MINUTES

SUB-COMMITTEE ON STUDENT RECORDS

Wednesday, February 1, 2012, 10:00 a.m. - 12:00 p.m.
Arts Council, Room 160

Present: C. Arseneault, J. Belfo, E. Balut, P. Barry, M. Brettler, N. Czemmel, S. Di Lollo, H. Emami, F. Lees, F. Lisi, J. Martuccio, K. Massey, M-J McCullogh, L. Morin, M. Moscato, D. O'Connell, S. Pellechia, M. Pietraroia (Secretary), H. Ray, K. Reany, C. Spadafora, R. Vadivel, A. Walsh (Chair)

Regrets: G. Arsenault, J. Barrett, P. Bassett, A. Costopoulos, J. De Rose, A. Gitton, V. Hansen, P. L'Ecuyer, D. Lamfookon, J. Lee, F. Maniaci, M. Michaud, C. Piperni, S. Reali, M. Ruocco, F. Ship, K. Voudouris, A-M Wasacz, J. Younan, A. Zakka

---

1. Adoption of Agenda:

The Agenda was adopted with the following changes:

- ♦ R. Vadivel asked that Item 3.8 be marked as complete;
- ♦ K. Massey asked that Phase II of Service Point Integration Project be added to the agenda;
- ♦ A. Walsh asked that ESAAC Report be added to the agenda.

2. Approval of the Minutes:

The Minutes of Wednesday, January 11, 2012 were approved with the following changes:

- ♦ M-J. McCullogh requested that the second sentence in item 3.1 be amended to read, "…the complaints that they receive and there are a number of complaints from parents…"
- ♦ H. Emami requested that the first sentence of item 3.2 be amended to read, "E. Balut reported that ISR has put into production enhancements to the application for Exchange and they are…"
- ♦ E. Balut stated that she emailed her changes for item 3.2 to the secretary.

3. Business Arising

3.1 Fee Information – M-J. McCullogh

M-J. McCullogh reported that they are in the process of testing and implementing this year's tax receipts. They are involved in the T2202A preparations as well as the T4A preparation, which involves the BSAC system. There are a lot of changes that they have to make because this is the first year that amendments must be sent electronically to Quebec. Student Accounts is working closely with ISR and Payroll to implement this new system.

M-J. McCullogh announced that the University now has to provide Conservatory students under the age of 16 with tax receipts. At this point they are not yet sure if there will be IT implications for providing these receipts but these receipts must be provided by the end of February.

She explained that departments and faculties have been advised about the "registered-not paid" students and her collection department has been dealing with negotiating payments to ensure that students remain registered. Student Accounts is also preparing for the financial year-end which takes place at the end of April.

3.2 Student Information System – E. Balut

E. Balut reported that the loading of instructors unavailability information collected from TPHi is now in production. They worked more on the Exchange & Study Away and they have the approval application in place right now. ISR moved a few changes for the eCalendar into production.

Projects ISR is currently working on:
> Non-mandatory meal plan,
> Service Point legal documents,
> Phase II of Exchange & Study Away – has been approved to go into the Opportunity Analysis phase,
> Self-reported illness for students,
> Opportunity analysis for non-credit course registration for students is completed,
> LMS project is proceeding with migration and integration.

E. Balut stated that they also completed 4 smaller items one of which was the Law Exam Numbers. H. Emami explained that this was an enhancement that Law had requested where students can now see on Minerva what their Law Exam ID Number is. They also put 5 new reports into production and 4 existing reports were modified.

E. Balut informed the group that they had a project last year whereby ISR implemented Crystal Reports – Enterprise Solution. It was rolled out to certain areas like Financial Services and now they are in Phase II where they will begin to roll it out to other departments. She will bring future updates to this group.

E. Balut gave a brief update on the Co-curricular records project which was implemented last year. Right now they are in the process of testing to see if it works as expected and then they will have to make some kind of decision on how to use it. The go-live will be sometime this fall. H. Emami added that Lina has said they will give this committee a presentation once they are closer to the go-live date.

A. Walsh announced that the University has finally received approval from the government to combine the four language departments in the Faculty of Arts. Although it will only affect Arts' records it will be a great deal of work to implement. They will have to change courses, programs and student records and it will also affect Admissions. This item is on the priorities list but it will have to be fast tracked because the University made this decision but it took the government many months to approve it. It will take a chunk of resources from ISR next month. F. Lees added that the four departments affected are Hispanic Studies, Italian, German, and Russian. A. Walsh explained that the programs are not changing but they will have to create new program combinations and move all the students over. ISR will also have to make modifications to reports or processes that look for those departments.

