Advising Technology Subcommittee  
February 1, 2023  
9:30am – 11:00am  
Microsoft Teams & SJMC 318

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

Meeting Minutes:

- EAB Navigate Updates from Brian:  
  - 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  
  - Appointment Campaigns  
    - There is now a way to send text “nudges” to remind students about signing up for an appointment  
  - 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  
  - 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:  
  - Happening over the next 6 months to 1 year  
  - Part over the plan for the move as a university to full 4 year advising model  
  - Meeting with Brian to get a sense of how individual colleges are doing their workflows and to communicate best practices in workflows university wide  
  - Meetings will cover various advising technologies – DegreeWorks, EAB, etc  
  - 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 **CPoS team is working on a FAQ page, as well** – 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
    ▪ **Would this be something that our committee could write up as a formal request?**
  o 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
    ▪ 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 **Non-Editable LINK**