Registrar's Advisory Council Minutes

September 17, 2014

Room 248 MLC

3:30-5:00PM

Welcome

The meeting came to order as Jan Hathcote opened with a welcome back and a brief overview of the status of the Banner implementation. We continue to be open to suggestions and ideas in this RAC forum.

User Access

User Access and FERPA

Certification

FERPA certification tests are now online. Please complete the test before the Oct. 11 deadline or you will lose access to Banner, IMS, and Athena. If someone loses access, they will have to submit a new request for access, and these can take time to process.

Restrictions on student records

FERPA restrictions in Athena. Where may an advisor see the restriction on a student's record? It is not a popup screen that we are accustomed to from IMS, but the comment appears at the top of the record.

Figure 1: Image of FERPA restriction in SSB Athena.

Athena/Banner

Registration and Advising

When will advisors be able to clear students for spring 2015? Advisors are able to clear students to register for spring 2015 as of Sept. 16. However time tickets have not yet been assigned. Registration time tickets will be available after the programming to remove ineligible students and time tickets are entered. An email will be sent to all students with registration eligibility for spring 2015 at this point and it will include instructions on where to view their time ticket. A sample image of the student view in Athena of a time ticket is below. Please note that the sample student also has a registration hold.

Registration Status

Figure 2 Image of the Registration Status screen in SSB Athena. Student View.

Registration Holds

Questions were asked about placing holds on student records. They can be set to start and end on specific dates, or on demand- to begin or end on today's date.

Query by Student Name

You may not query by name in Athena. An advisor must know the UGA ID of their student to search for that student's record. This is to help protect student records from those who do not have an educational need to know.

Changing Catalog Term

Is it possible to change a major catalog term in Athena? Yes, the Registrar's Office may move the catalog term forward, but not backwards, by a standard email to regsupp@uga.edu. Advisors asked about the scenario where a student mistakenly changes their major? In these cases, please also email regsupp@uga.edu.

Updating Majors

Will we be able to update majors? No, students update majors. The Curriculum Change report of students changing in to and out of a major will be available soon. This will be distributed to each dean's office and available for review by advisors.

High Demand Minors

Curriculum is watching the number of people entering minors that have limited capacity, and will cut off the option for those minors with very high demand. These are rare. Otherwise, a student may add a minor through Athena in the same manner they select a major.

Enrolling in Courses for a Minor

Do students need permission of department for minors in Banner? Is this POM? For students with a minor to enroll in specific courses? Or is this for students wishing to add a minor to their degree program? For registration issues: "Permission of Minor" can be added just like any other restriction.

Helpful Link for Athena

Great information on how to use Athena is available on the EITS website. This includes tutorials and instructions with screenshots from the student perspective in Athena: http://wiki.eits.uga.edu/help/index.php/Athena

DegreeWorks

Questions should be emailed to degreewk@uga.edu

Training

Intro to DegreeWorks is being offered once a month now to support the increased demand.

Duplicate Credit

Duplicate Credit for foreign language sequence courses credited to the same semester has been removed in Athena/Banner. This is particularly helpful for study abroad programs or intense programs with sequential credit. For example: SPAN 2001 and SPAN 2002 taken in summer will no longer show as duplicate.

How are other duplicate credit courses being handled? Students with credit in a higher level course may not enroll in a lower level course. For example: A student with PHYS 1212 credit on record may not enroll in PHYS 1111.

Repeated Credit

How can advisor's track repeated courses in DegreeWorks if the repeat indicator is not shown until after grades post? We are aware that this is an inconvenience. Banner does not show coursework as repeated until a grade posts. Once Banner is fully implemented, a customization for showing repeated course enrollment will be considered.

Students with duplicate credit from transfer institutions should contact undergraduate admissions.

Curriculum

Departmental Placement Tests in the Foreign Languages

Curriculum is meeting with Romance Languages in early October to discuss their options for dept. placement tests in the foreign languages- French, Spanish, and Italian

Departmental Test Scores and Enrollment

In Banner, there is no restriction for students wishing to enroll in entry level courses in a foreign language that they studied in high school. In IMS, there was a restriction preventing this at the 1001

level, but this restriction is not available in Banner. Some instructors are informing students that they will not receive credit toward their degree if they enroll in a lower level course than where they are placed through departmental placement tests.   Even historically in IMS, if a student receives permission to enroll in a 1001 course despite higher placement indicators from test scores, the student will receive credit for the course. It may count in WLCHA and toward degree requirements per the student's program of study.

Per UGA's testing policy; students are allowed to refuse credit earned through testing. If a student wishes to have credit earned through testing removed from their record, they should make their request by email the Registrar's Office using their UGA email account. These requests should be submitted before the end of their first semester at UGA or within one semester from the date the credit was posted.

Discussion followed about the position of academic advisors regarding placement testing in the languages. Common practice has been to notify students that they are required to take the test if they studied that language in high school. If the test is no longer required, how can advisors guide students into the appropriate level course for their language proficiency? This is a concern that will be addressed at the Curriculum Systems meeting with Romance Languages in early October.

