MU Connect Admin Meeting

10/20/16

Meeting Minutes

Attendees: Eric Aldrich, Farouk Aregbe, Nick Balser Tina Balser, Craig Benson, Kelly Benson, Megan Boyer, Eric Carter, Megan McCauley, Ana-Marie Fernandez, Adrienne Fink, Aaron Harms, Cherine Heckman, Tim Hill, Josh Smith, Michael Williams

1. Updates from September Meeting
   a. New admins have been added to the group, welcome Nick Balser!
   b. Eric and Tina have been meeting with the Starfish account manager about concerns that have been raised on the Kiosk update and calendar functions
   c. Currently a system level policy is being worked on in regards to records retention.

2. Academic Year 2016-2017 MU Connect Goals
   a. Grow Campus Early Alert Program
      i. Faculty adoption, 1000/2000 courses
      ii. Intervention Growth
      iii. Assessment
   b. Complete 16-17 Implementation plan
      i. Service Areas
         • Career Center
         • Graduate studies
         • Office of Financial Success
      ii. Programs/Initiatives
         • IMSD Program
         • MCAC Program
         • Study Plan Consultant Program
         • TRiO Mentoring Program
         • Students Leaving MU Assessment
      iii. New Tools
         • Referrals
            • Service Learning
            • International Student
            • Study Abroad
            • Advising
         • Flags
            a. Mizzou Online Flag- No Progress @ 3rd Month
   c. Increase Student Visibility of MU Connect
      i. Tina has reached out to MSA for their thoughts.
      ii. Michael Williams (GA) and Stephanie Toigo (Intern) are currently leading this project and will be providing an assessment of needs
   d. Review channels of feedback

      i.   Tina is reviewing channels of feedback in order to maximize and strengthen how concerns and suggestions are brought forth.
- Faculty/Student surveys, Advisory Board, Admin team feedback

e.   Review of MU Connect tools
   - i.   How do the tools align with high impact practices, what areas of the student life cycle are not addressed? Are there key areas or indicators that are of a concern that we can utilize the system for?

f.   Create sustainable administrative processes
   - i.   Security Requests
   - ii. Term Transition
   - iii. Permissions Management
   - iv. System Maintenance

g.   Develop Reporting tools for advising and service areas
   - i.   Meetings Reports
   - ii. Early Alert Reports

h.   Develop internal data reporting plan
   - i.   Supporting semester/term Early Alert collection
   - ii. Course and participation tracking – enrollments/DFWs

3. November Starfish Upgrades- Kiosk/Early Alert
   a. November Upgrade will be on November 19th
      - i.   Tina has taken an inventory of what AU and Services have in their kiosks.
      - ii. The upgrade will offer flexibility and dynamics with the buttons, for better customization.
      - iii. A reason code will be offered when closing a tracking item, to better capture the results of the interaction.

4. Canvas Integration Update
   a. MU is leaving Blackboard and moving to Canvas.
      - i.   Blackboard is available until December 2017
      - ii. Encourage professors to go ahead and make the migration if they haven't already switched.
      - iii. The day to day operations of MU Connect will be the same since Starfish is a 3rd party tool and isn't specific to one learning management system.
      - iv. If there are courses that instructors are not actively migrating to Canvas, the course will be moved automatically. All content will be moved, but the information may not be in the same way.

5. Early Alert Update
   a. Eric and Tina talked to the undergraduate deans about engaging faculty with the MU Connect early alert tools and Progress Surveys
      - i.   A follow up email was sent to all of the departments to schedule a one on one meeting with the deans.

- Since March, Eric has been able to meet with all of colleges and determine high risk courses will be able to participate in progress surveys.
        ii. Progress Surveys closed 10/19 and will have their data reviewed in the next few days. Additionally, Eric is looking to review what is included in Progress Surveys and evaluate the material.
- If there are any suggestions, please send them to Eric.
        iii. Eric has been gathering feedback from instructors about their overall use of MU Connect and getting a lot of positive feedback. However, Instructors are now starting to be concerned about what the follow up looks like after raising a flag.

6. Exchange 2016
    a. The university is moving to a newer version of Microsoft Exchange. Currently there are no expectations of problems arising and there have been a number of other universities that have already made the change, they did not suffer any setbacks.

7. Admin Team Updates/Feedback
    a. How do we look at Flags that have been raised for a while?
        i. We have rolled out an EA intervention plan with ARS. Looking at danger of failing and in danger of being dropped, how can we turn the early indicators into action and what type of mechanisms can we look at? Persistence, GPA, withdraw.
    b. Is there a way to combine the various advisory boards for MU Connect into one general board? Currently the same monthly updates are shared to the different groups.
        i. Still keep the admin team and early alert group and function as is, but give yearly updates to one board and continue to meet with admin and early alert teams.
        ii. Tina will send out communications as a follow up regarding rolling the admin team up into a large advisory board
    c. There have been three instances of advisors losing appointments. Currently Starfish is working to identify and fix the solution. Please let Tina or Eric know if this happens.