

REG TEAM Minutes- July 16, 2009 2:30 pm

Call # 800.893.8850

Code # 638 46 37

Attendees: John, Barbara, Sandy, Lora, Brigitte, Jane, Colleen, Mary

Agenda - From Lora

In the last two days I have had 9 appeals because students were shocked to find out they had registered for classes- they each stated they believed they were “shopping” or “checking things out”.

Here are two screen shots currently in UAOnline which are deceiving.

The first found under look up classes to add- gives two options “Register” or “Add to worksheet”

The second screen shot you get when you select “add to worksheet”- Students have the option to “submit changes”. If they hit this button they are registered for the class and do accrue a bill; however the language above very clearly states “Important... hit submit... You must select complete your registration to calculate fees, etc.” I believe having a “submit” button and a “complete your registration” lead students to believe they are not registered until they “complete their registration”. Much like online companies, until you hit complete nothing really happens.

Appeals have jumped at UAA. Screen shots show how this is misleading.

Suggestions:

1. Can we change the text on the buttons?
 - o Change the text on buttons/links to:
 - **Submit Changes to Complete Registration Changes**
 - **Complete your Registration to View Fee Assessment**
2. Change the text above the green bolded message and eliminate the text after **IMPORTANT!** You must press **submit...** and change the green text to move to after important.

NEW TEXT:

IMPORTANT! By pressing the Complete Registration Changes button, you acknowledge...

Lora will create a task request for the changes above and submit to BST.

We will revisit the second request regarding the: **Look for Classes to add: Select a box and add to worksheet** – after the first changing the button/link text has been implemented to see if there still will be a need for further clarification.

2. From John A.

- Faculty Override in UAOnline – **Tim requested we table to the next meeting**

- **Transaction tracking workflow** - This would give the student a copy of their schedule after a change has been made to schedule; batches to be run nightly.
 - o **Could this be SOREMAL task**
 - **Jane likes this idea instead of the workflow**
 - **Admissions & Financial Aid may do something already**

Lora will check with Patty and Peggy