

Subject: Support Services Minutes  
August 2, 2011

Attendees: Barb (UAS), Sandy (MSC), Brian (UAA), Marian (UAA), Patty (UAA)

1. Status on N2 Programming of UAOnline Forms – Jane Vohden

Code has been received from N2 and Jane is working to see if the changes will apply in the TEST environment before they are moved to LRGP. She is hoping to have that done soon and will notify us when we can begin our testing.

Patty was voicing concern that we have been waiting too long for this simple request to get accomplished and that the momentum of the team has faltered because of it. Her opinion was that this work team has not been given the necessary level of customer service the other work teams get from SW EAS. Others in the team still felt that this team was important to keep together and that maybe the lack of support could be derived from the team being uncertain on the next steps to take. It is sort of a catch-22 situation because the team really can't take the next steps until this programming request gets accomplished. The team decided that once we are able to test the new forms in UAOnline, from there we can determine what might be the best approach or direction to take.

2. Discussion on advising comments – reaching a consensus on when it is appropriate to use DegreeWorks vs SOA2CMT.

Notes are being entered on both the SOA2CMT form or in DegreeWorks depending on who we talk with. Notes entered in DegreeWorks can be seen by the students, while those entered on SOA2CMT are not. There is also inconsistency with the detail of comments entered in regard to some are descriptive in nature and some are not. The team discussed sending out a small survey to faculty/advisors to assess what they are using now to record comments and for what purpose and why. Marian is willing to pull something together on that. Brian mentioned that Ayeesha Herrington had spoken to his college about an advising survey she conducted with students. Patty will contact Ayeesha and send that survey out to the team which might give some insight on what was captured.

The team was in consensus that UAOnline Faculty Services is the right place to have this connection with advising appointments and comments.

Brian mentioned that he wrote a program that pulls together comments made on SOA2CMT and DW and that he would be willing to show the work team that at our next meeting thru eLive (illuminate).

3. Paperless Advising using OnBase – Sandy

This was an email thread on information from NACADA Commission on Technology in Advising where they use the Hyland product OnBase to store paper advising notes including any emails they send to students.

We know that many of our advisors in the UA system now use OnBase so it might be something to explore.

Patty mentioned the possibility of thinking along the lines of creating an advising eform in OnBase that might be used for advisors to place their comments into.

Definitely something we might want to explore if the UAOnline forms fall short of the desired outcome.

4. Next meeting set for Sept 6<sup>th</sup>???