

MINUTES

SUB-COMMITTEE ON STUDENT RECORDS

Wednesday, June 14, 2017, 10:00 a.m. - 12:00 p.m. in the Arts Council Room 160, Arts Building

Present: E. Balut, P. Barry, M. Casella, M. Gabriel, A. Lameiras, D. Lamfookon, F. Lees, I. Lemme, P. MacAuley, M.J. McCulloch, A. Moreira-Cano, L. Morin, D. O'Connell, S. Pellecchia, V. Smith, C. Spadafora, A. Walsh (Chair)

Regrets: P. Bassett, T. Beck, E. Branco, M. Brettler, G. Campofredano, M. Cox, H. Emami, L. Houghton, V. Katikaneni, M. Knock, P. L'Ecuyer, J. Lee, K. Massey, J. Martuccio, A. Melios, G. Rota, R. Sehgal, R. Vadivel, K. Voudouris, A. Zakka

1. Adoption of Agenda

The agenda was adopted with no additions.

2. Approval of the Minutes

The minutes were approved with no other changes.

3. Business Arising

3.1 Fee Information – M.J. McCulloch

M.J. McCulloch reported that fees for Fall 2017 have been confirmed. There has been a 2.7% increase in virtually all the rates, and all the changes have been implemented. Financial Services are currently in test for the Fall fee assessment, and the SFAREGF form can be checked for the mock fee assessment to see what students are being charged. Fall and Winter fees are available at this time.

M.J. McCulloch also reported that a big project being implemented is a \$275 health and dental plan which MACES has approved for its students. Financial Services is testing the fee assessment and the process of communicating with the insurer to send the students to the insurer for the Fall.

There is a tentative date of August 1 to have an additional provider for international payments. Financial Services is currently with Western Union but is now also partnering with CIBC as a second option. With Western Union, students can pay their currency in their own bank to a bank account within the country from which they are paying, so it is a domestic wire within their country. With CIBC, students will be wiring the payment from their country to CIBC in Canada, and CIBC will send the payment to McGill. A second provider means students can check rates and quotes to decide which alternative is the cheapest to make their payment. Another benefit is that CIBC will be sharing some of their profits with McGill. The process will be very transparent and the same as the one with Western Union. There will be a logo on McGill's payment page as well as on Minerva's e-Payments page which the students can access to make their payment.

As of this Fall there will be a small change to the late payment fine process. Students with fee deferrals based on government aid, government funding, or McGill internal funding used to be exempt from interest as of October 31 on the amount covered by the fee deferral, and graduate students with the fee deferral had until the end of November after which they would have to pay their fees. After these respective deadlines, both groups of students were subject to interest. They were not subject to the late payment fine, because the late payment fine was only being run twice. Now the late payment fine will be run again for those students on deferral, so the students will be affected by interest and the late payment fine. Financial Services did not think it was fair that these students were exempt from the late payment

fine. This was approved by the Fee Advisory committee in the April or May meeting. Financial Services will be catching an additional 100 people who don't pay. This will mean a little extra revenue and a push to get, particularly, graduate students to pay on time. The amount assessed will be \$25, \$50, or \$75, depending on the student's balance.

Fees will start being shown in the system around July 7 over a three-day period. This date was moved up last year, and it was a very good experience because students could start seeing what they owe, particularly international students who need this information to get their study permits. The first deadline for payment of fees is August 31.

3.2 Student Information System – A. Melios, V. Katikaneni

A. Walsh reported that A. Melios and V. Katikaneni could not attend the meeting but sent a report. They have done three major things since the last SCSR meeting:

1. upgrade of LimeSurvey for the Academic Integrity tutorial
2. adding a parameter to the Law grade suppression process
3. completing program changes for the Management restrictions process

Currently in progress is the online request for the reduced fare OPUS card for McGill students which should be in place in August. Changes are being made to the e-Payments platform, due for the end of June. Transfer credit course information and CEQ enhancements are being worked on. A. Walsh asked about changes to the Nursing report to the Order of Nurses, and C. Spadafora confirmed that the sign-off will be today and it will be in place by tomorrow.

