

IUPUI  
Academic Policies and Procedures Committee  
Minutes  
Friday, 2/6/04

The minutes of 1/16 were approved as written.

**Announcements from the Chair** (As Becky Porter is at a conference, Mark Grove chaired the meeting)

Betty Jones is the new chair of the Academic Affairs Committee

The Student Affairs Committee made a presentation at the February Faculty Council meeting on proposed revisions to the IUPUI Code of Student Conduct. This was a first reading of the materials. (1) The IUPUI Student Affairs Committee is recommending **revisions to Parts I, III and IV of the Student Code of Conduct**, although friendly suggestions for revision to Part II are welcomed. The IUB Student Affairs Committee is also working on a campus-specific code. Concurrently, the two campus committees are working on a universal student code which will proceed through the University Faculty Council. **IUPUI Student Affairs Chair Robert Yost seeks faculty input on the following areas covered by the Code: the appeals process, review boards, faculty-student relationships (spouses-as-students).** For more details visit [http://www.iupui.edu/~fcouncil/documents/iupuicode\\_rev.htm](http://www.iupui.edu/~fcouncil/documents/iupuicode_rev.htm)

**Academic Affairs Committee Report**

No report was provided

**Items for Review, Discussion, or Action**

**Update on SIS**

- Enrollment Services has created a Website with information on implementation of the SIS. The intended audience is faculty and staff. Information will be provided by each of the Enrollment Services offices, including key dates, links to training and other materials (including a glossary and navigation to heavily-used screens). ES will also work on a “what’s different” between legacy and SIS document in how certain functions are performed. Visit <http://registrar.iupui.edu/sis-web/>
- The *Schedule of Classes* is now available from within insite or from the Registrar’s site. This information is not real-time and will be updated twice a week and as needed. Given the more challenging navigation in finding courses in the SIS environment, we will promote this site as the best place to see what is being offered for the Fall. “Challenges” include having to select from a department coding convention that students may not understand (looking for English Composition and not knowing one has to select ENG-W, for example) as

well as the fact that footnotes for individual classes require the visitor to select a “more details” option. As a result, the registrar’s office has created the summary presentation (now in html, but may move to pdf) to allow easier browsing of courses.

- The “c” (course) level authorization is not available for the Fall. Math and some other departments have relied on this level of authorization for courses where a student does not automatically meet a prerequisite, but where after further review, the department grants its permission by putting the “c” on one section in the legacy system, thereby allowing the student to get into any open section of the course.

SIS provides for “a” (complete authorization, including overriding a closed section) and “p” (permission for a section should space be available). Until the “c” authorization becomes available for a future term, this will require a department such as Math to load multiple “p” authorizations, presumably on the student’s preferred open sections. This does not change how courses that have the traditional higher-level authorization work as in legacy, approvals occur with the “a” code, an option that continues in the SIS.

- IUPUI and East will have small pilot registration groups in early March, prior to their formal starts of registration on 23 March and 15 March, respectively.
- In a meeting on 1/20, the project leadership consulted with each of the functional areas to determine the status of each module (student records, student financials, etc.). While there are some areas of concern, we are going forward for Fall. Wherever possible, additional resources have been provided for the areas of concern.
- The leadership also met with the Vice Presidential sponsors and are working on expectation management as with any implementation, there will be problems.
- The university is working on the best approaches to get the word to students on the importance of activating their university accounts as those will be required for registration and other services through OneStart.
- Laurie noted there is discussion about putting the university id number (not to be confused with the user id used for OneStart, e-mail, or Oncourse) on identification cards. Unfortunately, IUPUI has already begun to issue the new Jag Tag cards and they don’t include the number.
- While students will use their user id and password to perform services with the university through OneStart, we want the students to have the number for in-person transactions and in the longer term, to activate their user accounts. Undergraduate Admissions is now including the number in letters of acceptance. Graduate programs need additional study for the best way to assure students get

the number as the admission decision is decentralized and made by the schools. David Koerner will continue to work on this issue.

### **Changes in fee assessment, financial aid, and parking effective for the Fall**

- Ingrid Toschlog reminded the group of the change in assessment for the Fall, whereby students coded as undergraduates will pay undergraduate fees regardless of the level of the course and graduate students will pay graduate fees, regardless of the level of the course. Discussion confirmed that the assessment is based on the student's classification for the term; if the student had been admitted to a second undergraduate degree program, the student would be charged undergraduate rates. The change will be announced in the printed Schedule of Classes (though not prominently) and it will be posted to the Bursar and Registrar Websites.

This year a graduate student who first enrolled with the university prior to the summer of 2003 and who is taking an undergraduate course would pay \$145.05 per credit and \$194.10 for a graduate-level course (ignoring special assessments such as Kelley Direct). Under the new logic (using 2003-04 rates), a three-credit undergraduate course for a grad student would go from \$435.15 to \$582.30 for an in-state resident. Students who first enrolled at the university summer 2003 and later would pay \$171.70 for an undergraduate course and the same \$194.10 for a graduate level course. Under the new logic, a three-credit undergraduate course for this population would go from \$515.10 to \$582.30.

