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1.0 Overview

On September 8, 2008, the Chancellor's Office issued Executive Order 1037 to address policies regarding grading symbols, minimum standards, governing the assignment of grades, academic renewal, and grade appeals; modifications to policies on course withdrawals; and new policies on the repetition of courses. After the initial review of the EO1037 policies, CMS determined that multiple critical gaps existed in the PeopleSoft Student Administration software that would prevent campuses from fully complying with the policies in the Executive Order. After an initial CMS review, the Student Administration User Group (SAUG) convened on November 19, 2008 to discuss the EO 1037 policies in detail. That meeting resulted in multiple identified critical gaps as well as several policy questions for Jim Blackburn (Director of Enrollment Management Services – CO). This document is the result of the analysis done by the SAUG and CMS central staff. The intent of this document is to identify the critical gaps that exist and describe the possible CMS development solutions that will close those gaps. Wherever possible, the possible performance impact of any preventative process has been identified. The identification of a possible “High” performance impact does not imply that the particular process is a “Show-stopper”.

2.0 EO1037 Development Considerations – Incompletes

2.1 Critical Gaps – Section A.2 - Incompletes:

A.2 “A student may not re-enroll in a course for which he or she has received and “I” until that “I” has been converted to a grade other than “I”; e.g., A-F, IC.”

2.2 Requirements to close critical gap – EO1037 Incompletes:

- Prevent Re-Enrollment into any course where an “I” grade still exists (**EO1037 A.2**)
- Dis-enroll process to identify and remove enrollment from students who have an “I” assigned (**SAUG Meeting 11/19/08**)
- Provide a means for Faculty and Students to sign incomplete contract agreements and store data in the system. Warn or prevent assignment of incomplete grades by faculty and administrators if contract does not exist in the system (**SAUG meeting 01/21/09**)

2.3 New System Development Required to Close Critical Gap

New Bolt-on Setup Page

A new bolt-on Setup/Configuration page will be used to store general processing parameters (One setup/configuration page with separate grids for all 3 areas of EO 1037 {Incompletes, Withdrawals, Repeats} will be developed). All of the fields contained on the new CMS Setup/Configuration page will be used by the various processes or pages that will be used to close the critical gaps identified above.

New Development: New Setup Page fields include:

- Effective term for when policy takes effect
- Grade bases to exclude from process if one exists

New Enrollment Processing Modification

CMS will develop 2 new processes to close the critical gaps listed above.

1. Prevent re-enrollment in a course for which a student has received an "I" grade.
 - **New Development:** Pre-COBOL PeopleCode call to analyze the Student's Enrollment Record and to prevent/block student from enrolling in class.
2. Provide a process to dis-enroll incompletes (I) received at end of term after students have already enrolled for the same course in an upcoming term. Process should have a warning/exclude Emplid function prior to running the process.
 - **New Development:** Application Engine and/or SQR process (Similar to the Remediation Drop Process - CSU_REM04).

Processing/Performance Impact

- Prevent re-enrollment in a course for which a student has received an "I" grade – **High Performance Impact**
- Dis-Enrollment Process – **Low Performance Impact**

New Incomplete Contract Modification

CMS will add additional functionality to the existing CSU Class and Grade Roster modifications to close the following gaps:

1. Provide a method for instructors to complete incomplete contracts online and send notification to students
 - **New Development:** Add an additional field to the CSU Class Roster and a new component/form where instructors can establish the terms of an incomplete contract. Use existing notify class roster functionality to inform students once their contract is ready.
2. Provide a method for students to agree to terms of incomplete contract in Student Self Service
 - **New Development:** When faculty completes contract, make use of service indicators and automatically assign either a non-impactful or 'don't release grades' service indicator, so that it shows in the 'Holds' section of the Student Center'. Additional component will be added to self service 'Holds' page for only the 'Incomplete' service indicator type.
3. Prevent or warn instructors that contract must be completed if contract is missing when I grades are being assigned
 - **New Development:** Add additional functionality to the CSU Grade Roster to warn or prevent instructors when assigning I grades that Incomplete Contract does not yet exist. If campuses want to enforce student sign off as well at the time of grading, they can use a service impact of 'do not release grades'.

