presenting it to the Senate Committee on Educational Policy (SCEP).

Policy discussion
Tina Falkner said the Makeup Work for Legitimate Absences policy is up for its three year review, so she invited RAC members to provide feedback regarding whether or not the policy is working. She said the most common question regarding the policy is how to determine whether a particular incident qualifies as a legitimate excuse. Right now, that decision is made by the individual instructor.

RAC members had several questions regarding the policy, which included the following:
- Can we add language to explain what qualifies as a legitimate absence?
- Can we add something to address missing class due to illness?
- Can we add language about the student meeting with his or her adviser about missing class?
- Can we add language that addresses what the student should do if he or she receives documentation from a doctor for an illness?

Sue Van Voorhis said this policy has been brought up with SCEP to ensure the student is not disadvantaged due to a legitimate absence. Tina will draft some language (most likely in the FAQ section) to help address the questions posed.

Tina also discussed the Academic Unit Authority over the Curriculum & Major policy. She said one item that has been brought forward regarding this policy is having a FAQ articulating the difference between a Bachelor of Arts (BA) and a Bachelor of Science (BS). Ingrid Nuttall asked whether feedback from graduate education staff was welcome, and Tina said yes. Clare Dingley asked whether another policy would focus on degree requirements, as this one is only for majors and minors. Tina said the policy group has not yet discussed that policy yet as that is covered in "Campus specific credit requirements."

Common session agenda items
Introductions and approval of November minutes
There were no changes to the November minutes.

Announcements

SDU training
Amanda Miklik announced online Student Data Update (SDU) training is expected to launch Monday, December 16. Currently, it is only being offered in-person. After the launch of the online training, in-person training will likely occur once per month. For any questions or concerns regarding SDU training, email the Student Records Training and Support Team at srhelp@umn.edu. More communication regarding online SDU training will be available soon.

One Stop and University Veterans Services limited service on Dec. 12.
Julie Selander announced One Stop Student Services and University Veterans Services will close at 1:30 p.m. on Thursday, Dec. 12. Students will be notified.

Julie also reminded the group that students should not be penalized for being called to active duty, and said students are allowed to continue their original program requirements upon return. When looking at graduation statistics, the University is allowed to take into account the students who are on leave for active duty.

Julie also mentioned One Stop and the College of Education and Human Development (CEHD) are working together on a pilot to test sending approved petitions to students via email. This is expected to streamline the process. RAC members will be updated on how it goes.

Satisfactory Academic Progress Credit Completion
Matt Tveter gave an update on the Satisfactory Academic Progress policy. Beginning fall 2013, the cumulative credit completion ratio requirement changed from 75% to 67%. Students must now successfully complete at least 67% of the credits they attempt in order to be eligible to receive financial aid. This change was made to ensure the University is in alignment with federal regulations prescribed by the Department of Education.

A RAC member asked whether or not this applies to both undergraduate and graduate students. Matt said yes.

ASR-IT updates
Laurie Pape Hadley announced the grade entry period for fall semester is near, and faculty and staff who enter grades should check their roster access prior to grades being due. This can be done through "My Classes" in UM Reports. It is also important to clear browser caches to ensure the most recent version of the grades pages appears and to verify/update current grade bookmarks.

Grades can be entered online through the University Self-Service grades pages. As a reminder, mobile devices, such as smart phones and tablets, will not work with PeopleSoft self-service pages for grades. Class rosters and grade entry for courses owned by the School of Public Health are available only through the School of Public Health grading system.

For issues with grades entry, contact the Student Records Training & Support Team at

srhelp@umn.edu or (612) 625-2803. Best practices and tips for grades entry are located here.

ASR-IT discretionary work is minimal at this time, as the majority of ASR-IT staff are dedicated to ESUP duties. For ASR-IT assistance, contact the Student Records Training and Support Team at 5-2803 or srhelp@umn.edu. For student financials assistance, email srhelp@umn.edu. For financial aid assistance, visit the FA Help Request site.

