Advising Technology Subcommittee – July 17, 2020

11:00am – 12:00pm

In attendance:

Lauren Sanborn (COE), Co-Chair
Rachel Denmark (Honors), Co-Chair
Janis Leaphart (CAS)
Lisa Pierce (CEC)
Sandra Varney (Registrar)
David Osworth (CAS)
Rebecca Boyd (CAS)
William Beckham (Registrar)
Emily Longshore (DMSB)
Pickney Epps (OSP)
Valeria Bates (HRSM)
Brittain Goff (DMSB)
Stephanie Richards (HRSM)
Paige McKeown (UAC)
Heidi Waltz (Nursing)
Brian Dusel (ex-officio)

- **11:00am: Approval of June 2020 Minute**
    - 1st: Dave Osworth
    - 2nd: BJ Beckham

- **11:05am: EAB Updates from Brian**

    Brian shared his screen and showed the web interface of the new EAB app

    - EAB app should be available to students starting August 14th
        - It will be introduced to students through UNIV 101, but all students will be able to download the app.
    - UAC is crafting message advisors can give to students about the app.
    - Brian provided a demo for the To Dos/Events, Study Buddies, Class Schedule, and Major Explorer features.
        - Class Schedule can sync with phone calendar
    - The app should not alter workflow for advisors

    Discussed Virtual Check-ins for advisement appointments. The earliest this would be available is mid-Fall 2020.

- Advisement

    Many colleges/departments will do virtual only advising appointments this fall. Some departments haven't decided. SVAD wants to offer in-person and virtual options, but it may not be feasible. Sanitation between appointments is a concern.

    - Virtual
        - CEC
        - COE
        - HRSM
        - SCHC (updated as of 7.22.2020)
    - Hybrid

- ▪ SVAD (Tentative, leaning virtual)

    - o Unknown
        - ▪ Political Science
        - ▪ DMSB (Tentative, leaning virtual)
        - ▪ Public Health

- **11:15: Orientation Technology Updates**
    - o What is working well?
    - Advisors report orientation is going well.
    - Some advisors reported small technology issues
    - Dave O. – having trouble seeing student without sharing screen
        - ▪ Paige – it's a connection issue likely, she has seen it in most appointments
        - ▪ Suggestion – When on the Teams call, if you are not able to see the student, try clicking on "Chat" and then move back to the main screen. Somehow this acts as a refresh and it can correct the issue.
    - Cocky's Coop – advisors report students not engaging with the platform. It can be helpful when sharing the same document with multiple students, but there is a challenge in getting students to access the platform.
        - ▪ Dr. Epps reported he posts a topic of discussion weekly and he has seen some student engagement. He indicated about 15%-20% of his students engage on the platform.
    - ▪ Rachel advised that in SCHC Teams Video Chat will be required for appointments if they are virtual.
        - ▪ Lauren to Paige, will there be guidance from the UAC about technologies we should be using.
        - ▪ Heidi: Uses Zoom for information sessions and Microsoft Teams for advising.
            - Nursing has had very little interactions on Cocky's Coop. DMSB and COE agree. Feels like an extra piece in the workflow.

Lauren and Rachel explained the process behind the Strategic Plan and the plan for creation. We will release a survey about the technology platforms we use, and we are asking departments to bring this back to their departments and completed it with their admin. They will receive a scorecard by department based on their use of technology.

Today we are reviewing goal statements and would like to come to a consensus on these.

- **11:30: Goal Statements for the Strategic Plan for Advising Technology at UofSC**

    - o **Goal statement:** All students and advisors should have access to an accurate degree audit online.
    - o Majority of members agree with statement.

    - Brittain G. reports this isn't possible for DMSB through DegreeWorks. Considerations should be given to colleges to use homegrown systems and maintain autonomy.
        - Rebecca B. added that SVAD has problems with DW.
        - **Janice:** "I do not think DegreeWorks can be the "official" degree record at this point, agreeing with the DMBS points being made now. It is a great tool, but it is not perfect, and students need to know this is not their official, exact degree audit."
        - BJ Beckham indicated we should all be working toward the goal of using the same platform.

- o **Goal statement:** Ensure students have access to accurate advisor assignments in EAB Navigate and Self-Service Carolina.
  - ▪ Majority of members agree with this statement.
- o All agree this needs to happen, and Brian D. indicated that this <u>must</u> happen and is a request from the Board of Trustees.
- o Dave O. brought up transitioning students to faculty advisors; he has students that contact him even though the student has a faculty advisor.
  - ▪ Short discussion regarding communication needed when students are moved from a UAC advisor to a college-level faculty or staff advisor.
    - • Lauren S. indicated in COE, the UAC sends a "goodbye" email and the COE staff advisor sends a "welcome" email the following day. This would be more difficult with faculty advisors on a 9-month contract.
    - • Lisa P. indicates CEC students move to a faculty advisor after the summer session to avoid faculty advising over the summer session.
- o Rachel D. – There is a need for universal review dates for advisor assignments.
  - ▪ Brian, these already exist, and it is important for us to remind our colleges the importance of sticking to deadlines.
  - ▪ We may need to consider universal review dates and how they can impact college workflows.
- o Lisa P. CEC sends an email to students advise that they are with a faculty advisor at the beginning of their junior year. The transition occurs in August. For some departments, the transition occurs in May even when faculty are not working.

- o **Goal statement:** All undergraduate students should be able to schedule an appointment with their advisor online through EAB Navigate.
  - ▪ Majority of members agree with this statement.
  - ▪ Dave O.: How are faculty advisors using this? They need to use this more.

- o **Goal statement:** All students beginning after Fall 2019, should have access and understand how to use a Co-Curricular transcript.
  - • Advisors agree that access is not an issue, but more education is needed to help students and advisors understand the platform.

***We were not able to make it through all goal statements before the meeting concluded. Committee members were sent all goal statements and asked to comment on each one. Responses will be compiled, and themes will be shared with advisors at the next subcommittee meeting.

- o **Goal statement:** Ensure advisors have access to reports and appropriate training that facilitate advisement. (i.e. course prediction reports)

- o **Goal statement:** Ensure advisors and supervisors can access a summary of each advising appointment with a student.

- o **Goal statement:** Ensure students have access to and are aware of advisement and registration tools in Self Service Carolina.

- o **Goal statement:** Assist in student understanding and competency when using advising technology.

***Committee members were asked to review this document via email and keep this in mind when considering the goal statements: [Re-envisioning Academic Advising at the University of South Carolina](#) -GOAL 4

- ***If we were to say that the entire University will be on Degreeworks by December 2021. Yes or No? If not, what are your concerns, threats, challenges, etc.

- Issue a scorecard for each college:
  For CAS, breakdown into categories within Arts & Sciences
  How much are you using Degreeworks? How much are you using EAB?
  5, 4, 3, 2, 1
  Grade the units by their use of technology
  What does it take to get that area to a higher score?

- **Upcoming Meetings:**
  - Friday, August 7th | 9-10:30 am
  - Fall 2020 meeting dates and times will be discussed at the August 7th meeting.