

UNIVERSITY OF MINNESOTA

Registrar's Advisory Committee Minutes

Meeting: 9:00-10:00 a.m. CDT on Monday, September 14, 2020, via Zoom

Agenda

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Approval of August Minutes

Approved without changes.

Announcements

- Classes scheduled to be in-person or hybrid begin on Monday, September 21. Originally this was posted as Tuesday, September 22, but that was by mistake.
- One Stop Student Services has resumed limited in-person services at their East Bank (Bruininks Hall) location. The St. Paul and West Bank locations will remain closed. Additionally, One Stop will be offering a new Zoom drop-in service. More information is available on the One Stop website's [contact page](#). University Veterans Services, Graduate Student Services and Progress (GSSP), and the Helping U desk will remain closed for in-person service. Because of the limited availability and staffing for in-person appointments, contacting One Stop by email, phone, Zoom drop-in, or web chat is highly encouraged.
- International student payments should be made by the usual methods (Flywire international transfer or a bank account within the US)
- The University is working with international students who were set to TAs or RAs, but cannot travel to the country. Depending on the country they are in, the type of employment, and other circumstances, the solution to how to pay them differs.
- Student Account Assistance (SAA) is open for walk-in traffic Tuesday and Thursday, 11 a.m.-1 p.m., this is primarily to support scholarship check endorsement and payments on student accounts.

SAA is available for remote meetings during standard office hours. There are two drop boxes at One Stop: one for tuition and fee payment and one for forms drop off.

Retention strategy initiative

Beth Lingren-Clark

Beth Lingren-Clark presented on a new effort at the University to leverage Student Success Analytics (SSA) data and reporting to reach out to students and best support them. In 2019, this work began with a pilot project to test and understand the SSA retention information. That data focused on term-long retention, but the project is shifting toward a weekly model so the University can be more active in working with students -- accompanying this shift is a new focus on retention strategy areas:

- Communications - Leveraging assigned risk to enhance and target communication efforts to specific students.
- Outreach, support, and advocacy - To provide timely outreach, support and advocacy for students in various risk categories and/or with risk indicators. This will include work by a new group of Student Success Advocates.
- Reporting and assessment - Learn from the process to better inform tools, consider additional variables, remove institutional barriers, and understand student behavior at the University.
- Governance/committee structure

You can review the [Project Charter](#) for additional information.

Sue: Would be good to come back to this group with updates as we progress.

Fall term discussion

Susan Van Voorhis

In the past, students who did not pay on time were assessed a late fee. For fall, late fees will not be assessed. Planning on returning to normal for spring. Still waiting to hear if late fees can be assessed for students not enrolled. Registration holds for students owing more than \$200 will be placed (around October 23) in an attempt to to make arrangements for payment so students don't get so far behind that it becomes difficult to recover. Student Account Assistance (SAA) works with students each semester to make payment plans. It is possible students' spring registration will be canceled if they fall far behind financially and cannot work out a plan with SAA.

What information or data do you need to evaluate or measure fall term or to prepare and plan for a sudden pivot?

There were no responses from the group.

Subjects from ASR:

- Students with no advisor (please try to make sure all students have an advisor)
- Classes with no instructor

Spring term planning

Susan Van Voorhis

What questions do you have about spring term? What information would be critical for you to know as soon as possible?

When do colleges need a schedule of classes?

Other data you may need to help you plan?

- No advice here, but I'm already getting quite a few questions from families about spring term start dates, etc.
- When are spring queue times set for students?
 - Jenni Peterson: Spring queue starts November and students will be able to see their queue time about two weeks before.
- Departments are already starting to put spring schedule together.
- Will there be a deadline for entering modality?
 - Spring CCS closes 9/25, assign classrooms, open for emergent changes 10/23, (see the [production calendar](#))
 - Summer 2021, leave open CCS until December and assign classrooms over winter break
- Question: I hear you correctly that faculty have to decide spring modality in two weeks?
Sue: Yes. Would be good to have those conversations started now
- Question: And that 6 feet is still required, so that means most classes will not be in person—correct?
Sue: Correct. Spring will look like fall.

Our questions for you

When do colleges begin advising for spring term?

- Advisors in CLA definitely start registration appointments in October. The academic calendar as well as a solid representation of course availability will be important to have. We also have a number of students that took fall off and are waiting to make a decision about returning for spring depending on what the class modality is. Those decisions impact their housing and a number of other items.
- Grad level programs in CCAPS begin advising for spring registration as soon as registration opens
- SON starts advising for spring probably the second week of October
- Carlson School Graduate programs in early October is when a bulk of spring advising kicks off

- CFANS starts advising beginning of
- In CBS, we will primarily start in early October. Will begin to have conversations about spring semester with first year students at the end of September
- Internship advising can start as early as fall term because some companies hire for the upcoming summer during the fall term. Career staff might be good to consult with here as well esp. when students are enrolling in internship courses for credit.
- CDes advising begins in early October

How do colleges advise for summer (e.g., registration in February for CLA)?

