



NACADA 2006

ADVISING WITH THE SPEED OF TECHNOLOGY

Presenters:

Donna Graham, Undergraduate University Division Roberta Kelley, The Office of the Registrar Kristin Schuette, The Office of the Registrar Gary Wood, Undergraduate University Division





2006 NACADA ADVISING TECHNOLOGY INNOVATION AWARD RECIPIENT

ELECTRONIC STUDENT ACADEMIC FOLDER (ESAF)



HISTORY OF ESAF

- The Undergraduate University Division serves as the Assistant (Academic) Dean for most freshmen and sophomores. This represents 16,000+ of the 35,000 undergraduate students.
- A Dean's folder was kept for each student containing information such as grade reports, academic progress plans, and various 'notes'.
- An additional folder was kept by the student's major preference advisor.
- Many of the materials kept in the folders were increasingly available electronically in various systems.
- UUD advisers are located in several advising centers across campus. Students can request advising at any location; however, the student's folder was housed in the center nearest his/her residence hall.





History of ESAF (cont'd)

A New UUD Director is Appointed

- Was the paper folder necessary to advise?
- Could the cost of moving the paper folder each summer be reduced?
- Was it possible to have a paperless or less paper system?



Challenges

- Many units including UUD had their own data collection system or method.
- UUD had the responsibility to forward paper folders to colleges when students became juniors.
- Advising folders were often walked by students from one major to another when students changed majors.
- Mixture of centralized and decentralized advising among the colleges.
- Who would have access to notes kept on a student by a unit?
- All campus advisers were accustomed to hard-copy folders.



Benefits

- Would provide for continuity of advising across the campus.
- All advisors would have access to a complete record when student was not in their major.
- Prevents the loss of folders (by students and staff).
- Eliminate the cost of moving folders by UUD each summer.
- No longer necessary for each unit to keep their own data base.



The Process

- UUD met with other campus divisions that had gone paperless.
- Early meetings with the Registrar's Office (RO) to explore a partnership.
- Discussion with various technology consultants.
- Realization that a Web-based system would best meet UUD needs.
- Returning to the RO with more specific plan.
- Designing a system and sharing with core colleges.
- Taking design and feedback from the core colleges back to the RO.
- Ongoing RO web application development:
 - Student Information Generator
 - Administrative Action Forms



The Process (cont'd)

- After several years of aggressive web application development, the technical infrastructure to support such a system and Office of the Registrar (RO) was finally in a position to work with UUD in creating the university's first virtual advising folder.
- In May 2005, the RO sat down with UUD to discuss possible systems.
- Leveraging the technology from several successful web applications, the RO immediately began working on a new system.
- Representatives of the core colleges came together to review the system specifications and to develop guidelines for using ESAF.
- By August 2005, the ESAF was launched with immediate success across campus.



The Launch of ESAF

- On August 15, 2005, the Electronic Student Academic Folder (ESAF)
 was announced to Deans, Directors, Chairpersons, and the RO
 Listserv.
- UUD, the College of Communication Arts and Sciences, and the Broad College of Business chose to implement the system fully in Fall 2005 and 'go paperless'.
- A demonstration was scheduled welcoming all who wished to attend. The room held several hundred and was standing room only.
- UUD sponsored several 'hands-on' computer lab demonstrations.
- In the first month:
 - 6,500 "folder" views
 - 148 different users logged in representing every college and major academic unit at the university
 - 3,500 notes saved

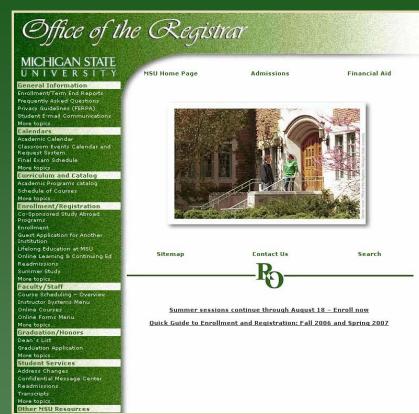


The RO Website

Home to...

