

Technology Subcommittee Meeting  
01/22/2021

- Degree Works
  - This will be on the agenda every meeting
  - There are always updates and recommendations to be shared
  - [See Sandra Varney's UAN Meeting Notes from December for her updates](#)
- Brian Dusel Updates
  - [UAN Meeting Notes from January for updates](#)
  - Online Check in Feature
    - They can do an online virtual check in, something they haven't been able to do. Talk to your unit about this.
      - Question: This is for appts and drop ins
      - Question: There is a customizable message for students for whole locations once they check in
      - Question: Personalized scheduling link error message. Need more information on student and advisor to see what is going on.
    - Customizable language for different locations for appointments
      - Possibilities here that you can talk about with your unit on what you want students to see when making an appointment
- Committee Roundtable
  - Current Technology Enhancement Ideas
    - How do you handle the tidal wave of emails from students who have quick questions?
      - Draft Emails
      - Live chat on website, publicized this to students, and advisors took shifts
      - PDF or flow chart
      - Bounce back email
      - Forwarded phone
      - Nursing: Blackboard announcements with students in different communities and targeted communication with specific populations
        - If it is answered in the announcements, then it is done
      - It sounds like with Registration, there are lots of repeated questions and emails from students.
    - [9:28 AM] ROBINSON, CLAIRE message from TEAMs
      - BATES, VALERIA and others...if there are common questions students are asking and you would like us to add something to the "Student Resources website" please let us know: [Advising Help Videos and Printable Resources - Academic Advising | University of South Carolina \(sc.edu\)](#)
    - Advising Help Videos and Printable Resources - Academic Advising | University of South Carolina

- UAC: Uses on-call shifts for advisors for drop-in hours
- On Banner
  - It would be great to have a “Who Can Take this Course” tab to streamline it. There are too many clicks for a student to find out who can register for it
  - Changing the language on the box
  - Blocking view of courses that they cannot register for
- Scheduling and communication to schedulers
  - System wide date for releasing courses for students with minors, etc.
  - There are two warring cultures: General registration students and departments wanting to make sure they have courses for special populations
- [9:36 AM] CAULDER, KATY message from TEAMS
  - It'd be nice if restrictions were listed in the first tab that open in SSC in the "Course description" and were fully explained there. I think some are fairly clear, but some aren't.
- Education for the students on populations and what they qualify for. Something showing in their profile on my.sc.edu. Is there something listed that they can see?
- Directing students for overrides and simplifying flow of how students can request overrides or seats
- [9:41 AM] Longshore, Emily message from TEAMS
  - Consistency for Advisor view and Student view would also be nice. I didn't realize until this past semester that to see specific course restrictions for our IBUS classes, I click on "Course Description" on my end, and it is "Course Information" on the student end. Hard to explain things when our screens are using different terminology.
- Wait List feature in Banner – Can we come back to this and ask about the feature.
- Look on UAC Advising and Rachel Bradley and trying to consolidate information from different departments. She is willing to continue this.
- Using data to create the number of seats for courses
- [9:48 AM] WALTZ, HEIDI
  - Yes, what is happening with projections for courses since the planner is no longer required?
    - Sandra Varney will follow up on this.
- Student view access to Advisors that they can see while helping students navigate the system.
- UAN Advising Technology Current Usage Survey
  - Lowest use of Tech is My UofSC. It is not transactional and not all students are in it.
    - Continued training pieces are needed for this tech
    - [10:10 AM] ROBINSON, CLAIRE message from TEAMS
      - If helpful, here is a recording of a previous training on using **MyUofSC Experience in Advising:**
      - [My UofSC Experience for Advisors \(10.01.20\) - YouTube](#)
    - Questions:
- What's Next with the Strategic Plan

- Test out TEAMS break out rooms next meeting and break people out by goal statements
- Score card idea for Strategic Plan goals – three measurements (meeting goal, meeting with restrictions or not meeting goal)
  - Put in place a framework and give a profile
- Parking Lot Item
  - What are other departments doing for course/seat projections and homegrown systems
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