University Advisors’ Network
Wednesday, September 13th
9:30-11:00am
UAC Training Room, Close-Hipp 3rd floor or via TEAMS.

Welcome
Heidi Waltz, UAN Co-Chair


• May Minutes - Approved

Orientation 2023 and Advising recap
Alison Leach Hughes
Mike Dial

• September is their assessment month;
  o November we will get the full insight report
• Thanked all who worked with orientation
• By the numbers – 26 sessions total – 2 summer sessions, 20 freshman, 4 transfer
• 15979 total attendance –
  o students 7724 freshmen and 1288 transfer
  o families 6249 freshman guests 718 transfer guests
• Will be sharing a break down by session date and college (we will need to ask for information)
• 12% increase in orientation participation
• 21% decrease in our orientation leader teams
• We asked how many of you are attending more than 1 orientation at another institution 3% said they are doing this
• Successes –
  o excitement and confidence in attending USC – 12% were nervous before
  o General sense of belonging/connections made at orientation
  o Knowledge of academic and university requirements – 92% felt college visits helped them
  o Academic advising and course registration – 92% felt advisor had helped them, 84% of transfer students felt they had found help
  o Customized student experiences – had LGBT space and interfaith space
  o Technology/communications – felt the RAC was a success but did need some tweaks.
  o Enhanced Gamecocks After Dark
• Opportunities –
  o Session availability
  o Orientation leaders
o More customized experiences
o Academic processes (RAC, major change, no shows) – feel they have made strides in improvement.
o Migration and logistics awareness – want to do a better job in this area
o Food offerings
o VisualZen – pain points maybe here
• Applications for orientation leaders open on September 12 at noon and close on October 13 at 11:59pm
  o The application can be found at this web address -
    https://uofsc.co1.qualtrics.com/jfe/form/SV_3xt6fCV5AzOYqLs
  o Salary $11 hr along with if needed living on campus during their employment and meals provided
• Looking ahead –
  o January orientation –
    ▪ January 4 and 5;
    ▪ college capacities due by October 18;
    ▪ registration launches on Oct. 23 at 12 pm;
    ▪ these are 1 day schedule;
    ▪ goal is freshmen attend Jan 4 and transfer Jan 5
• Summer orientation –
  o save the date –
  o orientation kick off will be Nov. 2;
  o orientation overview for advisors – TBS (March);
  o college ambassador meetings – May 14
• Team will be meeting with each college to discuss our pain points and what we need
• Advising and Registration at new student orientation
  o Increase in freshman class by 43% from 2013 -2023
  o 88.16% are in 15-18 hours; less than 1% are in less than 12 hours
  o Transfer students 73.8% are enrolled in 15-18 and 4.16% less than 12 hours
  o Surveyed students on looking back – high % feel comfortable talking to their advisor
  o Time with advisor sweet spot was 16-60 minutes all in the high 90 percentiles
  o What constitutes one on one attention -how the student perceives the question
  o How easy was the registration process - found that it was somewhat easy
  o Survey from advisors with about 20 responses – 37% RAC 31% major change, 37% change of major, 44% walk in list, 27% course availability, 44% course needs
  o RAC requests – 326 immunization holds, 41 registrar holds

Early Transfer Academic Advising
  Amanda Shores
• Started in Fall 2022
• Eligible new transfer students were admitted February 1, 2023 – April 14, 2023
• Fall 2023 assessment
  o 771 transfer students admitted;
44% requested to participate,
81% scheduled appointments;
82.7% attended advisement appointment or special may orientation;
93% enrolled in Fall 2023

- Top majors –
  - PSYC, BIOL, CRJU, CSCE, SPTE, EXSC
- Participation increased by 30% for fall 2023 compared to fall 2022
- Advisor reactions –
  - 91.7% participating in transfer advisement beneficial or very beneficial
  - Challenges such as students not showing up
  - This is part of the fall 2024 planning continue to improve communication to the students

