Advising Technology Subcommittee

February 1, 2023

9:30am – 11:00am

Microsoft Teams & SJMC 318

- Welcome
- Updates from the Registrar
- Updates from Brian
  - o User Setting in EAB
  - o Text Message Nudges in Campaigns
  - o Messaging Campaigns
  - o Technology college visits
- EAB Enhancement Request Report
  - o Working session to prioritize our asks
  - o <mark>LINK to spreadsheet</mark>
- CPoS FAQs update???
  - o https://web.qa.sc.edu/about/offices_and_divisions/advising/advisor_toolbox/advising_technology/degreeworks/index.php

Meeting Minutes:

- EAB Navigate Updates from Brian:
  - o User Settings – accessed on top right where your initials are in a circle
    - ▪ Ability to set preferred pronouns (for faculty, staff, students)
    - ▪ Set email signature
    - ▪ Can set your default views in EAB for customization – ie the default landing page, default care unit
  - o Appointment Campaigns
    - ▪ There is now a way to send text "nudges" to remind students about signing up for an appointment
  - o Messaging Campaigns
    - ▪ Similar to regular campaign but for sending out messages
    - ▪ Can see open rates and rate of students who clicked the link
    - ▪ Way of tracking students receiving and seeing messages – only shows percentages, does not show the exact users who opened the email or not
  - o A "hand raise" feature is in the works for EAB – essentially a way of students indicating "Hi, I need help" and triggering following up
    - ▪ Essentially a way of a student submitting a "self-referral" for various services
- Technology College Visits with Brian:
  - o Happening over the next 6 months to 1 year
  - o Part over the plan for the move as a university to full 4 year advising model
  - o Meeting with Brian to get a sense of how individual colleges are doing their workflows and to communicate best practices in workflows university wide
  - o Meetings will cover various advising technologies – DegreeWorks, EAB, etc
  - o Brian will be reaching out to various college contacts to set up these meetings

- ▪ Could be 1-on-1 meetings, could be group meetings – Brian will leave that to college preference
- Question for Brian from DMSB
  - o Where to find the Academic Advising Surveys in the Academic Advising System Manager: https://www.sc.edu/advising/system/menu.php
  - o Mike Dial is the contact for this
- Updates from the Registrar
  - o DegreeWorks validation is continuing for CPoS launch
  - o There may be a list coming soon of the most common courses that are "falling out" of the DegreeWorks block when running CPoS reports
  - o CPoS workflow updates are coming from the team overseeing this project
  - o <mark>CPoS team is working on a FAQ page, as well</mark> – Registrar and Financial Aid are coordinating on this, separate from the one that our committee worked on as a committee last semester
    - ▪ We will ensure that we are sharing the same messaging
    - ▪ This FAQs is going to look similar to what we see from other colleges/universities
    - ▪ This is coming in the next couple of months
  - o Discussion of best practices in exceptions management
    - ▪ Hasn't been determined yet how to handle in progress courses
    - ▪ Financial Aid workflow is being determined – the actions that happen when a degree applicable course (according to Bulletin) is not showing as degree applicable in DegreeWorks audit
  - o DegreeWorks concerns – continue to meet and communicate with the Registrar DegreeWorks team on issues within your unit
  - o Exceptions for in progress courses – the issue is that the exception overrides the final grade, so it would still show as "complete" if a student receives a failing grade
    - ▪ An enhancement request for Ellucian and DW would be an exceptions management practice that would allow you to determine that the exception is not enforced if they receive a failing grade
      - • <mark>Would this be something that our committee could write up as a formal request?</mark>
  - <mark>o</mark> You can send a request to the DW team for an exceptions report – send the DW team your USC Id and they can pull a report of all exceptions you have made in a certain date range
    - <mark>▪</mark> Might help with back-checking exceptions, if necessary as part of future workload
- EAB Enhancement Requests
  - o Brian sharing his screen with the enhancements we have requested and how long ago -- worked to agree upon priority level of each of these requests
  - o <mark>Non-Editable LINK</mark>
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