

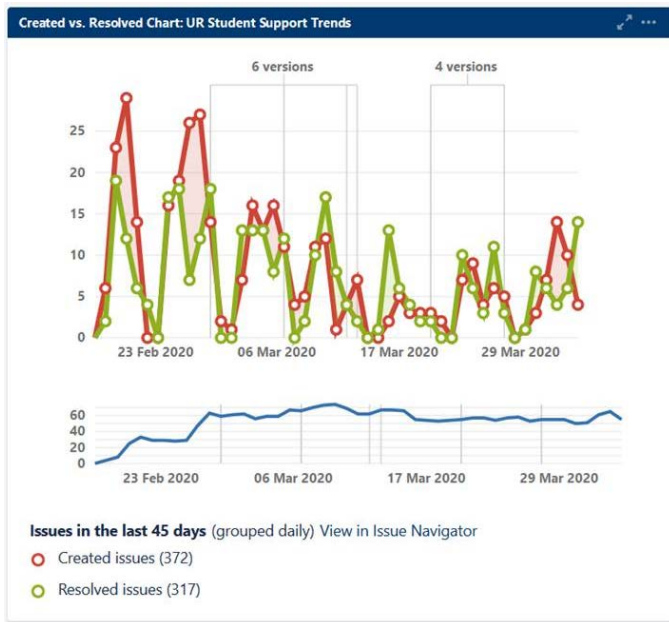
UR STUDENT NEWSLETTER

Support Status and Action Item, vol. 13

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 [Monday, April 20th](#).

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.
- The number of requests is trending downwards but we do expect to see continued spikes as different populations start to use UR Student.



HIGHLIGHTS

- In response to COVID-19, several adjustments have been made to the rollout of UR Student:
 - AS&E, Eastman, Warner and Simon have delayed registration; the [rollout plan](#) has been updated accordingly
 - AS&E and Eastman are getting ready to kickoff advising activities next week
 - The schools have adjusted undergraduate and graduate grading policies for Spring 2020; these changes are in process and will be ready for use in production the week of April 6
- Student Finance activities remain on-track but there is increased risk due to circumstances surrounding the University's response to COVID-19
 - The team is roughly 59% of the way through E2E testing
 - Preparations have begun for DIL testing and invitations are expected to go out next week to key stakeholders
- As we work through the transition from the legacy SIS to UR Student, we wanted to remind all users that there are multiple options for reporting on student data. UR Student should be used for transactional reports. The new Student DWH should be used for longitudinal reports (reporting across multiple academic periods) and forecasting.

ACTION ITEM

In the legacy SIS, there was a process to maintain a field called "Parent Mail Names" for students; [click here](#) for details. This field could then be used to support mailing lists. This functionality does not exist in UR Student as-is but it might be possible to recreate it - at least partially - using a report. If you currently use this field, please open a service request at www.rochester.edu/urstudent/help to share your use case so that we can help support your business need.

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
- Advising training has also begun and will continue through April
- Change of Status training has been delayed until the summer; the support team will continue to support Change of Status processing for Spring 2020 & Summer 2020
- Training is required for staff before you can access the system; 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/>