Registrar's Advisory Committee (RAC)
Monday, January 6, 2014
Walter Library, Room 402 (East Bank)
9:30 a.m. - 12 noon
Prepared by: Kess Knight

Present: Claire Anderson, Annie Bartels, Rhonda Bjurlin, Alison Blomster, Lori Boucher, Mike Brown, Hannah Carney, Amber Cellotti, Belinda Chung, Dan Delaney, Colin DeLong, Clare Dingley, Erin Edwards, Tina Falkner, Vicki Field, Carol Francis, Teresa Fruen, Laurie Gardner, Stacey Grimes, Ann Hagen, Jeremy Hernandez, Constance Hessburg-Odland, Andrew Hill, Amber Hodges, Lisa Hubinger, Jason Jacobson, Jill Johnson, Sue Johnson, Nancy Killian, Kess Knight, Sally Kohlstead, Jennifer Koontz, Pa Lee, Aileen Lively, Brittany Lloyd, Jennifer Love, Katelyn Lubbers, Bernard Miller, Emily Mraz, Katherine Murphy, Ken Myers, Nan Nelson, Ingrid Nuttall, Margie O'Neill, Natan Paradise, Katherine Pederson, Eric Perrino, Eleanor Pijut, Rebecca Rassier, Angie Rehn, Ben Resman, Katherine Russell, Ritu Saksena, Megan Schmidt, Julie Selander, Mary Ellen Shaw, Nicole Snow, Karen Starry, Sarah Summerbell, Georganne Tolaas, Matt Tveter, Laura Walker, Susan Westacott, Toni Wheeler, Jessica Whitcomb-Trance, Maryanne Williams

Undergraduate education agenda items

Demo: APLUS interface changes

Colin DeLong showed the group the changes to the APLUS interface. He said an email will be sent to everyone who has used APLUS in the last year announcing the changes. Deployment of the change will happen over the February 14 weekend. A user guide will be available upon deployment.

The three main components to the update are:

- *User interface overhaul* - the new site will feature the wider UMN standard template, making the site easier to read. This responsive template is mobile friendly, so all content will automatically format and resize to fit any size screen. Additionally, navigation has been moved from the left nav to the top of the page for easier reading and accessibility.
- *Real Time messaging* - the new site will have live-chat capability (similar to Google chat). Also, advisers will receive notifications when a student checks in for an appointment; there is also the option to manage drop-in appointment queues and monitor student requests for appointments.
- *Dedicated front desk functionality (contacts interface)* - the new site will have the ability to capture real-time information (e.g., phone calls, face-to-face interactions). To make interactions as efficient as possible, the system will allow multiple incomplete contacts that the user can manage and complete later (attach notes, etc.), keyboard shortcuts, and the ability to schedule appointments or create new drop-in appointments.

Policy discussion: Progress toward degree

Tina Falkner said a policy regarding progress towards degree is being discussed to support the University's graduation and retention goals. She asked the group what information they would like included in the policy, what they are concerned about, and what patterns do they notice that should be addressed that are indications of a student not making progress towards a degree.

Ingrid Nuttall asked if we have looked at other policies similar to this? Tina said yes there are some schools that have similar policies and that the University used to have a coefficient of completion policy that was very similar to the satisfactory academic progress (SAP) standards and is contemplating modeling something after that.

Some examples of these standards would be: can we/do we want to put a number on the number of drops a student can have? What percentage of courses being taken outside a declared major indicates that a student is likely pursuing a different major? Can we put a cap on that? Is a student frequently changing majors? Can we put a cap on that? Do we tell students you can't change your major after a certain point of time? Can we limit the amount of credits to students coming back from suspension? All of these are simply ideas and nothing has been vetted through any committees yet.

Claire Dingley asked if the policy can say that if all requirements are met, the degree will be posted, even if the student has not applied to graduate? Yes, some language around this has already been drafted but in a different policy. Tina has some draft language that she will share with the group.

Ingrid Nutall asked, where would the language, "you cannot graduate from a major that you have not officially declared" live? Tina said we would need to build something into our curriculum to stop this type of behavior instead of regulate it from a policy perspective; we really need to establish something in the curriculum that emphasizes the difference between being admitted to a major and simply amassing the 120 credits required to graduate.

Katherine Murphy asked if this policy would be for undergraduates only. Tina said yes, unless the grad programs want something similar, then that can be discussed.

