Registrar's Advisory Committee
Monday, August 4, 2014
Walter Library, room 402 (East Bank)
9:30 a.m.-12 p.m.
Prepared by: Kess Knight

Present: Bonnie Anderson, Kristeen Anderson, Rhonda Bjurlin, Alison Blomster, Caitlin Boley, Lori Boucher, Richard Campo, Amber Cellotti, Pam Cook, Beth Cunningham, Jennifer Dalton, Damian Damiani, William Dana, Molly Diethelm, Clare Dingley, Jessie Eastman, Erin Edwards, Eric Eklund, Bruce Erickson, Tina Falkner, Carol Francis, Jennifer Franko, Wendy Friedmeyer, Laurie Gardner, Stacey Grimes, Kim Habig, Ann Hagen, Constance Hessburg-Odland, Pam Hester, Lisa Hubinger, Barbara Jensen, Jill Johnson, Bri Keeney, Diane Kill, Nancy Killian, Kess Knight, Jennifer Koontz, Nathan Kopka, Judy Korn, Sarah Kussow, Pa Lee, Aya Maruyama, Rachel McKessock, Jessica Medearis, Amanda Miklik, Mary Moga, Emily Mraz, Katherine Murphy, Ken Myers, Ingrid Nuttall, Laurie Pape Hadley, Cathy Parlin, Katherine Pederson, Rebecca Rassier, Ann Rausch, Angie Rehn, Linda Reilly, Ben Resman, Katherine Russell, Ritu Saksena, Marjorie Schalles, Amy Schult, Julie Selander, Angelica Senger, Deanne Silvera, Nicole Snow, Kate Sophia, Susan Suchy, Sarah Summerbell, Paula Swanson, Stacey Tidball, Darlene Toedter, Matt Tveter, Val Uttmark, Toni Wheeler, Jessica Whitcomb-Trance, Lisa, Wiggins, Ellyn Woo, Robyn Zastrow

Undergraduate education agenda items
Academic Standing
Tina Falkner shared with the group a follow up on a piece of delivered functionality called academic standing. With the upgrade, the University will begin using academic standing for undergraduate students. This functionality will allow a student's academic standing (good standing, probation, suspension/dismissal, probation after suspension) to display within the portal (myU), and will follow the rules outlined in the current probation and suspension policy. Academic standing will run multiple times after grades are due and before the start of the following semester, the exact number of times is still be be determined; this may lead to some confusion for students, as their academic standing may change as grades come in or are changed. Satisfactory Academic Progress for financial aid (SAP) will be triggered by academic standing. Colleges will still manually attach a service indicator that holds registration activity if such an indicator is warranted; a report will be provided that assists colleges/departments in determining which students are probation/suspension eligible. Colleges/departments can add a row manually to change the academic standing, if they do so that student will not be picked up in the rest of the process runs for that term.

Drop if enroll
Ingrid Nuttall explained we will be moving from an auto-invite to an auto-enroll system, meaning once a student is on a waitlist, staff or faculty can adjust the student's position on the waitlist, then the system will automatically enroll the student in the course once a seat becomes available.

The drop if enroll (accessed through the "swap" tab when student's enroll) option allows students to register for a course while being waitlisted for another course during the same time. If the waitlisted course becomes available, instead of giving a time conflict error, the system will automatically "swap" the original course and add the waitlisted (preferred) course. The drop if enroll option will be a good way to communicate with students about waitlisting courses and ways to avoid course conflicts, as the student will have to indicate the drop if enroll choice at the time of waitlisting.

The student will receive a notification stating their schedule may change when they waitlist and if they indicate the swap process. Once the swap has occurred, the student will receive a notification saying the courses have been successfully swapped. If you have thoughts about communications and how this should be rolled out to students, please email Ingrid at ingridn@umn.edu.

