

Registration Work Team
Face-to-Face Meeting
June 18-20, 2002

Present: Center for Distance Ed and Independent Learning – Heidi Olson, Kim Runnion, Kelly Sinkey
Chukchi – Mary Booth-Barger
Interior Aleutians - Ruth Evern
Ketchikan – Brenda Hurley
Kuskokwim – Kevin Kristof
Mat-Su – Sandy Gravely
Prince William Sound – Susan Culley (audio)
Sitka – Tim Schroeder, Marie Wichman
Statewide - Janet Johnson, Saichi Oba, Mike Sfraga
UAA – Carolyn Hanthorn, Mary Howard, Patty Itchoak (audio)
UAF - Colleen Abrams, Brigitte Mayes, Cheryl Plowman, Ann Tremarello
UAS – Jackie Christensen, Lori Klein

Location: Board of Regents Room – Butrovich Building, UAF

Keynote Remarks

Mike Sfraga spoke on behalf of the President and the Board. They send accolades re: registration on the web and other web based improvements. Although the Board in the past was not used to hearing from Student Services, they are now aware of the hard working individuals in student services and are committed to making more resources available to student services. Our efforts are recognized as key to attracting and retaining students. The System/Campus relationship can be difficult because our priorities and work cycles are different. Ann T. added that Saichi and Mike both have campus based experience and have been effective in helping make campus needs known to the President. Mike added that although Ann T. is retiring she would be kept on part-time to work on special projects.

Records Retention

Ann T. gave a favorable overview of the SCT demo on imaging and workflow. Hershey Business Systems and 3 others may also come to Fairbanks to demonstrate their systems. Mike Bates is looking at setting up imaging in Fairbanks first and then make it available to other campuses. UAF is the primary focus of this project in order for them to meet an accreditation recommendation. How the project would be implemented at the other institutions has not been decided.

UAA is currently imaging incoming documents with good results.

Colleen described “workflow” as a communication method between different databases/departments. A system change can trigger a notice or email being sent to a student or another department indicating work has been completed or that a task is ready for the next person in the process to complete. For instance, if a change of grade comes in on a pending graduate, the graduation department would be notified as soon as the change of grade is posted. We first need to do a business analysis which includes charting the current processes in order to decide usage benefits.

Recommendations to support/not support RPE

Two requests for programming enhancements (RPE's) for SCT were approved to send comments of support:
RPE 29024: add SSN to enrollment verification reports with the option to print it or not.
RPE 28940: write a program SFRSRPO to do a batch update of the info on SFASRPO

Each MAU should send a note of support to the SCT action line.

Human Resources Related Issues

Carolyn Weaver from Human Resources joined us for discussion of the SSN/SID issue.

Since some student workers and employees who are students do not want their SSN used on their student records, and since FERPA doesn't allow us to require a student to provide their SSN, we must accommodate them in spite of the difficulties this poses to HR.

Carolyn W. stated that it would take considerable effort to change all the internal HR reports that have been built around use of the SSN and not the SID. HR needs to 1) identify processes and reports that use SSN, and 2) develop a timeline for making modifications. She will report back on the progress made on these items by the middle of August. Any new reports, etc. will incorporate the change.

PIN resets

PIN resets cause a problem because student workers (including those who were student workers in the past) have only to the end of the day to change their PIN from the default DOB before it is automatically changed to a computer-assigned PIN. Carolyn Weaver, HR, wants a standard policy on PIN resets. HR is progressing in figuring out which students are no longer employees and shouldn't be subject to the overnight resetting rule. Someone should compile a list of who has the capability of resetting PINs. This should be a limited number of people. There is the possibility of changing the nightly reset process to 2 or 3 days instead, if necessary. The General Functions Council could request a change that would prevent a student from picking his DOB or part of his SSN for the self-chosen PIN. JJ stated this would be an easy change to make.

For now, we should encourage students to pick a self-assigned PIN as soon as possible after the reset. UAA tells students by 7:00 pm. We also need to get the word out that the HR/student/faculty/VR PIN are all the same. We can tell that the auto reset has taken place by looking on GOATPAC. The user ID will show the OPSS\$XHSRP code indicating it was reset by the system. When performing PIN resets, check DOB and current address. It is okay for student services to reset employee PINs. The nightly reset process cues a mailer that is mailed to the student informing him of the assigned PIN.

The GFC will work on PIN reset coordination between HR and Student.

Recording Service Campus issue:

Pat Pitney and Juli Gillispie of SW-Institutional Research joined us to discuss their white paper on the Service Campus Concept. The OIR and Provosts support this idea. The service campus concept recognizes that because of innovations with distance delivery of courses and new statewide programs, the course campus, program campus, and "service campus" may all be different. The result is inaccurate counts of students per campus. Students would need to be coded/identified differently to avoid duplicate and inaccurate student counts. Our charge was to develop 3-4 possible alternatives to make this concept possible.