- Academic Calendar
- Academic Programs
- Descriptions of Courses
- Instructor Systems
 - class lists, grades, etc
- Schedule of Courses
- Various Online
 Administrative and Academic Forms
- Student Information Generator

So? Advisors were familiar with our systems...





Welcome to the ESAF

- Authorized users login with MSU NetID and password.
- Access granted by the College Security Administrator in a secure online application.
- Access changes take effect immediately.
- Student record access limited by college and department (and sometimes major) registered in security system.





Don't Forget FERPA!

First, a reminder of the responsibilities that come with accessing student data: a link to MSU's FERPA and privacy guidelines page.



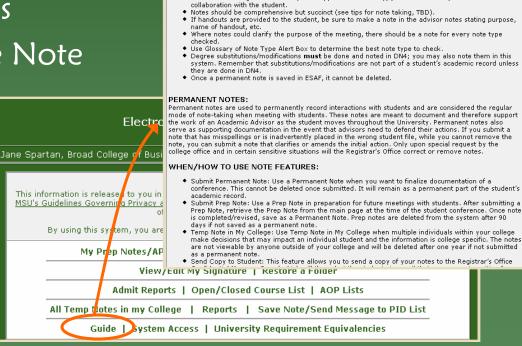


ESAF Guide

Guide drafted by an Advisory Committee of several key advisers from across campus.

The Guide includes:

- The Goal of the ESAF
- Note-Taking Guidelines
- When/How to Use the Note Feature
- Student Authorized
 Access Explanation
- Note Type Glossary



NOTE-TAKING GUIDELINES:

Student Academic Folder - Guide

• Every advisor/student contact (i.e. appointment, walk-in, email, phone, etc.) must be entered as a

Make notes during or immediately after appointment. Ideally, you should make your notes in

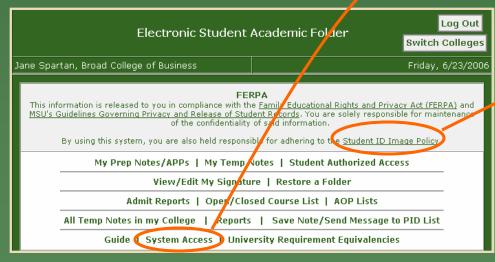
Using the Electronic Student Academic Folder (ESAF) will increase the amount of information available through electronic resources with the side benefit of reducing the need for paper usage. Each unit will determine the extent of use during the FS05 launch phase (FS05-US06) with the goal of campus wide launch

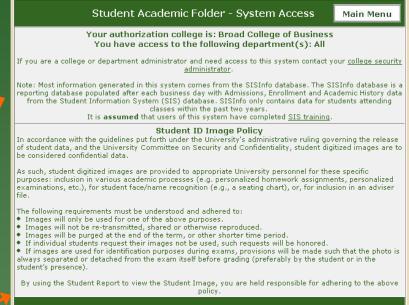
Main Menu



What Can I Access?

- Authorized users can view system access at any time.
- Student ID Image
 Policy for review.

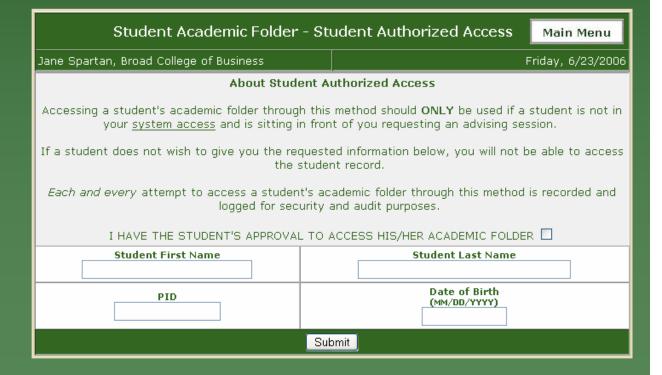






Student Authorized Access

- Advisers can access the folder of a student not affiliated with the college, department, or major for which they have security access by providing several identifying points of data.
- The advisers must have the student's permission.
- Access to the folder is logged and only available for the current advising session.





Find a Folder

Search by Student Name or Number

To view a student academic folder, enter the PID or Student Name in the boxes below and click on the search button. Search results are limited to your system access.

