Advising Technology Subcommittee

January 11, 2023

9:30am – 11:00am

Microsoft Teams & SJMC 318

• Welcome
• Updates from the Registrar
• Updates from Brian
• CPoS Advisor Question Website
  o Test server link.
• EAB Enhancement Discussion
  o What do we like about EAB?
  o What could be improved about EAB for advisors & staff?
  o What could be improved about EAB for students?
  o What is missing from EAB?
  o What are the features in EAB that we don’t use or are infrequently used?
  o How are different units/offices across campus utilizing EAB for scheduling, referrals, etc?
• Open Time for Committee Comments and Questions re: Advising Tech

Note:

Registrar

• New hire in Registrar recently
• Asked if anyone has any other thoughts/comments on the CPoS plans for this committee beyond the FAQs – no comments

Updates from Brian

• Banner 9
  o All campuses will have own customizable dashboard (ie Aiken vs. Columbia) -- allows us to do more customization on the Columbia SSC view

EAB Enhancement Discussion

• Brian gave an update
  o Screen share to show us the Idea portal through EAB – where Brian submits our enhancement requests
    ▪ Shows you submitted ideas, ideas under consideration, planned, delivered, etc
    ▪ We can “upvote” already submitted ideas from other campuses
• EAB being able to use preferred names
  o Now a place for a student to enter pronouns – under “User Settings”
    ▪ No outreach planned yet, but maybe later in the semester
• Required scheduling appointment comments – most common
• Adding information about the date a course was dropped in the Courses panel on EAB

<table>
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<tr>
<th>Action</th>
<th>COURSE</th>
<th>PROFESSOR</th>
<th>DAYS/TIMES</th>
<th>END DATE</th>
<th>ADVICE</th>
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<tr>
<td></td>
<td>ECON 224/HST 1 Introduction to Economics</td>
<td>Kimberley Blackman</td>
<td>TR 11:00am - 12:50pm ET</td>
<td>Ended on 12/13/2022</td>
<td>B+</td>
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<td></td>
<td>EDCS 444/452 Exercise Science</td>
<td>Virginia Gardner</td>
<td>A</td>
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<td>EDCS 515/521 current topics in Exercise Science</td>
<td>Lauren Kozlik</td>
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<td>Peter Miller</td>
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<td>SCHL 489/689 Senior Thesis/Project</td>
<td>Cindy Green</td>
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<td>Elaine Green</td>
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<td>Dropped Section</td>
<td>John Green</td>
<td>Ended on 12/13/2022</td>
<td>(0.8)</td>
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</table>

• Assigned advisor in one of the columns when pulling ALL reports in EAB
  o Brian mentioned that a revamp of the reporting feature to standardize it is on the docket at EAB
• Ellyn D from DMSB
  o Nudges for campaigns aren’t sent to all students, just to students who haven’t scheduled their campaigns
  o Would love the ability to pre-schedule messages go out to ALL students in the campaign, not just those who haven’t scheduled – ie “Course schedule is available today”
  o Brian mentioned that EAB is creating a “Messaging Campaign” that will be for sending out messages to certain specified groups
    ▪ Likely will have the same functionality as the campaign in tracking email open rates
• Lauren Kozlik from DMSB
  o Question about new feature that allows you to add signature in EAB under “User Settings” -- it will be on any email sent out from EAB
• Ability to make the Appointment Report viewable to students (in the way that there is a box that is able to check to make it viewable, like with the Note feature)
• Reporting enhancement request
  o Being able to do a search with “OR” -- ie generate a report of all students have have taken CLASS A and CLASS B or CLASS C
• Student View – many upvotes here!
• Can we add Time Ticket to EAB somewhere?
• Under Utilized Features
  o Success Markers
  o Predictive Analytics
• Claire Robinson – update on the process of moving forward with suggestions
  o Fixing a problem vs. Wishlist items
  o 1) Brian adds requests to Idea Portal that collects enhancement requests across campuses 2) communicate it verbally and in writing to our EAB strategic
consultant 3) EAB Navigate CEO – discussions at a high level through Quality Assurance conversations once per year and through contract re-negotiation (in 2022 USC re-upped the contract for 5 years with EAB)
  - Claire’s suggestion – outline the requests in writing, figure out what has been a long term request (ie scheduling comment box) and get them to answer
  - Create a report that has ideas categorized and prioritized and how we want to address (options 1, 2, or 3 above) -- ACTION ITEM FOR FEBRUARY MEETING
    ▪ Model based on the CPoS question bank for collecting this data

**Document from Claire re: CPoS and DW**

- We could invite an institution back to talk to us if helpful

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**Degree Works Institutional Interviews (01/29/21 – 02/02/21)**

**Executive Summary**

**Institutions Interviewed**

1. University of Alabama (12 Colleges, 70 programs, UG enrollment 32,800)
2. University of Georgia (14 Colleges, 142 programs, UG enrollment 29,800)
3. University of Auburn (11 Colleges, 190 programs, UG enrollment 24,500)
4. Purdue University (11 Colleges, 200+ programs, UG enrollment 32,600)
5. Virginia Commonwealth University (14 Colleges, 69 programs, UG enrollment 22,800)
6. West Virginia University (14 Colleges, 140 programs, UG enrollment 22,000)
7. Oklahoma State University (8 Colleges, 200+ programs, UG enrollment 20,000)
8. Middle Tennessee State University (7 Colleges, 140 programs, UG enrollment 19,500)
9. East Tennessee State University (9 Colleges, 140 programs, UG enrollment 11,200)

**Organizational Structure**

- All institutions interviewed manage DegreeWorks (DW) within Registrar’s Office.
  - 8 report to Academic Affairs - Alabama, Auburn, Georgia, Purdue, VCU, WVU, OK State, ETSU
  - 1 reports to Student Affairs – MTSU (Admissions & Enrollment Management, with dotted line to Provost)