Student Based Exceptions/Petition Page

A student based exceptions page will be needed for cases where students appeal the rule stated in the EO 1037 Incomplete language and are granted an exception.

Required CMS Development to close critical gaps identified above:

- **New CMS Development:** Develop a student specific override page in CSU processing to allow the student enroll in a class even though they have an incomplete in the course. Dis-enrollment process will need to exclude these allowable enrollments.

- The Financial Aid SAP modification implemented a similar requirement, and that technique might be used here.
- The page should include OPRID for audit purposes.

Service Indicators

- Service indicators may be useful because of their visibility in the system and because they can be used to trigger pop up messages (like in Remediation processing).
- A method will be needed to assign service indicators. Perhaps the Campus Community Batch Assign Service Indicators process can be used.

Other Possible Development

- An Audit for preventative enrollment measures to show why entry into the course was denied for statistical purposes.
- Consider course topic ids. Don't dis-enroll if "I" grade exists on record for same course id/different course topic id.
- E-Contract for Incomplete Grades was initially determined to be "Nice to have" and not critical by the SAUG on November 19th, 2008). It was subsequently requested at the January 2009 SAUG meeting, that this functionality be delivered as soon as possible. CMS Baseline has agreed to provide such functionality, but it may not be delivered in the first pass of the mod.

3.0 EO1037 Development Considerations – Withdrawals

3.1 Critical Gaps – Section A.6 - Withdrawal

A.6.a. Undergraduate students may withdraw from no more than 18 semester-units (27 quarter-units).

A.6.b. Campuses may elect to be more restrictive on withdrawals than the maxima listed above.

A.6.c. The limits apply only to units attempted at the campus.

A.6.e. Withdrawals shall not be permitted during the final twenty percent of instruction except in cases, such as accident or serious illness, where the cause of withdrawal is due to circumstances clearly beyond the student's control and the assignment of an Incomplete is not practicable. Withdrawals of this sort may involve total withdrawal from the campus or may involve only one course, except that course grade and credit or an Incomplete may be assigned for courses in which sufficient work has been completed to permit an evaluation to be made. Requests for permission to withdraw under these circumstances shall be handled and filed as indicated in the preceding paragraph, except that such requests must also be approved by the academic administrator appointed by the president to act in such matters. Such withdrawals will not count against maximums provided for in 6.a.

A.6.f. WU (Withdrawal Unauthorized). The symbol "WU" shall be used where a student, who is enrolled on the census date, does not officially withdraw from a course but fails to complete it. Its most common use is in those instances where a student has not completed sufficient course assignments or participated in sufficient course activity to make it possible, in the opinion of the instructor, to report satisfactory or unsatisfactory completion of the class by use of the letter grade (A-F). The instructor shall report the last known date of attendance by the student. The symbol "WU" shall be identified as a failing grade in the transcript legend and shall be counted as units attempted but not passed in computing the grade point average. In courses which are graded Credit/No Credit or in cases where the student has elected Credit/No Credit evaluation, use of the symbol "WU" is inappropriate and "NC" shall be used instead.

3.2 Requirements to close critical gaps – EO1037 Withdrawals

- Recommendation that, when this policy is implemented, the count of units withdrawn start at zero for all students. **(SAUG Meeting, 11/9/08)**
- Prevent student from withdrawing from more units than allowed in EO 1037 **(A.6.a)**
- Establish Unit Limit to comply with EO1037 **(A.6.a)**
- Campus may elect to be more restrictive on withdrawals than the maxima listed in A.6a **(A.6.b)**
- Withdrawal limits only apply to units attempted at the campus. **(EO1037 Section 6c)**
- Provide for individual student limit adjustment for cases where the student appeals the limits stated in the EO. **(SAUG Meeting, 11/19/08)**
- Do not count withdrawals in cases of serious or compelling reason against the withdrawal limit. **(EO1037 Section 6e)**
- Prevent posting of withdrawal grades in excess of the withdrawal limit. **(SAUG Meeting, 11/19/08)**
- Prevent term withdrawal if it exceeds the withdrawal limit and force individual withdrawals. **(SAUG Meeting, 11/19/08)**
- Include or exclude Open University coursework. **(SAUG Meeting, 11/19/08)**
- Provide summary page for students, faculty, and staff. **(SAUG Meeting, 11/19/08)**
- Provide means to report the last known date of attendance for students assigned a WU grade. **(EO1037 Section 6f)**