Search by PID

(Student Number)

Search

Search

Search

Search

Not Found...

Searched SISINFO database for

First Name: spar Last Name: xxx

Either the student was not found or the student is not within your access level.

If you believe the student you searched for is valid within your access level, but the student has not been active within the last two years, please use the Restore a Folder function to view the student's information.

More than one match...

More than one student matched your search criteria. Please select a student to continue.

StudentO, Sparty (A12345670)*

Student1, Sparty (A12345671)*

Student2, Sparty (A12345672)*

Student, Sparty (A12345678)

* indicates only an application was found - no enrollment records



Sparty Student's Folder

Sparty Student

50 Spartan Lane East Lansing, MI 48825 (517) 353-4678

Sparty Student A12345678 UN 3 **Level Class** College 08 Business Major 1267 Finance

Academic Status GOOD

HS06 Last Term

HONR Honors College (NOUN) Other Majors

Total Credits 71.00 Cum GPA 3.6785

Gender Code

Ethnic Code 1 Caucasian (non Hispanic)

Off campus Campus Area

Add/View Notes (student has 1 notes)

Add/View Academic Progress Plans (student has 4 plans)

View Confidential Messages sent to Student (student has 7 messages)

View All Notes, APPs, and Messages (in reverse chronological order)

Student Report

Application Data Sheet

Course Listing by Subject Area & Transfer Institution

Credits & GPA Summary

Degree Reports

Other Online RO Systems

IMPORTANT: When viewing forms from other systems on the RO website,

you must use your browser's back button to return to this page after viewing the form. TC - Re-evaluation of Student Transfer Credit ~ Arts and Letters ~ 6/21/2006

AA - Grade Change ~ ~ 5/14/2006

Readmission ~ Business ~ 9/26/2005

This section includes older Administrative Action Forms, Withdrawals, etc.

Also includes Transfer Credit Evaluations



(as defined by advisers)

- Academic information for most recently enrolled term
- **ID** Image
- "Hot" link to email address

Folder "Tabs"

- Notes
- Academic Progress Plans
- Confidential Messages
- Student Report
- Application Data Sheet
- Course Listing
- Credits & GPA Summary
- Degree Reports
- Other Academic Forms
- Archived Images



Notes

- Each note must have at least one category or 'type' identified.
- Note types and definitions were developed by the advisory committee.
- Student can be 'copied' on the note keeps student 'in the loop'.
- Advisers can include his/her 'signature' in the copy to the student.
- Permanent Note submits note to the student folder.
- Prep Note most often used by advisers to prepare for appointments. Prep notes are temporary and only visible to the 'creating' adviser.
- Temp Notes most often used by advisers when dealing with a sensitive situation. Temp notes are temporary and only visible to the advisers in the 'creating' college.

Studen	t Academic F	older - Notes	Main Menu
Jane Spartan, Broad College of Busines	s		Friday, 6/23/2006
Notes regarding degree requirements, suc Submitted notes cannot be edited or dele While students do not have direct access to or her student records from the university notes in this system would be made avail	ed. 'Prep' notes car o this system, pleas oper <u>FERPA</u> . This sy	nust be made in <u>Degree Navigator</u> , n be edited or deleted via the <u>Prep</u> e be aware that a student can, at a ystem is a part of the student recor	ny time, request his
Name	Sparty	Student	
PID	A1234	5678	
Level Class	UN 3		
Major	1267-I	Finance	
Select all of the the Note Types that a	poly, enter any a	dditional notes, and click on the	e submit hutton
		und chek on the	Julian Juliani
Note Type	Note	ad internal in E	
Academic Skills	Student discuss	ed interest in Finance.	
Alternatives Advising	Suggested Spar	ty begin taking core business o	courses and to
☐ AOP		further at the business fair.	Jourses and to
Careers/Internships			
Confidential			
Course Approval			
Credits Needed for Degree Completion			
Degree Check			
☐ Drop			
Email/phone/IM record			
Enrollment Conference			
Honors			
Major Advising			
Major Change			
Major Exploration			
No Show	✓ Send copy to	student copy of the note to the student via	the "confidential
Other	message" board	d on this website. See the <u>View Con</u>	fidential Messages
Probation Conference	link on the mair	n folder page for more details and/o dents can only be copied on perman	or to view past
Professional/Graduate School	illessages, stat	sents can only be copied on perman	enchoies.
Readmit	☑ Include My Si	ignature	
Referrals	If you are copy	ing the student on the note, you car e message to the student. This will I	n include your
Reinstate		notes in the folder.	NOT Save your
Study Abroad			
Study Abroad - Co-Sponsored			
Technology Info			
University Procedures			
University Requirements			
Upper School Admissions			
Walk In/Express Advising			
☐ Withdrawal	Submit as a Permai	nent Note	
Culturit en a Duan M	nto	Culturit as a Tanan Nata	