A. Walsh reported that she and F. Lees have been working with IT on Graduate Milestones and a new degree audit system (Degree Works). They are in the thick of development and testing. They have funding to replace the basic degree audit system initially for graduate studies, and they have the funding to start on undergraduate programs in January or February next year. Because graduate-level program requirements are often non-course related, IT is building a number of forms to allow for their monitoring. Testing may begin in July. They are implementing Ellucian's Workflow at the graduate level for more automated requests for petitions. Currently, at the undergraduate level, exemptions or adjustments to student programs in CAPP is a manual process. Now students (students or supervisors at the graduate level) can put in a petition (i.e., a request) for an exclusion, an exemption, a change, or an adjustment to their program requirements which would go through Workflow to allow the department to approve it. It should be a benefit to the new degree audit system. It is a complex implementation, but ES is hoping to go live in August for graduate studies, and it would be applicable to incoming classes starting this Fall. There is no plan at the moment to go back and rebuild CAPP into Degree Works for current students. The timeline for undergraduate studies has not yet been set.

3.3 Registration Issues – A. Walsh, F. Lees

F. Lees reported that this past Friday was the opening registration date for scholarship recipients admitted from CEGEP. This year for the first time, based on negotiations with K. Massey and Athletics, included in the early-bird registration were athletic varsity sports recruits. The reasoning is these students have many obligations in relation to competitions and training, and they could benefit from earlier access to the courses to build their schedules. Because of the late notice, it was a scramble to get a report done to identify the group, so we could not benefit from the automated process to change their records. This had to be done manually this time, but that group will be implemented into the regular process which changes their settings and allows them to register early. This Monday was the opening registration date for all CEGEP admits, and F. Lees heard of no problems. This Friday is an early-bird registration date for scholarship recipients that are U1 with transfer credits not from CEGEP and U0 freshmen, including some athletics students. Next Monday through Wednesday will be the balance of the opening registration dates. No system problems are anticipated because these are small groups compared to the returning students. There will be problems with courses being full, so students will need to be reassured that they will eventually get the courses that they need. Waitlists will be allowed on lower-level courses as of

Thursday of that week.

A. Lameiras asked about Music students with faculty-assigned scholarships who currently do not have access to priority registration. After some discussion, A. Walsh and F. Lees asked A. Lameiras to provide a list of students who would benefit from priority registration for this Friday so that they could give them access and asked A. Lameiras to inform these students that they have early access to register. A. Walsh will send the specs of the process to student.funding@mcgill.ca so they can determine which scholarship recipients should be incorporated into priority registration. The specs might need tweaking, but in the meantime the student types can be changed to priority registration manually.

P. Barry offered a reminder that the Faculty of Science restricts access to freshman science courses to the faculties or degrees that need them, then they are opened up at a later date. P. Barry indicated that this information is on Minerva Class Schedule underneath each course. A. Lameiras asked when the freshman science courses would be open to other students. P. Barry replied that the courses with no labs would be open in a couple of weeks and the courses with labs would be open sometime in July and that this information is on the Science website. A. Walsh said that she could send out a reminder to members.

A. Walsh asked if there were any unexpected problems in the last couple of days, either at Service Point or in the faculties. M. Casella replied that she heard about a problem with the major restriction for CEGEP. A. Walsh explained that this is a problem because these are students that are accepted into undeclared, especially in Arts, and if they choose courses that require the student to be in a major, they will be blocked until they select one.

A. Walsh spoke about a relatively new program type called Professional Development Certificates. PDCs are non-credit (CEU) programs in Continuing Studies with students registered in regular terms; they appear on transcripts and are reported to the government. Subsequent to the introduction of PDCs Continuing Studies started development of their new non-transcript, non-credit registration system, Destiny One. A decision was made that all programs with CEUs are to be moved off Banner and onto Destiny One effective Summer 2018. The reason is twofold: the new system is more modern and better handles Continuing Studies-type courses, and it is more flexible for their clientele. Only credit Continuing Studies programs will remain in Banner and on transcripts, along with two CEU exceptions, the Intensive English and Intensive French programs.

The University approved PDCs as a program category for any faculty; Education is proposing a new PDC for this Fall and other faculties may also propose PDCs. The issue is whether or not to keep these programs in Banner. The benefit of not being in Banner is it is easier for the clientele not to have to provide documentation and follow the same level of regulations, but the downside is that they would not get a McGill transcript. Each program will have to decide where the benefit lies. There are currently two ways to not appear on a transcript: non-transcript terms and Destiny One. Continuing Studies will continue to provide an attestation with the McGill logo to meet the needs of their clients. Ideally, all PDCs should be in Destiny One, but it is not available until next Summer and it is branded for Continuing Studies use. There will probably need to be a University discussion about how to roll other faculties into using Destiny One.