Advisors also asked about revisiting the concern that Dept. test credit is not eligible toward WLCHA. It does not count in WLCHA because there is no requirement for cultural learning in the Dept. test, and the important thrust of WLCHA is the cultural exposure more than the foreign language.

Course Maintenance

Donna has outlined a series of tips for course scheduling and maintenance to help avoid problems. These are detailed in the image below.

Course Maintenance Memo

Proof Your Sections before registrations begins

When checking your sections, access Argos to make sure the following field have the proper data:
- ✓ Meeting time
- ✓ Meeting place
- ✓ Hours of the section
  - o Credit hours must match billing hours
- ✓ Campus
- ✓ Part of term

Incorrect data in any of these fields could negatively impact a student in terms of tuition, fees, financial aid, full time enrollment, and ability to put together a full schedule of classes.

Also, make sure the Grade Mode field is blank.

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Be cautious of *Changes and Updates After Registration Opens*

Changes and updates to sections after students have registered can also result in negative consequences for students. For instance, adding restrictions may cause students problems if they drop the course and then try to add it back. These students would need to be issued the appropriate override in order to re-add the course.

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Give the student the *Proper Permit(s)*

There are several types of permits in Banner and each one serves just one function. For example, giving a student a POD will not allow the student to enroll if the section is full. Therefore, you must match the permit to the registration error. To find out which permit is needed, ask the student. Keep in mind that since each permit serves only one function, it may be necessary for you to give the student multiple permits.

Use the proper format when creating *Cross-List Group Ids*

The format for cross-list group identifiers is:
- ✓ 2 character school code
- ✓ Underscore
- ✓ Course id
- ✓ Optional – if a course id will be used for multiple groups, end the identifier with an underscore and A, B, C, etc.

Examples: AS_CLAS2000
            AS_GENE3200_A
            AS_GENE3200_B

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Do not *Waitlist* all sections

Follow the advice below to schedule your sections in a way that avoids registration roadblocks that make it extremely difficult for student to enroll:
- ✓ Corequisite sections - add waitlist seats to only one of the sections, not all
- ✓ Waitlist works the best if the cross-list group max is equal to the total number of seats for all cross-listed sections.

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Students with *Multiple Student Levels* and Level Permits

A student may have multiple student levels. Here are a couple of examples:
- ✓ Undergraduate and graduate
- ✓ Professional and graduate

If you have a student with multiple active student levels who cannot register after you have given the student a level permit, email regsupp@uga.edu for assistance.

September 2014
Office of the Registrar

Figure 3: Memo detailing key points to remember when creating and maintaining courses.

Registration Overrides

Overrides ("permits" in Banner) to use when assisting students. If a student has problems enrolling in a course, ask what the error is. This information will help to target which permit/override a student needs for the course.

Level overrides- students with dual levels at both undergraduate and graduate will require overrides as we complete the transition to Banner. Graduate students enrolling in undergraduate courses do not need overrides. Undergraduate students enrolling in graduate courses do need overrides.

Students with registration issues should email reghelp@uga.edu.

Wait listing

Wait Listing is not advisable for co-requisites. Choose instead to add the waitlist to only 1 of the co-required courses. Commonly Lecture+ Lab.   Similarly, cross listed courses share a max enrollment. It is not always advisable to waitlist- particularly if the max seats in the cross list master enrollment {what screen is this?} is less than the sum of the individual course enrollment caps.

There is a deadline for wait listing- Waitlists are closed about 2 weeks before the beginning of the term. Students must choose courses with seats available.

Figure 4: Screenshots from SSB Athena highlighting details of the waitlist option.

Graduation

Graduation Term

GA terms are being tested to confirm Dec. grad dates pulled from IMS are correct in Banner. Each college will receive this list and is encouraged to move the GA term to a future date if needed.

Graduation terms appear in two places in Banner:

SGASTDN: Where the expected graduation term is calculated based on the number of credit hours completed. This information is exported to the Clearinghouse.

SHADEGR: This is the actual expected graduation term and can be adjusted by advisors and graduation officers. This is the term used in the commencement program.

Advisors will be able to move graduation terms in SSB. A tutorial will be distributed once the process is finalized, as the process is simple. Deadline to move students to a future term is Nov. 1. After this, names will be pulled for the December commencement program.

Graduation Applications

What will be the process for creating Graduation Applications in Athena? Unsure, although it is being considered for fall 2015.

Continuing Registration Eligibility after Graduation

A student who graduates and has no active degree program is not eligible to register for classes for a future term. This is the current policy for the graduate school and in Banner we cannot have separate policies in place for grad and undergraduate students. Thus undergraduates will lose registration eligibility if they do not have an active curricula on file (Active SGASTDN). Thus we encourage students to pick up a second major or use the "non-degree" major for their college if they wish to continue to enroll after earning their degree.

How to process students who wish to enroll in classes after they graduate: these students must apply for readmission to UGA if they wish to register after they have already graduated.

Graduating students who have already registered for a future term will not be dropped from their future enrollments after they graduate.

This new procedure does not apply to continuing students who did not graduate- they will continue to have registration eligibility for 3 semesters.