Notes (cont'd)

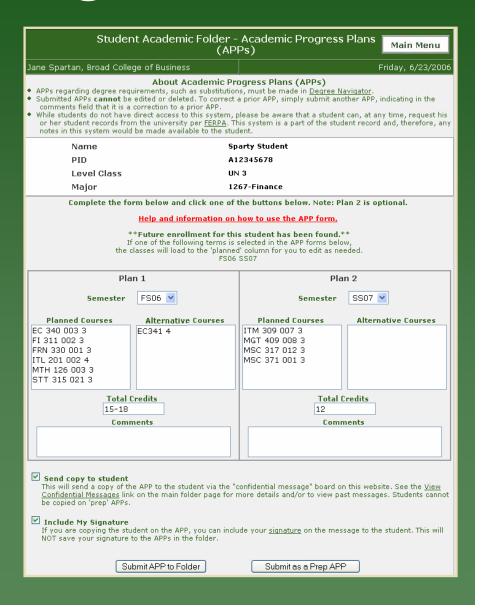
- Permanent notes and Temporary notes within the adviser's college are displayed in reverse chronological order.
- The student's level, class, and major at the time of the note submission is saved.
- Links to the student's copy are provided, if appropriate.

Student Notes	Main Menu				
6/23/2006 2:55:30 PM 🛮 Jane Spartan, Broa	d College of Business				
Enrollment Conference, Major Exploration					
Student discussed interest in Finance.					
Suggested Sparty begin taking core business courses and to explore interest further at the	business fair.				
Copy sent to Student	UN 3 1267-Finance				
11/17/2005 10:33:13 AM MSU Counselor, Undergradua	te University Division				
Degree Check, Professional/Graduate School					
student considering law school, student has three letters of recommendation but hasn`t taken LSAT.					
UN 2	2 5151-No Preference				
9/6/2005 9:33:09 AM Sparty Counselor, Undergradual	te University Division				
Study Abroad					
Student interested in study abroad program in Germany,					
Copy sent to Student UN 1	5151-No Preference				
	Main Menu				
	Main Menu				



Academic Progress Plans

- The Academic Progress Plan (APP) was added in January 2006 – just prior to annual enrollment.
- The APP allows advisers to store recommended course work.
- Student copy can be reviewed at any time by student – useful during annual enrollment.
- Future enrollment from student information system, if found, preloaded into form.





Academic Progress Plans

(cont'd)

Warning!

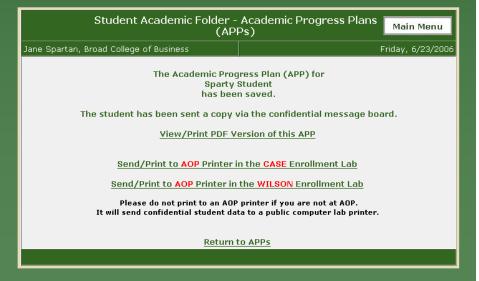
FS06 FRN 330 001 3 - no seats left in the section. FS06 MTH 126 003 3 - no seats left in the section. FS06 STT 315 021 3 - no seats left in the section. SS07 ITM 309 007 3 - no seats left in the section. SS07 MSC 317 012 3 - no seats left in the section.

Go back to APP

Ignore Warning and Submit APP to Folder

- Valid course and seat count checks.
- Adviser can override warning.