3.3 Registration Issues – A. Walsh, F. Lees

3.3.1. Change to Registration period for newly accepted students who are not CEGEP students – A. Walsh

A. Walsh reported that F. Lees sent out the approved dates for registration - those dates are confirmed and we will proceed with those dates. The only date that is not yet confirmed is

the CSI information sessions but it is likely to take place on Friday, June 1, 2012. L. Copeland is still coordinating with faculties because of convocation. This date conflicts with Macdonald campus convocation and with registration for CEGEP scholarship new admits.

From a Service Point perspective, R. Vadivel said that since all the registration opening dates are in June he requested a list of available time slots for advising from each individual faculty. It would be helpful to refer people when the phone lines open on the opening days of registration.

P. Barry said that they have a call centre that opens early on the opening day of registration and they have drop-ins as opposed to appointments.

A. Walsh said that every year there is an issue with the June meeting date of SCSR because it either conflicts with convocation or registration. This year it is scheduled for Wednesday, June 13 which is two days after the opening of CEGEP registration. If it was held the previous week it would conflict with convocation. A. Walsh asked the group if they wanted to hold the meeting and if so, which date would they prefer. It was decided to leave the meeting as scheduled on June 13, 2012.

3.3.2. Revised late registration period and billing dates – A. Walsh/M-J. McCullogh

M-J. McCullogh reported that the Fee Advisory Committee met over some suggestions that Student Aid made. One suggestion was to allow new international students to request 50% fee deferral as is currently available to returning students. Student Aid will easily be able to accommodate this request and it was agreed to by the Fee Advisory Committee. Student Aid agreed that they could meet the deadline of August 14 for posting the majority of scholarships and bursaries to the fee accounts (disbursing awards). Having the registration dates moved up really facilitates being able to do this. Student Accounts will be working on wording and communication. There was a request from Student Aid that they try to push the fee payment deadline into the first week of September, but the Fee Advisory Committee felt that doing so was not an option. The deadline will be August 31 as long as the 31 does not fall on a weekend. That way students can be informed that there is always a grace day in terms of fee payment if your awards are being disbursed on September 1st. Interest is not charged until 2 or 3 days after the fee payment deadline. The same proposals will hold true for the winter term. The fee deadline in January will be effectively what it was this year.

3.3.3. Waitlisting opening date for 2012-2013 – F. Lees

F. Lees did not have anything new to report at this time. She will follow-up at the next meeting.

3.4 GDEU – A. Zakka

A. Walsh announced that A. Zakka is on vacation and in his absence Ida Lemme will be following up on post GDEU requests. A. Walsh explained that the winter term is the term with the heaviest number of submissions that ES makes to the MELS. ES will be in touch with faculties with questions, but for the moment everything seems to be on track.

3.5 Exchange and Term Away Transfer Credits – H. Emami

H. Emami reiterated that the enhancements to the Exchange and Study Away module for staff have been moved into production. The Exchange Office will start reviewing applications as of tomorrow. A lot of the enhancements were collected though the working group as a result of feedback from faculties and they should help in the review of the application process. They have added the facility to approve students from a list and more details have been added like the CGPA so it will help approve applications more quickly. There is also a

lot more information on the download of the Excel file. H. Emami stated that they are automating generating nomination letters as these letters used to be generated manually in the past by the Exchange Office. H. Emami is very grateful to ISR and extended her thanks to Hugh and Mitra and Liana who were all instrumental in testing and programming the changes.

She explained that they continue to work on the enhancements for the Study Away module and will be in touch with some faculties with regard to that.

The second part of the project affects course equivalencies and a transfer credit database and processes. They will be focusing on gathering requirements because the information has to be collected by April before the IT Steering Committee meets. H. Emami mentioned that she has not received any feedback as to whether things are working well or not and invited the group to let her know if there are any issues or if they have any positive feedback.