Looking at all M9 students this spring: 465 students enrolled qualified under the new (and higher) rate; 1240 qualified under the "old" rate. Under the new logic, the old/new distinction is eliminated.

M9 students took a total of 4545 credits in undergraduate courses and 3466 credits in graduate courses this term.

The non-resident rates for the "new" students would go from \$1353.45 to \$1680.45. The non-resident rate for "continuing" students would go from \$1433.40 to the same \$1680.45. While the non-resident rate would affect some students, this Spring the GCND program has 867 students coded as resident and 47 coded as non-residents.)

- The concept of a personal deferment will end, replaced by billing and protection from washout based on anticipated financial aid. That is, if the size of a loan covers the full cost of the term, the student will be protected from the wash, even if the loan hasn't yet arrived. A student's statement will show how much, if anything, is owed with the assumption that the anticipated aid will come through. It will not show a credit on the bill, for example, if the student's aid exceeds the total charges. That information will be available through the Financial Aid portion of OneStart.

- The deadline for requesting new fees has passed. Mike Donahue expressed concern with the timing of approval of new fees in meeting his publication deadline for the next recruiting/admissions cycle. Ingrid has passed that concern on to Michael Cozmanoff.
- Students will no longer request a parking permit as part of registration. Parking Services wants students to go to the parking Website or visit the office to learn about additional parking options, including year-long passes, garages, etc. A link to Parking information will be on the initial OneStart page.

Members discussed whether it is possible for drivers to know if a lot is full before pulling into it. This functionality apparently exists in at least one garage. Ingrid noted it is expensive, but will bring the issue back to Parking Services.

A suggestion was made for a campaign directed at faculty and staff to use the Bush lot, freeing up more spaces for students. Though the numbers presumably would not be large, it would be a way of recognizing student concerns about parking availability.

### **Proposal on Transfer Credit**

- Mike Donahue noted he had not had received any concerns about the proposed changes in how transfer credit would be brought in to the university (see pages 27-29 of January 2004 APPC minutes <http://registrar.iupui.edu/appc/appcminutes-jan04.pdf>). As a result, the policy will be implemented

### **E-mail Forwarding**

- Gayle Williams raised the concern that by providing instructions for forwarding email messages in printed materials and in orientation sessions, the campus may be inadvertently promoting that practice

Two specific issues were addressed. First, though it is their responsibility under the new policy <http://registrar.iupui.edu/iu-email.html> to forward their mail, some students inevitably will forget to do so, or won't remember after changing an outside service provider. As a result, important communication from the university isn't received.

Second, use of the non-university e-mail account raises problems for timely and appropriate response to questions from a student. We have no assurance that a message purporting to be from a student is, in fact, from the student. Though the policy above provides a recommended step for responding to such messages (general replies, but telling students we will respond to their university account only with FERPA-protected data), it can be burdensome on an office or school to look up the university e-mail address, especially if the name is fairly common.

Instead, Gayle believes the campus should promote use of the university e-mail system.

A suggestion was made to encourage students to forward their non-university e-mail to the university account as a way to simplify a student's life.

Members discussed the pros-and-cons of Gayle's proposal, recognizing that students typically would prefer to check only one location for their e-mail. Are students more-or-less likely to receive their mail if it is forwarded? Though that is a concern, the larger one for members appeared to be the perceived effort in determining a student's identity and responding to the university account only. If the student had written from the university account, the challenges of replying and authentication issue are removed.

When polled, a majority of members present supported Gayle's suggestion. Members did not have a problem with providing the information upon request (such as consulting the Help Desk or Knowledge Base), but recommended that the promotion of the ability through Orientation and related courses end. The group recognizes this is not, ultimately, a decision the group can make, but members wanted to raise the issue with the recommendation.

### **Course Equivalencies**

- In response to a request from APPC, Carla Boyd, team lead for Academic Advising, made a presentation on how course equivalencies are used in the SIS. A copy of her presentation is attached.

### **Announcements**

- Mark Grove announced that the second proof for the 2004-06 Bulletin has arrived and will be available to the schools. Content is due back to Mark by the 20<sup>th</sup> of February.

### **Future Agenda items**

- Adult Learner Focused Institution Coalition (ALFI)-Amanda Zimmerman

**Announcements from Becky Porter that the acting chair failed to bring to the meeting (some of which were addressed in the SIS update above):**

- **OneStart**

OneStart is the new entry point for all student services. All students who want to register or who might want to check their bursar bill, as well as student service staff in academic units, and advisors, and faculty who want to seek information via the web have to enter through OneStart. The servers have to be able to handle large volumes of traffic at peak times. In addition, the authentication process (the recognition of the username and password to determine what information the individual has access to) has to work. UITS is committed to providing the support necessary to assure that adequate server capacity is present.

Registration is a very public event involving thousands of students and many faculty and advisors. We need to prepare for dealing with public relations and communications issues.