3.3 New System Development Required to Close Critical Gaps

New Bolt-on Setup Page

A new bolt-on setup/configuration page will be used to store general processing parameters (One setup/configuration page with separate grids for all 3 areas of EO 1037 [Incompletes, Withdrawals, Repeats] will be developed). All of the fields contained on the new CMS Setup/Configuration page will be used by the various processes or pages that will be used to close the critical gaps identified above.

Required CMS Development to support the various processing functions required to close critical gaps:

- **New bolt-on Setup/Configuration Page fields for withdrawal section include:**
 - Effective term for when policy takes affect
 - Overall unit limit field (Maximum established by A.6.a – campus can be more restrictive)
 - Grade code for “non-counting” withdrawal. This grade code would convert to W.
 - Warning Message - Unit Limit field
 - Warning Message Checkbox (Y/N)
 - Display generic warning message checkbox (Y/N)
 - Prevent Enrollment Checkbox (Y/N)
 - Include Open University checkbox (Y/N)

New Enrollment Processing Modification

Several new processes will be required to meet the requirements of preventing students from withdrawing from any class(es) that exceed the stated campus unit limit for withdrawals (not to exceed the EO1037 Unit limits). The following critical gaps will be closed by the new development listed below:

- Prevent student from withdrawing from more units than allowed in EO 1037 (**EO 1037 6.a**)
- Campus may elect to be more restrictive on withdrawals than the maxima listed in A.6a (**A.6.b**)
- Withdrawal limits only apply to units attempted at the campus. (**EO1037 Section 6c**)
- Do not count withdrawals in cases of serious or compelling reason against the withdrawal limit. (**EO1037 Section 6e**)
- Prevent posting of withdrawal grades in excess of the withdrawal limit. (**SAUG Meeting, 11/19/08**)
- Prevent term withdrawal if it exceeds the withdrawal limit and force individual withdrawals. (**SAUG Meeting, 11/19/08**)
- Include or exclude Open University coursework. (**SAUG Meeting, 11/19/08**)

Required CMS Development to close critical gaps identified above:

- **New Development:** Pre-COBOL PeopleCode call to analyze the Student's Enrollment Record and to prevent/block student from withdrawing from a class(es). Process will use setup/configuration page to determine, Term, Grade basis exceptions, Unit limits, Prevent Enrollment (Y/N), Include Open University (Y/N) and any warning messages.
- **New Development:** Process to prevent Term Withdrawal process from exceeding Withdraw Unit limits.
- **New Development:** A calculation/processing engine to calculate and store student withdrawal totals. The process will be run in batch or on demand. The process will be invoked at grade post, in administrative and self service enrollment, and at term withdrawal.

Processing/Performance Impact

- Prevent withdrawal from class(es) for which a student has exceeded withdraw unit limit – **Medium Performance Impact**
- Process to prevent Term Withdrawal from exceeding Withdraw Unit Limits – **Low Performance Impact**

Student Based Exceptions/Petition Page

A new CMS bolt-on student based exceptions page will be developed for cases where students appeal the rule stated in the EO 1037 Withdrawal language and are granted an exception.

- Provide for individual student limit adjustment for cases where the student appeals the limits stated in EO1037. (**SAUG Meeting, 11/19/08**)

Required CMS Development to close critical gaps identified above:

- **New CMS Development:** Develop a Student specific exceptions/petition page to capture exception to policy on a student by student basis.
- The Financial Aid SAP modification implemented a similar requirement, and that technique might be used here.
- The page should include OPRID for audit purposes.

