

Registrar's Advisory Committee  
Monday, May 5, 2014  
Walter Library, room 402 (East Bank)  
9:30 a.m.-12 p.m.  
Prepared by: Kess Knight

**Present:** Kristeen Anderson, Patty Bales, Annie Bartels, Rhonda Bjurlin, Alison Blomster, Caitlin Boley, Lori Boucher, Sarah Braun, Agnes Chagani, Pam Cook, Beth Cunningham, Jennifer Dalton, William Dana, Dan Delaney, Molly Diethelm, Clare Dingley, Julie Ann Edin, Erin Edwards, Eric Eklund, Bruce Erickson, Tracy Fischer, Carol Francis, Jennifer Franko, Stacey Grimes, Sara Grothe, Kevin Havard, Amber Hodges, Emily Holt, Lisa Hubinger, Jill Johnson, Bri Keeney, Charleen Klarquist, Kess Knight, Jennifer Koontz, Stephanie Lawson, Pbaee, Jennifer Love, Tracene Marshall, Aya Maruyama, Rachel McKessock, Heidi Meyer, Rose Miskowiec, Mary Moga, Margo Mueller, Katherine Murphy, Ken Myers, Nan Nelson, Ingrid Nuttall, Les Opatz, Laurie Pape Hadley, Natan Paradise, Jenna Parks, Cindy Pavlowski, Elyse Paxton, Eleanor Pijut, Rebecca Rassier, Adam Reef, Ben Resman, Jim Rowan, Katherine Russell, Megan Schmidt, Susan Schnasse, Mary Ellen Shaw, DeanneSilvera, Nicole Snow, Kate Sophia, Karen Starry, Susan Suchy, Stacey Tidball, Darlene Toedter, Georganne Tolaas, Michael Trost, Matt Tveter, Laura Walker, Anita Wallace, Susan Westacott, Toni Wheeler, Lisa Wiggins, Ellyn Woo

### **Undergraduate education agenda items**

#### Changing the Liberal Education (LE) Course Lists

Katie Russell said the One Stop LE course lists will be changing to ensure the information is accurate and helpful. Potential changes include:

- Adding effective term information for each course
- Developing an active LE report post-ESUP that would be added to One Stop each semester
- Working with ASR to have the list pull information directly from PeopleSoft

The Class Schedule and University Catalog are currently the most accurate resources for LE information.

#### Advising link on the One Stop staff website

Katie Russell requested input regarding what advisers would find useful under the "Advising" section on the [One Stop staff website](#). Suggestions included:

- Some sort of toolkit with links to APAS, Grad Planner, exceptions and waivers, LE page, catalog, majors/minors, senate policy page, policy library, placement reports, links to other colleges, login to PeopleSoft, language testing service, admissions, transfer evaluation page, Transferology, and learning abroad.
- Adding a link to see placement exam scores

Katie will send another email to the Academic Advising Network (AAN) with these suggestions and will ask for any further recommendations.

### Partial credit waivers

Margo Mueller said current Liberal Education (LE) requirements specify a minimum of 4 semester credits for 2 of the cores (physical science, biological science), and a minimum of 3 semester credits for the remaining core and theme requirements. LE requirements are satisfied by an entire course that meets the requirements, not by piecing together credits from multiple courses (the exception to this is when a lecture and lab together fulfill the physical sciences or biological sciences LE requirements).

Margo Mueller and Katie Russell said Partial credit waivers are possible, on a course-by-course basis. For students who are satisfying an LE requirement with a transfer course, up to half of the number of required semester credits can be waived for any one core or theme requirement (i.e., for a 3-credit LE requirement, no more than 1.5 credits could be waived; and for a 4-credit requirement, no more than 2 credits could be waived).

Effective for students entering the University of Minnesota Twin Cities campus fall 2014 and thereafter, no more than three such partial credit waivers will be approved for any one student. Academic advisers should discuss with the student and the adviser then request the partial credit waiver(s) for LE requirement(s) as determined with the student.

