

Registrar's Advisory Committee
Monday, April 6, 2015
Walter Library, room 402 (East Bank)
9:30-11:30 a.m.
Prepared by: Kess Knight

Introductions and approval of March minutes

There were no changes to the March minutes.

Announcements

- *Adviser readiness checklist:* Julie Selander said that an email was sent to all advisers asking them to complete the checklist to ensure that everyone is ready for the Upgrade.
- *One Stop extended hours:* Julie Selander said that One Stop's extended hours, including two Saturdays, was successful with over 100 additional calls, mostly relating to registrations. One Stop staff attended an all day retreat on March 17 to ensure readiness for staff.
- *Update on Destiny One non-credit implementation:* Kristy Davis announced that the new system will roll out mid-May and will provide an opportunity for units who are using home grown systems to start expanding programming. The new system will give non-credit learners the opportunity to have a student portal and will be a one-stop-shop type of application. For more information, visit the [Destiny One webpage](#) or email dorshelp@umn.edu.
- *Students with multiple program plans:* Ingrid Nuttall said that students who have multiple program plans will be split out into multiple career numbers at the beginning of their career. The Office of the Registrar has been working on converting these students and will continue to do checks to make sure all students are accounted for. Please send an email to otr@umn.edu if you know of any student that may have been missed.
- *Interim plans for Office of Student Finance Director:* Sue Van Voorhis said that with Kris Wright will be leaving (last day is April 23), there is an interim plan in the works, including appointing someone internal to Academic Support Resources (ASR) as interim director for approximately 3-5 months. A national search will be underway towards the fall and an interim director will be announced soon.

PeopleSoft Upgrade (ESUP)

Student Changes in each work area

- Admissions
 - No new applications or test scores will be loaded into PeopleSoft after April 7
 - There will be daily communication to the TC Office of First Year Programs and Housing of confirmed or withdrawn freshman admits

- Confirmed TC freshman can still initiate UM internet ID and sign up for orientation
- Following Go Live: load applications and test scores that were submitted April 7-20
- Financial Aid
 - Many changes are not apparent, but using delivered software to replace mods
 - No eFAAN; students will receive an email to view awards in Student Center
 - Financial Aid steps are in the Portal, but student to do items are also driven by emails/communications
 - Departmental scholarship entry is different, using delivered processes
- Student Financials
 - Many changes were made that are not apparent, replacing modifications with delivered processes
 - Payment plan is opt in
 - Billing date change (April 28)
 - Generally students will not be able to register if their balance is late on the third bill
 - New loan exit process, although similar to the old one
- SEVIS
 - No new delivered functionality for the SEVIS module
 - Existing visa permit data page will go away and will use the delivered HR visa permit data page
- Student Records
 - Waitlist: switching from auto invite to auto enroll (will run May 1)
 - If students have another course in the same time slot, how will that be handled? They will receive a message saying they weren't auto enrolled; they won't lose their spot on the waitlist but will need to wait until the next auto enroll is run to get in to the class if they adjusted their schedule; the next person will get their spot in the meantime
 - Grading: single roster for final grades and grade changes
 - Course Guide: retirement of current application; link to a URL; will be able to show catalog long description at the course level within class schedule
 - Academic Standing: used by financial aid for SAP and displays to students; will be run continuously
 - Reporting: PS pages, PS reports in addition to UM reports
- Academic Advisement: new degree audit for graduate and professional programs
 - Transparency for users: shows program and University requirements all in one place
 - Transfer coursework in PeopleSoft (for all grad and professional students)
 - Building for the future: working on building GPAS in the future to do better degree progress reporting in the future

Communication to students

Stacey Tidball gave an update on communications and enhanced support for go live.

- Information and resources will continue to be added to upgrade.umn.edu/student and will continue to drive students there
- A message was sent to all students regarding the Upgrade
- How-to guides have been added to the One Stop page (onestop.umn.edu/upgrade)
- Changes continue to be done to the One Stop website and will start seeing the connectivity between One Stop and the new MyU
- The website won't be changed dramatically, but things like the quick links and context to what each tab in MyU means have been added; a public class search has been added to the quick links
- Messages will continue to go out on the One Stop Facebook and Twitter accounts; please follow and share accordingly
- Media relations protocol: if you are contacted by the media about the Upgrade or other UMN business, please refer them to the University's News Service at 612-624-5551. Sample response: "The University's News Service is handling all media calls and they will be happy to help you out. They can be reached at 612-624-5551."

Enhanced support after Upgrade

- Help at Go-Live: Enhanced Support (use the same call centers as normal)
 - ASR Training Team: srhelp@umn.edu; 612-625-2803
 - Financial helpline
 - Human Resources
 - One Stop Student Services
 - 1-HELP/IT contacts
- Staff are prepared for higher call volumes at the start of go live, but please plan accordingly for longer than normal wait times
- Staff will work additional hours to account for the high volume of calls and emails so ensure things are handled in a timely manner
- IT will be available 24/7, but may not be able to respond as quickly as usual; patience is appreciated

Readiness survey results

John Vollum said the survey indicated that the majority of people are aware of the system interruption and have taken the necessary training for the new system. Focus opportunities include: finding out who their Advance Team members are; documenting Favorites and bookmarks for UM Reports and sites; time and absence reporting and approval.