Discussion followed on using zip codes to identify the service campus, using the existing site code field to help codify students, handling these on an exception basis for the handful of programs likely to be involved, having students self-identify their "home" campus, and the need to take this discussion to other servicing groups rather than just registration. Much concern was voiced over the definition of the servicing campus concept as stated in the white paper. Admission, financial aid, and program advising should always be handled by the program campus while other services could be handled by the campus closest to the student geographically. Before supporting a broad recommendation, we would need to know the political and financial ramifications this kind of a change would have.

Juli will work on refining the definition of the service campus. We need to work on where we would put a code on a student's record.

Best practices for serving distance education students

We addressed Beth Bruder's (Bristol Bay Campus) memo on registration changes of UALC courses. Since the current practice allots tuition money to the registering campus and also for the purpose of maintaining complete files on their students, it was agreed that:

- Students should be encouraged to register with the campus closest to them geographically.
- If a registered student wants to add and/or drop a course, it should be performed by the same campus that registered the student originally.
- Follow the deadlines printed in the University of Alaska Distance Education Bulletin and the College of Rural Alaska Class Schedule.
- Paperwork from the student can be faxed or possibly scanned and emailed to the other campus, or we may want to direct the student to contact the local campus directly.
- Waitlisted students should be registered by the campus that originally entered them on the waitlist rather than the campus offering the course whenever possible.
- Grading, however, should always be done by the course campus (since faculty is associated with the course and that campus is responsible for the curriculum and retention of grade rosters.)
- Faculty withdrawals will be processed by the course campus as well, but notice to the local campus should be sent as soon as possible.
- The DT (Drop-Tuition Refund Only) registration status code should be used for UALC courses for drops during the 100% refund period. This code should be set up to refund tuition but not book fees. Book fees will be refunded when and if the books are returned.

This discussion brought out the need for three things:

1. A statewide phone/email/address book of registration and related services personnel to help us identify whom to contact for help with registration issues, lifting holds, etc. Send Saichi a list from your campus so that this can be compiled.
2. Everyone needs to chart out their work flow diagrams since each campus may do things a little bit differently. The chart will help us see the differences and similarities.
3. UAOnline has a help sheet on the web page but it needs to be revised to be more student friendly. The help sheet begins with HR information rather than anything a student would need to know. This was further discussed on Thursday.

Web for Student Changes

We agreed that the student information that shows in Faculty on the Web includes more and has a better format than what the student has access to under Student on the Web. Colleen will do a task request to change the student view to match the faculty view.

Distance Education Issues

Each MAU has representatives on the Distance Education council. The Council is charged with figuring out the direction of academic issues such as curriculum, GPA, residency requirements, transferability of courses. There is a need to address the issue of service delivery and who receives tuition now that UALC no longer has "seed" money to allot toward distance courses/audio conferencing fees. UALC was a concept used to get distance education going. It has proven successful and we now need to move to the next level and incorporate distance education into our normal processes. The plan now is to offer an 80/20 split between course campus/registering campus for next year.

Cooperative Program Issues

One problem we need to deal with is how to designate Dean and Chancellor list student when students are enrolled full time but at multiple campuses. SHR2ACT can be modified to include all courses a student takes and then used for Dean and Chancellor list purposes. But are these students eligible for recognition under current policy? Mike S. will address this with Statewide Academic Council (SAC).

Another problem is that some students in statewide (cooperative) degrees may graduate and their transcript will be comprised entirely of transfer credits. The residency requirement is amended for statewide programs to allow for this but it still looks bad on a transcript and causes difficulties with CAPP. There may be a way to address this through academic history if we treat these credits similarly to National Student Exchange credits.

Another alternative that was presented was having a separate course numbers for those courses; for instance, begin the course number with a C. Then the course could be taken at the level of the student's degree program and the level of the campus offering the course could also be added along with a comment in the course comments to the affect that this course is related to a Cooperative Degree Program. Colleen will work on this with academic history and CAPP people. Mike S. will address with the Distance Education Council.

Wednesday, June 19

Testing on PREP and LargePREP.

Transcript Request Forms

We reviewed the new format for the Transcript Request form (SHARQTC) that was delivered. Janet said that the programmers would change the SHA2TRO and SHA2TRU forms to include the new fields delivered with this upgrade. She also said that no task requests were required to accomplish this.

