

Advising Technology Subcommittee

April 3, 2024

9:30am – 11:00am

Microsoft Teams

Meeting Notes

- Welcome
- Priority Week Registration Check In
 - The Registration Command Center was created as part of the post-Fall 2023 Registration Taskforce.
 - The Command Center lives in a Teams chat that has been following the developments of Spring 2024 Registration. Multiple offices are connected through this channel.
 - Tickets seem to have been going well, and students have been registering at their appointed times.
 - The dashboard that monitors registration has been implemented.
 - Banner's health status is green, and availability has been at 100%.
 - With DegreeWorks, there has been some significant slowness during priority registration on Monday (4/1) and Tuesday (4/2). There was no crash, just a strain. Many issues were unable to be replicated, but those have been passed along.
 - "After analyzing the logs between 9 am to 2 pm, we found that WEB07 [the background process where degree audits are run] processed 38414 requests out of which 284 were running slowly and 6 did not complete. The bigger load on the system (requests going to web07) might be one cause. I have increased the web07 count and will monitor how it performs tomorrow." (B.B.)
 - These errors seem to be location-based rather than system-wide.
 - Things seem to be running better after doing the web restart. Users are kindly reminded to do a cache clear and restart the web browser (B.B.)
 - Any issue where advisor's primary work cannot be done is being treated as a critical issue.
 - ***Recommending a DegreeWorks Dashboard in parallel to the Registration Dashboard for on-going monitoring. (C.R.)
 - Please continue to make the invisible visible by supplying evidence of errors for DegreeWorks in the DegreeWorks technology channel. (C.R.)
 - Changes in error message language seem to be providing greater clarity for Honors students during their priority registration. This is good news! (A.M.)
- Updates from Brian
 - **Concise Student Schedule** is now on the student profile menu.
 - There is one issue with courses showing up with a double CRN or incorrect instructor information. Modifications are coming soon with an eventual fully functional release afterward.
 - The feature is being built from scratch, so there are small issues that need to be worked on.

- **Look Up Classes with Student View** is completed. There are two other minor fixes that need to be addressed before feature launch. Potential release within the next week.
- Beginning this month there will be an on-going review of Enhancement Requests and the status of their development.
- Updates from the Registrar
 - The course waitlisting feature is still under discussion.
 - Banner workflow is also in development.
 - There is a desire for electronic forms for specific transactions: grade changes, incompletes, curriculum changes, awarding degrees.
 - Currently this information is received at the office and then manually keyed in. The new workflow will help automate some of these processes.
 - Other forms with multistep processing would take longer to implement. Those will not be prioritized at this time.
 - An extensibility page is currently being developed to help with Reach Act - CHE approval for the Founding Documents requirement in Carolina Core.
 - An attendance tracker is also in development. This is a quiz in Blackboard to check for Title IV compliance for financial aid: attending or participating. An e-mail message was sent out on 4/2/24. Only one instance/acknowledge is required to meet this requirement.
 - DegreeWorks Update
 - The Responsive Dashboard preview link has been sent out to the Tech Committee for preliminary review. Updates are still needed before rollout.
 - Classic Dashboard will be available alongside the Responsive Dashboard in tandem until Classic is phased out.
 - “Freeze the audit” button has been changed to a small hyperlink named “save audit.”
 - The new update is responsive and visually appealing.
- Updates from Financial Aid
 - CPoS – We think the performance issues have been resolved. We’ll be testing it over the next few weeks for summer (but not actually using it) and hope to reinstate it for fall 2024.
 - FAFSAs – We have started to receive 2425 FAFSAs. There are still many issues with the Dept of Education’s handling of them, and more issues are discovered almost daily. We are still hoping to begin making awards for 2425 in mid-April.