M. Gabriel asked if this new system extends to workshops and half-day trainings. A. Walsh replied Continuing Studies has already started using Destiny One for workshops. But the University would have to look at the repercussions for grading for certificates of workshops. It sounds like it would be a very good system for workshops eventually. C. Spadafora added that the Destiny One record of study and attestation are not to be confused with the McGill transcript. A. Walsh said she would need to have a conversation with Continuing Studies and the University to see what items would need to be addressed for other faculties to use Destiny One. There would be a cost involved. A. Walsh agreed to distribute to members the document on PDCs that was approved by Senate.

3.4 GDEU – I. Lemme

I. Lemme reported that they are still submitting Winter 2017. There are fewer than 90 rejections and 56 missing permanent codes, so clean-up is still ongoing. The annual has no rejections and no missing permanent codes. The GDEU team has been running simulations for Summer 2017 since mid-May, so clean-up is forthcoming for the Summer term. They have hired Sophia Papatheodorakos for the summer to replace Elena. Sophia also comes from Continuing Studies, so she has Banner and Minerva training. She will be helping with the audit, and her primary function will also be to finish the KB for the GDEU BI project. The annual audit is coming up at the end of the month. I. Lemme indicated that the government reporting team appreciates the committee members' help and asks to be informed of back-up contact people if any primary contacts will be away from the end of June to the end of July. The GDEU team will send an email to the listserv when the audit is fully underway, at which time post-GDEUs will be frozen until the audit is over.

I. Lemme indicated that CenterStage is being migrated and replaced by D2, but for this year CenterStage will still be used for the audit. Once testing and the migration are done, staff will be informed that they can access D2. The GDEU office will not be providing training, but ECM probably will.

3.5 Inter-University Transfers - H. Emami, C. Spadafora

C. Spadafora reported that work is ongoing for the Summer term for IUTs. Now that May courses have ended, ES will start to send grades to faculties as they are received through the BCI functionality. Work is continuing on approvals for courses that begin in July or August as well as for students going to other universities for Summer and Fall. The Winter term assessment will begin in late September.

V. Smith explained that a student had applied for an IUT at Concordia and he/she was refused because the course was required for the program and offered at McGill. C. Spadafora replied that normally registration for IUT courses is for elective courses because it results in transfer credits and if a student is completing a course toward a degree requirement, the student needs the course and the grade. It is actually beneficial that Concordia is checking. P. Barry added that Science also allows for transfer credits for required courses. C. Spadafora said that that is not typical, and asked if there are many such cases. V. Smith replied this was the first one she had encountered. C. Spadafora replied that faculties could forward such issues to iut@mcgill.ca and ES would follow-up with the institution. Requests regarding both undergraduate and graduate courses can be sent to this email.

3.6 Exchange and Term Away Transfer Credits - H. Emami, C. Spadafora

C. Spadafora said she had nothing new to report except that ES will soon have lists of exchange and study away activities for last year that will need to be reported. Last year's deadline for faculties of early November was well received, and by August there should be a decision about this year's deadline.

E. Balut asked if a student goes on exchange, which is for 15 credits, and then drops to a lower number of credits while at the host institution, when does the home faculty learn about this. C. Spadafora replied that McGill learns after the fact and whatever number of courses the student completes at the host institution is reported. Attempted and withdrawn courses are also reported as activities (with 0 credits) on the transcript. The student will still be billed for the full 15 credits. There was further discussion about what happens if a student withdraws from all 15 credits, and C. Spadafora explained that this does not occur often, but when it does usually the cancellation happens before the activity begins but if it is during the activity, the result is very discretionary. V. Smith asked if McGill has a policy about deferred exams for students on exchange. A. Walsh, F. Lees, and C. Spadafora explained that students on exchange are subject to the policies of the host institution.

I. Lemme offered a reminder that existing exchange, term away, or study away for 201605, 201609, and 201701 are not post-GDEU until the October or November 1 deadline. C. Spadafora added that reporting transfer credits is not post-GDEU, but changing the coding of the activity, e.g., changing a status from

term away to not term away or vice versa, is post-GDEU. I. Lemme said anything prior to 201605 is post-GDEU for transfer credits, so faculties should email the government reporting team.

