

## Support Services Audio - Summary

Thursday, September 19, 2013

11:00 – 12:00

Phone: 1-800-893-8850

Participant PIN: 3178 469

Presenter: 3178505

- I. Attendees: Sandy Gravley, MSC; Brian Brubaker, UAA CoE; Cathy Ewing, UAA; Mayra Lopez-Gonzalez, UAA; Jane Vohden, SW
- II. Minutes from August 8
- III. Additions to agenda: Task Request #108

We still want the TR to be added to Banner. It hides “don not use” items from drop down lists on UAOnline.

- IV. New Business

Cathy Ewing on Managing Advising Contacts (UAA)

Cathy and Mayra are working with a group of advisors at UAA to identify process improvements. Key goals they are working toward include:

Produce an accurate list of advisees for each advisor each semester (excluding expired program students and inactive students)

Help students identify who their primary advisor or advisor group is currently (UAOnline and DegreeWorks)

Consolidate student information that is pertinent for advisors (separate tab within UAOnline)

This project fits well with what the team wants to see happen. Cathy will be discussing this project with the advisor group and will keep us in the loop.

- V. Old Business:

FERPA training – Database Load to PPACERT is now a task request in the queue for programming

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Process request form for OnBase (Sandy)

Please read what has been written so far and make suggested edits.

Drop down menu for Referral input (Linda) deferred to next meeting

What is PAIR doing with TOAD? (Linda) deferred to next meeting

VI. Next meeting

October 17 11 - 12