

Subject: Support Services Minutes
Date: May 19, 2009

Attendees: Patty Itchoak, Barb Hegel, Tim Olson, Brian Brubaker, Jenny Myrick, Barbara Brown

I. Begin reviewing the forms in UAOnline (LRGP):

- **Form – Create a Student Advising Appointment/Comment –**
Recommending the following updates for SW Programming:
 1. Have the College and Department fields populate from information entered on SIAINST's Faculty College and Department block information.
 2. Change form title to read as: Appointment Details – Create/Change Appointments or Comments
 3. Add the following information verbiage to the top of the form: 'Use this to add new appointments and comments or update appointments that have been completed.'
 4. In the time fields, make them a drop down menu so the user can choose the regular time and it will translate to military time.
 5. Add to bottom of screen some navigational links we use to have:
 - [Advisor Menu]
 - [Select Advisee]
 - [Advisee's Appointments]
 - [Upcoming Appointments]
 6. Eliminate the need to select a 'Term' before it can find a student the Advisor wants to call up.
 7. Desired feature – have the Date fields (Month, Day, Year) 'default' to today's date if not originally filled in.

II. Other:

- Email Addresses in UAOnline Personal Information

Brian Brubaker was asking if there is any reasons why we can't have a student update their email address like we allow them to do with some of their address information via UAOnline. Though the generated email bounce backs are getting better, they end up missing students because the other email addresses they might use to try and use to contact the student is outdated.

Patty mentioned that the generated email addresses that get loaded into Banner on a nightly basis is not used as a mechanism to also help clean out inactive email addresses. Rich Whitney (UAA's CIO) had explained in an email to Patty that this issue was discussed with SW early on in this Email file import process and it would be up to them basically to work with the solution he had proposed to handle how to remove inactive generated emails by use of the same import file.

Barb Hegel mentioned that this issue has been worked on over the past 3 years with all the MAUs to get to a standard email address that we would use to correspond with the students. She mentioned that for UAS, their ITS area does take steps themselves to clean out inactive generated email addresses from Banner, but she voiced that their emails don't stay in as long as UAA's 2-year period, but more like a semester which does pose difficulties in trying to correspond with students such as Alumni, etc. She recommends that Brian continue using the information he can pull from RazorsEdge as an alternate source.

Patty mentioned that USEG (University Strategic Enrollment Group) is meeting this week and they have on there agenda a discussion regarding 'mandatory use of university generated email for primary communication to students'. She would voice your question during that discussion and will report back to our team at our next meeting.

- Add 'Student Services' dept to STVDEPT per Jennifer Myrick.

III. Next Meeting set for June 2 at 11am:

- Barb and Tim might not be able to make that meeting, have a conflict, but in the meantime they will look at the other 2 forms in UAOnline and give comments back on their findings.
- We will also review the Dept validation table at this meeting

IV. Meeting adjourned