Tech Committee Meeting

10/11/2023

9:30~

Brian Dusel's resource update

- EAB Navigate 3.0 resources
  - New format and features for reports including pivot tables, filters without exporting
    - Feature index: data fields have links that show where they are connected
    - Main Help center screen
      - Strategic resources/webinars: can register for them
      - https://helpcenter.eab.com/hc/en-us/articles/18022873964951-V3-Reports-New-Feature-Spotlight
  - v3 EAB report starter pack
    - Available in teams chat
    - https://emailsc-my.sharepoint.com/:b:/g/personal/duselb_mailbox_sc_edu/Ee1xYKWyHeZEhgQbMbYBO7UBbxXAMljEz5JvWTeNCIEhag?e=samKMh
- USC-centric reports are in progress
- Elevator pitch for advising units: "In this new update to EAB, choose your filters and fields, share, customize, and manipulate data internally."
- Idea portal
  - Please consider developing adviser-facing tips
  - If there are ideas for EAB, post it yourself. Collectively submit enhancement ideas and upvote all votes
- Student EAB error 403
  - "Use your USC username"
  - In December 2023, VIP ID usage will be discontinued

Miscellaneous Inquiries (9:44-10:00)

- SCHC and the Notes feature test. Is turned on student side test, but students cannot see the notes.
- Future desires for students to complete TO-DOs through EAB Navigate
- EAB Appointments only show the next 30 days instead of the next available appointment.
- EAB Appointment notification required comments in process.
- Is it possible to have a new login screen?
- Students have had some issues cancelling and then rescheduling?
- Is it possible to create new TO-Dos for students? – Yes
- Request for a post-advising TO DO for advising survey

- Assigning to-do's: Can do single student TO Dos and Mass TO-DOS from Assigned Students actions button.
  - For recent appointments workaround: run a report of recent appointments and then add to-do's
- SCHC desiring to use TO-Dos for completing H-Option paperwork
- Key Question: What are the universal TO-Dos available? For all students, for each year?
- In EAB, services are tied to location. Brian can make administrative changes to help advisors with multiple majors and multiple office locations.
- Because of the differences between the advisor and student EAB screens, it's difficult to help students troubleshoot. It would be nice to eventually have a more unified experience.
- If a student cancels two appointments, is it possible to push back their availability access?
  - Setting: Care Unit Specific: Number of No-Shows, Campaigns override those settings. With a campaign, they can cancel and reschedule as many times as they want.
  - Only way to stop student from cancelling and rescheduling is to remove them from the Campaign List.
  - Appointments themselves have time limitations; they can be limited by location and service to prevent same-day cancellations.

Updates from the Registrar's Team

- New hiring will begin to fill outstanding vacancies.
- There is a request in Data Warehouse to review all fall through courses and collaborate with the Colleges to manage that information.
- A new CPOS run is being scheduled as well after registration and before bills are sent out.

New Advising Tech Subcommittee Form

- https://forms.office.com/r/tSrxtX5ats
- Form is designed to be flexible for specific and broad submissions
- Generate discussions for Tech Committee and then pass along to relevant bodies
- For now, please limit to only Tech Committee members. If College units have recommendations, please pass them through the unit representative.

Implementation of DegreeWorks

- DegreeWorks training among the Colleges and student-facing learning
- What currently exists?
  - UAC Student Advising Resources
- How are we implementing and integrating these tools in advising?
- Spring 2023 Survey Results
  - 66.23% - "I review DegreeWorks degree audit."
  - 58.05% - "I have talked with my Advisor several times about DegreeWorks."
  - 45.38% - "I have found DegreeWorks extremely valuable."
- Strategies for Using DegreeWorks around the Colleges
  - Jilian B. - At Orientation, Day 2. PPT

- - - Walking through the different parts of the audit screenshots (10-15 minutes)
    - SOWK Orientation Registration session – students use audit for registration needs
    - In U101, 92-93 sessions signed up for Advising Tools workshop.
        - Students do this in a workshop style with their own devices.
        - The PPT for this workshop is available to advisors.
    - UAC is always interested in new ways and strategies to connect DW and students. Advisors should feel welcome to share ideas
- Other issues
    - Rebecca: A first semester freshman has the most daunting experience with the many red "to complete" lines.
        - DegreeWorks update for a responsive dashboard is in the pipeline
        - User acceptance testing is one of the next steps.
        - Beta testing by advisors would be helpful.
        - Possible appearance in Summer 2024, but more time may be needed.
        - A way for to help students "read" or comprehend DegreeWorks (i.e. "except") is needed.
            - Students do not "trust" DegreeWorks based on confusion in their readings
                - DegreeWorks communication clarity for biology majors who might have a business minor, but they cannot take them for restrictions.
        - DegreeWorks is a useful tool. What matters is our attitude, our utilization, and the collaborative approaches that we use with our students.
    - It is possible that DW "Process New" will be defaulted to when opening the page?