

UAN Advising Technology Subcommittee at USC
Monthly Meeting Notes
Wednesday, February 14, 2024 9:30 – 11:00 A.M.

This is the second meeting in 2024. It is the 5th meeting in the 2023-24 academic year.

EXECUTIVE SUMMARY (for unit dissemination)

The USC Advising Technology Subcommittee (Tech Committee) has continued its on-going discussions related to registration preparations for post-Fall 2023. There are also updates regarding USC technology, Registrar notes, Financial Aid information.

Exciting news to share from Dr. Tom Vrana: after extensive testing and checking, DoIT and Elluican have identified the main issue affecting registration in Fall 2023! A fix has been tested and is being/has been applied. Load testing and other interventions are planned for Spring 20024. The main goal is to be well prepared for Spring 2024.

The load testing itself will be conducted on Friday, March 1 from 3:30 PM to 4:15 PM on Teams. The Advising Center sent out a Team's RSVP on Friday, February 9, 2024 at 2:40 PM. Please attend if possible as the load test is being designed to simulate peak registration while DoIT observes in real time. This is a proactive partnership with DoIT to sync experiences on the front-end (advisors/students) and the back-end (DoIT). The Advising Technology Subcommittee has developed a web form that will aid advisors to perform basic registration tasks. The process has been designed to not take long.

In terms of USC technology, there are several points to discuss. First, units should remember to visit the idea portal and upvote existing comments so desired improvements can be made more visible. To get to the idea portal, log in to EAB, click the question mark in upper right, then go to Help Center & Support Links, and then Idea Portal. Second, EAB has some campaign feature changes as the company pursues automation. At present, welcome messages cannot go out before the campaign start date; they are currently tied together. If an advisor started a campaign in January, they may not be able to adjust starting and ending dates. Thus, a new campaign will be needed. Also, changes to service type are not longer available once they have started. Brian Dusel is in active conversation with EAB regarding these changes.

Information related to Banner 9 was also discussed. There will be a full presentation of Banner 9 updates at the next UAC meeting. One key update allows for the creation of extensibility pages, which are items that display information and conduct transactions. Some examples are the removing holds window, the max/min hours window, and residency forms. Previous updates to Banner 8's display tables sometimes produced errors; therefore, extensibility pages will used instead. There is a list of page in current development. If any Banner windows or screens are missing or are failing to work properly, please post a message in the Advising Technology teams chat. Other Banner discussion items included visibility of student's financial aid information and student's unofficial transcript access. For individuals desiring the removed "Week at a glance" feature, an EAB workaround permits a view of a student's profile and their course listing. In EAB, there is a calendar view for student classes with different time settings (click the MORE tab, then Calendar). Other Banner 9-related resources are

available at this Sharepoint: <https://emailsc.sharepoint.com/sites/COTEAM-UADV-AdvisingCenter/SitePages/Banner-9-Update.aspx>

Regarding common registration errors such as Field of Study restrictions, the Tech Committee discussed the idea of providing alternate wording. Changes are possible within character restrictions, although these need to be useable for all campuses. The Registrar currently has a master list of all Banner error messages, and that table can be edited. If there are examples of messages that often confuse students, please collect them and share with unit Tech Committee representatives. As Schedule Planner is often the root of many registration errors, student usage was also discussed. Some advisors recommend Schedule Planner, and some do not. Advising technology would like to gather feedback: for example, would it be helpful to automatically exclude all restricted sections and have students manually add them back in instead of the current version which is the opposite? For interested parties, a student-facing directions sheet for Schedule Planner is available here:

[registeringforcoursesusingscheduleplanner.pdf](#). On-going conversation about field of study section letter restrictions continues, and any universal changes would require a motion and formalization.

A final discussion point related to technology concerned Degree Works. First, there was a brief exchange regarding DW's block information display. When comparing the AIU and GFL blocks, one notices different kinds of clarity. While the AIU may seem more visually pleasing, the GFL block is generated from heavy coding that incorporates multiple data points, such as college requirements and placement test scores. Review will need to occur for changes to be made to the GFL block. If conversation is desired, forward movement can proceed. Second, in a future update, DW will have collapsible blocks and a "collapse all" feature will be available as well.