Spring 2014 tuition is being reviewed, and tuition calculations will appear on student accounts after December 6 for the Twin Cities and Rochester; December 11 for Crookston; December 13 for Duluth; and after January 6, 2014 for Morris. Aid year 2015 preparations will also begin this month.

One Stop staff have now been fully trained and are using the new Customer Relationship Management (CRM) service. Email service through Salesforce should be available by early December, allowing for the retirement of Thunderbird.

OIT updates

IT@UMN, IT priorities/governance
Brad Cohen, associate chief information officer (CIO) of academic technology in the Office of Information Technology (OIT), provided an overview of how the University organizes IT priorities. It is critical for the institution to operate in an aligned way, and the IT governance process is an attempt to elicit clarity from the University on what is deemed most important.

There are four phases of the IT governance process, which include the following:
- Input (spring)
- Decision (summer)
- Execution (winter)
- Funding (fall)

Additional details regarding IT priorities are available at governance.it.umn.edu. A key part of executing IT initiatives is engaging communities of practice. The aim is to identify annual priorities and engage the community to enact those priorities. Everyone is invited to participate.

Looking to FY14, the IT governance has established the following priorities:
- Academic Tools: Improve the usability and effectiveness of our current academic technology tools (e.g. Moodle), expand hype-cycle exploration, and advance mobile services.
- Improve Wireless: Rapidly expand coverage of wireless network on the Twin Cities campus and change the perception of wireless.
- Enhanced User Support: Improve end user support and computer management practices by creating and assisting in the implementation of a collection of Standard Operating Procedures (SOPs).

- Modernizing Learning Spaces: Create a structure to rapidly affect change in learning spaces (e.g. classrooms, labs, and managed informal learning spaces) and use the new structure to modernize these spaces to better support BYOD.

Ingrid Nuttall asked what is the significance of meeting with Brad again in the spring. Brad responded this is when the IT governance is most intentional about gathering input for which issues to address. March is the best time to share feedback, although Brad is happy to meet at any time.

Duo Auth and Oracle IDM
Peter Moore was ill and unable to attend RAC. His presentation will be given at a later time.

Account life cycle
Hope Johnson, service owner in the Office of Information Technology (OIT), said there have many questions regarding how long a student or faculty member is able to keep his or her Google apps account after departing the University. If you are a current student and active on your google apps account, your access is not affected. Alumni and retirees can keep their account indefinitely. Students and staff who leave the University will have access to their account for a short period of time. The best resource to determine account status is to visit the account life cycle information published on the OIT website.

Several RAC members had questions and/or concerns regarding the account life cycle, which included the following:
- For students returning from a two-year leave of absence, they must call the service desk to reactivate their account. Is there a way we can note these students will be back and therefore need their account to remain open?
- It's hard for students who have left the University or are on a leave of absence to come back when their main source of communication (email) with the University has been cut off. Is it possible to extend the account life cycle to two years for everyone?
- For many students, their email account serves as their allegiance to and identification with the University. By deactivating accounts, they feel the University no longer cares about them. This has the potential to affect our retention and graduation rates.
- Is there a cost associated with keeping the accounts open? (Hope said no.)
- Faculty may lose academic work if their account is deactivated.
- Is there any communication currently going out to students to make them aware of what will happen to their account after graduation?
- What are other schools doing in regards to deactivating accounts?
- Does summer count as a semester?
- When could we expect a new rule on this?
- Can an update be provided at the January RAC meeting?

Sue Van Voorhis mentioned she was on a committee when it was first decided how long to keep email accounts, and it was decided for five years. Hope said the rules have been this way for a

decade. Sue responded that they did not know that or that anything had changed.

Hope mentioned that a student can always have his or her account reactivated. They never truly disappear--only the information associated with the account is removed. After 90 days of having left the University or graduated, the account is suspended (for example, emails will bounce). After another 90 days, the account is officially removed.