Tina will share a draft of the policy with the group when it is available, it hasn't been drafted yet. Please send any feedback to Tina.

Common session agenda items

Introductions and approval of December minutes

There was a change to the December minutes: it was initially stated that the Grade Distribution Report was available for all University of Minnesota campuses; however, Duluth is not include in the Grade Distribution Report at this time.

Announcements

New staff member

Tina Falkner introduced new staff member Katie Russell, who joins the Office of Undergraduate Education (OUE) and will work primarily on coordinating activities of the Council of Liberal Education (CLE) and assisting with curricular issues and processes.

Non-degree registration

Jennifer Love announced that non-degree students will no longer be able to register via the email registration option and will no longer be receiving an actual hard copy of any materials (e.g., enrollment summary, student ID information, etc.). One Stop will only be processing activation requests received via the "e-registration" form; students will be asked to go online and register themselves. These changes will be in effect February 4 for summer and fall 2014 registration. Official communication regarding this change will be sent in the coming weeks.

Change in One Stop hours

Jennifer Love announced that One Stop walk-in service hours in STSS will change from closure at 5:30 p.m. M-Th to 4:30 p.m. M-Th (no change to Friday hours, 8 a.m.-4:30 p.m.), with the exception of the week before fall term and the first two weeks of the fall and spring semesters. This change aligns directly with President Kaler's operational excellence initiative and mirrors many, if not most, of University departmental offices.

This change will go into effect February 3. The communications and One Stop teams are working on updates to signage, websites, publications, and overall communications to key stakeholders.

ASR-IT updates

Bernie Miller gave a brief ASR-IT update.

- As of Sunday, December 22, certification data for Twin Cities Liberal Education courses can be entered as part of the ECAS course proposal form.
- Adjustments are being made to the Big Ten GPA Calculator to accommodate the new repeat code which went into effect this fall.
- Students' 1098-T forms will be sent out late in the month as required by the IRS.
- Financial Aid will begin to load records for the upcoming year this month (starting in January).
- CRM: Converting all One Stop email from Thunderbird into gmail is still the top priority right now. The goal is to have all emails go into Salesforce (via Gmail) to automatically create a case. The team is getting closer to figuring out a new walk-in queuing system that will also automatically create a new case in Salesforce.

Discretionary work is minimal at this time as the majority of ASR-IT staff are dedicated to the ESUP project. For assistance, please contact:

- ASR-IT Assistance - Contact SR Training & User Support at 5-2803 or via email at srhelp@umn.edu.
- Student Financials Assistance - sfhelp@umn.edu
- Financial Aid Assistance - Visit the online FA Help Request site at

https://intranet.asr.umn.edu/osf/Fa_Help/

Student email account management

Brittany Lloyd said the feedback from last month's RAC meeting regarding the student email account lifecycle was brought back to the IT leadership team, who also believes the process of deactivating students email accounts happens too quickly after discontinuation or leave of absence. The team is working on adjusting the language of the policy.

Nicole Snow asked - what does Google consider an "active" student? Brittany wasn't certain of the exact terms of the contract, but she said it means the student is enrolled. Clare Dingley asked what is the current practice of the student email account lifestyle? Brittany said that the email is currently disabled approximately 30 days after the student is no longer enrolled. Mary Ellen Shaw commented that this timeline should be extended to at least a couple of years after discontinuation. Brittany said that the group is looking at pushing this deadline out to five years.

Brittany will come back in February or March to give a progress update. She indicated that major changes will not be finalized until the input from RAC members has been received.

Enterprise System Upgrade Program

Program update
John Vollom gave an update on the ESUP project. He announced that William Dana will now assume the responsibility of project director of the portal. He will continue to serve as the project director of the student workstream. Additional program organizational changes include:

- Testing will be headed by Stacie Bensen & Jeff Toensing
- Communications (Tricia Conway) and Training (Carolie Carlson) will now be reporting directly to the program director
- Identity Management will be headed by Gordon Korbel
- Addition of a program management office who will re-baseline the program/plan schedule

The business processes for the student workstream are almost completed (only one more to go!). HR & finance are nearing the end of the second (IDP) phase. Identity management will start to roll-out this spring. This will be a phased approach to reduce risk; it won't affect single sign-on strategy and the login pages will still look the same.

There are two open RFPs: an accessibility solution (PeopleSoft is not compatible to meet University requirements for accessibility and security) and a two-factor sign-on (currently the M-Key).