- Summer planning can start in October too. Students need to know Summer offerings to decide what to prioritize to take in Spring and what can wait for summer.
- We receive some questions about summer in fall, but most of those conversations happen in early spring.

Academic Alerts (in APLUS) updates

Carin Anderson-Thoms, Kristin Van Dorn, and Chris Smith

Completed usability testing and incorporated that feedback into the system and training. The project is in the final stages with the team testing, working on the final communication plan, and creating training materials.

Timeline:

- Week of Sept 21: Bob McMaster will send an email to undergraduate instructors letting them know change is coming the following week. Highlights features and promotes more wide usage. There will be a follow up email to associate deans with talking points and recommendations.
- Week of Sept 28: Email to all undergraduate instructors giving them access to the system and the self-help guide.
- Ongoing: Continue to encourage instructors to complete any time throughout the semester as this gives advisors a chance to see the whole picture for a student

Sue Van Voorhis: grade rosters will continue to be run at the graduate and professional level.

CARES Act and Emergency Grant updates

Julie Selander and Tina Falkner

Institutional Emergency Grant Updates:

The committee of college contacts that Beth and Julie lead worked collaboratively to update the existing [web page for emergency grants](#) with a goal to make the application and process more clear and transparent (it now includes eligibility criteria, typical range of amounts granted, what funds are typically

granted for and what they are not granted for, as well as many on- and off-campus resource links). Students can easily get to this page by clicking on the “Student Emergency Funds” link on the One Stop home page.

There were many fewer requests during summer compared to spring and there were quite a few denied due to no summer enrollment. The fall application is now open. Reminder: students email onestop@umn.edu or advisors complete an emergency grant referral in APLUS. One Stop will be reviewing for CARES funds first and may be sending the student a link to the CARES application instead if they are an undergraduate (non-international/DACA/undocumented student). Reminder: these funds can be offered to international/DACA/undocumented students (both undergrad/grad/prof students).

CARES Act Funding Updates:

There are remaining CARES Act funds for **undergraduate** students that meet certain criteria.

It is a Google Form modeled after the Qualtrics application with some changes to the eligibility criteria:

- enrollment spring 2020, summer 2020, or fall 2020
- completed FAFSA from 2019-20 or 2020-21
- minor update to include “travel expenses related to the campus disruption”
- students can apply again even if received funds in the earlier funding rounds (though it cannot be for the same expense that was covered before)

Students can email onestop@umn.edu with the subject Line of “CARES Act funding request” and One Stop will send them a link to the application if they are an undergraduate and have completed a FAFSA. The [CARES Act funding webpage](#) has been updated with this information. There will not be a mass communication on this as there is not enough funding to accommodate that level of request.

Questions:

Q: If it is a recurring issue like rent, is that considered a repeated request?

Tina: It depends, but generally those situations would be acceptable.

Policy updates

Stacey M. Tidball

- Policy FAQs added to Makeup Work Policy and Mandatory First Day of Attendance Policy to address common questions related to COVID19 and online instruction.
- Policy reminder emails sent from Bob McMaster to all instructors teaching fall term during the last week of August (message is not sent to instructors of College in the Schools).
- SCEP resumes meetings September 16
- We will be working to catch up on comprehensive reviews of Academic Policies this academic year. Policies will be posted online for a comment and feedback period; more information about the process will be forthcoming.

TADA updates

Santiago Fernandez-Jiminez

Transfer Articulation and Transfer Credit

Testing of the new ECI uncovered a number of issues related to the complexity of the data. One area of specific need is related to repeat checking, where the team had to redesign the process after testing revealed a miss in the analysis. After the initial testing pass surfaced 11 separate issues, the team decided to delay the launch and extend the testing period. This will allow for additional development time and extended testing to ensure student record accuracy. After consulting with project governance, the launch is now targeted for November 21.

Degree planning tools (Graduation Planner/Schedule Builder)

Analysis continues on the three finalists. Accessibility testing was completed and references have been checked. Vision and values exercises were completed with University leadership to ensure RFP scoring was properly aligned. Estimating total cost of implementation and ownership continues.

Course and Curriculum Management & Catalogs

Work is underway to assess the market and understand stakeholder needs around course and curriculum management and catalogs (currently handled by ECAS and PCAS). The goal is to release an RFP for a tool that handles these functions. A successful tool would reduce the University's cost of ownership and improve functionality for users.