Inquiry Pages

A new CMS bolt-on Inquiry/Summary page will be developed to close the following critical gap:

- Provide a summary page for students, faculty, and staff. (**SAUG Meeting, 11/19/08**)

Required CMS Development to close critical gaps identified above:

- **New CMS Development:** CMS will develop a new bolt-on Inquiry/summary page that will include the following critical fields as identified by the SAUG this page will be accessible by the Student, Faculty and Administrative staff:
 - Overall Unit Limit
 - Units Used by Student
 - Units Available
 - Grid that shows terms and courses where “W” grades were assigned and counted towards totals

Last Date of Attendance for WU Grade

A new CMS modification will be developed to close the following critical gap:

- Provide means for faculty and administrative staff to report the last known date of attendance for students assigned a WU grade. (EO1037 Section 6f)

Required CMS Development to close critical gaps identified above:

- **New CMS Development:** Add the Last date of Attendance to Grade Roster for Faculty and Administrators. CSU Fullerton has a modification to track last date of attendance and that design will be reviewed applicability to baseline.

Service Indicators

- Service indicators may be useful because of their visibility in the system and because they can be used to trigger pop up messages (as in Remediation processing).
- A method will be needed to assign service indicators. Perhaps the Campus Community Batch Assign Service Indicators process can be used.

4.0 EO1037 Development Considerations – Repeats

4.1 Critical Gaps – Section B – Repetition of Courses:

B.1. Undergraduate students may repeat courses only if they earned grades lower than a C.

B.2. Course Repeats with “Grade Forgiveness” (Grade forgiveness is the circumstance in which the new grade replaces the former grade in terms of the calculation of GPA, etc.)

B.2.a. Undergraduate students may repeat up to 16 semester-units (24 quarter-units) with grade forgiveness.

B.2.b. Undergraduate students may repeat an individual course for grade forgiveness no more than two times.

B.3. Course Repeats with “Grades Averaged”: Campuses may permit undergraduate students to repeat an additional 12 semester units (18 quarter-units), i.e., units in addition to the 16 semester-units (24 quarter-units) for which grade “replacement” is permitted. In such instances the repeat grade shall not replace the original grade; instead both grades shall be calculated into the student’s overall grade-point average.

B.4. Campuses may elect to be more restrictive on course repeats than the maxima listed above.

4.2 Requirements to close critical gaps – EO1037 Repeats

- Recommendation that, when this policy is implemented, the count of units repeated start at zero for all students. (**SAUG Meeting, 11/9/08**)
- Career totals will be counted as semester units or quarter units (**B. Repetition of Courses – EO 1037**)
- Total units repeatable over an individual's academic career (28 semester units or 42 quarter units), and the need for campuses to be more restrictive (**B. Repetition of Courses 3**)
- Undergraduate students may repeat an individual course for grade forgiveness no more than two times (**B. Repetition of Courses 2.b**)
- Undergraduate students may repeat courses only if they earned grades lower than a C. (**B. repetition of courses 1.0**)
- Undergraduate students may repeat up to 16 semester units (24 quarter units) with grade forgiveness. (**B. Repetition of Courses 2.a**)
- Campuses may permit undergraduate students to repeat an additional 12 semester units (18 quarter-units). (**B. Repetition of Courses 3**)
- Campuses may elect to choose a preventative or warning approach to enrollment into repeated courses. (**SAUG Meeting, 11/9/08**)
- Campuses may choose to include or exclude Open University courses. (**SAUG Meeting, 11/9/08**)

4.3 New System Development Required to Close Critical Gaps

New Bolt-on Setup Page

A new bolt-on setup/configuration page will be used to store general processing parameters (One setup/configuration page with separate grids for all 3 areas of EO 1037 {Incompletes, Withdrawals, Repeats} will be developed). All of the fields contained on the new CMS Setup/Configuration page will be used by the various processes or pages that will be used to close the critical gaps identified above.