- After submission, Adviser can access a 'print friendly' version of the form.
- During AOP (Academic Orientation Programs), APPs can be sent to enrollment lab printers.





Academic Progress Plans

(cont'd)

Folder Version

Student Academic Progress Plans Main Menu 6/23/2006 3:34:14 PM Jane Spartan, Broad College of Business View/Print PDF Version of this APP 8807 **Planned Courses Alternative Courses** EC 340 003 3 EC341 4 Planned Courses **Alternative Courses** ITM 309 007 3 FI 311 002 3 FRN 330 001 3 MGT 409 008 3 ITL 201 002 4 MSC 317 012 3 MTH 126 003 3 MSC 371 001 3 STT 315 021 3 **Total Credits: 12** Total Credits: 15-18 Copy sent to Student UN 3 1267-Finance Main Menu

Print Friendly View (pdf)

Academic	Progress Plan - Academic	c Orientati	on Program		
Student: Sparty Student	PID: A1	2345678			
Major: 1267-Finance			APPID: 15 6/23/2006 3:35:50 P/		
FS06			AOP Staff Only		
Planned Courses	Alternate Courses	Section # of Selected Courses	STAFF SIGNATURES		
EC 340 003 3	EC341 4		Jane Spartan,		
FI 311 002 3			Broad College of Business		
FRN 330 001 3			Advaer		
ITL 201 002 4					
MTH 126 003 3			CASP Advisor		
STT 315 021 3					
			Honore Advisor		
			ACP SUIT		
Total Credits: 15-18					
Comments:					
1					

Academic Progress Plan - Academic Orientation Program						
Student: Sparty Student PID: A12345678						
		6/23/2006 3:35:50 PM				
SS07						
Alternate Courses	Section # of Selected Courses	STAFF SIGNATURES				
		Jane Spartan,				
		Broad College of Business				
		Advoer				
		CAAP Advisor				
		Honora Advisor				
		ACP SWIT				
	PID: A12	PID: A12345678 Alternate Courses				



Confidential Messages

Using the Confidential Message Board: A method of sending secure, confidential messages to students.

- Student receives email stating "A Confidential Message is waiting for you."
- Student logs in to a secure application on the RO web site to access message.
 Students should be comfortable with the RO site.
- Once student accesses the message, the 'Date Read' is recorded, allowing the adviser to see that the student has received the message.
- If message not 'read', reminder sent one week later.

Student Academic Folder - Confidential Messages

Main Menu

ane Spartan, Broad College of Business

Friday, 6/23/2006

About Confidential Messages

Students are notified that the Registrar's Office has a "confidential message" waiting for them. The students are
asked to log into a secure site where they can read the confidential message. The system tracks that the student
has read the message. This does not guarantee that students will access and read their message(s).

Messages cannot be edited or deleted once in the confidential message system.

A dash in the date read field means that the student has not logged in and read the message.
 If a student has not read the message one week after the message date, one reminder message will be sent.

 Name
 Sparty Student

 PID
 A12345678

 Level Class
 UN 3

 Major
 1267-Finance

Message ID	Message Date	Message	Date Read	RO System
		Michigan State University The Eli Broad College of Business Academic Progress Plan		
3476	6/23/2006	Semester: F506 Semester: SS07 Planned Alternative Courses	-	Academic Folder
		phone: 517.355.1855 Michigan State University		
3475	6/23/2006	The Ell Broad College of Business Topics: Enrollment Conference, Major Exploration Student discussed interest in Finance. Suggested Sparty begin taking core business courses and to explore interest further at the business fair. Jane Spartan Undergraduate Finance Adviser schuett1@msu.edu phone: 517.355.1855	6/23/2006	Academic Folder
2815	12/28/2004	Dear Sparty Student, We have been notified by your instructor(s) in MTH 103 that your performance to date in this course suggests you may earn a final grade of less than 2.0. We strongly recommend that you: * see your instructor to discuss your situation and follow the advice you receive. * attend all classes. Review class notes soon after class to reinforce what you have learned. * study your notes and do your homework every day. If you still have questions, seek assistance from help rooms, teaching assistants, etc. If you have problems in more than one course or problems of a personal nature, discuss them with your advisor immediately. Your advisor will refer you to sources of assistance. If you do not know your advisor, call the Undergraduate University Division (UUD) at 355-3515. Sincerely June Pierce Youatt Assistant Provost for Undergraduate Education	12/28/2004	APR_FEWS



