

Advising Technology Meeting Notes

Wednesday, December 6, 2023 – 9:30 A.M. to 11:00 A.M.

Contextual Note: This is the first tech committee meeting in two months after postponing the November meeting during registration preparation season. It is also the first meeting after the challenging Fall 2023 Registration season. It is also the final meeting for the Fall 2023 semester

AGENDA ITEMS

CPoS – (Joey Derrick)

- Server update in August has posed some challenges in regards to system resources
- CPoS assumes no hours are applicable, so it starts from zero in its calculations
- CPoS is a resource heavy product; when multiple sessions run currently, it causes operational issues
- USC's version of Banner (unique arrangement where Financial Aid is separated; University of Alaska and University of Hawaii also have this version) does not impact performance

Fall 2023 Registration Week Mega Challenge (Dr. Claire Robinson)

- Thanks to all advisors and advising staff!
- Much to discuss, and yet still much to learn about how to make improvements and move forward
- Banner/Self Service outages are a known issue yet this season was quite different
 - 10 consecutive years, every semester
 - Initial Banner installation (10+ years ago), one instance across eight campuses resulted in extreme customization has caused problems for the system
 - Other non-USC advising experiences with Banner have been relatively positive
 - (Possible) solutions?
 - Banner upgrade – requires a system off-line period
 - Reduce complexity across multiple campuses
 - Purchase multiple instance of Banner (if even available)
 - DoIT and Ellucian/Banner escalation and resolution (*specific evidence is needed)
 - Posting screenshots of the error messages is important because DoIT cannot “see” error receipts;
 - DoIT's backend view looked “relatively stable” →
 - DoIT needs the code to decipher the error messages

- DoIT unable to determine the severity or scope of the problem, so survey responses were requested
- Survey Results
- Current Efforts (UAC)
 - Related Offices meeting on 11/16
 - Timeline of registration outages has been created
 - The TEAMS channel has added new members from DoIT and the Registrar
 - AdviseAlert@sc.edu – 250 forwarded email submissions shared with DoIT and Communications to help paint
 - A public ticketing system has been created (Brian Dusel)
 - Escalation
 - UAC opened an assistance center
- Communications inquiries
 - Due to the unknown circumstances, no directions or guidance were able to be provided quickly.
 - Large scale communications must be vetted and approved by Communications
- Supporting advisors
 - Please refer highly concerned students or parents (i.e. tuition refunds, formal complaints) to the Dean of Students. 803-576-8326, Patterson Hall 002G
 - December 8 Panel discussion
 - Provost Luncheon, December 12, 11:30-12:30 PM
- Where do we go from here?
 - There is a technical issue occurring in Banner that seems to arise with intensity of usage. DoIT is still in the Discovery phase. (Dr. Marterer)
 - Patches and upgrades are continuously arriving from Ellucian.
 - Banner in 2013 and Banner in 2023 are quite different.
 - Q: Considering the differences between a patch and an upgrade for Banner to move toward a permanent solution, where are we?
 - Q: What is the contingency plan for any future instance? (Jilian Bigony)
 - 8:30 – 5:00 PM is the current span of the time tickets so that students can receive support; currently 500 students are assigned per time slot.
 - Q – Could Columbia receive its own instance of Banner? There are approximately 50,000 students across 8 campuses with 30,000 at Columbia?
 - Thursday's time tickets: 3 slots where no students were assigned (KC)

- Remember this is a complex and nuanced topic which will necessitate multiple efforts in on-going future work; all departments involved are in agreement that it is a priority
- Q: Is it possible to reevaluate the registration window and time ticket assignments?
- Q: When would a potential Banner upgrade happen?
 - On-going upgrades happen once a month.
- How can the UAN Tech committee help?
 - Help create a list of pre-approved messaging/templates;
 - *Dear students, we are currently experiencing technical issues that are affecting technologies that power registration and other student information portal. The first reported instance of these issues began on _____. The Department of Information Technology (DoIT) is actively engaged in finding a solution. Thank you for your patience as we continue to serve you and your academic needs.*
 - Q: How can we continue to explore our in the moment options while looking at the big picture? How can we work to support each other in the quick moments to find those best words to customize as needed? (SM)
 - “I don’t know.” – Seems to be very empty and unfulfilling.
 - Student’s don’t necessarily read all e-mails from anyone; they are more likely to read something from a known entity. Having language for advisors at the ready.
 - Consider development in SharePoint for future landing pages
 - The error messages point to the landpage.
 - The landpage includes instructions on reporting the errors.
 - Remind units to share what we are seeing on the ground: questions, inquiries from advisors and students
 - The President’s user-friendly university goal: How can we explore Fall 2023 registration discussions
 - Assisting with a USC database for advising errors?

Updates from Brian Dusel

- Upvote ideas on EAB Navigate Idea Portal
 - Click the ? on the upper menu part. Go to the Help Center and Support Links. Then, click on Idea Portal.
 - EAB actively monitors the idea portal for new ideas
 - Upvote new ideas and add yours if it’s missing.

- Top enhancement ideas at the moment for USC
- USC Columbia Advising Technology
 - Tech issue submission form:
 - <https://forms.office.com/pages/responsepage.aspx?id=GUsqSzXRDkKLsrHNI4mYzFtAt1LYQ-5LvhFdwmZ8YvVUQ1pTTEVEQVRNT0INSDFDS1ZYSjIMWkJHUS4u>
- Landing pages can be customized and updated with content and links. Consult with Brian on how this works.
- Calendar invites for Spring 2024 will be sent out later in December 2023

Possibilities for next steps:

Communications continued

- **Requests of Communications**

- Pre-approved communication templates to students (to reduce turnaround time)
- Include Advising in conversations regarding registration.
 - (Not only Registrar and DoIT.)
- If messaging Advisors, also message students and visa versa.

- **Proactive Approach (UAN Tech Subcommittee to help?)**

- Question for consideration: *If Banner goes out again during registration, what would we like to include in messaging to students?*
 - Correct description of problem
 - Clear Cache directions.
 - UAC Registration Assistance in Close-Hipp and/or Live Chat
 - Other?