

Advising Technology Subcommittee
September 6, 2023
9:30am – 11:00am
Microsoft Teams

- Welcome & Committee Introductions
 - Updates this year – all meeting will take place fully on Microsoft Teams (no more hybrid meetings)
- Review [Committee Charge](#)
- Survey Results from 2022-23 Committee Membership
 - CPoS
 - Majority of survey respondents indicated a need to continue to check in regarding CPoS throughout 2023-24
 - CPoS Updates will not continue to be the focus of this committee but will become a regular agenda item to check in and gather membership feedback and updates, as needed
 - Updates since last committee meeting:
 - Students in 12+ degree applicable hours who aren't being reflected as "evaluation pending" but saying "no" -- example from Lisa and UAC chat
 - In Progress courses taking priority in DW audit over completed courses
 - Suggestions from committee for consideration in 2023-24
 - EAB Navigate
 - MAP
 - Blackboard
 - DegreeWorks / implementing DegreeWorks across all colleges and programs
 - Central communication regarding technology changes/enhancements
 - Unpredictability/unreliability of university network – ie "getting kicked out of the system"
 - Streamlining Banner systems
 - Other- "there is a footer on every single EAB notification that reads 'Please note that appointments may be held via telephone, email, virtual meeting platform, or in person. Review this confirmation message to determine which method your appointment will use or contact the office/college directly if none is stated.' This shows even on notifications not related to appointments, so I'm wondering if we consider removing or re-wording what shows up there."
 - Functionality of Self Service Carolina
 - Consistency with restrictions
- 2023-24 Committee Goals?
 - Banner 9 Enhancement Requests
 - Course Search Feature
 - Transcript
 - Which features are disappearing?
- Banner 9 Demo (Aaron & Brian)

- Updates from the Registrar
- Updates from Brian

Notes by Ali Mathwig

- Introductions
- CPoS Updates
 - Students in 12+ degree applicable hours who aren't being reflected as "evaluation pending" but saying "no" even when course is applying in the audit-- example from Lisa and UAC chat
 - Network stability issue – sometimes having to run CPoS didn't always work
 - Process – advisor can reach out to DW team when seeing this issue and CPoS can be manually run for that student to correct the issue
 - In Progress courses taking priority in DW audit over completed courses
 - Possible misadvising issues – a completed class kicked to fallthrough, prioritizing the in progress course
 - This is a tech issue to
 - There is a way of running the new audit without in-progress courses in the audit – check boxes at the top next to "Process New", uncheck and then Process New again – this could be best practice to double check for senior checks, when student reaching out about dropping a class, etc.
 - Students enrolling in classes they don't need – prior to enrolling in that class, their degree audit would have shown that they wouldn't need the class
 - Continued need to train students on best practices in HOW to use and understand DegreeWorks
 - Students are sometimes just registering for classes out of panic – pick random classes they can get into, not necessarily what they are told to use
 - **Item for consideration in this committee for 2023-24? Maybe for October meeting?**
 - Heidi's question on if U101 pilot on – Jane Bouknight led these, follow up with her – Alyssa says these are covered in UAC advising U101 presentations
 - BJ talked about having DW workshops for advisors – UAC training?
 - How do we get students more engaged with the DW audit?
 - What type of advising tech modules do students have to complete before Orientation???
 - Conversation around colleges who are and aren't using the planner tool (SEPs)
 - HRSM is using
 - BJ encouraged us to consider utilizing this resource
- Banner 9 Demo
 - My.sc.edu was created in the transition from VIP to Banner – the landing page doesn't have a lot of governance/thought on what is there, it is essentially a long page of links

- Offering an alternative to this – new landing page for Self Service Carolina in move to Banner 9 (moving away from Banner 8, which gives us an opportunity to redesign)
 - Benefit is being able to tailor to other campuses
 - Every campus will have its own secure SSC page – they can be tailored based on campus, there will now be one just for Columbia campus
 - There are pages that all of our campuses share, like our Browse Courses/Registration page
 - Updates to the Faculty & Advisors tab – more tailored
 - Brian will start an enhancement request list for Self Service Carolina
 - Aaron is going to provide a list of the changes and the timeline
- Items for discussion
 - Blackboard – how colleges use; how we introduce to students, especially first-year students; advisors as resource hub/guide
 - Blackboard managed by DoIT
 - Ask someone from Blackboard support team – Mike Brown
 - Should we invite someone from DoIT about network changes

Tech Advising Committee Meeting Notes

Minutes taken by Kerry Ambruster

Date: September 6, 2023

9:30 A.M. – 11:00 A.M.

9:30 AM Meeting and greeting

9:40 AM Starting with CPoS

There is a general need to check in regarding CPoS. Will proceed accordingly as developments continue

Two concerns regarding CPos

1. Degree Applicable

- Lisa (CEC) – Students were reflected as not degree applicable even though DegreeWorks was showing degree applicable
- Joey – Network instability has caused the need to run DegreeWorks in small batches. Work in progress as network stability is being improved.

