## UR STUDENT NEWSLETTER

Support Status and Recent Adjustments, vol. 12

This bulletin has been designed to help you prepare for UR Student user activities as the system is prepared for production use. A copy of all UR Student Newsletters will be located on the [UR Student Project Newsletter](#) page. Our next update will be provided Friday, April 3rd.

STATUS OF PRODUCTION SUPPORT

- The graphs below show the number of service requests from the community vs. our ability to resolve them.
  - The upper graph shows the opened in red and the closed in green.
  - The lower graph shows the delta between opened and closed.
- There are expected spikes around our major events: Go-live, Schedule Publication, Advising Training and Student Onboarding.
- The number of requests is trending downwards but we do expect to see continued spikes as different populations start to use UR Student.
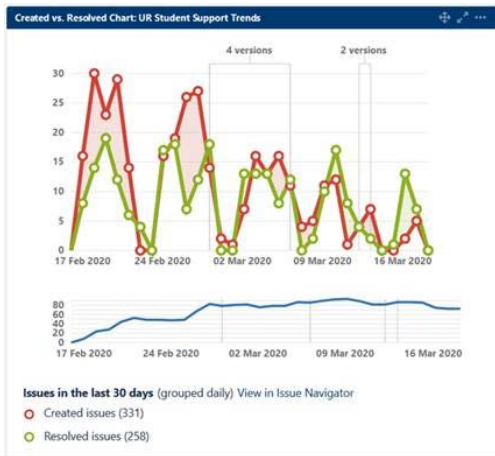
HIGHLIGHTS

- To accommodate the necessary measures taken to response to COVID-19 in the schools, the following adjustments have been made:
  - AS&E and Eastman have delayed registration until April 20; the [rollout plan](#) has been updated accordingly
  - Simon has cancelled pre-Fall and will be starting their fall semester on August 26
  - The schools are in the process of discussing adjustments to their grading policy, drop / withdraw policies, and refund policy for Spring 2020
- As of March 19, 2020, 1,273 students have successfully completed onboarding.
- Lessons learned from the Mock events include:
  - The administrative staff that participated in the event gained insight into the student experience and registration process
  - The support team received valuable feedback on the training materials provided to students and we will be updating our materials accordingly
  - We learned the importance of highlighting when to create a schedule (Hint: BEFORE the registration window opens) vs. just going into the system to register
  - Workday Product gained some valuable insights regarding the user experience, especially from a student's perspective
- Student Finance activities remain on-track; the team is roughly 40% of the way through E2E with a ~3% error rate
  - As key stakeholder in the community get pulled into response efforts for COVID-19, we anticipate adjusting some of the plans for DIL testing

TRAINING

- With faculty and staff working from home due to COVID-19, all training in the foreseeable future will be provided virtually, via Zoom or other means
- Training is required for staff before you can access the system
- Advising training has also begun and will continue through April / May.
- If you have not been able to attend training but need access to the system, please contact your [Project Champion](#)

HELPFUL LINKS

UR Student project site - http://www.rochester.edu/urstudent/project

UR Student Service page - http://tech.rochester.edu/services/urstudent
Need Help? Call 275-2000, Option 5 or submit a Service Request at www.rochester.edu/urstudent/help

This communication is going out to the Student Systems Steering Committee, UR Student Project Team, Project Champions, Special Interest Groups, anyone who subscribed to the UR Student newsletter on our project website and anyone who has attended the Course Management, Records/ Registrar, or Viewing Academic Information Using UR Student training.

Thank you,

UR Student Team

For Newsletter questions or feedback, contact us!
http://www.rochester.edu/urstudent/project/contact-us/