Ingrid Nuttall asked to clarify what graduate education business process means? What does it encompass? John said this is the elimination of the custom table and moving the data from PeopleSoft into delivered 9.0 tables. This will have impact on the back-end work, but will have little-to-no impact on the colleges and departments; reporting will have the greatest impact.

Portal update
Julie Selander told the group that the portal rough draft website was brought down in December and feedback regarding the portal draft will be considered and applied to future prototypes. IntraSee, a PeopleSoft & portal consulting firm, has been brought on for a 3 week analysis of the portal up to this point. After this initial analysis, the portal team will decide what role, if any, IntraSee will play in the future.

After much discussion, it was decided that the name of the portal will be myU (as many members of the campus community are currently familiar with this name and there were suggestions received through the portal survey to keep the name as is). The team will be reviewing content on the myU portal and seeing what will stay and what will go in time for the launch in October.

Change management, communication, & training plan
John Vollum said the student workstream scope includes: admissions, academic advisement, campus community/shared person data, financial aid, student financials, student records, and SEVIS. Between now to mid-March, the team is working on a plan for communications, change management, and training. During this time, a series of three town halls will be held that will focus on *all workstreams*, not just student - where there will be previews of the student, faculty, and advisor centers.

A training schedule will be announced late-March, then from March-late September, training will be developed. Also from March-June, workshops will be offered as a preview of business processes and changes for specific audiences. Actual training will begin in July and will run through December with much of the training available online.

The planning team includes:

- Heather Micek - training lead
- Kate Sophia - communications lead
- John Vollum - change management lead
- Tammy Staneart - training specialist
- Amanda Miklik - content developer/trainer

During this preparation period from now until mid-March, the team will be designing curricula (i.e., topic, audience, delivery method, materials, and duration). They will also work on documenting the changes and impacts for the 95+ student workstream processes by analyzing and validating changes by audience.

To provide the best opportunities for faculty engagement, the team will offer live previews of the faculty and advising centers, in addition to creating a sneak peak of self-service overviews, and offering early work with the go-to staff members who support faculty on administrative duties.

Nicole Snow asked if registration for fall 2014 will happen in the current version of PeopleSoft? John said, yes, fall 2014 registration will happen in 8.9, but spring 2015 will be in 9.0. From late October to early December, the team will hold a "registration blitz," with intense activities around the new registration system for staff to get acquainted with the new process. A similar activity will be held for the grading process.

Katherine Murphy stated that they use the One Stop online registration tutorial with incoming students, and suggested it would be beneficial if there was messaging in the registration system for new students entering in fall 2014 that their registration process will change after their first semester. An overwhelming agreement from the group.

Demo: Faculty & Advisor Centers
Nancy Killian walked the group through a draft of the new faculty center. Faculty and advisers (who are also registered as an instructor) will log-in via the portal to view class schedules and grade rosters. The new class roster feature will replace the "Class List" report found in UM Reports. Users also have the ability to send out mass emails to selected or all students in their roster. The grade roster option allows direct add of grades to a student record. There is also the option to award one grade to multiple students at the same time (e.g., "S" to the entire roster). Midterm grades can also be added directly, and this feature will be replacing the current midterm alert system.

Katherine Murphy asked how staff will be able to get access to view a class list if they are not the instructor. This issue has not been completely worked out at this time; more information to come. Carol Francis asked if this will affect how the School of Public Health (SPH) enters their grades. Nancy said that the instructors would not be able to use the self-service like other instructors, and that SPH would continue entering grades as they do now.

The advisor center is considered an alternative to APLUS, not a replacement. In the advisor center, users will be able to access their advisee information, including class schedules, student groups, and hold indicators. The new system will be extremely beneficial for some of our system campuses and graduate & professional faculty advisors who do not use APLUS. Milestones and committees will now be tied to self-service. The advisor center will be replacing the "My Advisees" report in UM Reports.

But what about those who advise but are not listed as an "adviser" in PeopleSoft (e.g., PLC's)? Nancy said they understand there is staff who will need access to certain information; they are working on a process for that. If you have PeopleSoft access, you will have admin view capability.

Georgeanne Tolaas asked if transcripts will look different in the new system, because currently it's easier to pull the transcript information from UM Reports, since the information is all in one piece, versus sifting through page after page of information the current way the transcript displays in PeopleSoft. Natan Paradise asked if it will be possible to produce transcripts in batches. Also, Tina Falkner added that you will be able to make a PDF of the transcript and store it electronically - which is something the current system does not allow.