Per the number of questions and concerns, Ingrid Nuttall said this topic will be included on the January RAC agenda for further discussion.

Enterprise System Upgrade Program

Portal update
Julie Selander thanked those who had provided feedback regarding the rough draft of the portal. There were 2,800 hits on the rough draft as of a few weeks ago. Three hundred twenty-nine people participated in the Qualtrics survey (38% were students, 61% staff, and 6% faculty). Julie said it's more difficult to engage with faculty regarding portal feedback, so 57 demos have been scheduled. Fifty have already been completed, and 31 were especially for faculty audiences. Usability was completed on the rough draft in November. An improved, final portal design is scheduled to be complete by mid-January.

Program update
William Dana provided an ESUP update for the group. The past month has been busy as processes have passed through governance and the IDP phase comes to an end. There have also been a few staffing changes. Juanita Jolley has joined ESUP as the new Student Project Director from CCI. Shingirai Chanaiwa has joined as the new Admissions/Campus Community/SEVIS consultant. Sam Islam is a new consultant/business analyst for Duluth, and William Sturman is a new consultant/system analyst.

By the end of October, 694 IDPs were completed. More than 26 pillar applications have been retired or replaced. As the IDP phase winds down, the project team is shifting to the testing, training, and deploying phase. A new upgrade newsletter will be published every other week. If you do not receive it, contact Kate Sophia at ksophia@umn.edu. You can also sign up on the [ESUP website](#).

Ingrid Nuttall asked what are things we should be thinking about moving forward. William replied that staying informed about portal updates via Julie Selander's RAC presentations, and being aware that the next critical timeframe for ESUP is April 2014. This is when everyone will be integrating the system.

Withdrawals and tuition refund appeal
Julie Selander reminded the group about W grade removals. It is reserved for rare and extenuating circumstances, and it is almost always due to University error, such as

misadvisement (advising a student to register for a course they are not prepared for) or other staff error. They have also been done for military active duty deployment, as well as situations when the meeting dates of the term don't match the term dates.

Requests to remove a W come through two different channels: a tuition refund appeal (TRA), and then via an email to onestop@umn.edu, which is reviewed by the One Stop Assistant Director and Julie. It is imperative to be fair and consistent in the review and approval of these requests, and it's often necessary to review the record for financial aid implications. It is important to note that, when a W request comes in with a TRA, they are reviewed and evaluated separately.

It is also important to reinforce to students that a W grade is a neutral indicator. (Obviously, a pattern of Ws may be perceived differently by a graduate school admissions office or prospective employer, though.) If a student requests the removal of a W, please refer them to One Stop. There should be no backdating of drops to remove Ws. A future RAC topic will cover the TRA process.

Ingrid Nuttall said a Leave of Absence (LOA) request should be made the semester prior to the one the student wants to take a LOA. If a student takes a LOA in the middle of the semester, the W will be there, because they are currently enrolled in courses.

Mike Gallagher said the law school has a unique situation in that students cannot drop more than 12 credits. If so, they need approval from the deans office. Therefore, a W is still perceived as a negative. He asked if it was possible to be sensitive to different situations because law students can't just drop courses. Julie said they will continue to be sensitive when reviewing cases, but that it is important to remain fair and consistent through the process.

Liberal Education Distribution Summary web report
Sarah Kussow informed RAC members about the new Liberal Education (LE) Distribution summary report. It was rolled out about a month ago to departmental schedulers. It is Twin Cities specific and shows how liberal education courses are distributed throughout the day and week by semester.

The report was initially developed because the Office of Classroom Management (OCM) was receiving frequent requests about how LE requirements were being distributed. Schedulers will use the information to determine when to offer LE courses. If, for example, they are all offered at the same time during the day, then it would be a hindrance to the students.

