

USC Advising Technology Subcommittee

Monthly Meeting Notes

Wednesday, January 10, 2024

9:30 – 11:00 A.M.

This is the first meeting in 2024. It is the 4th meeting in the 2023-24 academic year.

Important note:

Tech Committee Meeting invitations are being sent out. Please contact Ali or Rebecca if your invitations are missing.

Top Agenda Item: Post-Registration Fall 2023

- Invitation to take part in Contingency action planning group with Dr. Lara Lomicka Anderson.
 - The group is set to meet once a month for the next year. The first meeting is January 24.
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- For a full review, see “List of Registration Tech Suggestions” in Agenda Meeting Notes.
 - Keep in mind that these suggestions are not enrollment management related (e.g. students cannot find classes to take)

List of Registration Tech Suggestions

- Hire more staff to kill bad database connections
- Expand ticket times to spread out student registration demand
 - 500 students per assigned time ticket are available. The 500 per load is currently recommended by IT. If this number is lowered, then it is recommended to lower by all groups.
 - Seeking recommendations for modifying the spacing intervals between tickets
 - February 1st the time ticket deadline for Summer and Fall registration at USC.
 - Time tickets must be prepared before this live date.
 - Question: Is there a way to visually confirm or observe the balancing of time tickets?
 - The system processes groups in batches of 500. A group of students 600 splits students into 500 + 100.

- Question: Are there objections to spreading out the time tickets?
 - 1. For DoIT, if Fall 2023 repeats, what are the parameters for reducing open sessions? (contingency-leaning inquiry)
 - 2. If we didn't have this error, would it be valuable to extend the time ticket range outside of 8:30 – 5:00 PM. (process-leaning inquiry)
- Question: How many students are registering on February 1?
- Question: What time slot is the first time ticket? What time slot is the last ticket every day?
 - Not properly 8:30 AM or 5:00 PM (approximately 8:40, 4:20)
- Schedule goes live February 16.
 - The main issue reportedly lies with the technological flaw called (the max-cursor limit error. This restricts the number of sessions (client-server database connections) that can be open.
 - Question: Is it possible to raise this limit, even if temporarily?
 - At present (01/10/2024), it is not known what causes this issue.
- List of customizations in Banner at USC-Columbia
 - Questions: What are the scopes of the customizations? What are they for? Are there extinct customizations that can be removed if they are no longer needed?
 - Customization maintenance lies across offices, but the Registrar has administrative view of them all.
 - There is a limit within Banner for the number of concurrent, idle sessions.
 - Question: Is there a way to create a mass session-end feature if that's needed?
 - ***It will be important moving forward to define the vocabulary regarding terminology so that all parties can navigate troubleshooting effectively.
- Explanation of why a single instance of Banner is used for multiple system campuses
 - The USC campuses have a shared finance system which began when the branch campuses appeared in the 1950s.
 - Prior to Banner there was a Mainframe system that was shared.
 - A single instance of Banner is required to produce a single bill and a single transcript.
 - The single instance of Banner reflects the way that the universities were supported under Mainframe (not stand alone).
 - Question: If this original decision was made approximately 20 years ago, is it time to reevaluate these structural decisions?
- Wait list feature within Self Service for Registration

- Arts & Sciences is strongly advocating for the feature at present.
- Improved management of course restrictions in the Banner system and how those restrictions are communicated to students in real time
 - Lack of transparency on course restrictions- It would be great if departments could use the letter coding that we have in place to indicate restricted by majors and minors (i.e. an F section or how Chemistry has CHEM 141 01M for majors)
 - *New enhanced class search feature is making improvements here as those restrictions are more visible.
 - Restrictions need to include descriptions to show up in classes.sc.edu.
 - **A lack of standardization complicates the search for information.
 - Question: Can we have a centralized location for key information: restrictions/field of study dates for majors/minors?
 - This is to help advisors and students to communicate quickly and efficiently. One set of instructions.
 - There are four different search tools for classes: SSC, classes.sc.edu (Search Classes), Schedule Planner, and the Bulletin (T.G.)
 - Question: Could we have 1 search tool that incorporates all functionality?
 - Question: How could we modify the course search page with options? *Open courses box, no restriction box, open to me box, search by attribute drop box*
 - We can search for GLD but perhaps not for AIU. → In USC Lingo, these desired changes are called *enhancement requests*.
 - *Post-meeting update: Brian has gotten us the ability to search by Carolina Core code!*
 - What are the benefits of hidden sections to help registration? See School of Music.
 - When using Course search, push enter rather than clicking search to see all the classes with the attribute.
- Customization of error messages that students receive (i.e. a hyperlink to Registrar/UAC page with common restrictions/lettered sections)
 - Mass SFASTCA report to see how many errors/restrictions students receive (i.e. FOS, capacity, classification, etc.)
 - Example: All the students in journalism, how many experienced Field of Study restrictions?
 - How can we filter registration errors by student attribute, major, or college?
 - ***How can we help students decode their error messages?

- Question: If the system is ready by Feb 1, what is the deadline for schedules and restrictions?
 - The Registrar has the timeline.
- Question: Is it possible to edit the error text string that is returned to the student upon unsuccessful registration? *Click here for more information on this error.*
- Suggestion: Reevaluate the error-message language for better student comprehensibility.
 - [Registration Holds & Course Restrictions - Academic Advising | University of South Carolina \(sc.edu\)](#)
 - [CIC Undergraduate Student Services - My CIC | University of South Carolina \(sc.edu\)](#)
- Release notes for a Banner update: New hyperlink functionality is being included in holds. Adding this to the notifications/error messaging can be discussed.
- Updates to landing pages coming in February.
- The Registrar must manually remove date restrictions common seen in Field of Study. However, if departments have added a permission restriction afterward, that would interfere.
- Can we help with Beta testing – stress the system in February/March and see if the system can handle it?
 - 200 advisors doing an action simultaneously? Would that help?
 - IT has a program for doing load testing. (A.M.).
- First contingency meeting January 24
- Remember to use the tech subcommittee form (enhancement request):
 - [Advising Tech Subcommittee Suggestion Box \(office.com\)](#)
- Any others?

- Reminder to upvote ideas in EAB Idea Portal
 - Log in to EAB > Question mark in upper right > Help Center & Support Links > Idea Portal > Search for list of items to upvote
- Updates from Brian
 - Reminder for advisement reporting goals: selecting EAB visitation modality for drop-in session for reporting purposes: in-person or online.
 - USC's goal is 90% in person for freshman students. We are very close!
- Updates from Registrar (A.M.)
 - 1. A new program TransferCapture in partnership with Admission
 - Scanning transcripts and automatically digitizing to move them into Banner. They are currently being keyed in manually. Equivalencies should process faster once this is live. Launching February 1.
 - 2. Banner 9. Currently we have, SSC – Banner 8 with Banner 9 modules.
 - Landing pages with specific pages for each campus. Advisor menus can be customized.
 - Release date: February 11 (Sunday)
 - 3. DegreeWorks Dashboard update (In May, but prior to orientation). DegreeWorks and Banner will be more aligned.
 - Question: Banner 9 lists only seats remaining on enrollment screen; Banner 8 has all 3 enrollment parameters; requesting enrolled number in a future update
- Updates from Financial Aid (J.)
 - CPoS
 - 24-25 FAFSA rollout is on-going.
 - In Banner 9, financial aid information is more centralized on a single screen rather than across screens in Banner 8.