These waivers are fairly common and are typically approved. After approval, ASR notes in the student's APAS report that the requirement has been fulfilled. Advisers should submit such requests to [APASLE@umn.edu](mailto:APASLE@umn.edu), and document the email request in the student's APLUS record.

APAS was updated for fall 2014 on Friday, May 2 to:

- Discontinue looking for an overall of 7 credits in the natural sciences. Instead, APAS will look for 1 course (4 credits) in both the biological and physical sciences. Transfer students are allowed two courses to fulfill each area if needed to meet the 4 credits.
- Allow no more than one course to count toward an individual LE requirement

The partial credit waivers procedure, outlined at RAC, will be documented on the One Stop Advising Resources page.

### Student degree progress update

Tracy Fischer said that at the Student Degree Progress (SDP) meeting last week, Fritz Skinner gave a demo on the grad rate reports. Leslie Schiff and Katie Russell also attended the meeting to talk to the group about their roles in OUE and how it relates to student degree progress.

Large data sets will be sent to colleges this week (to the college representative who attends the SDP meetings). Rachel McKessock and Tracy will be kicking off their own in-depth review of

student records for those who haven't graduated from the classes of '08, '09 and '10 (looking at 4, 5, and 6 year graduation rates). Current projections show only a slight improvement for 4 & 6 year rates, and 5-year rates are projected to go down.

#### Minnesota State Grant slide mock-up

Matt Tveter showed the group a mock-up of an [informational slide regarding the Minnesota State Grant](#). This information can also be found on the [Advising resources page on the One Stop website](#). The slide shows the benefits to students who are taking at least fifteen credits per semester in relation to the award amount from the MN State Grant. The chart then breaks down by 14, 13, and 12 credits and how the awarded amount changes. The audience is intended to be staff who speak and work with students to help them understand that students will receive less money for less credits. The goal of the slide is to ensure that messaging around the MN State Grant is consistent across campus. This slide will be used across campus, and will be included at the next Board of Regents meeting.

Tracene Marshall asked whether students who drop below 15 credits after the 6 or 8 week mark, at what point are they not responsible for having to prorate money they received for having to drop credits? Jennifer Love said the MN State Grant is based on the refund that the student will receive; this situation will vary by student, so it's best to have them contact a One Stop counselor.

Tina Falkner is working on getting some sort of flag to show up in APLUS when a student has a MN State Grant but is below the 15 credit mark.

#### **Common session agenda items**

##### Introductions and approval of April minutes

There were no changes to the April minutes. Sue Van Voorhis said we potentially won't hold RAC in June and July, depending on the urgency of announcements. For now, keep it on your calendars and final confirmation will be sent in the upcoming weeks.

##### OIT priorities solicitation

Susan Strubel said that UMN OIT goes through a governance process annually and collects information from students, faculty, and staff. This information is then used to determine priorities for the year. This year, OIT installed 450 new access points for wifi across campus, and tweaked about 600 more. The goal is to meet the demand of where people need it the most and OIT staff are still receiving feedback on other wifi locations which may need attention. On May 19, there will be a new One Help to better assist the University community. All processes behind-the-scenes have changed to make things better and more efficient.

Susan asked the group for feedback - what OIT initiatives do you think need attention?

