

Meeting Minutes: September 1998

Present: Don Chamberlain, Chuck Dahl, Anne Daly, Matt Dion, Carol Dunkak-Dunekirchen, Colleen Evens, Mike Galegher, Bill Ganzlin, Caroline Gilbert, Chris Gordon, Mary Koskan, Mary Ellen Nerney, Earl Nolting, Steven Pearthree, Terry Petek, Debbie Pommer, Jan Reifsteck, Lonna Riedinger, Vickie Roberts, Kathye Rosel, Alice Ross, Jim Rowan, Jan Schlueter, Clare Strand, Paula Swanson, Ruth Thielke, Valerie Tvrdik Anderson, Sue Van Voorhis, Sue Hunter Weir, Doris Wiehe, Amy Winkel

August 1998 minutes approved.

Announcements - New members include Anne Daly in University college and Paula Swanson as the new Law School registrar.

Vickie Roberts is leaving UC and joining the registrar's office as manager of the St. Paul office.

Doris Wiehe is leaving Human Ecology. A retirement party is being planned for the afternoon of October 9. Place to be announced.

The deposit new students pay is now called the Enrollment Confirmation Deposit. Hopefully this new name will cut down on misunderstandings.

OTR Service Hours - Student Accounts Receivable (SAR) and Scholarships and Financial Aid (SFA) are joining with the Office of the Registrar (OTR) to staff a common desk during common times in 202 Fraser. These offices will have staff available from 8:00 to 4:00 M-F. During the three days before classes and the first two days of class hours will be extended till 5:30.

OTR Reorganization - OTR is reorganizing to offer service on the west bank, consolidate service on the east bank, improve efficiency, and ready itself for the new technologies.

A service center in 130 Skyway on the west bank will offer full service starting in early November. By early winter quarter, east bank student services will be consolidated and coordinated with SAR and SFA; student services will now be offered in only one east bank location - 202 Fraser. Systems staff will be moved to Williamson to make room for student service in Fraser. Records staff will move to St Paul to use its quality space. Scheduling and OTR administrative functions remain in Wmson for the time being.

For further information please see the copy of an article that appeared in the September 1998 issue of "The Record." "[The Record](#)."(below)

System problems - The year 2000 problem has already struck. (Calculate the expected graduation date for a freshman.) The operating system and some programs needed to updated. The updates did not mesh with a few existing programs. Problems have occurred in Credit calculation, class code, transfer credits and registration queue. These are being worked through and around.

Summer Setup - Summer 99 will be our last on quarters. We will be in full transition to semesters and PSoft. And we probably will not have time to do much in the way of special requests and trouble shooting. All departments are urged to get all summer setup work done early.

Complete Cancel procedures - A procedure questionnaire was distributed to each college present. Units should complete and return to Chuck Dahl in 150 Wmson soon.

Second College form and procedure - A copy of the current form and directions for students to use in

requesting a major/minor in a second college was distributed. Please review.

Enterprise/PSoft "holds and flags" - PSoft does not have "holds" or "flags." It does have a number of functions that we can use to accomplish our goals for holds and flags. One function is "service indicator." This can prevent or allow certain kinds of services and will be used to replace holds and some flags. Another function, "student group," will be use where we now use many flags and "milestones" will be used for others. APAS will take over other functions.

Tables are now being set up. These need to go into production pronto. A set of conversions was distributed. Immediate feedback was requested. Please let Debbie Pommer (pomme001@tc.umn.edu; 6-8513) know of any problems with these.

PSoft development - Sue Van Voorhis distributed a sheet showing the PSoft "Environment." This outlined the long tedious process of updating the program. This process is necessary to insure that changes, enhancements or corrections, do not cause problems somewhere else in the complex system.

Non-Degree students - This issue has been discussed at previous meetings. The basic issue evolves directing students to the appropriate college and program. The S2000 policy group did not address some of the complexity and SCEP does not have time to address it. Sue will explore taking the issue to CUD.

Other Issues -

Forms - OTR is looking at all its forms in light of semesters and PSoft; colleges are encouraged to do likewise.

Grade Reporting - PSoft assumes instructor/dept grade input. Ideas?

From "The Record"

West Bank "one-stop shop" to open this fall

OTR announces plans to improve service and streamline operations

The long-awaited presence of a student service center on the West Bank will become reality sometime this fall. In an effort to serve students better, the Office of the Registrar (OTR) has collaborated with Coffman Memorial Union to obtain space in the West Bank skyway for a "one-stop shop."

Registrar Sue Van Voorhis noted that one of the goals of the Enterprise Systems Project is to create "one-stops" on all campuses where staff can solve student's problems and provide information in one location. Such "one-stops" are already in place on the St. Paul and Duluth campuses. The new West Bank center and a consolidated East Bank service center (see below) are further steps in that direction, she said.

"True 'one-stop' service has to wait for the full implementation of PeopleSoft and staff to be cross-trained," Van Voorhis said. "With PeopleSoft, students will be able to access all services from the Web--a 'virtual' one-stop center."

East Bank student services consolidated in Fraser Hall

All OTR student service functions on the East Bank will be moved by winter quarter to one central

location--202 Fraser Hall--ending the confusion involved in offering some services at Fraser and others at 200 Fraser Hall. OTR and Office of Scholarships and Financial Aid (OSFA), already in 202 Fraser, will be joined by Student Accounts Receivable (SAR) this month. Students will be able to conduct all of their OTR, OSFA, and SAR business in one room. (See The Record, August 1998.)

Other moves also involved

OTR functions that are not direct student services will move to Williamson Hall, such as systems development and maintenance staff. Remaining in Williamson Hall are room scheduling and OTR administration. Finally, much of the behind-the-scenes records processing for most college units will be centralized in Coffey Hall.

To assist with communications and work flow, OTR will increase its internal messenger service and use of fax and imaging. This should streamline operations and result in more consistent and efficient service to colleges.

for more information

Mary Koskan / 625-0160 / m-kosk@tc.umn.edu

Don Chamberlain / 626-1809/donchamb@tc.umn.edu

Sue Van Voorhis / 625-8098 / vanvo002@tc.umn.edu

Location: 2221 University Ave.

Functions:

- Enterprise Project
- Implementation
- Maintenance
- Software upgrade
- Enhancements--reports, work flow, navigators
- Web functionality

Location: West Bank

Functions:

One-stop service (certifications, transcripts, petitions, problems, etc.)

Affiliated services (e.g., financial aid)

- Records

Law

Management

Liberal Arts departments (e.g., art, art history, anthropology, theatre arts)

- Desk registrations
- X-Registrar

Location: 202 Fraser

Functions:

- One-stop service (certifications, transcripts, petitions, problems, etc.)
- Desk registrations
- Report distributions
- Phi Beta Kappa
- Registration
- Veteran certification

Location: 150 Williamson

Functions:

- Imaging/files
- Diplomas
- Systems Group
- APAS
- Course Guide
- Classroom scheduling/maintenance
- IPEDs
- Administration

Location: 130 Coffey

Functions:

- One-stop service (certifications, transcripts, petitions, problems, etc.)
- Affiliated services (financial aid, off-campus housing, student legal services)
- Records operations for most colleges
- St. Paul outreach
- Class Schedule (and backup), Course Guide printing

- Residency petitions

Location: b25 Fraser

Functions:

- Transcripts
- Processing
- Certifications
- Agency billing
- Veterans certification
- Receipting
- Phone bank
- Mail distribution