- **Timelines, Training, and Campus Support**

1. The timelines for implementation and training are very tight. Both SIS and SES staff will make every effort to provide quality training, but we will not be able to provide the depth of training desired and needed by the new users. We anticipate that professional staff, support staff, and some student populations will have problems on their first efforts to use some elements of PS modules. We do not believe any of these will be catastrophic problems, but the ride will be bumpy for all of us.
2. The tight training timeline will make it difficult for student service offices to adapt business practices as quickly as they need to during the implementations. This will cause professional staff, support staff, and some student populations to have problems on their first efforts to use some elements of PS modules. Again, we do not believe that this will create catastrophic problems, but this too will make the ride bumpy.
3. We are operating on a very tight staffing pattern and timeline. While we anticipate providing a level of support via a phone/polycom assistance center, we cannot provide a robust level of assistance as each implementation moves forward. Project staff and functional office personnel in Bloomington and Indianapolis, as well as related UA offices, are now so thin that to provide a high level of assistance would require a delay in the project. We do not believe this will result in major problems, but it will delay the resolution of issues and periodically create difficulties for users.

- **IUIE**

We are introducing a new information environment (IUIE). During implementation, it is impossible to recreate all of the reports that have been

used by UA and each of the campuses over the past twenty years. Just as it took users time to learn to use the new information environment in FMS, users will have to become accustomed to using the IUIE. The combination of these two factors means that some of the reports that UA administrators, senior campus administrators, and academic deans are accustomed to having either will not yet be written or their staffs will not know how to extract the data. We anticipate that major reports will be in place, but every senior administrator at the UA level and the campus level has his/her own definition of major reports. We need to be prepared to not have access to all the information we have had in the past. In addition, providing comparative year to year reports will be very difficult to produce initially.

Proactive steps need to be taken to prepare administrative users for the switch from IUIS to the IU Information Environment (IUIE). Users should develop an understanding of what reports will be available and how SIS information can be accessed. Training on the use of the IUIE is being developed, but is not immediately available.

- **Financial Aid Module**

The financial aid module continues to run behind. Great efforts have been made to catch up including the hiring of more consultants and the addition of functional staff from the Bloomington and IUPUI financial aid offices. We continue to encounter problems ranging from consultants and professional staff leaving to medical events that have caused staff to drop off the project for periods of time. Every effort is being made and will be made to address these issues.

The shift away from BBAY (Borrower Based Academic Year) takes place this summer. The Office of Student Financial Aid is preparing information to explain to students how this will affect them and what their borrowing options will be. We have proactively attempted to identify sources of loans for students to assist with the transition.

'Beginning with the 2004 Summer, Indiana University Purdue University Indianapolis will use a Scheduled Academic Year in order to determine student eligibility for Federal Stafford Loan amounts. This change coincides with the implementation of the new Student Information System (SIS) which will be used to process student loans for all IU students.

The Scheduled Academic Year generally corresponds to the academic year; the summer term is a part of the academic year following spring semester, which means that the Summer Sessions are a "trailer" for the Scheduled Academic Year. The Federal Stafford Loan Limits will cover the fall semester, spring semester, and the following summer sessions as a single loan period for all students. There will no longer be a loan period that is borrower-based'

- **Campus Readiness for SIS Implementation**

1. Students at all IU campuses except Fort Wayne will be using the new Student Information System (SIS) to register for fall 2004 classes. Registration for summer 2004 classes will be done in the current system. Continuing students who do not have an active username and password need to activate their account before registration. Campuses need to implement a communications strategy to ensure that students understand the importance of this step.
2. Fall 2004 newly admitted students will need to be assigned a University ID number in order to register as they will no longer be able to use their SSN. It is likely that we will not be able to do a quick admit for individuals who want to apply, be admitted, and register on the same day. Once a student is admitted, it will take 24 hours for the University ID to be generated via an overnight computer batch run. Unless a student service staff member is able to personally complete the course registration process with the late applicant/admit, the person will have to return the next day to pick-up the assigned University ID to complete the registration process. The SIS Executive Committee has asked the SIS Project Team to further look into this matter, but in the spirit of advanced notice and planning, we wanted you to be aware of this possible business change.

Once a new student is admitted, the process **TODAY** takes 24 hours for the IU computer account (network id and password) to be generated via an overnight computer batch run. Unless a student service staff member is able to personally complete the course registration process with the late applicant/admit, the person will have to return the next day to activate the network id in order to register for classes. Campuses who are do not want to ask students to wait 24 hours will have to develop a new business practice and provide staff to personally complete the registration process for late applicants/admits.

The SIS Project Team is actively working on a solution that will support the quick admit process for individuals who want to apply, be admitted, and register on the same day. This is targeted for July 31, 2004.

3. Communicating to students, faculty, and staff about the upcoming changes and setting realistic expectations for the remainder of the implementation cycle is critical. Every implementation of a new system has problems. The University of Minnesota had to delay sending out financial aid awards and subsequently bills because of some snags they hit with the financial aid implementation. Some members of the SIS Executive Committee are working with the SIS Communications Team to develop information that can be used and adapted by each campus. Information is being shared among the campus administrators of the enrollment services offices which can be adapted for each campus.
4. Expectations management will also be an important issue. There will be problems; we don't know exactly which ones will hit us, but we will have

some. We think it is better to start mentioning the possibility and assure folks that these kinds of events are the natural part of new systems.....and that they will be fixed.