Transcript Status Forms

Decisions were made concerning the new Transcript Request Status Form – SHARQTS - (query form) and a variation of it for update purposes – SHA2RTS. The query form will be useful for phone calls inquiring about whether transcripts have been processed and/or sent yet. The student will be able to view request status date, print date and sent date on the web. The update form will be set up for the use of those of us who are responsible for printing transcripts. [Forms were later revised so that SHARQTS will be the update form and SHI2RTS will be the query only form]

Address update via web

Student on the Web can allow students to update their address on the web. At this time the discussion involves mailing address only. It was agreed that before we allow this, we need to set up procedures to ensure some checking on data that has been loaded into Banner. Colleen will submit a task request to create a batch report of changes to identify records that were added so they can be reviewed and corrections can be made. (We can look at GOAADDR and student entered addresses will be tagged with a “www” user code. There is currently an automatic process that removes # and replaces with No)

The report is to include the following fields: Name, ID, all 3 street address lines, city, state, zip code, address type, sequence number and phone number. Parameters are to include: Userid (like, multiple, optional), begin date (single, required), end date (single, required), address type (multiple, required), term (single, required), primary program campus (multiple, required), population selection. Also, a .dat file containing the same fields as the report should be created.

Service Campus issue revisited:

No consensus on how this should be done. Money is involved and that makes it a contentious issue.

It is difficult for CRA and other campuses to determine whom their students are.

IR needs to better define what they mean by servicing campus.

Changes they want could be major if we need to add a new field to the database and make changes to existing forms. Changes will be reduced if we can use the site code field that already exists in Banner. Is it appropriate to make major changes for a limited number of students when clear objectives do not exist?

International Students:

Federal regulations are changing. Janet forwarded an e-mail from SCT to BSIS concerning what's new and how SCT plans to deal with the federal policy change requirements. As more information from SCT is conveyed to us, it will be forwarded through the BSIS list.

Security meeting (separate notes from Colleen)

Web Grading

Faculty will be able to post grades via the web in the future whenever the part of term specific to that course section for that term is activated for it. On SOATERM, under the Base Part of Term section, there is an indicator box that will need to be checked to enable web grading. Because “M” is used to designate Manual part of term for every campus, we will need to change this so that manual part of term is designated by a specific code, for example AM for UAA, FM for UAF, etc.

Janet can change existing “M” codes through an update query for courses as long as no students are registered in them. By spring 2003, no one should use M as a base part of term. Part of term code can now be up to three characters long.

Much discussion followed concerning incomplete grade contracts, signatures on grade rosters, retention of grades rosters and other issues. One potential problem is that instructors could submit partially completed rosters (i.e. not assign grades to all students in the class). Ann T. has been thinking about a form that faculty members could fill out stating they are taking responsibility for submitting grades and turning incomplete grade contracts in. We would hold that form with the signature on it in lieu of a signed grade roster. Each MAU handles incomplete grades contracts a little differently. It would be possible for an incomplete grade contract to be available on line but how it would be submitted is a big question.

Editors Note: There is no way to grant permission for posting grades on the Web to specific instructors and deny others that opportunity but there may be a way to do it based on part of term and this needs to be discussed.

Wednesday, June 19

Campus Direct

We reviewed the Campus Direct web transcript request product as well as the phone version of the same. Many changes were recommended for both products. Ann is coordinating the changes with Tom Blades at Campus Direct.

National Clearinghouse EnrollmentVerify

We also looked at the National Clearinghouse website for EnrollmentVerify. Our students and businesses currently have access to verify enrollment using EnrollmentVerify. This is something that needs to be publicized to the students. During the demo we found an error that Brigitte checked about later. It so happened that the Clearinghouse had a glitch for 48 hours during which time we did our demo.

National Clearinghouse DegreeVerify

Janet mentioned that we will be able to load the historical files for DegreeVerify soon. Each institution will be responsible for loading their related institution's records. For instance, UAA will be responsible for loading institutional records for UAA, ACC, Kenai, Kodiak, Mat-Su and Prince William Sound. It needs to be decided as to who will be responsible for loading the old RE degrees. These will need to be done before September 1, 2002 or thereabouts. After the historical files have been loaded, the process will be changed to load only a single term at a time and only for the current institutions.

STVHLDD – Compliance Holds setting

It was decided that compliances (degree audits) would not be held. This can be reviewed at any time and changed.

UAA asked about the TI (transcript review codes) holds. Those were set for UAA-related students only and do not currently hold anything. Janet offered to end them for UAA and the offer was accepted.

Academic Standing and Dean's/Chancellor's List Code

It was decided that the current codes meet the needs of the individual institutions. It was asked how other institutions are handling students who should be removed from their programs. The comment was that once they have been identified and the academic code has been appropriately set, it is a manual process to change the SGASTDN record to NODS/NDS (non-degree seeking).