If you would like the training team to come out to staff meetings to do some overviews on the new system, please email srhelp@umn.edu.

FERPA website update

Elyse Paxton showed the group a mock-up of a new FERPA page on the One Stop website. The page is focused to parents and students, includes several frequently asked questions, and has a link to the University FERPA tutorial. The page is broken into four categories: general information, what FERPA means for (students/parents/faculty/staff), FAQs, and FERPA tutorial. Elyse asked the group if they liked the four categories - an overwhelming yes.

Ingrid Nuttall added that a lot of what FERPA means for faculty and staff is already included in the tutorial - the assumption being that people are viewing it. Should we make this mandatory? Tina Falkner said that yes, that would be great, but she was not sure how realistic that could be. Instead, the tutorial could be broken up into smaller, more digestible chunks to get people the information they need to know.

Julie Selander added that it will be helpful to think of the future with the portal and how we will share the information with others, especially the faculty/staff audience. Natan Paradise added that he frequently gets questions from faculty members, mostly wanting information he cannot provide him as most of the information is on a "need-to-know" basis. More information about what can and cannot be told to faculty/staff would be appreciated.

Elyse asked the group to think about what types of questions they receive from both parents and students and asked they share with her so she can include on the page. She also asked the group to review the FERPA brochure and decide if we should keep this document. Please send any comments, questions, concerns, issues to Tina and/or Elyse.

Graduate education agenda items

GSSP general updates

Ingrid Nuttall stated that with the upgrade, the current application that supports course guide functionality will go away, and will be replaced with something else (though not sure what that is yet). If you have any thoughts or concerns about how you use the course guide, please send this information to Ingrid.

Graduate Education update

Sally Kohlstedt said the graduate and professional education special committee is working on creating an assembly titled, "Using "Digital" in Graduate Education: Tools, Technologies, Best Practices, and Issues." This Assembly will provide opportunities for participants to interact with those on campus who are using digital tools and technologies to conduct research and scholarship, teach their courses, publish, and develop a digital presence in their scholarly or professional circles. A formal invite will be sent in the coming weeks.

A new project run out of CEHD titled GRIP (graduate review and improvement process) is looking at graduate and professional programs and seeing what can be done in terms of self-improvement. This small group started a year and a half ago, with 11 people, and it's become a streamlined process with much assistance from staff at CEHD. These reviews will result in a set of templates/guidelines for conducting a self-evaluation, including outcomes from other programs. The goal is to make sure that every department, every program, has a very clear set of goals, which aligns directly with the upcoming accreditation visit.

A learning outcomes committee has established a number of principles, including 10 projects to combine some overarching outcomes for graduate education as a whole. A final report should be ready by March.

Additionally, there will be metrics relating to the quality - what is the rate of application and acceptance? Time to degree? Attrition? How are we doing according to national standards? Departments wrote narratives in which allocated quality metric funds would be decided. There were three categories: top (excellent), successful, and concerned programs. Only 20 programs could be in the top excellent category. These reports have been sent back to the programs/colleges and the money has been allocated through the colleges. Suggestions on next steps were given to the deans.

The Provost has voiced a concern for fellowships - have there been enough risk being taken? A small committee was created to encourage colleges to take more risk when deciding on fellowships. Colleges will have the opportunity to say they will offer 3-5 times as many fellowships if the money is there. However, the ultimate responsibility of fellowship awards remains on the colleges.

Interdisciplinary initiatives are underway - all programs who have been funded are requested to give an update on their initiative. If you have any new ideas for an interdisciplinary initiative, please contact Sally directly.

The Graduate School is planning a half-day orientation for next fall, held the week before classes begin. There will be another post-orientation session in January (likely before classes start) and all first year graduate students will be invited.

Additionally, there isn't a comprehensive Director of Graduate Studies (DGS) orientation. Thinking of implementing one over the summer, then have an "update" in the spring. Sally asked the group what would be useful to the DGSs? It was suggested that DGS's encourage their assistants to attend RAC meetings so they can be up-to-date. Additionally, include the roles and relationships of GSSP staff and invite the PLC's to this session. If you have any comments or concerns, you can email Sally directly at sgk@umn.edu or gsdean@umn.edu.