Is the project ready?

- 16,600 hours of user-focused design
- 200,00 hours of student workstream effort
- 6 test moves with test cycles 100% complete
- Command Center and Help desks prepared
- Training and job aids in place

- Communication ramping up

Is the user community ready?

- Met with 1,200 faculty on all campuses
- Nearly 1,800 staff have completed the online Student Systems Upgrade Overview course
- 350+ course scheduling staff have completed the Collaborative Class Scheduling (CCS) course
- Over 800 staff have participated in a learning lab experience with the new system

Additional resources:

- If you haven't, please take the Upgrade Overview course
- Utilize the toolkits found on upgrade.umn.edu
- Contact the Help Desks for additional support

Registration queue issues

Ingrid Nuttall said that overall, the earlier registration times went well - thanks to everyone for their flexibility. Enrollment appointments for spring were allotted to all continuing students using the PeopleSoft enrollment appointment process; new students will start getting appointment times on May 1. Students with an RS service indicator were excluded from the the appointment process.

There were some issues with appointment times. They were:

- For undergraduates, there is not a consistent definition of continuing versus new students (e.g., what about transfer? change of college?)
- For graduate students, new students need appointments right away
- The RS service indicator is being used inconsistently (on current, active students)
- Users assigned manual appointments using enrollment appointment slots (before the Office of the Registrar was done with their process)
- Some students didn't get appointments who should have, and some did who shouldn't have

Going forward (proposed):

- RS will exclude a student from receiving an enrollment appointment
- Appointments will be assigned for new and continuing students at the same time (all careers)
- ASR will publish a date when manual appointments can start being assigned

Several members indicated a strong need for the registration grid. Since enrollment appointments are now being selected randomly within a credit total, it's not possible to have a grid as detailed as we've previously had. However, ASR can work on publishing credit groups by date. Other questions included:

- Is there a way to enter appointment times in batches? Not in a decentralized fashion; that exists for the Office of the Registrar centrally.
- Are there registration times for students who are non-degree seeking? No, they fall into open enrollment (which begins Friday, May 1).
- Is there a deadline for adding RS holds? Yes, it must be added before OTR starts adding the appointment processing.
- Will ICT/IUT students get an appointment time? Yes, unless they have an RS indicator.

How reports will look in Reporting Center

Consolidated in Reporting Center:

- There will be a familiar look and feel to most UM Reports, and the data will come from Data Warehouse
- Self Service or other PeopleSoft pages will have real time data
- PeopleSoft Reports will have real time data and have a similar look and feel to UM Reports
- The Custom app engine will have output in a familiar format, but running them is different
- BI Publisher is a UM Analytics platform (i.e., Grade Distribution)

Examples of report types include:

- Academic Record and Class Roster: PeopleSoft page
- Major/Minor Roster: UM Report
- Discontinued students: PeopleSoft Report (note: after you click “View Report,” then the prompts show; the report is an Excel spreadsheet)
- Course Enrollment: Custom app engine (will show reserved capacity)
- Grade Distribution: UM Analytics

Helpful resources: the ASR Training Team and the “i” button next to each report name links to helpful documentation.

Graduate education items

Change to Prelim Oral Exam (0807) milestone reporting

Chris Abts said that if a student passes their prelim oral exam with reservations, GSSP staff enter the Prelim Oral Exam (0807) milestone as “Pass with reservations,” which is then indicated in the UM Report as “P-R.” Instead of adding another milestone once the reservations are resolved, GSSP staff are changing the initial milestone to “Pass (P) - reservations removed.” This method is beneficial to the student, as they will only see one milestone on their record in the new MyU portal. However, it was noticed that after the milestone is changed to “Pass (P) - reservations removed,” there is no record indicating the student completed exam reservations in the UM Report; the record in the report is blank.

To see the student's full 0807 milestone record, view in:

- PeopleSoft by following Main Menu > Records and Enrollment > Enroll Students > Student Milestones
- (Pre-PeopleSoft Upgrade): UM Reports > Graduate Education Student Report for Majors/Minors (G032) > click on the student name or ID
- (Post-PeopleSoft Upgrade): MyU > Key Links > Reporting Center > Student Services > Student Records > Graduate Education Student Report for Majors/Minors

Due to the reporting changes addressed above, GSSP recommends referencing the Milestones page in PeopleSoft for the most current and complete milestone data. Please view this Milestone Tutorial (UPK) to view the full milestone changes that will occur from 8.9 to 9.0 PeopleSoft.

Any questions regarding this update can be directed to gssp@umn.edu.

Reviewing committee requests

Chris Abts reminded the group that each committee request must be reviewed by the student's adviser, DGS, and College Coordinator to ensure it complies with Graduate School Policy; GSSP is responsible for the data entry.

All committees must have at least one member representing a field outside the major. There must also be an outside member representing the minor if a student has declared one. For the Doctoral Final Exam committee, there must be at least one minor/outside major reviewer. Please reference the [Faculty Role List Database](#) when reviewing committee for policy compliance (a link is provided from within the workflow). The student's adviser or co-adviser cannot serve as the chair of the Doctoral Final Exam Committee.