2. In progress courses taking progress in the degree audit over completed course.

- a. Major electives in fall through

Joy/BJ – The need to prioritize in-progress courses especially for repeat courses for CPos funding/purposes. Students need to receive aid. Recommend to remove in-progress courses through the checkboxes and run the new audit.

One solution:

<input checked="" type="checkbox"/> Include in-progress classes <input checked="" type="checkbox"/> Include preregistered classes	<input type="checkbox"/> Include in-progress classes <input type="checkbox"/> Include preregistered classes	Process New
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Rebecca's Question: Can we modify the standard search parameters to make this clearer?
Ask Dr. Robinson for a UAN announcement.
Questions about student-facing issues of clarity related to degree completion
Look ahead to help students see where their courses will land in DegreeWorks
BJ/Aaron: Main goal is to keep students appropriately funded.

Key Information Needed:

It's possible for us to consider the advantages and disadvantages of switching on/off

Valeria: Students are still in a panic during registration despite their wealth of academic resources. Let us consider how advisors might use pre-advising worksheets and the DegreeWorks Planner to guide students into informed course selection.

BJ: We can focus on the full use of DegreeWorks for student success.

Heidi: Students are not as informed as they could be about DegreeWorks. Does U101 have any opportunities for helping students get trained in DegreeWorks?

Key Question:

How are colleges training advisors/students in best practices for using degree audit/registration tools?

BJ: How can we expose students to DegreeWorks on a 1-on-1 basis? How can students have a better understanding of what is expected of them toward degree completion?

U101 Partner Presentations can afford an opportunity for students to get information related to DegreeWorks, but it's not universally applied.

Sabrina: We're missing a resource when students are not using DegreeWorks after registration. They should look for fallthrough classes or ways that current classes are modifying their requirement completion.

Inquiry: Is there a way for us to have control over what goes into the "not counted" section as advisors? This would be helpful for electives versus repeat questions.

Current state of affairs: Original conversations

10:12 Other Items in the Survey
Banner 9 Demo from Aaron

My.sc.edu – created in 2012 after the switch from the previous system
2023 – New goals for the design of the new landing page.
Each campus has its nonsecure color coded landing page.
Secure site versions can be tailored to campus needs.

Requesting seat enrollment numbers under 'Course Schedule Searches'

When students are dropped from their courses, that information is deleted, but students need their registration history. The add/drops are currently available in Navigate under the courses tab. There needs to be a way to expose the list of dropped courses.

There are hybrid advisor/student views in Banner 8. It is requested to have the mapping of features from version 8 to version 9.

**Requesting enhancement lists for Banner and Self-Service Carolina.

Banner 9 Launch Date: Late January/Early February

The need to run advanced searches for a maximum larger than 100.

There is a need to quickly scan a large group of class.

Document for requested features, inquiries, items should be created to manage.

Consider a link with a form that can be shared through committee members into the colleges.

10:30 Survey Items for Continued Discussion

EAB Navigate

MAP, a survey will be arriving from the mathematics department later on.

Blackboard:

General student navigation literacies for the LMS are needed. Where are resources available?

What items or features are students being introduced to Blackboard during Orientation? How are those competencies being assessed?

Key Question:

How is technology introduced to students?

Managed by DoIT, which has 24/7 resources available. The faculty/staff

There are some new features arriving in Blackboard (~January). What are those? How will they change?

Central communication announcements: Whom will information come from?

10:37

Unpredictability of USC network partially due to server cloud migration. There has also been some unreliability due to factors beyond loci of control.

Check the service desk main login page for outage alerts and up-to-date status reports. There is also an outage notification listserv. outages@listerv.sc.edu

10:39

- Students have had issues with enrolling for courses that have restrictions.
 - Requesting field of study restrictions code (F)
 - Requesting more visibility for students so that perhaps they will not see a course in the dynamically generated if their major is already blocking their enrollment.

- For example: BIOL 101 is a course option for Psychology, but the field of course restrictions make those classes unavailable on a practical level.

Key question:

How can we move toward standardized policy so that colleges can then make their unique changes?

Is there a way of customizing the error message in the registration tool so that students can understand/troubleshoot the error that has been made?

We can customize text fields on restrictions but not restriction titles.

“This course is an elective. This is a practice elective.”

Data Warehouse has the data descriptors.

Using that proactively can reduce later

Can course descriptors be retained from semester to semester?

Can we submit courses to a repository for UAC to send out?

Restrictions must be sent to the Registrar for

Could we add in a restriction feature search for the Course Search feature? It only limits the letter-code restricted sections, but not all of the restricting attributes.

The need of a filterable list (as can be done in Excel).

Ultimately students need access in a tangible way.

Is it possible for Banner to know who the students are before they try to register for classes?

Questions for the future:

- Open-sections only checkbox is helpful. Could we have “Available to me only” box?
- How do we help students look for the information that they need to?
- How much text is available in the error message box?
- What about the numerical codes within the restricted attributes? Major/Minor?
- Is there a way for departments to standardize their restriction policies?