**Office of Student Advocacy**

- Team is Lisa Jerald and Melody Boland
- What is new – Office of Student Advocacy (OSA) –
  - one stop support,
  - address questions and concerns.
  - Refer to programs and resources
- Russell House West Wing Suite 115;
  - centrally located entrance between Panera and Fresh Greene’s
  - phone number 803-777-4USC
  - email address - studentadvocacy@sc.edu
- Ask USC –
  - Oct 16th Cocky’s 43rd birthday –
  - central resource for student and families who have questions and need help navigating USC;
  - find help when, where, and how you want it; in person phone and email
- Resources for students (and parents) –
  - answer questions and address concerns,
  - discuss options
- Notify faculty members of a student absence –
  - medical/mental health;
  - personal (family/friend death)
- Explain university policy, programs and processes.
- Student deaths –
  - notification to faculty administrative offices and support families
- Excused absence request –
  - attendance policy effective fall 2020;
  - instructors must allow make up work
- Must have documentation –
  - doctor note
  - obituary/death certificate;
  - police report
- Website - https://sc.edu/about/offices_and_divisions/student_affairs/our_initiatives/academic_success/ombuds_services/index.php
• Case load –
  o Fall 22 - 2571,
  o Spring 23 - 2093
  o Fall 23 - 662
• They don’t –
  o hear formal complaints or appeals
  o conduct/academic integrity;
  o discrimination harassment.
  o Withdrawals Kelsey McGarrigan withdrawal@sc.edu
  o provide legal advise
  o The campus does have a lawyer that will provide legal assistance. Website - https://sc.edu/about/offices_and_divisions/off_campus_living_and_neighborhood_relations/request-legal-help/index.php
• Grade appeals and faculty complaints –
  o must be addressed with faculty then dept chair then dean
• For our use Lisa’s direct phone number 777-5116 lbj@mailbox.sc.edu

Course Program of Study (CPoS) Updates

• Thanked all for support and work. Said it was a smooth roll out.
• CPOS impact 501 student and 18373 were not impacted
• UG mostly impacted
• Majority of those impacted were seniors
• The Title IV awards top ones impacted -
  o Federal Direct Load Unsub and Federal Direct loan sub and Pell Frant
• Honors college had 15 folks impacted and most were seniors with same Title IV awards impacted
• What is next – run CPos more frequently than we are currently
• Improve system response and more precise on the run through CPoS and the next run only the students that were effected
• Hope to have the graduate programs ready for the spring semester CPoS run
• Trying to make it more automated and have it where less exceptions to be made
• Graduate programs are making progress
• Want to meet with everybody to make it run better
• The dates for Spring CPoS will be soon depending on improvements to the system
• All colleges did a great job – no outliers.
• Will GLD automatically count toward CPoS? It is supposed to do so.
• Will Minors count toward CPoS? If the course is landing into a block then it counts
• U101 is an elective but must be in the elective block
• STAT 110, 201, 206 substitute for their STAT course with Nursing and can hide them in the audit but want to get away from this practice
• Difference between allowing courses to count and having them in the audit. Aaron would reduce Carolina Core and have more courses in the General Education courses and find a way to fit them into the curriculum
• We need to be in alignment and transparent. We need to be compliant.

Announcements

• Reminder on appointment modality guidance for 2023-2024
  o All first year students advising appointment take place in person both fall and spring semester unless there are extenuating circumstances
  o Continuing students student choice (in person and optional online advisement)
• USC has a goal of 90% first year students advising in person and 60% continuing students advising in person

• Academic Advisor Conference – Feb 16

• Admissions will be placing holds on students that have not submitted all their official transcripts, scores
  o If you are working with a student, the student can email admoperations@mailbox.sc.edu if they are having issues with registration
  o Hold will say Admissions

• Trio –
  o has begun pre-advisement for their 160 students.
  o They are advising for OSP classes only.
  o Placing notes into EAB and DegreeWorks in case the student looses the advisement.
  o
• Caitlyn – co-chairs of new student orientation committee – meeting at lunch to conversation about orientation

Adjourn