Subject: Support Services Minutes
Date: August 3, 2010

Attendees: Jenny (KOC), Barb (KOC), Linda Hapsmith (UAF), Russ (UAA), Ginny (UAF),
                Brian (UAA), Sandy (MSC), Jane (SW), Patty (UAA)

I.   Status on programmers working on the UAOnline version of the appointment forms:

        The N2 programmers now have access to the test database and everything else they
        need in order to move forward with developing the forms in UAOnline.

II.   Comments received from UAA's Academic Advisor Group regarding the current
        advising screens in Banner. Team reviewed the following at this meeting:

        - Taking comments from SOA2PPT and implementing them into DW – *Patty
          mentioned this might be accomplished by having a link on the DW Audit where
          the advisor can click on that to see the comments. Might be better accomplished
          once we have the UAOnline version of the forms in place.*

        - Check current codes for advising methods & purposes to see which need to be
          kept, revised, etc.. **Action item** *- This will be done at our next meeting on Sept
          7th.*

        - Can we have multiple purposes be recorded on the appointment? *This was a
          good idea.* **Action item** *- Patty will write up a task request to accommodate this.*

        - Having appointments sync to the advisors' calendar (Outlook/Meeting Maker).
          Action item *– Jane Vohden will bring this up to N2 to see if this would be even
          possible.*

        - Would be nice to have the comment form one click away from the appointment
          screen. **Action item** *– Patty will ask if SW EAS can place SOA2CMT in the
          'Options' menu in Banner where users can go to the form directly from that point.*

        - We currently do not have a mechanism in place to enter appointments and
          contacts for prospective students who do not have a UAID. The pre-advising
          form out in 'Prospective Student' is taking too long to get processed. *Patty was
          under the impression they were being pushed daily and said she would talk with
          the UAA Recruit area to find out the status.*

        - How do we know what College/Dept/Program an Advisor is affiliated with? Can
          this information be auto-filled when the advisor first logs into system? *Patty
          mentioned that the N2 programmers saw this need and did mention that using
          the Faculty College & Dept block on SIAINST would possibly accomplish this
          endeavor. We need to find out if HR happens to be using this block for other
          purposes that might make it hard for us to also utilize.*

        - Advisors would like to have access to see how many new students have enrolled
          in their particular College? Of that number, how many have seen an Advisor?

> *Patty mentioned that this capability is similar to a new product called BEMS which is a Banner Enrollment Mgmt Suite that the UA System is looking into. If purchased this will be a few years out before implementation.*

- Advisors would also like to have access to see how many prospective students are applying or are in the process of applying for admissions? *BEMS would be the suite of software needed to accommodate this.*

III.   Is there still interest to conduct a survey? *Team decided to wait and see how N2 creates our forms in UAOnline and have a chance to utilize them first before we consider doing a survey.*

IV.   Other

- Advisor Trac is being utilized by UAF. They are trying to create a separate DB for this and it is not linked up with Banner

- Vision seeing the student actually make their own appointments and indicating through a drop-down menu the purposes of their meetings.

- Having more purposes recorded for a single appointment can give us better data for sharing and reporting on.

- UAF uses 1 hr block times for scheduling student appointments. If the appointment ends early, gives the advisor a chance to record their session information in their system.

- Brian asked if we can get all the information that was given to N2 for them to build the forms we desire in UAOnline since it has been so long. **Action item** – Patty will send out everything that was given to the N2 programmers.

- Discussion on whether we need to restrict who can 'view' comments recorded for the appointments. Now that we have FERPA training required – there is more comfort by the team to not have such a restriction.

V.   Meeting adjourned – Next meeting is Sept 7th.