

NEW YEAR, NEW LEADERSHIP, CONTINUED EXCELLENCE

- Jillian Bigony (School of Music) and Kerry Armbruster (Arnold School of Public Health) are the new co-chairs of the Tech subcommittee for the 2024-2026 cycle.
- There are four main commitments to which the leaders aspire.
 - Dialogue within a culture of trust: fostering space for individual voices that lead us to collective success
 - Open communication: contact is welcome any time
 - Centralized visibility of efforts: cyclical review of work in progress and dissemination of that progress in clear and assessable formats
 - Attentiveness to advisor realities: emphasis on advisors' daily, student-facing work
- For this first meeting, a test of MS Team's auto transcription feature was conducted for the purpose of notetaking. Preliminary results indicate it was helpful although imperfect at times.

ADMINISTRATIVE ITEMS

- **Meeting dates for Fall 2024:** 09/04/24, 10/09/24, 11/20/24, 12/18/24
- There was a review of the [Tech Committee Charge – 5 areas](#)
- There was a review of the [Current strategic plan \(July 2022\)](#)
 - There are 8 goals overall.
 - To assess progress toward these current goals, participants filled out an [MS FORMS assessment](#)
 - Once the assessment is fully complete, the committee will discuss updates and revisions to the strategic plan.
- The May 2024 Meeting Notes were approved.

Reevaluating the Strategic Plan and Related Issues

- DegreeWorks audit accuracy (Strategic Goal #1) is an on-going process. Improvements have been made, but there is still work to be done. (J.R.-W.)
- There are also questions to raise about Goal 9 (student technology access). Students are currently accessing multiple platforms. Having so many good resources and tools instead of just one or two makes it a challenge for students. (J.R.-W.)
- DegreeWorks and trainings: concerns for different unit formats (e.g. DMSB), resources and tools, multiple access points; What is available and what is being used? (J.R.-W.)
- With Schedule Planner being disabled, have students received communication? (K.P.)
 - Schedule Planner was disabled due to incorrect information being displayed. The current 10-year contract for Schedule Planner is ending soon. There is a potential that the contract will not be renewed due to poor functionality. (A.M.)
 - There is a way to do registration in Self Service Carolina (SSC) through multiple CRNS. There is a guide available as the School of Music uses this method. (J.B.)

- Central communication should be directed toward students to warn them of this loss of technology before 9/20. (A.M.)
- As Strategic Goals are considered, it is important to consider them through advising case load assignments. What goals are realistic and achievable? What are the loads and expectations? What are the priorities and what are not? (S. R.)
 - Goal #5 (reporting and training) can be difficult when case loads are high as there is less time available for training and analysis of data. (J.R.-W.)

UPDATES ON CURRENT EFFORTS

Digital SERF

- The Digital SERF is being worked on actively. (B.D.)
- The link to the digital SERF is currently active for advisors but not for students. Would it be good to default to the PDF version and remove the digital version for now? (N.D.)
- There is a need to determine who governs the SERF and its update process. Who authorizes its availability on the internet and who needs to approve its final iteration? (K.A.)
- Issues and concerns
 - Other institutions are not accepting / did not initially accept the digital form
 - A list of improvements is currently in progress.

Waitlist

- The waitlist feature is ready for pilot launch in Spring 2025.
- On 9/12, ABC group will meet to discuss the student notification system.
- The wait list process
 - The waitlist will be active for main part of term courses.
 - Students will use the action drop-down menu (register, drop/delete, waitlist) to get on the waitlist.
 - They will have a 24-hour window to register once they are notified by email. An additional 12-hour reminder will also be sent.
 - Students can waitlist only once per unique course: no double waitlisting across two different sections of the same course.
 - Waitlisting follows all normal registration restrictions as if the student were signing up for the course like normal.
 - The waitlist will be turned off prior to Thanksgiving break. The goal is to have the waitlist turned off after registration ends.
- In tandem, a course restriction guide is being sent to schedulers. There will be two proposed universal restriction removal dates: Friday, November 15 and Friday, November 22.
- Waitlist visuals regarding student access will be shared closer to launch.

Degree Works (B.B.)

- The Registrar is currently working through ticketing queues, especially related to CPoS and graduate school academics.
- The process is moving in a good direction.

CPoS Financial Aid (J.D.)

- Process is much smoother and faster. The update window is at 24 hours.
- Technology updates have gone well.
- Curricular complexity influences CPoS run times.

EAB Navigate (B.D.)

- Advisors are requested to ensure that appointment modalities (in-person/virtual) are being tracked appropriately.

Blackboard

- Some students reported incorrect dates or missing classes.
- Missing classes were potentially a result of “invisible” or hidden courses.
- During the transition from Blackboard to Blackboard Ultra, copied course data required some post-migration changes.

NEW INITIATIVES

A.I. Chatbot for Advising: ASK COCKY?

- ASK Cocky (ASK), USC's chatbot started 4-5 years ago with the Registrar. It has since expanded to the Bursar, Financial Aid, and the First Gen Center.
- Each office is invoiced separately for its usage.
- ASK fields low-complexity questions and acts as a first point of contact for general questions.
- The proposed idea is if ASK Cocky could reasonably assist academic advising for similar low-complexity questions.
 - HRSM is currently dialoging internally about the possibilities surrounding AI in advisement. Georgia Southern actively employs it. (S.R.)
 - There are concerns about student responsibility and student accountability. There are both positive and negative costs associated with culture shifting. (S.M.)
- ASK can integrate with Self-Service through the CAS authentication system.
- The UAC Live Chat data could potentially be exported into Ask Cocky's learning database. It would be possible to check.
- It is possible to consider academic peer mentors' low-complexity duties as a template for a chatbot's domain of influence.

Advising Resources

- In response to difficulties from Fall 2023 registration, the Advising Resources page was updated to provide helpful information to students.
- There is a question as to this page's effectiveness: Is it providing value to advisor's and their units?
- In consideration of ASK COCKY, how much of this material could be deemed low complexity so that a chatbot could support it.

Summer 2025

- At present, it is known that certain changes to Orientation are coming in Summer 2025, and this will also affect advising. The role of technology in these efforts will need to be considered.
- It has been asked if advisors can access the Student VZ advising module (S.M.).
- It may be helpful to measure the retention of advising modules. How can technology better explain Registration as an important Orientation process.

PRE-PLANNING FOR OCTOBER'S AGENDA

- Digital SERF Update
- A.I Chatbot for Advising: On-going conversations and development tracking
- Advising Resource Page – Units have been tasked with evaluating their usage patterns and gathering feedback