- Natan Paradise said that he is glad to hear they are working on the wifi issues, but still hears consistent complaints from students, saying the guest server seems to be faster than the secure server and there are many dead zones.
- Ingrid Nuttall asked what came out of the Moodle discussion? Susan said that Brad Cohen could speak more to this, but they did receive a lot of feedback regarding Moodle last year. They went through an initiative to activate many features - but the problem is that people don't know about said features.
- Ingrid Nuttall said that sharing across domains is problematic. Sue Van Voorhis said there are an increasing number of students taking courses on multiple campuses, so this is greatly impacting them as well.
- Natan Paradise said that students don't seem to know about the resources available to them. Maybe coordinate with career services office to let students know these services are available to help them professionally.
- Susan said there is an app ([wifi@umn.edu](mailto:wifi@umn.edu)) that allows you to pin the location of where you have a wifi issue; from that list, OIT is able to prioritize by problem areas.
- Natan Paradise asked if OIT is responsible for all the routers across campus, or are departments? Susan said that it depends, but OIT has set aside a budget to help with this. If your area already has coverage but has intermittent issues, OIT can go in and analyze the router. The problem is that students aren't bringing one device to class; they are bringing 3 (the average is 3.5).
- Clare Dingley asked what the target date to have wifi across campus is? Susan said there are no plans of making that happen in the near future; monetarily it is not practical at the moment. Instead, OIT is putting wifi where people seem to need it the most.
- Matt Tveter asked if it would be possible to get an update on how OIT is implementing mobile? Susan said that yes, but they don't want to duplicate efforts with ESUP and the portal. This will be reassessed after the go-live.
- Eleanor Pujit suggested that when Google makes significant changes, can there be some communication surrounding this?

## **Announcements**

### *Billing due date changes*

Sue Van Voorhis said that with the billing date changes for AY 14/15, graduate assistants may run into a problem since the [first due date is September 13](#) but they won't receive their check until September 19. Students will not be penalized and the late fee will be waived in this instance.

### *Fall 2014 student account billing update*

Matt Tveter said that an email will be going out to all students about the billing change shortly. An announcement will also be included in the Undergraduate and Graduate & Professional Updates. Postcards with the announcement will go out in July, and additional emails will be sent in August. Authorized payers will also receive an email.

### *One Stop hours on June 3*

Jennifer Love said that all One Stop locations will close at 11:30 a.m. on Tuesday, June 3 for a staff event. Normal hours will resume on Wednesday, June 4.

#### *Drop deadline extension*

Sue Van Voorhis said the proposal to extend the drop deadline from 8 to 10 weeks passed unanimously through the Senate; the next step is the PAC (May 15).

#### ASR-IT

Laurie Pape-Hadley gave an ASR-IT update.

- Core PeopleSoft applications (HR, Student, and Finance) may experience intermittent disruption for approximately two hours on Wednesday, May 7 between 5:00-7:00 p.m. During this time, database administrators will prepare the databases for a copy of the data from the PeopleSoft applications to use during the testing phases for the Enterprise Systems Upgrade Program (ESUP). The timing of this snapshot is critical, as ESUP must use payroll information from a particular stage in the payroll process to ensure accuracy during testing. The two-hour window allows for “quiet hours” where batch scheduling and messages going between the systems will be paused. The team anticipates completing these activities before 7:00 p.m. and will re-start the normal batch cycle and communications queues at that time.
- Financial Aid - Summer awarding continues and disbursements have begun. Awards for incoming new students continues.
- Grades Entry - As the grade entry period for spring term draws near, please keep a few items in mind:
  - The [best practices and tips for grades entry](#) are located on the One Stop website.
  - Please remind faculty and staff that enter grades to check their roster access prior to grades being due through the "My Classes" report in in UM Reports, clear their browser caches, and update their grades bookmarks.
  - Grades can be entered online through the University Self-Service grades pages.
  - Class rosters and grade entry for courses owned by the School of Public Health are only available through the School of Public Health grading system.
  - If you know of someone encountering issues with grades entry, please have them contact the SR Training Team via email at [srhelp@umn.edu](mailto:srhelp@umn.edu) or contact them at (612) 625-2803
- Summer Tuition is being calculated now for students who are already enrolled. We have been working with the Budget Office on questions about proposed rates for the new year.
- Aside from a few compliance items, no remaining work is planned for PeopleSoft 8.9.

#### **Enterprise System Upgrade Program**

##### Program & Portal update

William Dana said that all 9.2/9.0 PeopleSoft environments (servers) will be moving to the UMN-TC campus. Also, there is a new change control process in place to ensure there aren't any changes in scope and don't put the program at risk.