H. Emami mentioned that they are reviewing how to implement the new policy which was approved by the Sub-Committee on Student Affairs. It relates to transfer credits for McGill students who go on exchange. McGill will grant transfer credits for courses that the student has passed with a grade that is acceptable for the student to graduate at the host institution. She explained that this is a change to the current policy in the calendar which states that the student must obtain a grade of "C" or better. If the student receives a grade lower than "C" but is acceptable at the host University for the student to graduate, then we will accept it for purpose of transfer credits. This will be added to the calendar for 2012-2013 and to the Exchange website. This change is effective fall 2012. This policy does not pertain to Study Away or IUT transfer credits it only applies to Exchange transfer credits. K. Massey added that this policy was designed to cover Exchange partner agreements only and it was very specifically identified that way. K. Massey said that when faculties do have other scenarios (a course from the same institution where other students went on exchange would get that credit) they should raise it and faculties would have to make a decision in each particular case.

H. Emami added that this is now a University policy; therefore faculties who currently have their own faculty policies will have to make changes in order to match the University policy. This policy has been approved for all undergraduate faculties so any different faculty policies will no longer apply. If faculties have any reservations, they will have to raise the issue with ESAAC or the Sub-Committee on Student Affairs. There was a discussion about when this policy will take effect and K. Massey will bring this issue back to the group that made the recommendation. Having it take effect as of January 2012 would be to students' advantage. There will be a follow-up by email.

K. Massey suggested that faculties raise exceptions to this policy so there is an opportunity and a case study to bring forward to perhaps make recommendations to amend the policy further. In the meantime, they should make fair decisions. K. Massey noted that there was a full consultation done prior to the approval of this policy.

H. Emami mentioned that J. Barrett said that ES would be maintaining a table of the passing grades. K. Massey did not have a recollection of this. She will investigate and they can discuss further. K. Massey said they are mostly concerned with creating a robust database of equivalencies as a way of making that transparent to students to make it easier particularly to know what courses to take and what equivalencies they will receive.

3.6 Addition of new fields on the Minerva Student Data Warehouse Query Form – A. Walsh

A. Walsh reported that J. MacNeill's group in ES is putting together a spreadsheet with all the proposed fields and they will follow-up with getting it on the ISR priority list. A. Walsh said that there had been a concern that if we broaden the fields that people who should not have access to those fields will now have that access. She explained that it turns out that the number of people who have access to the transcript is much greater than the number of people who have access to this query form. She believes that the access to the query form is a sub-set of people. If it truly is a sub-set then there will be no problem adding extra fields on this form because these people would have access to the transcript anyway. As part of this project, the plan is the creation of a second query form related to course information. Sometimes faculties need to be able to look up multiple sections of a course at one time as opposed to looking at the course sections for one particular student. This would simplify looking at all of them at once as opposed to having to look them up one by one. These would be two small projects; the first being adding enhancements to the current query form and the second would be creating a new form. They have not yet talked about the scope of the second project or the resources required for it, so she is not sure if this would be considered an enhancement or a new project. A. Walsh will get back to the committee when there is more information.

3.7 Leave of Absence Policy – A. Walsh

A. Walsh asked the group if there were any unaddressed issues since the previous discussion. The policy will be published in the eCalendar. M-J. McCullogh questioned if the insurance issues could be added to the policy because they used to be in the Medicine policy but they are not in the current policy. K. Massey said that they do not want to disadvantage students but rather to create more advantages for them. There is a recognition that students will be away for valid reasons but not necessarily out of the country and we will still need to provide services. K. Massey said that if there are any issues that need to be ironed out that should be done because she does not want this policy to disadvantage students in any way. M-J. McCullogh said that if insurance information is not anywhere for students to look up publically then they won't know if they are eligible. There is a process they have to follow to get the health insurance and sometimes the reason for the leave of absence can be medical; if they really need that insurance they need to know they are eligible to have it. A. Walsh suggested that although it is not in the policy, perhaps they can add a note to the policy at the bottom of the item in the calendar. H. Emami concurred and suggested that they would add a link to the procedure in the calendar as well. Complete.

3.8 International students who apply for readmission/Immigration issues – R. Vadivel

Complete.

3.9 Field courses and teaching locations of courses held off campus – M. Michaud

A. Walsh reported that since the last meeting she and Mark Michaud met with Medicine, P&OT and Nursing to look at field courses and their clinical courses. It was evident from that meeting that there is still some confusion about what should be field courses for McGill. The schools/faculty have clinical courses (offered in clinics) but some are clearly field courses and in other cases some courses are a mix. She and Mark will be having a meeting with Real Del Degan to finalize this. She will distribute a list of current field courses and the definition of field courses vs. courses being taught at a different location and ask everyone to get back to her before the next meeting.