The report shows how many students are enrolled in any specific LE requirement across campus by day and time. You can also see how many LE requirements are being offered by college. This information can be useful. For example, if a student is having a difficult time meeting a specific LE requirement, users can see who is offering it and when.

A RAC member asked whether the departments are told when they should offer a LE course. Sarah said the information is shared with them, but they are not told when to schedule a class. She also said that this tool is specific to only classes that meet LE requirements, not all courses. If you have any feedback, please send to [Sarah Kussow](#).

Graduate education agenda items

Academic Advisement

Andrew Hill provided an overview of PeopleSoft Academic Advisement (AA), which is a degree planning process for graduate students. The scope of AA falls within ESUP and is intended to establish the business process that graduate students go through for degree planning and progress.

Andrew's team has been working very closely with Graduate Student Services & Progress (GSSP), as they serve as subject matter experts on the Graduate Degree Plan (GDP). Currently, graduate students fill out a central form, their adviser signs off on it, and then the form is cleared by GSSP.

It is important to note that AA is not being upgraded; it is being implemented. It supports degree clearance and institutional reporting, and it will be an electronic version of the GDP.

Ingrid Nuttall said it's important to keep in mind that we are not automating the GDP. We are trying to replace the GDP process, but we haven't completely gotten away from paper.

The GDP in PeopleSoft will be available as a self-service tool with real-time data and will be populated by the student. An adviser, college, program, DGS, and GSSP will have access to update as well. It will include transfer coursework, electronic approvals, and Degree Audit report generation. A pilot college from both Twin Cities and Duluth will be configured for ESUP go-live.

The team is detailing the business process from a student, adviser, and staff perspective. The intent of AA is to enhance the student, adviser, and staff experience. Detailed program requirements will come from websites, handbooks, and spreadsheets. PCAS will serve as the source of truth.

AA will have a soft launch when ESUP goes live. Following the ESUP go-live, a schedule will be put in place for configuring and activating the remaining colleges.

Katherine Murphy asked how do you define adviser. Ingrid Nuttall said that detail has not been ironed out yet.

Ingrid suggested talking again in January with an update in the interest of time. The main thing is that this is a part of ESUP, but we're not flipping a switch when ESUP goes live.

GDP processing

Mike Brown gave an overview of Graduate Degree Plan (GDP) Processing. The goal is to have a 1 week processing time; currently, it is 1-2 weeks. There is a 48 hour data refresh lag for committee workflows and grad pack download.

Before July 1, GPD approval could take 2-5 weeks, not including data entry. After July 1, it took GSSP approximately 1-2. There was a transition of the initial policy review to colleges/programs, and GDP data entry is required before a student can initiate a committee request. Students were emailed confirmation after data entry (milestone entered).

There were also staffing transitions that occurred and slowed processing time. Genny Rosing retired in September. GSSP and OTR absorbed data entry work. GSSP and OTR also began weekly check-ins and actively correcting errors and proactively searching for them.

Ben Resman is the new Business/Systems Analyst. He will be coordinating improvements on GDP data entry process and working closely with GSSP on process improvement.

Mike thanked RAC members for their patience during the transition and to contact GSSP if you find any errors. The goal going forward is a 1 week processing time (GSSP check + data entry), excluding 48 hour data refresh lag for committees and grad packs.

Best practices for degree completion procedures can be found online at grad.umn.edu. The GDP should be submitted 1 semester prior to prelim oral/anticipated graduation. Colleges signatures should be included and international coursework reviewed by graduate admissions office and indicated as such on the GDP.

Anita Wallace asked whether all of the problems have been fixed, and Mike said every one they are aware of and that they are also continuing to fix the ones they are not aware of by running queries.

Ben said we're going to work on the front end of the process to make it more accurate from the get go.

Course Guide changes

Due to time restraints, Terri Tuzinski and Ingrid Nuttall will present on Course Guide changes at the January RAC meeting.