The student workstream is currently in the testing phase to ensure security is set up correctly. The Scheduling Update: LIVE event (a town hall for departmental schedulers) last week was successful with approximately 100 people in attendance across three locations (St. Paul, East Bank, West Bank). The hope is to have another town hall type session in the near future. This presentation covered:

- An overview of ESUP
- A sneak peek at what is changing for schedulers
- A look at the new production cycle
- An overview of the training timeline for schedulers

Additionally, Stacia Madsen (formerly in Graduate Student Services & Progress) is now the lead business analyst for the Academic Advisement (AA) module.

The portal is currently moving through the second development cycle. This includes deciding what it takes to make the portal a more user-responsive experience (e.g., how will this look on phones and other devices?). It was decided that the initial portal screens will be responsive to devices (e.g., screen will readjust itself to fit the device screen), but PeopleSoft screens will not have that capability.

The portal had (paper based) usability testing recently, and findings are now being addressed.

Potential problem areas were:

- The red on the maroon color led the alert bar to blend in and users did not see it
- Many users assumed that the announcements were just “fluff” or “junk”
- Too-similar link titles
- Icons need to be bigger

Things that worked well:

- Overall, the design tested well and got richer information than expected
- Employees and faculty were surprised that the content related to them; they thought it was specifically for students, since the name “MyU” brings with it a student connotation. This will need to be addressed in communication.

Another usability test will be scheduled sometime in August, with the hopes to utilize the actual system (not paper).

### Reporting update

Amy Schult and Kristeen Anderson gave a reporting update. The strategy and goals of the student reporting structure are:

- Meet go-live reporting and data needs identified through workstream IDP sessions
- Align central reports to business processes
- Identify real-time data needs and update reports as needed

The scope of the project consisted of:

- Reporting tools (e.g., Data Warehouse, UM Reports, and UM Analytics)
- Report development (e.g., reports needed by functional areas going forward)
- Report access (e.g., leverage the portal technology for the Reporting Center)

The Reporting Center will be available in the portal, meaning that staff won't need to know which location a certain report might be in (e.g., PeopleSoft, UM Reports). Working with the student group, the team will decide which items people are most searching for, and how to describe these items. It is important to note that the Reporting Center won't be the only place to receive information.

So what's happening to UM Reports? Full details are listed on the [ESUP website](#), which shows the report name, the report ID number (from UM Reports), the workstream the report falls under, the report description, what's happening to the report, and where to find the report after the launch. This is not a complete list, as each workstream is deciding when to publish this information as they move forward. The student workstream analyzed 211 reports; the findings were as follows:

<b>What's happening?</b>	<b># of reports</b>	<b>Example reports</b>	<b>Where will I find it?</b>
The existing UM Report will be updated; faculty & staff who currently use this report will notice little or no change	62	Major/minor roster; student group roster, education abroad reports	Reporting Center
PS page(s) with real-time data will replace the UM Report	27	Class permission numbers, registration summary	Reporting Center
PS report with real-time data will replace UM Report	47	Class schedule summary, financial aid summary & detail	Reporting Center
UM Analytics report will replace the UM Report	6	Grad distribution	Reporting Center
UM Report will be retired	43	Course scheduling - non-standard times, promissory notes report	n/a
Cognos Cubes retired	26	OSF annual report	n/a

The timeline is as follows:

- May: build-out Reporting Center
- June: Data Warehouse, release 1 (DWAD, DWSA, DWSR, DWSF, DWSS, DWTA, DWEA, DWBH, STIX)
- July: Data Warehouse, release 2 (DWHR, DWPY, DWEO, DWGR)
- August: Test move 3, convert data
- September: “go-live” RDM reports built

Ingrid Nuttall asked to clarify the RDM reports built? Reporting and Data Management (RDM) team does analysis and development; “built” means UM Reports will be built and tested by the reporting team; then released to workstreams to do their testing.

Change management update *(This update was given before the OIT priorities solicitation presentation, but for the sake of consistency, will keep the minutes within the ESUP section.)*  
Santiago Fernandez-Gimenez gave a change management update.