Student Report

"Unofficial, Internal Transcript"

Includes:

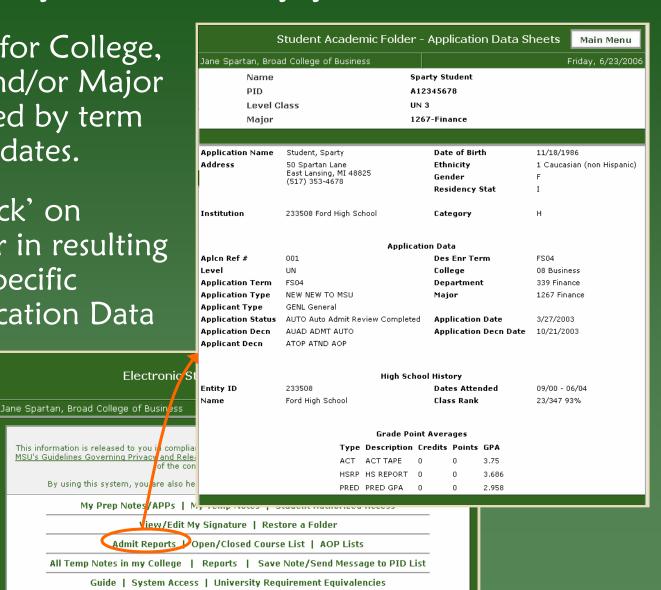
- Award History
- Major History
- AOP Placement
 Scores
- AdmissionApplication Data
- Course Listing





Admit Reports & Application Data

- Admit Reports for College, Department, and/or Major can be generated by term and/or specific dates.
- Adviser can 'click' on student number in resulting data to open specific student's Application Data Sheet.





Course Listing

Student Academic Folder - Course Listing by Subject Area & Transfer Institution									
Jane Spa	artan, Bro	ad College	of Bus	iness				Friday	, 6/23/2006
	Name					Sparty 9	itu	dent	
	PID					A123456	678	3	
	Level (Class			1	UN 3			
	Major					1267-Fi	naı	nce	
				Course	Listin	g by Su	ıbj	ect Area	
Subject	Course	Section	Term	Level	Credit	s RR	Н	Title	Grade
Account	ting								
ACC	201	008	FS05	UN	3		Н	Principles of Financial Acct	3.0
ACC	202	009	SS06	UN	3		Н	Principles of Management Acct	3.0
Comput	er Scienc	ce & Engi	neerin	g					
CSE	101	064	FS04	UN	3			Computng Concepts/Competencies	4.0
Econom	nics								
EC	201	006	SS05	UN	3			Introduction to Microeconomics	3.5
EC	252H	001	FS05	UN	3		Н	Macroeconomics & Public Policy	2.5
EC	340	003	FS06	UN	3		Н	Survey of Interntl Economics	
Finance	and Insi	urance							
FI	311	002	FS06	UN	3			Financial Management	
			0.0	uma a Lie	ation on Inc	Tunne	£	. In atitution	
Cou	ırse	Tern		urse Lis Credits	_	y irans tle	ıeı	· Institution	Grade
		ransfer (
_		redits acce							
	ed Placen								
	ded from 0 dits accepte	6/03 to 06/ ed	04						
PL	S 140	USO	14	3	(Govt & Po	oliti	cs of the World	Т
W	RA 150	USO	14	4					WVR
Macomi	b Commur	nity Colleg	е						
11 cre	edits accept	4/03 to 08/ ted	04						
HS	ST 203	USO	14	4				Since 1876	WV
	ST GCU	USO		3				dit-Undergraduate	TWV
	S 100	USO		3	_			r Ntl Government	Т
	S GCU	USO		1				dit-Undergraduate	Т
SC	OC 100	USO	14	4	I	ntroducti	on	to Sociology	Т