Administrative degree clearance
Rachel McKessock said they are finalizing language regarding the Administrative Degree Clearance procedure. It is important to note that this is just a procedure, not a policy. Once the document is completed within the next few weeks, it will be added to the Adviser Toolkit on the One Stop website. Ingrid Nuttall mentioned that graduate education is interested in learning more about this and possibly doing something similar. If you have any questions regarding the Administrative Degree Clearance procedure, please contact Rachel, Tracy Fischer, or Tina Falkner.

Student Degree Progress updates
Rachel McKessock said the 4-year and 6-year cohorts are being reviewed and follow-up will happen with colleges and advisers.

General announcements
- Katie Russell asked the group to remind advisers that APAS does not calculate in progress credits into the A-F% requirement. Additionally, the A-F requirement will be removed from the residency requirement and placed in it's own space in APAS for clarity purposes - this will happen sometime this fall. If you notice a program in APAS that does not have the A-F requirement included please mail apasle@umn.edu.
- Tina Falkner asked the group: what would you like to hear/discuss at RAC over the next year (besides ESUP)? She asked the group to think about ideas and bring them to the next meeting.

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

Announcements

peerTransfer now available
Matt Tveter announced the University now offers a way for international students to pay their tuition bills online from banking accounts in their home countries. Students access peerTransfer by signing into their student account and selecting "International Payment" from the drop down menu. At that point they are routed to peerTranfer's website, where they will need to create an account in order to continue. Communications are slated to go out to students about the new service later on this month.

Withdraw deadline
Matt Tveter gave a reminder that the student withdraw deadline is now **through** the 10th week into classes instead of eight. Please pass that information on to faculty. Here is some text regarding the withdraw deadline that can be inserted into your communications to faculty: "This fall, students may withdraw from classes without collegiate approval through the tenth week of class. The final date that students may withdraw is November 10. Previously, students could withdraw without collegiate approval through the eighth week of class. Deadlines for cancelling or adding classes are available on the One Stop website."

Veterans tuition changes
Julie Selander announced that as of August 1, graduate and professional student veterans will now receive in-state tuition. This is a Legislative change that went through over the summer and is true for all system campuses that have graduate and professional programs.

Additionally as of August 1, tuition refunds for students with dependent children will be granted for those that are impacted by their spouse's military deployment and required to withdraw from courses. Students with dependents should contact their campus veteran services office for guidance regarding enrollment and tuition refunds when impacted by a spouse's military deployment.

If there are questions on these new policies and practices, please contact Julie at goode021@umn.edu.

Electronic Policy Petitions
Richard Campo announced that One Stop is now processing e-policy petitions for CSE (this is in addition to CEHD).

New One Stop service model
Richard Campo announced that student workers will now be the first line of One Stop customer service. This new model is designed to improve efficiencies and lower call wait times. Twelve Customer Relations Representatives (CRRs) were recently hired and underwent three weeks of training. Ten of the CRRs will be answering customer calls in the STSS building and two CRRs have been designated to assist in-person customers at the St. Paul One Stop location. The CRRs are currently shadowing One Stop counselors and are exceeding expectations.

The One Stop CRRs have been trained to answer general questions and to assist with self service navigation of the One Stop website. Examples of general questions include: billing due dates, registration queue times and general financial aid award information. All questions that involve counseling about financial aid, registration and the student account will will continue to be answered One Stop counselors. Customers are now prompted to select a service option for "general" or "specific financial aid and student record" questions when calling One Stop. An escalation policy has been implemented to escalate CRR calls to a One Stop counselor when appropriate.

Ingrid Nuttall asked if CRRs will only be taking calls, or will they also answer emails? Richard said that as of now, they are only taking calls. Eventually, the plan is to have them answering emails as well as in-person at the One Stop service counter.

If you have any feedback, please email Richard directly at campo035@umn.edu.