In terms of other communications, the Registrar will be doing a test of the time ticketing system soon. An update to DegreeWorks is coming as well with the arrival of the new dashboard in May 2024. Financial Aid reports that 2024-2025 FAFSA progress continues. Finally, please remember to pass along technology requests and issues or concerns to your unit's technology subcommittee member who will then submit them on your behalf.

Updated 02/21/2024 at 12:50 PM, KBA

Meeting Notes

- Welcome
- Updates on registration
 - DoIT – Dr. Tom Vrana.
 - The main issue has been located, identified, and corrected!
 - There was a library file that managed the ways we connected to the database. Elluican and DoIT went through all files, configurations, and distributions. Upon review, there was one file that was a different size.
 - After conducting tests, that file was found to impact the system.
 - It appears that the file in question appeared during an update October 2023.
 - After the fix, 1000s of poor connections no longer need to be killed. That number is down to 0.
 - Load testing and other plans are in process for Spring 2024.
 - “We want to be ready and more proactive.”
 - Load Testing
 - This will simulate peak registration time.
 - Technicians will be observing in real time.
 - Advisors will be repeating action scripts and noting observations.
 - It will be conducted on a Team’s call. This is an attempt to be proactive and partner with DoIT so that the front-end and back-end are in sync.
 - The Tech Committee has developed a form to use during the load test.
 - Select unit.
 - Participating on campus or off campus.
 - Are you using a VPN?
 - Visit qa.my.sc.edu in a separate window or tab. Is there a loading delay?
 - Was there an error message?
 - Please upload screenshots into the chat.
 - A rotation of screens that advisors commonly use: student profile, removing holds
 - 10 searches for courses and potential error messages
 - Need to consider searching in Self Service versus searching on classes.sc.edu
 - Processing overrides for unit?
 - Maintain Student Min/Max hours
 - Adding and dropping students from Self-Service
 - Sharing other comments and feedback.
 - For advisors performing the basic tests, the process will not take long.
 - The goal is to generate a realistic load, so the more participants, the better.
- Updates from Brian
 - Remember to visit the idea portal and upvote existing comments
 - To get to the idea portal, log in to EAB > Question mark in upper right > Help Center & Support Links > IDea Portal
 - EAB Campaign Changes
 - EAB has been pursuing forward movement with automation in Navigate.
 - EAB is trying to find ways of automating the nudges.
 - Welcome messages cannot go out before the campaign start date. They are currently tied together.

- If you started a campaign in January, you may not be able to adjust starting and ending dates. A new campaign will be needed.
 - WORK AROUND: Once campaign has started, it is possible to force the welcome message: find unscheduled students and send a message.
 - WORK AROUND: Set availability for campaigns to start on the dates you want to receive students. Then, set the campaign on the day that you need to start it. Can create different services names (ask Brian) to trick the system.
 - Currently can no longer change the service type once its started.
- Full presentation of Banner 9 updates at the next UAC meeting.
- Banner 9 future changes (A.M.)
 - Banner 9 can create an extensibility page: displays information and conducts transactions
 - AM: removing hold, max/min hours, residency forms – those forms
 - Banner 9 offers access to comprehensive information.
 - Student profile page: custom row part of term for student’s scheduling; tried to show sche
 - Instead of trying to enhance Banner delivered tables that can often break under modification, extensibility pages will be used instead. There is a currently a list of pages that are in development.
 - If there are things that are not working properly or missing, please send a message in the technology chat.
- Financial Aid screens for students are now reliably accessible to advisors. Verification is underway to understand this access.
- Student unofficial transcript is now accessed from student tab.
- “Week at a glance” – In EAB, you can see a student’s profile and see their course listing. There is a calendar view for their classes with different time settings. (MORE tab → Calendar)
- New my.sc.edu landing page & Sharepoint with resources
 - <https://emailsc.sharepoint.com/sites/COTEAM-UADV-AdvisingCenter/SitePages/Banner-9-Update.aspx>
- Common error messages & alternate wordings (i.e. Field of Study)
 - Changes to these messages are in the works.
 - There is a character limit (approximately 200; will be confirming). Needs to be useable for all campuses.
 - There is an opportunity to change the wording.
 - ASK: Are there examples of messages that students have been confused by? Please collect the most troublesome and send to Brian.
 - Is there a master list of the Banner error messages?
 - Yes, there is a table of those messages that can be edited. (BD)
- Schedule planner
 - Some advisors recommend it; some do not.
 - What feedback is there about Schedule Planner? (BD)
 - Would it be helpful to automatically exclude the restricted sections? Students would need to manually add restricted sections back in, but this might be easier than the current system of automatically including restricted sections and then manually removing the undesired ones.
 - UAC developed a directions sheet: [registeringforcoursesusingscheduleplanner.pdf](#)