Awarding Degrees in Banner

Graduation Rosters

As soon as we close grading we open the rosters to award degrees. Currently we have 14 business days in spring. We may shorten the time frame to 10 business days for August and December for reporting purposes.

Awarding Degrees in Advance

UGA will no longer award degrees ahead of time. For example: if a student completes degree requirements in September, the degree will not be awarded with a December graduation date until December. Students may not receive transcripts with future degrees already awarded. If a student has completed degree requirements in advance of the graduation date, they may approach their Dean's Office for a letter confirming the completion of the degree and the anticipated graduation date.

Summer Commencement Ceremony

There will no longer be a summer commencement ceremony. We will still award degrees. Undergraduates are welcome to participate in the spring ceremony. Graduate students are welcome to participate in the December ceremony. The undergraduate candidate names will be included in the spring, and graduate student's names will be included in the fall commencement program with the appropriate graduation term.

Transcripts

Unofficial Transcripts

Unofficial transcripts in Athena appear similar to course history in DegreeWorks except that transfer coursework always appears first, then resident credit.

The unofficial transcript won't indicate PE, History, Constitution requirements, but the official transcript will. Unofficial transcripts will be available on Sept. 26, 2014.

Banner transcripts do not show in-progress coursework. Students who currently require in progress courses on a transcript are being offered IMS transcripts and a note on letterhead from the Registrar's Office indicating that we are in transition to a new student information system and to be patient with the data. This has been working well except for a few programs such as MCAS.

Questions

Do we have access to unofficial transcripts for inactive students? Example, a student graduated 10 years ago, but now needs teacher certification. Right now, we are not bringing inactive student data into Banner.   Those requiring unofficial transcripts of past students should contact the Registrar's Office with their needs.

In October, we will be working on developing a report/solution for academic standing. We understand this is important to academic departments.

Withdrawals

The procedure available in baseline Banner does not match the current policy in force. Curriculum Systems has released the following email instructing the procedure for processing withdrawals in Banner until the policy can be reviewed.

> **Implementing the Withdrawal Policy in Athena**
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> We are working to implement our current policies in the new system. Currently we are having to adjust procedures concerning the withdrawal policy because baseline banner does not

accommodate our current policy. Some of the procedures will have to be manual until a customization of the system can accommodate our current policy. For example, the process for faculty submitting WF grades prior to the withdrawal deadline will be handled manually by the Registrar's Office. We are sorry for any confusion that has occurred up until now. There has been a review of the withdrawal policy and a possible change may be suggested. The withdrawal policy has not been changed. Any change in policy will be submitted to the Educational Affairs Committee for consideration.

Drop or Withdrawal for Non-Attendance

Withdrawals will not show on a student's record until grades roll. If a faculty member wants to assign a WF grade, they should send a letter on letterhead asking for the change of grade.

Instructors who must drop or withdraw students may do so using the forms and instructions available on the Registrar's Website under Faculty/Staff Services: http://reg.uga.edu/faculty-staff-services/drop-withdrawal-for-non-attendance

Hardship Withdrawal

Hardship withdrawals are indicated on Athena and in banner under the students registration record. The hardship indicator does not appear on their transcript, only the W grade. Details about a hardship withdrawal, including the date of withdrawal are shown under the student's registration history.

To learn if a hardship is due to a hardship, military service or administrative, go to the faculty/advisor menu/student schedule to see the classification of courses withdrawn for the current term.
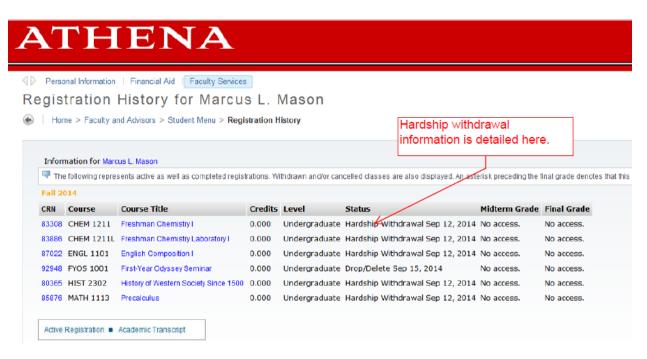

Figure 5 Image of SSB Athena showing a hardship withdrawal

General Questions and Discussion

Advisors expressed frustration with not having access to the student view of Athena. Students often call with questions and difficulties with their record, but advisors can't help because they aren't familiar with the student interface.

It was decided that to help with this, we will ask student workers to volunteer to participate in training sessions and meetings like RAC so that we can experience firsthand what a student sees. There are also screenshots of many student processes available on the EITS website here:

Advisors expressed frustration that they were unaware of the repercussions of dropping co-requisite and pre-requisite courses. In Athena, unlike in IMS, students are automatically dropped from co-requisites if they dropped one. Often students merely wished to switch a section. We learned that students must both drop and add the section simultaneously to avoid this problem. This is possible on the schedule registration screen in Athena.

Next Meeting

Wednesday, November 12, 2014

3:30-5:00PM

Room 248 MLC