3.7 Student Records – H. Emami, C. Spadafora

C. Spadafora reported that convocation ran very smoothly and feedback has been very positive. She thanked everyone who participated in convocation. ES is working on making diplomas that were not picked up at convocation available and mailed to graduates during the week of July 10. There is a form that graduates can use to request special mail delivery of their diploma, which means their diploma will be sent to them by courier; otherwise, it is sent by regular mail in July. There is a charge for this service. Or graduates can collect their diploma at Service Point at no charge. ES keeps diplomas for four weeks following convocation and emails graduates with unclaimed diplomas that they have up until a certain date to correct their permanent address. ES then mails the diplomas through regular Canada Post mail to the permanent addresses on record. ES keeps diplomas returned because of incorrect addresses and makes them available to students who claim them. Graduates can request a duplicate copies of their diploma for \$120 (including courier fees) per copy through Service Point Checkout.

C. Spadafora reported that standings ran, notification was sent, and most of the work for cleaning up of standings has taken place. The deadline for record changes for Winter has passed, so any changes for Winter will be post-GDEU.

3.8 Internship/Co-Op/Stages/Practicum Courses – A. Walsh, P. L'Ecuyer

A. Walsh will send out the updated list before she goes on vacation. A. Walsh reported that P. L'Ecuyer is pleased with how things are progressing in terms of information getting out to students that they need work permits.

3.9 Use of Microsoft One Drive for Business – A. Lameiras

A. Walsh explained that she had emailed A. Lameiras about her discussion with Info Security about the Cloud Data Directive. The manager with whom she spoke went over the policy with her, and things are looking good. A. Walsh will speak with Jacek Slaboszewicz, ES's chief security architect in IT, who has been away, to confirm that her consultations so far have been correct. He has been working with the University on definitions of confidential data versus regulated institutional data, so A. Walsh wants to ensure that nothing has evolved since the definitions were issued. But it is looking good that faculties should be able to store data in Office 365, subject to sharing restrictions. A. Walsh added that she would like to have a conversation offline with A. Lameiras, since the issue is not only storing data, but pulling data from Banner, because this might be a separate issue. D. O'Connell added that ICS is creating guidelines for the use of different storage areas. He will forward these to administrative staff.

4. New Business

Two items were brought up at the end of the meeting.

4.1 Qualifying Students – E. Balut, A. Lameiras

E. Balut had a question regarding students accepted into the non-traditional pathway program in Medicine, where the first year is the Qualifying year. She asked if these students will be on their transcripts as Science or Medicine students. Several people replied Medicine. There also was a discussion about fees for these students. F. Lees said she would send E. Balut and M.J. McCulloch the codes for this program. E. Balut had another question about start and end dates for Medicine and said she would take it offline.

A. Lameiras asked a question regarding Music's Qualifying program for the Master's in Sound Recording. She inquired whether students who do one year full-time as special students for undergraduate courses are eligible for US loans and if they should be coded as special. F. Lees replied that these students are in Qualifying programs, GQ level. C. Spadafora added that the Qualifying year in most graduate programs that offer one is undergraduate, and the level is Qualifying, GQ. F. Lees said she would send A. Lameiras

Qualifying codes.

4.2 Minor Co-op Programs – E. Balut

E. Balut asked about restrictions for Bioresource Engineering students taking the Minor in Co-op Mining Engineering. There was a discussion about minors not being reflected on the diploma but appearing on the transcript, and that many minors are available to students in more than one faculty. C. Spadafora and F. Lees explained that in some cases both the faculty offering the minor and the host faculty must approve the minor for the student. F. Lees then enables it in Banner so it can go on the student's record. E. Balut explained that the issue is the minor program is a co-op program but the Aide financière aux études does not recognize Bioresource Engineering as a co-op program and she therefore cannot confirm full-time status for the student in Bioresource Engineering, but doing the Co-op Mining minor.

4.3 Housekeeping – A. Walsh

A. Walsh asked if they should cancel July's meeting, per tradition. It was agreed that July's meeting be cancelled.

A. Walsh explained that since K. Massey is leaving, the University has asked J. Younan and A. Walsh to co-lead the office during the search period for a new registrar. J. Younan has expertise in admissions, Service Point, and recruiting. A. Walsh's background is student records. A. Walsh advised the committee members they could contact either her or J. Younan if they needed to reach out to the registrar after the end of July until a permanent registrar is hired.

Meeting adjourned at 11:30 a.m.