ADVISING TECH USAGE
SURVEY RESULTS

Spring 2024
RESPONDENT DEMOGRAPHICS

College or Unit

- CAS: 28
- DMSB: 7
- COE: 3
- CEC: 7
- HRSM: 5
- CIC: 2
- Nursing: 2
- CoP: 1
- ASPH: 7
- CoSW: 1
- Honors: 8
- UAC: 6
- Other: 6
RESPONDENT DEMOGRAPHICS

Years of Experience Advising at USC

- 0: 10 or Fewer
- 0.5: Nov-50
- 1: 51-100
- 1.5: 101-150

- 2: Students Advised Per Semester

- 3: 1-5 Years
- 5: 6-10 Years
- 11: 11-15 Years
- 16: 16-20 Years
- 5: 21-25 Years
- 2: 26-30 Years
- 1: 31-35 Years
“Overall I find it very useful & easy to navigate.”

“I’m still in mourning for the features we lost with the Banner 9 update.”
DEGREEWORKS

• “It is very helpful tool for the visualization of degree progress.”
• “This system is extremely important, but often does not function well.”
“Great resource. I enjoy using it for many different aspects of advising.”

“Navigate is very useful! Of course there are changes I’d like to see in it overall, but those are not necessarily addressable in this instance since they’d be system updates by the company.”

“It works great, and then it doesn’t work as well.”
MY USC EXPERIENCE

Overall Usage

0 (I do not know what this feature is) 12
1 (Not Utilized) 27
2 15
3 10
4 12
5 (Heavily Utilized) 7
• “It is nice for students to get help with building their schedule, but given how restricted courses often cause registration errors, I feel like students should learn how to build their own schedules.”

• “Schedule planner is the unicorn’s blood of registration. It is quick and convenient, but it also becomes crutch & obstacle for students.”

• “Students like it and plan their schedules with it, but it does not always include the restrictions, so students get upset/angry when it doesn’t work out perfectly.”
BANNER APPNAV & DATA WAREHOUSE

AppNav – Advisor Assignments

Data Warehouse – Student Reports

- 0 (I do not know what this feature is)
- 1 (Not Utilized)
- 2
- 3
- 4
- 5 (Heavily Utilized)
2024 Summer/Fall After-Action Survey

Distributed to Academic Advisors and Advising Administrators from April 23 – May 7, 2024

Mixed Methods

Responses: 55
Key Themes from Registration Feedback

<table>
<thead>
<tr>
<th>System Usability Improvements:</th>
<th>Technical Performance Issues:</th>
<th>Course Availability and Restrictions:</th>
<th>Advising and Support Enhancements:</th>
<th>Positive Feedback and Future Outlook:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests for better integration between Banner and classes.sc.edu. Easier visibility and navigation of section restrictions. Feature enhancements such as a term-toggle for staff and a waitlist function.</td>
<td>Mixed feedback on load times and stability for DegreeWorks. Recurring issues with advising holds reappearing unexpectedly.</td>
<td>Frequent challenges with course restrictions and limited seat availability. Difficulty for students in understanding and finding information about restrictions.</td>
<td>Suggestions for mandatory registration training and a virtual help desk. Improved communication about when restrictions are lifted.</td>
<td>Recognition of recent improvements to the registration system. Advisors express willingness to collaborate on further enhancements</td>
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THANKS!

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