Required CMS Development to support the various processing functions required to close critical gaps:

- New bolt-on Setup/Configuration Page fields for repeat section include:
 - Effective term for when policy takes affect
 - Term Type (semester/quarter)
 - Overall Career unit limit field (Maximum established by B.2.a. + B.3) – campus can be more restrictive)
 - Unit limit – total repeats of individual course(s) (Maximum established by 2.b. – campus can be more restrictive)
 - Repeats with Grade Forgiveness unit limit (Maximum established by B.2.a. – campus can be more restrictive)
 - Repeats with Grades Averaged unit limit (Maximum established by B3)
 - Warning Message - Unit Limit field
 - Warning Message Checkbox (Y/N)
 - Display generic warning message checkbox (Y/N)
 - Prevent Enrollment Checkbox (Y/N)
 - Include Open University checkbox (Y/N)

New Enrollment Processing Modification

Several new processes will be required to meet the requirements of preventing students from repeating any class(es) that exceed the stated campus unit limit for repeats (not to exceed the EO1037 Unit limits). The following critical gaps will be closed by the new development listed below:

- Prevent student from repeating more units than allowed in EO 1037 (**EO 1037 B.2.a, 2.b, 3**)
- Campus may elect to be more restrictive on repeats than the maxima listed in EO 1037 (**B.2.a, 2.b, 3**)
- Repeat limits only apply to units attempted at the campus. (**EO1037 Section B.5**)
- End of Term process to dis-enroll students that have received grades of C or higher in course(s) taken in the current term once grades are posted and where they have already enrolled in the same course for an upcoming term. (**SAUG Meeting, 11/19/08**)
- Include or exclude Open University coursework. (**SAUG Meeting, 11/19/08**)

Required CMS Development to close critical gaps identified above:

- **New Development:** Pre-COBOL PeopleCode call to analyze the Student's Enrollment Record and to prevent/block student from repeating class(es) with a "C" grade or better as well as the unit limits established for forgiveness or averaging. Process will use setup/configuration page to determine, Term, Grade basis exceptions, Unit limits, Prevent Enrollment (Y/N), Include Open University (Y/N) and any warning messages.
- **New Development:** A calculation/processing engine to calculate and store student repeat totals. The process will be run in batch or on demand. The process will be invoked at grade post and in administrative and self service enrollment.
- **New Development:** A process to refresh stored repeat totals when grades are posted.
- **New Development:** Refresh stored repeat totals once grades are posted and provide a database level trigger to assess grade changes for both not being able to repeat a grade of C or higher and forgiveness/averaging totals.
- **New Development:** End of term process to dis-enroll students who have enrolled in a repeat of a course in a future term, where they received a grade of C or higher in the current term once grades have been posted (similar to Remediation dis-enroll process)

Processing/Performance Impact

- Prevent enrollment into courses where repeat limits would be exceeded – **High Performance Impact**
- Report to show students that have reached, or will soon reach repeat limits – **Medium/High Performance Impact**
- End of term batch dis-enroll process for grades of C or higher – **High performance Impact**
- Inquiry Pages – **Low Performance Impact**

Student Based Exceptions/Petition Page

A new CMS bolt-on student based exceptions page will be developed for cases where students appeal the rule stated in the EO 1037 Repeat language and are granted an exception.

- Provide for individual student limit adjustment for cases where the student appeals the limits stated in EO1037. (SAUG Meeting, 11/19/08)

Required CMS Development to close critical gaps identified above:

- **New CMS Development:** Develop a Student specific exceptions/petition page to capture exception to policy on a student by student basis.

- The Financial Aid SAP modification implemented a similar requirement, and that technique might be used here.
- The page should include OPRID for audit purposes.