- Developing scale for triaging issues/marking priority
- Load Testing – **March 1st, 3 - 4**
 - DRAFT: <https://forms.office.com/r/yRcwaPhtEj>
 - Test environment: qa.my.sc.edu
 - **ACTION ITEM:** Help us spread the word and recruit load testers!
- Discussion of DW blocks – see screenshots below (Jenna)
 - Question: The AIU block is visually pleasing. Could GFL operate similarly?
 - Carolina Core was set up in DegreeWorks, there was an assumption that thought of it as a universal general ed. But there are likely 50 when exploring them in depth. (AM)
 - Many Carolina Cores are now represented in degree programs.
 - The GFL block has heavy coding (1500-1600 lines) that takes into account test placement test scores, college requirements, and other scenarios. (BJ)
 - Review will need to occur for changes to be made. If conversation is desired, forward movement can proceed. (BJ)
 - Collapsible blocks will be arriving shortly. They are defaulted to be open. There is a collapse all at the top. (BJ)
 - If there is something universal that spans across the colleges, that would be the kind of thing to create a motion for and formalize (CR)
 - Possible UAN Vote: Should we vote for letter codes for field of study restrictions?
 - What about the workload for scheduling professionals?
 - Would there be different restrictions for FoS and delayed available sections?
 - Is it possible to remove letters from On Your Time sections (ND)?
 - Could we find a way for uniform messaging across departments for restriction notes? Could we have templates for scheduling professionals (JB).
- Updates from Registrar
 - Starting to test the ticketing system in the near future
 - Updating DegreeWorks
 - Presenting the new dashboard in May 2024
- Updates from Financial Aid
 - 2024-2025 FAFSA: Progress continues

Current GFL view:

<input type="checkbox"/> GFL: GLOBAL CITIZENSHIP & MULTI. UNDERSTANDING	Still Needed: Choose from 1 of the following:
<input type="checkbox"/> French	(6 Credits in FREN 109 or 110) or
<input type="checkbox"/> German	(6 Credits in GERM 109 or 110) or
<input type="checkbox"/> Latin	(6 Credits in LATN 109 or 110) or
<input type="checkbox"/> Spanish	(6 Credits in SPAN 109 or 110) or
<input type="checkbox"/> Arabic	(4 Credits in ARAB 121) or
<input type="checkbox"/> Chinese	(4 Credits in CHIN 121) or
<input type="checkbox"/> Italian	(4 Credits in ITAL 121) or
<input type="checkbox"/> Japanese	(4 Credits in JAPA 121) or
<input type="checkbox"/> Portuguese	(3 Credits in PORT 121) or
<input type="checkbox"/> Russian	(4 Credits in RUSS 121)

Current AIU view:

<input type="checkbox"/> AIU: Aesthetic & Interpretive Understanding	Still Needed: 3 Credits in AFAM 202 or ARTE 101 or 260 or ARTH 105 or 106 or ARTS 103 or 104 or 107 Term <= SU 2014 or 210 or CLAS 220 or CPLT 150 or 270 or DANC 101 or ENGL 200 or 270 or 280 or 282 or 283 or 284 or 285 or 286 or 287 or 288 or FAMS 110 or 180 or 240 or FREN 290 or GERM 270 or 290 or MART 101 or 110 or 201 or 210 or MUSC 110 or 113 or 114 or 115 or 140 or 310 or RELG 270 or RUSS 280 or SOST 101 or SPAN 220 or THEA 170 or 181 or 200
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