Throughout 2013:

- There were 6 in-person visits to system campuses
- Colleges/units were invited to 50+ events
- ESUP survey was sent out for feedback; a key finding was that the degree to which people had confidence in the project was higher with those who knew someone working in the program
- Enhanced the ESUP online presence with the addition of a blog, newsletter, and website
- Communication to established communities, including U governance, IT@UMN, C2, FSUN, AAN, PCMC, and IDEAA

Santiago also discussed the pacing of ESUP engagement in relation to audience and content. As the audience structure grows, the more detailed the information will become. In other words, communication started with executives and an overall view of ESUP; this moves to leaders learning about the work stream; then managers and supervisors (current stage) learning about the change per role of staff member, then the system users learn about changes to business processes, then all faculty, staff, and students learn what they need to do and what’s changing for them. Following this model lays the groundwork as to why and how ESUP will change roles so by go-live, people will have the context they need to move forward.

So what can you expect from ESUP?

- Timing, pacing, and targeting of communication determined per business process
- Better to show than to tell - showing a framework for what’s happening
- Video and dynamic online content and in-person demos - sneak peek videos have been a huge hit!
- Training will focus on process and address specific audiences; most training will be available online
- Build relationships and engagement with units
- Be responsive to questions and requests for information whenever possible



For more information, please view the [key changes for stakeholders document](#), [subscribe to the newsletter](#), or visit the [website](#).

#### Academic Calendar update

Stacey Tidball gave an update on a potential change to the academic calendar. The Senate Committee on Educational Policy (SCEP) has been considering a different academic calendar (for Rochester and Twin Cities campuses) beginning with the 2018/19 academic year. This could potentially shift the spring semester to start earlier than the day after the Martin Luther King, Jr. holiday, which would mean spring semester and summer term would end earlier. Since the fall semester has 70 instructional days and the spring has 74, there is also talk of reducing to the number in spring to be in alignment with fall.

This summer, a workgroup will discuss the pros and cons of changing the calendar. This group will also be gathering input from various stakeholders. If you have any input you would like included, please contact Stacey Tidball at [tidball@umn.edu](mailto:tidball@umn.edu).

#### Records best practices

Ingrid Nuttall said there will be a town hall on May 15 partially to discuss records best practices. Realizing this isn't the best time for colleges and departments, she will follow-up after the town hall to receive additional input. Emily asked the group if there are any records-based items they would like to hear more about in the future? If so, please email Emily at [eholt@umn.edu](mailto:eholt@umn.edu).

Emily reminded collegiate staff that when adding a second major plan to a student's record in program plan that they need to be sure to add the second major plan and not the actual degree plan. Students can only earn one degree type (bachelor of science).

As of this spring, the University Honors Program (UHP) identification on students records has moved out of the sub-plan and is now it's own academic plan (set up as "major" plan). UHP staff will have to go in and either approve or deny the UHP plan, along with the Latin Honors. Someone asked if the UHP staff will actually go into a degree clearance plan? Emily said yes, but colleges are still responsible for clearing the majors along with any distinction honors earned as well. Emily reminded the group to run the degree applicant report by the 2nd majors and minors within colleges to make sure they are cleared by the deadline.

As of March 2014, the Graduate School has started using the degree clearance pages that the undergraduate programs have been using. Emily said she would like to explore moving some of the departmental masters and professional programs into those pages as well. If you are interested, please contact Emily at [eholt@umn.edu](mailto:eholt@umn.edu) or by phone at 624-4379.

Starting fall 2014, the Law School will participate in the dual degree process along with all other colleges. Sue Van Voorhis mentioned that the Law School will also begin offering classes at the undergraduate level in Fall 2014. Ingrid Nuttall asked if the drop/add date will be different for

undergraduate students enrolled in Law School courses? Emily said no, those deadlines are based on the career level the students are enrolled in, not the classes. So all undergraduates will follow the same add/drop dates.