Inquiry Pages

A new CMS bolt-on Inquiry/Summary page will be developed to close the following critical gap:

- Provide a summary page for students, faculty, and staff. (SAUG Meeting, 11/19/08)

Required CMS Development to close critical gaps identified above:

- **New CMS Development:** CMS will develop a new bolt-on Inquiry/summary page that will include the following critical fields as identified by the SAUG this page will be accessible by the Student, Faculty and Administrative staff:
 - Overall Unit Limit
 - Units Used by Student (forgiveness/averaged/career total)
 - Units Available (forgiveness/averaged/career total)
 - Grid that shows terms and courses where courses were repeated and counted towards career totals
 - Grid that shows individual courses that have already been taken for grade forgiveness twice

Other possible Development

- Provide a report that would give administrators an early warning list of students that are close (configurable warning totals) to their career totals of allowable repeats, and provide a way to communicate early warning notification to students.
- An Audit for preventative enrollment measures to show why entry into the course was denied for statistical purposes.
- Consider course topic ids. Don't dis-enroll if repeat exists on record for same course id/different course topic id.

Service Indicators

- Service indicators may be useful because of their visibility in the system and because they can be used to trigger pop up messages (as in Remediation processing).
- A method will be needed to assign service indicators. Perhaps the Campus Community Batch Assign Service Indicators process can be used.

5.0 Outstanding Issues – Jim Blackburn

The following are the outstanding issues that the SAUG was waiting for feedback on from Jim Blackburn (Director of Enrollment Management Services – CO). Jim's office has addressed these concerns in Coded Memo AA-2009-04:

- With the Effective Term for EO 1037 being fall 2009, can all student unit totals start at "0" at that time?
 - General Clarifications, 1: "With regard to the limits on withdrawals and repeats, it should be assumed that absent campus policy to the contrary, all such running totals begin at zero (0) at the beginning of the Fall term of 2009"

- General Clarifications, 2: “Campuses must implement the requirements of Executive Order 1037 no later than the beginning of the Fall 2009 term.”
- Can an “I” grade lapse to a “NC” (No Credit) grade?
 - Page 1, 1: “Section A-3 (Incomplete charged) – In cases in which the student was enrolled on a Credit/No Credit basis, the “default grade” used in the event that the conditions(s) of the “incomplete” have not been met may be a grade of No Credit (NC).”
- Can a second “W” grade be added for withdrawals for cases such as accident or serious illness?
 - Page 1, 4: “A unique grade, e.g., “WM”, may be used to differentiate between withdrawals permitted under Section A-6e from withdrawals permitted under A-6d. The use of a unique grade for withdrawals made as per A-6e may assist campuses in determining when the maximum units (Sections A-6d) have been reached. (Some have suggested that some persons might not want their transcripts of university study to contain references in “Medical withdrawals,” etc.)”
- Can the verbiage be clarified for section A.6.e?
 - Page 1, 3: “(Withdrawal for accident or serious illness)” – When serious illness or accidents are documented and used as a basis for the approval of withdrawal from all classes during the first eighty percent of the term, the units in question will not count against the minima described in Sections A-6a.”
- Can the Quarter unit limit be changed to 28 units from 27 to be divisible by 4?
 - Page 1, 2: “Section A-6a (Withdrawal) – Campuses may permit the withdrawal from up to 28 quarter units.”
- Does this policy include Open University?
 - Page 1, 3: “Unless campus policy indicates otherwise, the limits on repeated courses (Sections B-2a, B-2b, and B-3) do apply to courses taken in matriculated status as well as coursework completed via self support, e.g., adjunct, open university, etc.”
 - Page 1, 4: “Unless campus policy indicates otherwise, the limit on withdrawals (Section A-6a) does apply to coursework taken in matriculated as well as coursework completed via “self support,” e.g., extended education, Open University, special session, etc.”
- Does EO 1037 allow for student based exceptions?
 - General Clarifications 5: “As with many other matters of academic policy, campuses may choose to setup review petitions processes for the responsible granting of waivers to the requirements of Executive Order 1037.”
- Do the repeat policies apply to undergraduate students only?
 - Page 1, 5: “Section B (Repetition of Courses) – The provisions of Section B of Executive Order 1037 apply only to undergraduate courses. Campuses should develop and publish their own policies and procedures with regard to the repetition of graduate and other post-baccalaureate coursework.”

6.0 Next Steps

After review of this document by the SAUG and discussion during the January 21st teleconference, a focus group will be formed from various SAUG representatives to review the design and development of the various solutions that CMS will provide as components of this modification are completed.