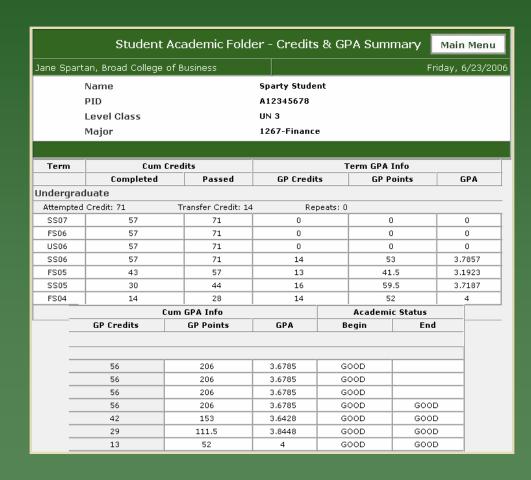
Summary of student courses by subject area.

Details of accepted transfer credit by institution, including pending and accepted credits.



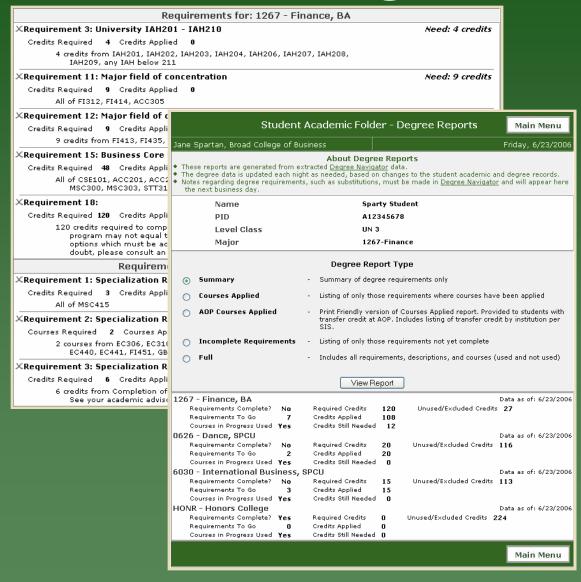
Credits & GPA Summary

Full student history of credits and GPA term-by-term for each student academic level.





Degree Reports



- In May 2006, Degree Reports were launched using extracted data from the Degree Audit system.
- Advisers can select various reports based on current needs.
- Specific student degree work, e.g. substitutions, must still be done in Degree Audit system.



Other Online RO Systems

- Links to other student specific online Academic Forms.
- Access granted to adviser through student folder.





Archived Images

Certain documents from the Admissions and Registrar's Office imaging solution are made available in the folder.

Jane Spartan, Broad College of Business

the images.

Name

Major

Level Class

PID

Guidelines Governing Privacy and Release of Student Records. The images are available for your use only and are not for redistribution.

About Archived Images

Sparty Student

1267-Finance

A12345678

UN 3

The following image(s) were found.

Admissions - College Transcripts (12 pages)



Property of Michigan State University - Enrollment Services. DO NOT DISTRIBUTE.

OFFICIAL

Macomb



My Prep Notes/APPs

 Advisers can access their saved Prep Notes and APPs through the system main menu.

 Saved preps can be accessed and submitted to folder or deleted.