Since grades are due by midnight on May 22, the bracketing job will run after that to identify students who have repeated courses. The Twin Cities undergraduate confer rate is May 17.

## **Graduate education agenda items**

### GSSP general announcements

#### *Staff change*

Today marks Stacia Madsen's first day as the lead business analyst for the Academic Advisement module. Ingrid Nuttall said the GSSP team is working on a plan to make sure there is coverage of all processes (especially degree clearance) and student services.

In light of Stacia moving out of GSSP, Ingrid wanted the group to know that requests are being handled as quickly as possible, but it might take a little longer than usual to hear a response. The position will be reposted, but the role might look slightly different. Ingrid will keep the group informed as things progress.

#### *Phone coverage*

Ingrid Nuttall said GSSP staff are looking at how they can streamline processes to provide better customer service. This started with the opening of the front help desk in Williamson 160 last summer, and GSSP staff continue to work with One Stop staff to better processes. One Stop moved to Salesforce as their Customer Relationship Management tool, which allows them to be more efficient and effective in all of their contact with students. GSSP staff are working to move to Salesforce as well, which would mean moving out of ServiceNow. This will be a great improvement for everyone.

GSSP is close to implementing a new phone coverage process. This would mean that all incoming calls will be directed to a central line, with options as to which staff person to contact in regards to subject matter. Additionally, a GSSP staff member would literally be "on-call" to help facilitate calls.

Does that mean staff can call one number regardless of the career of the student? Ingrid said yes, and they are currently looking at how work is distributed.

#### What's changed and what's changing (records practices)?

Ingrid Nuttall said this item will be discussed at future RAC meetings, as things are still being looked at. However, she asked the group if they had any further questions on the changes to degree clearance (an announcement went out about a few weeks ago). No one from the group asked additional questions, but Ingrid reminded them there is [a chart available on The Ledger](#) that shows where information previously lived and where you can find it now.

Rhonda Bjurlin asked what the turnaround time for application of degree is for when it shows up in PeopleSoft? Ingrid said that it is normally around one day; however, students must apply by the first day of the month, and GSSP has until the 10th to get it recorded.

#### GRE Search Service program

Dean Tsantir and Sally Kohlstedt said they have a program in development that will be used to identify, using the GRE and service system, students who are part of underrepresented groups. After looking at diversity numbers across the Graduate School, they seem to be behind in relation to other colleges and universities across the nation, for both enrollment and applications from underrepresented students. Finding ways to take advantage of the reality that faculty contact is an important tool in recruiting, the goal of this project is to make potential applicants visible and thus expand the capacity for person connections using perhaps the "Connect" capacity of the Admissions office as a first contact.

Sally said she wants to start a discussion with DGSs to see what they are currently doing (in regards to recruitment) and see how they can best utilize this new information. Sally wants staff to be engaged as well, and will work on creating a schedule for the data pulls.

The Graduate School will be covering the cost of this program, so all colleges and departments can utilize this feature. The information will be nationwide and will only include underrepresented students, not all students. For many grad programs, it is hard to enhance visibility, and now we will be able to reach out to students, instead of waiting for them to come to us.

Will the GRE scores be compared to the general population? This isn't decided yet, but when looking at the data, they will be thinking in the context of enhancing diversity, not just catering to statistics. A DGS orientation will be offered again in the fall, which may include an additional add-on hour for people who want to hear more about this new program. Someone asked if an announcement can go out to CCs and PLCs about the orientation, so they are aware and can discuss with their faculty member(s). Someone also suggested it might be a good idea to have the summer event more as an update, rather than an orientation for new DGSs, as it would be a good refresher for many.

An update was given on the Diversity of Views and Experiences (DOVE) Fellowship. There were 125 students nominated from 46 programs and 50 offers were made (currently only funding for 25). As a reminder, the DOVE Fellowship is awarded to first-year students from underrepresented groups (U.S. citizens or permanent residents). The fellowship provides a \$22,500 stipend, tuition at regular graduate school rates (up to 14 credits per semester), and subsidized health insurance for one academic year.