ASR-IT updates
Laurie Pape-Hadley gave an ASR-IT update.
- The awarding of aid to students for Aid Year 2015 has begun.
- The tuition calculation for fall 2014 is in the final stages; and the schedule is determined by each campus.
- As of June 23, in order to be in compliance with the 150% Loan Legislation and Enrollment Reporting requirements, the new mandated enrollment information for student records is being reported to the National Student Clearinghouse as required by NSLDS (National Student Loan Data System) and the Department of Education.
- The rest of the team's work coverage is for ESUP and they are moving into a heavy testing and defect correction period in August.

Enterprise System Upgrade Program

Live Portal demo: Staff view
William Dana said the project is moving out of the development phase and into heavy testing for the rest of the year (this includes deployment practice for the mid-February system down time) and things are on-plan and on-budget.

What is the new MyU portal?
- An aggregator: a centralized place to find tools and information
- The access point for PeopleSoft systems
- An easier, more effective place to do the work of the U
- It will not be: a space for new software development; the University homepage
- Targeted audiences include students, staff, and faculty; there will not be guest access, as most information within the portal will be internal

What does it show and what can you do?

- View will be adjusted based on your role at the U (e.g., staff, faculty, student) and specific campus
- The "Search" feature will also include PeopleSoft information along with umn.edu and the people search
- The top navigation menu will be a drop down and will follow you through your experience in the portal
  - Key Links are based on individual security access within PeopleSoft
  - Favorites
  - Targeted to You
  - Your Interests
- Faculty: Teaching, My Advisees, Research, Faculty Career
- Student: Academics (including degree progress), My Finances
- Staff: My Time, My Pay, My Benefits
- Finances: Purchasing, Budget & Finance
- Managers: Manager Info
- All: My Info, Announcements

News & communication
- Announcements (picture tabs in middle of page, up to 6)
- Notifications: holds, enrollment time, financial information, etc.; similar to Facebook notifications, little read box with number of announcements
- Alert - added to portal header
- Interruptive message - MAJOR announcement will pop-up once you log-in to the system

Live Reporting Center demo
Amy Schult said much of the content is currently being added, and not all reports are listed yet. The Reporting Center will be housed on the MyU homepage < Key Links < Reporting Center. The Reporting Center is designed for faculty and staff (students won't have access unless they are student employees who need it). These reports will include information pulled from PeopleSoft, UM Reports, and UM Analytics.

There are five buckets within the Reporting Center: Finance, HRMS, Physical Asset Management, Research, and Student Services. Underneath each bucket is a list of reports related to that particular bucket.
- The full menu will be available to everyone; security will be prompted upon opening (x.500 information)
- To get a basic overview of a report, hover over the title of the report; click on the eye icon if you need more information, which will take you to the help doc for that report
- When hovering over the title of the report, a blue star will appear - this allows you to add that report to your Favorites, which will sync with your myU
- By clicking on the report name, a new window will open and you will be prompted to log-in to PeopleSoft
- An option to filter by title will be available

- "Reports run for me" - these are reports that are sent to you from another person (similar to report manager)
- There are three options for assistance - FAQ, Policies & Tools, and Resources for each workstream

Faculty Go-To update

John Vollum announced that one of the key challenges that was identified with the upgrade was, how do we make faculty confident with these changes? From this, a group of staff members that faculty will naturally go to in the event they have questions was formed: the Faculty Go-To team.
- Around 230 staff have volunteered or been volunteered to participate; Duluth has approximately 40 people participating.
- This group is not expected to be experts on the upgrade, but rather be prepared to respond to any issues or questions by receiving advanced training, resources, and support.
- Three kick-off sessions August 13-15
- If you were unable to attend one of these sessions or wish to be added to the group, please email John at vollu004@umn.edu.

College visits

Ingrid Nuttall announced that a small group of staff are visiting each college to highlight some key changes with the upgrade that are significant and have an impact on how colleges conduct certain business processes. Some items discussed are: the waitlist process, faculty center, the retirement of Course Guide, changes to the grading process, and the Reporting Center. The training team is providing preview sessions, where staff can see the systems and how the functionality will be different.