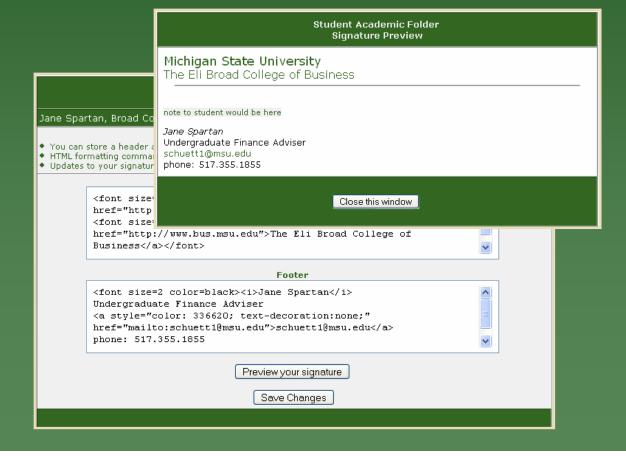
Student Academic Folder - Prep Notes/APPs Main Menu Jane Spartan, Broad College of Business Friday, 6/23/2006 About Prep Notes/Academic Progress Plans(APPs) The following are Notes or APPs that you have submitted as 'Prep'. The Note/APP is not available to anyone else while After 90 days, if the Note/APP is not submitted to the student folder, the Note/APP will be deleted. Notes regarding degree requirements, such as substitutions, must be made in <u>Degree Navigator</u>. While students do not have direct access to this system, please be aware that a student can, at any time, request his or her student records from the university per FERPA. This system is a part of the student record and, therefore, any notes in this system would be made available to the student. Click on the Student PID or Name of the Note/APP you wish to edit and submit to the student folder. Note for A1222222 - John Doe - UN 3 1267-Finance Date: 6/23/2006 4:10:40 PM Prep folder for AOP transfer session using ESAF's degree report; tentative 20 cr's + 12 cr's accepted. Delete this note Jane Spartan **FERPA** This information is released to you in compliance with the <u>Family Educational Rights and Privacy Act (FERPA)</u> and <u>MSU's Guidelines Governing Privacy and Release of Student Records.</u> You are solely responsible for maintenance of the confidentiality of said information. By using this system, you are also held responsible for adhering to the <u>Student ID Image Policy</u>. My Prep Notes/APPs (1) My Temp Notes (1) | Student Authorized Access View/Edit My Signature | Restore a Folder Admit Reports | Open/Closed Course List | AOP Lists All Temp Notes in my College (1) | Reports | Save Note/Send Message to PID List Guide | System Access | University Requirement Equivalencies



My Signature

• For use when 'copying the student', the adviser can save a 'signature' in the system.

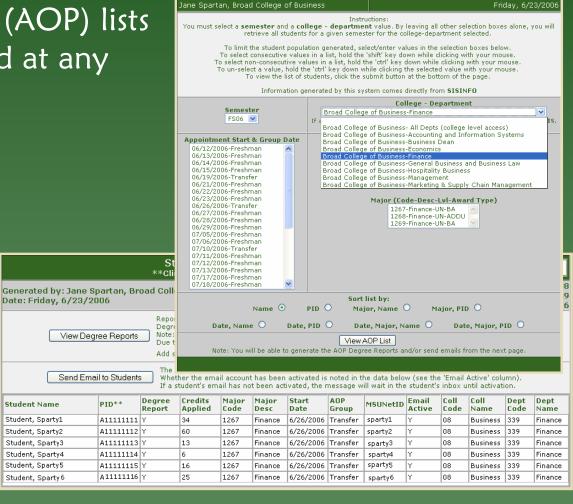
 Signature can be plain text or HTML.





AOP Lists

- Formerly distributed by the Admissions Office, Academic Orientation Program (AOP) lists can now be generated at any time.
- Additional features include direct student folder access, viewing degree reports, and sending email to students.



Student Academic Folder - AOP Lists

Main Menu



System Statistics

- 480 active users in 22 major academic and administrative units
- 186,500 folders accessed
- 55,000 notes
- 10,000 APPs (since Jan 06)
- 98 signatures
- Copy to student
 - 22,100 notes
 - 5,100 APPs



90+% of student copies read





Campus Impact

- Culture Shock
- Development Phase/Paper to Less Paper
- Introductory Phase
- Transitional Phase
- Evaluation Phase
- Benefits



Future Plans

- Degree Audit
- Degree Data Query Builder
- Additional forms, e.g. Probation Conference Worksheet



- Integration with other units and their forms, such as Study Abroad
- Stylized text, spellchecker
- System 'tweaks', e.g. being able to 'copy' another adviser on a note
- ???





ADVISING WITH THE SPEED OF TECHNOLOGY

Questions?

Presenters:

Donna Graham, Undergraduate University Division Roberta Kelley, The Office of the Registrar Kristin Schuette, The Office of the Registrar Gary Wood, Undergraduate University Division