

Subject: Support Services Minutes

Date: May 4, 2010

Attendees: Ginny (UAF), Jenny (KOC), Lillian (UAF), Barbara (KOC), Brian (UAA), Patty (UAA)

- I. Discussed what scheduling/retention type software we have discovered out in the marketplace:
 - Patty spoke about the SARS product she found at the recent SCT Summit Conference. It has various components that can be purchased separately. The system is designed to make student appointments, track drop-in visits, and maintain advisor schedules easily and intuitively. There is an interface with Banner's Digital Campus and Microsoft Outlook.
 - Starfish was another product that Barbara Brown brought to our attention and Liz Downing of the KPC campus is actually investigating this through their title III grant. This product also has various components for separate purchase? One of their products is called 'Early Alert' which is an early warning and student tracking system, making it possible to reach students before its too late.
 - AdvisorTRAC is used by the UAF Academic Advising Center. Lillian mentioned that the Director Linda Hapsmith chose the product.
- II. It was decided to invite Liz Downing and Linda Hapsmith to talk with the group about the 2 products (Starfish and AdvisorTRAC) at our next meeting.

Action Item: Lillian will contact Linda and Patty will contact Liz.

- III. There were concerns expressed by the group whether there is any upper level support for a university wide retention/assessment/scheduling tool and the efforts that have been made in trying to get one developed/designed in Banner and UAOnline. The initial push was strong a few years back, but now with the lack of progress made on getting the UAOnline version of our Banner forms in place, users are giving up on the concept or finding different methods such as putting notes in DegreeWorks which has no capability of doing the report tracking that was designed with the Banner forms and processes that were developed. It was agreed by everyone on the team that we need to have a single system to utilize, preferably on UAOnline which they all agree would create more of an adoption by advisors and faculty alike versus having to rely on only using Banner now. The thought is we could then add a link to DegreeWorks where the advisor/faculty can see all the schedule/retention/assessment information that has been recorded for a student they might be working with.

Action Item: Patty will be speaking with Vara Allen-Jones (Assoc VC of Academic & Multicultural Student Services at UAA) who was the initial advocate for creating the system we already have in place in Banner to get her thoughts on whether there is still support for such a tool. Recommendation is that the others on the team check this climate of support on their own campuses and report back to the team at our next meeting.

- IV. Meeting adjourned. Next meeting is scheduled for June 1st at 11:00am.