

UAN Advising Technology Subcommittee: General Meeting
October 9, 2024 | 9:30 – 11:00
Location: Teams

Meeting Agenda

- I. Welcome
 - a. Checking in
 - b. Needs, concerns, issues to note
 - i. Time tickets not populating
 - ii. Concentrations and strings of coding (a display issue)
 - iii. FAFSA Not Received note: What does it mean? Are there connections to CPos? (R.B.)
 - iv. Needing clarification about the CPoS report (S.M.)
 - 1. What is the difference between part-time/full-time credit hours?
 - 2. Requesting a representative from Financial Aid would be helpful?
 - v. DW: Non-degree seeking / degree mismatching
 - c. Reminder: Type questions, comments, use hand raises as desired to share
- II. The Round Table
 - a. Technology dialogues impacting advising and USC strategic planning updates (Dr. Claire Robinson)
 - i. Degree Works Plans Adoption by colleges is proceeding
 - 1. Is there an option for students to create their own plans? (A.M.). Such ideas are under review and discussion.
 - 2. Conversations about adoptions are helpful for students and course need projections.
 - a. Degree Works worksheets are still currently in development and this should be considered when thinking toward Plans. Structured majors would seem to do well. (S.M.)
 - b. There are other more flexible programs of study which would benefit from additional breakdown (S.M.)
 - c. DW is a helpful student-facing resource and yet advisors often have additional exceptions needed. (J.R.W.)
 - d. There is a future report on exceptions coming. The more the software is used, the more changes can be made (C.R.)
 - e. There is a concern as to the frequent use of exceptions and the accuracy of DW. (K.P.)
 - 3. There will be a deeper dive regarding general utilization planned for the future.
 - 4. A video for students is in the works as well.
 - ii. The contingency management committee continues to operate.
 - 1. Registration is currently marked stable for Fall 2024.
 - 2. Advisors should post issues to UAC all teams.
 - iii. Registration Status page will centralize messaging.
 - 1. There is also information about Schedule Planner.
 - 2. CRN registration
 - 3. Registration Troubleshooting messaging and submission
 - iv. Waitlisting for courses is progressing.
 - v. Curricular Analytics for clear pathways to degree completion is on-going.

- vi. Schedule planner messaging will be provided on My Self Service homepage.
- b. Digital SERF updates / Other Enhancements (Mike Dial)
 - i. Student issues: Authenticity in question: Needing branding and signatures
 - ii. IBM did server migrations over the summer for university wide data, so this required additional waiting.
 - iii. SERF updates will be testable around 10/10/24.
 - iv. Multiple additions have been coded ready for testing; some features are still in development.
 - v. Relaunching in the next several weeks
 - vi. Other multiple additions to the advising system are planned: HRSM student petitions, advisor professional development records, GPA calculator with grade forgiveness
- c. Registrar, Registration, Schedule Planner updates (Dr. Aaron Marterer)
 - i. Banner-delivered shopping chart as a replacement is currently in progress. Conversations and testing are in process.
 - ii. Training materials would be in development if this moved forward. Students would have some familiarity already with Banner design.
 - iii. There are questions about enrollment management regarding the shopping chart (R.B.) See the feature called "Plan Ahead."
- d. Degree Works updates (BJ Beckham): Updates at next meeting
- e. Financial Aid updates (Joey Derrick): Updates at next time
- f. Advising Technology updates (Brian Dusel)
 - i. Continue to use UAC All chats for issues.
 - ii. Recommend students visit Service Desk to make tickets.
 - iii. EAB has some new features that are being reviewed.
 - iv. There are questions regarding drop-in hours during high-impact dates especially when a campaign availability is already running. There is a question about how to publish that availability (K.P.)
 - v. There are some students who are mismatching their colleges and majors in EAB. There is a concern about pulling reports. (J.B.)
 - 1. One workaround is to click the box "my students only" for report running.
 - vi. Honors coursework is being recoded at the moment to reflect changes.

III. Current topics

- a. September Strategic Plan Survey Results
 - i. A limited response pool found that many goals within the strategic planning are well met or in progress toward completion
 - ii. A motion was suggested to reauthor the survey and then send out to all advisors for their input.
- b. A.I. Chatbot for Advising: On-going conversations and development tracking
 - i. No further developments at this time. Will revisit in a new session.
- c. Advising Resource Page
 - i. Many units found this helpful.

IV. Conclusion

NOVEMBER Meeting

- Meeting with Degree Works and B.J. regarding Degree Works exceptions
- Reviewing a survey to update the strategic goals
- Getting messaging for Schedule Planner and its potential schedule planner