

MU Connect Admin Meeting

7/13/2017

Meeting Minutes

Attendees: Eric Aldrich, Nick Balsler, Tina Balsler, Gena Boling, Jessica Bowen, Kelly Benson, Eric Carter, Alex Embree, Adrienne Fink, Dionne George, Lindsey Hagglund, Cherine Heckman, Ehren Oncken, Jarrod Pantaleo,

- Auto Clearing Flags for Dropped or Completed Courses
 - Starfish upgrade in June
 - New Feature- Ability for manual flags to be cleared by the system if the student's enrollment is no longer active in the course.
 - Admin team was in favor of enabling this feature.
 - Team members shared that will help to keep lists refined and current when managing flags.
 - Advisor will receive clearing communication if enrollment is no longer active.
 - Tina and Eric will enable for Fall 2017.

- "Follow Up with Student" To-Do
 - Tina shared the purpose and capabilities of the Follow Up with Student" To-Do. It would be available to all advisors and student services staff. Not viewable to the student or ability to send out communication to student. Internal information only.
 - It essentially would be an electronic to-do list for advisors to maintain follow up needs with students.
 - When trying to filter students with different Follow Ups, using the Due Date would be a great way to manage. The To-Do could also be filtered through the Tracking section of the Student Tab and organize by due date there as well.
 - To-Do's can be assigned to another person.
 - Adrienne asked if the emails and management permissions can be creator only.
 - Tina will follow up with admin team.
 - Eric (Carter) said that Advisor's forum would be a good place to share the new to-do item.
 - Will launch to advisors forum, council, and in workshops in Fall 17'
 - Alex suggested that the MU Connect team map all launch dates for tracking items so offices know when certain items are available for use and other items are deployed and cleared in an ongoing basis.
 - It was discovered that some admin. members were receiving e-mail notifications of the To-Do, when Tina demonstrated on a student.
 - This has been corrected.
 - Tina and Eric will work on providing information on the website.

- Mizzou New Student Success Plan Review
 - To-Do's committee outlined a New Student Success Plan.

- Worked with Dave Rielley in new student programs.
 - Purpose of the plan is to organize to-do items in a one-stop shop and generate a communication with all to-do information for all new incoming students.
 - Currently students get multiple snippets of a lot of things to complete. This will generate all to-do information in one email and store it in one place.
 - Discussion on what tools are appropriate for hosting information, generating communications.
 - Further discussion at a campus level is needed.
 - Success Plan to-dos were discussed.
 - Tina shared that to-dos were vetted through offices providing the service.
 - Team suggested rearranging the order of required to suggested items.
 - Example was shown on Truman's account 0888888
 - Discussion on roll out, communications, and timeline
 - Will be deployed the week of July 31st to all incoming new students for fall 17.
 - This will align with all other communications about student trainings.
 - Ehren shared to not add distance students since they will not be completing the Citizenship training.
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- FA SAP Not Met/Not Enrolled Flag & Campaign
 - Tina shared that Dr. Spain was interested in launching a SAP Not Met- Not Appealed and Not Enrolled Campaign/Outreach
 - Tina shared the ability to raise a FA SAP Not Met-Not Appealed flag to generate a flag that advisors could use for outreaching to their students to support campus enrollment campaigning.
 - In addition, it gives advisors a “heads up” as to the students that may be coming in asking for a 2-semester plan.
 - The flag can be used together with enrolled and not enrolled attributes for outreach.
 - Jessica shared the Financial Aid SAP process and communication
 - Outreach email template was reviewed and suggestions for edits were made.
 - Tina will forward out for more feedback.
 - Discussion of student perspective in advisors having access to financial information and the ability to have “tools” to best assist.
 - Discussion on if a student is needing to transition to a new major the current advisor isn't the person that should be providing the 2 semester plan.
 - Discussion on who the message of appealing for SAP should come from.
 - Dionne shared that SAP appeals is very personal in nature and financial aid advisor processes.
 - Advisors shared that each academic unit can make the call as to how they want to conduct outreach.
 - Tina will follow up with flag information, launch date, and outreach email.

- Implementation Updates
 - MU Libraries- Live
 - Students can now schedule with their subject librarian via “Courses”
 - Learning Center Open Help Sessions- Summer Math Pilot
 - Piloting Kiosk for Math Sessions
 - Go Live- Fall for all Open Help Session Subject Areas & Exam Reviews
 - Career Services- Live
 - Using kiosk for career services walk-in appointments
 - Launching Career Counseling Pre-Scheduled Meetings in Fall 17