4. New Business

4.1 ESAAC Report – A. Walsh

A. Walsh started by saying that sometimes not all units are completely in the loop on all ESAAC items although efforts are made in faculty and administrative offices to come back and give information in order to ensure that it filters through the faculties or schools. ES always makes an attempt to bring any discussions to SCSR. Most items are brought back to SCSR sometimes for discussion first and if it doesn't come for discussion then definitely for reporting. A. Walsh added that K. Massey is the ES representative on ESAAC and periodically A. Walsh will sit in for K. Massey when she cannot attend. She wanted to reaffirm to everyone that items are brought forward to SCSR. K. Massey said that they have used email as a form of communication between meetings if issues come up and we will continue to do that to ensure faculties receive information in a timely manner. K. Massey informed the group that ESAAC is not a Senate committee. It used to be in the past (when it was CSA), but no longer is. It is now a procedural/guideline/feedback group for consultation. They do make some decisions but they are not policy decisions. K. Massey suggested that since there are no members at SCSR who are also Senate committee members, that faculties consult the websites of the senate committees.

If any of the websites are security enabled, K. Massey urged members to contact their faculty CESA representative or Jonathan Nordland from Morton Mendelson's office who maintains the site.

K. Massey stated that ES will try their best to bring any issues that they are aware of to SCSR but she wanted to clarify to everyone that she is not making a commitment as she is not a Senate committee member where policy decisions are made. K. Massey urged everyone to continue to talk to their faculty representatives for various senate committees.

4.2 SMART Minerva – K. Massey

Smart Minerva is a registration interface that was made by a McGill student which is a friendlier way to organize your class schedule for students. There are no direct links to upload the information after you have fiddled with your schedule, but it gives a few what-ifs scenarios. This interface was much easier to use than Banner. This student has now graduated and in order to continue to use the software, we would have to license the product. K. Massey said they looked at that possibility and they are looking at other possibilities as well. This interface was not systematically available to all students so the University is looking at improving the registration experience. There are brothers who are students at Concordia who have also developed another registration interface which is as attractive as Smart Minerva. ES is organizing a focus group to take a look at that product to find out what students think about this so we can incorporate their feedback before making a decision. The focus group will take place in the first couple of weeks in February. The other possibility would be that we could build a registration interface in house. K. Massey requested that if anyone knows students that might be interested in participating to give their names to Nadine Lessard.

4.3 Service Point Integrated Project Phase II – K. Massey

K. Massey announced that her office will be working with F. Lisi and others in GPS to find smart ways to integrate functions between GPS and ES over the next several months. A broader announcement will be issued to the community in writing about this. The functional areas that are going to be examined and integrated are: Graduate Admissions, Registration, Records and Degree Evaluation. They will examine if there should be a distinction between Thesis and Non-thesis in Degree Evaluation in terms of what is integrated and what is not integrated. This project formally starts today and we will be working on this integration project throughout the winter, spring and summer with the goal to conclude the functional integration by the end of August. K. Massey said there are challenges of space that are going to be addressed. She explained that H. Emami, A. Walsh and K. Bartlett are the

senior people in ES that will be involved and will work closely with GPS on this project. Andrea Emrick is the Associate Director in GPS and is starting in ES effective today.

K. Massey stated that the reason they are doing this is because a lot of what GPS is doing is very similar to what ES does and the idea is that we can create a tighter community of practice which can leverage knowledge, technology and skill sets and build on what both areas have developed.

K. Massey informed the group that GPS has been heavily involved and working very closely with ISR and others on the GAP project to change the way graduate admissions is done. They have been working with the many faculties in order to define the requirements and to evolve that system.

There will be a working group set up and they will possibly get in touch with faculties for advice and ideas. K. Massey announced that A. Emrick is the project manager of the GPS/ES project and this project is a part of phase two of the Integrated Services project.

N. Czemmel said that they are beginning to do something similar in the Faculty of Law. They do their own admissions and she manages both the undergraduate and graduate programs and recently they have brought in their Admissions Office to assist them with the Graduate Admissions process.

M-J. McCullogh applauded the efforts to bring these units together and said that it will better serve students.

Meeting adjourned at 11:25 p.m.