These meetings are not the same as the Faculty Go-To group, but there is some overlap. If you have been invited to participated in both, the content and messages are different so it is worthwhile to be active in both groups. The college visits are primarily for scheduling staff.

The Law School, CLA, and CDES have already had their sessions. If you have questions about what was discussed, please email Ingrid at ingridn@umn.edu.

Course Guide

Ingrid Nuttall said there has been some concern around the retirement of Course Guide, particularly, how will students be able to make informed decisions about registering for a course? Course Guide information will be moved to the Digital Conservancy. Starting January 2015, all information that is currently in the Course Guide will be pulled and put in the Digital Conservancy. Some things to note:
- Each course will have an individual URL so information can be found quickly
- To receive a syllabus, you must contact the Digital Conservancy - it will not be available for immediate download

- Post-upgrade, faculty or instructors will be able to include a URL in the Class Notes, and students will see this information in the Class Search results. The digital conservancy link could be used in this field.

<u>Student email account follow-up</u>
Ingrid Nuttall gave a quick update regarding the student email account discussions that have been happening at RAC. As of July 24, the time for students who are not enrolled will have three years access of their email account. They will, however, still have to activate their account every 90 days. Brett Lee from the Office of Information Technology, will be at the September RAC meeting to further discuss details.

Graduate education agenda items
<u>DGS Orientation & GSSP overview</u>
Karen Starry said the DGS Orientation will be held August 20 & 21, and will mostly consist of a discussion between "seasoned" DGS's and newcomers. If there is something you want your DGS to know, please email Karen at starry@umn.edu. Other things to be discussed at the orientation are:
- Funding opportunities, dates and deadlines
- Policies, policy guides & governance
- Information for graduate programs: contact info, tools, resources
- Overview of the Graduate Admissions Office, Fellowship Office, and advising

GSSP staff also will be there to share with DGSs information on the services they provide to graduate programs, faculty, staff, and students.

It was mentioned that some departments/colleges have both DMS and GRD programs - should the DGS of these programs be encouraged to go to the orientation? Karen said that yes, since it will be more of a discussion between past and current DGS's.

Amber Cellotti gave the group a refresher of Graduate Student Services & Progress (GSSP) office.
- Staff
  - Chris Allen
  - Chris Abts (as of Aug. 11)
  - Mike Brown
  - Amber Cellotti
- Contact information
  - gssp@umn.edu - currently using ServiceNow but will be transitioning to SalesForce
  - 612-625-3490
- What they do
  - Student degree progress

- ○ Milestone paperwork and data entry (combination of online and paper forms/manual entry) - GDP, petitions, exam paperwork, time extensions, language certifications, adviser assignments/updates, committee assignments/updates, prelim written results
- ○ Exam scheduling and grad packs - doctoral: online; masters: internally; grad pack available online and downloadable by the student
- ○ Degree clearance review and posting - masters & certificates: notified of status at the time a student applies to graduate; doctoral: notified of status at the time a student schedules the final exam; transcripts take 2-3 weeks; diplomas take 4-12 weeks (the extended time frame accounts for diplomas sent internationally)
- ○ Policy and collegiate/departmental support - resources on http://www.grad.umn.edu/about/policiesgovernance/
- ○ Additional resources can be found on http://www.grad.umn.edu/faculty-staff/index.html

Amber indicated they want to use the time at RAC as "mini-orientations" for new PLCs and CCs. What other topics are you interested in?
- An orientation or a process map of the registration exception so the process can be better described to students
- A discussion about the student experience around milestones and how to make that a smoother process
- Degree clearance process and communication that comes from GSSP to the student; how much communication should the program be doing vs. GSSP?
- What reports are available?
- A general discussion about workflows

Send any additional thoughts or questions to Amber at knap0071@umn.edu or Karen at starry@umn.edu.