Creating a Student Academic Folder:
How to go Paperless...
...or at Least Paper-Less!

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History of Advising at MSU

• All freshmen and sophomores are advised by the Undergraduate University Division (UUD), representing 16,000+ students. Approximately 35,000 undergraduate students in total.

• A folder was kept for each student containing information such as grade reports, academic progress plans, and various ‘notes’.

• The folder did not contain all needed information when advising. Advisors had to access several systems, along with the folder, to have the complete student academic picture.

• UUD advisers are located across 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 Advising at MSU
(cont’d)

• Upon admission to upper school, the student’s folder was sent to the college, e.g. Arts & Letters.

• If a student changed majors, the folder was often given to the student to walk it to the new college.

• If a student wanted to explore a new major, the consulting adviser did not typically have access to the student’s folder or other systems and, therefore, did not have a complete picture of the student’s academic history.

• Students could “shop” around campus for different answers.

• Advisers were not always aware of what another adviser may have discussed with a student.
• For several years, UUD looked for ways to create a ‘virtual’ advising folder but the technical infrastructure to support such a system did not exist.

• After several years of aggressive web application development, the 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.

• Numerous advisers, including the Directors of Undergraduate Student Affairs from several large colleges, came together to assist in defining system specifications.

• By August 2005, the Electronic Student Academic Folder (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 immediate effect.

• 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.

Electronic Student Academic Folder

FERPA

This information is released to you in compliance with the Family Educational Rights and Privacy Act (FERPA). MSU’s guidelines governing privacy and release of student records. You are solely responsible for maintaining the confidentiality of said information.

By using this system, you are also held responsible for adhering to the Student ID Image Prox.

Office of the Registrar

Student Rights Under the Family Educational Rights and Privacy Act (FERPA)

Pursuant to the Federal Family Educational Rights and Privacy Act (FERPA), the University has established policies governing privacy and release of student records. The University has designated certain personally identifiable information as directory information, which may be released at the discretion of the University to anyone who makes a request. Directory information has been defined as name, local address and telephone number, MSU Net ID, permanent address and telephone number, current enrollment status or dates of attendance, program level, class, major, current term candidacy for degree and/or teacher certification, information pertaining to awards and honors, achievements, MSU degree(s) earned and dates, recommendation to the State of Michigan for teaching certificates and effective dates, participation in officially recognized MSU activities and sports—including weight and height of athletic team members, recognition documents of student organizations, employment status as a graduate teaching assistant or research assistant, office address, and office phone number.

A student may restrict the release of directory information by notifying the Office of the Registrar, 150 Administration.

Students have the right to inspect and review their education records; seek amendment of the records they believe to be inaccurate, misleading, or otherwise in violation of their privacy rights; consent to disclosures of personally identifiable information contained in their records, except to the extent that the law authorizes disclosure without consent; and file a complaint with the U.S. Department of Education concerning alleged failures of the University to comply with the law.

MSU’s guidelines governing privacy and release of student records is printed in the Academic Programs catalog.

What Every Student Should Know:

FERPA for Students (PowerPoint) (PDF)
Print Hardcopy Directory Information Restriction Request
Currently Enrolled Students: Update Directory Restrictions Online

What Every University Employee Should Know:

FERPA 101 (PowerPoint) (PDF)
Student Records: Institutional Responsibility and Student Rights
FERPA 102 (Self-diag) (PowerPoint) (PDF)
Test your knowledge of Student Records and the Family Educational Rights and Privacy Act (FERPA) and MSU’s Guidelines Governing Privacy...
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

Student Academic Folder - Guide

GOAL:
Using the Electronic Student Academic Folder (ESAF) will increase the amount of information available through electronic means with the one benefit of reducing the need for paper usage. Each unit will determine the extent of use during the FISIS launch phase (FISIS-0506) with the goal of campus wide launch by FISIS.

NOTE-TAKING GUIDELINES:
• Every advisor/student contact (i.e. appointment, walk-in, email, phone, etc.) must be entered as a note.
• Notes entered during or immediately after appointment. Ideally, you should make your notes in collaboration with the student.
• Notes should be comprehensive but succinct (see tips for note-taking, TBD).
• If handouts are provided to the student, be sure to make a note in the advisor notes stating purpose, name of handout, etc.
• Where notes could clarify the purpose of the meeting, these should be a note for every note type listed.
• Use Glossary of Note Type Alert Box to determine the best note type to check.
• Changes/indications/modifications must be done and noted in DMA; you may also note them in this system. Remember that changes/indications/modifications are not part of a student’s academic record unless they are done in DMA.
• Once a permanent note is saved in ESAF, it cannot be deleted.

PERMANENT NOTES:
Permanent notes are used to permanently record interactions with students and are considered the regular mode of note-taking when meeting with students. These notes are meant to document and thereby support the work of an Academic Advisor as the student moves through the University. Permanent notes also serve as a type of documentation in the event that advisors need to defend their actions. If you submit a note that has misspellings or is inadvertently placed in the wrong student file, while you cannot remove the note, you can submit a note that clarifies or amends the initial action. Only upon special request by the college office and in certain sensitive situations will the Registrar’s Office correct or remove notes.

WHEN/HOW TO USE NOTE FEATURES:
• Submit Permanent Note: Use a Permanent Note when you want to finalize documentation at a conference. This cannot be deleted once submitted. It will remain as a permanent part of the student’s academic record.
• Submit Prep Note: Use a Prep Note in preparation for future meetings with students. After submitting a Prep Note, retrieve the Prep Note from the main menu at the time of the student conference. Once note is complete/done, save as Permanent Note. Prep notes are deleted from the system after 90 days. If not saved as a permanent note.
• Prep Note in My College: Use Temp Note in My College when multiple individuals within your college make decisions that may impact an individual student and the information is college specific. The notes are not visible to or printed outside of your college and will be deleted after one year if not submitted as a permanent note.
• Send Copy to Student: This feature allows you to send a copy of your notes to the Registrar’s Office.
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 of 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.

About Student Authorized Access

Accessing a student’s academic folder through this method should ONLY be used if a student is not in your system access and is sitting in front of you requesting an advising session.

If a student does not wish to give you the requested information below, you will not be able to access the student record.

Each and every attempt to access a student’s academic folder through this method is recorded and logged for security and audit purposes.

1. I HAVE THE STUDENT’S APPROVAL TO ACCESS HIS/HER ACADEMIC FOLDER

2. Student First Name

3. Student Last Name

4. PID

5. Date of Birth (MM/DD/YYYY)

Submit
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)

- or -

Search by Name
First
Last

Search

Not Found...

Searched SIBINFO 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.

Student10, Sparty (A12345670)*
Student1, Sparty (A12345671)*
Student2, Sparty (A12345672)*
Student, Sparty (A12345678)

* Indicates only an application was found - no enrollment records
Sparty Student’s Folder

Student Summary Information
(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
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.
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.
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.
• 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)

#### Student Academic Progress Plans

<table>
<thead>
<tr>
<th>Student</th>
<th>Jane Spartan, Broad College of Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major:</td>
<td>1267-Finance</td>
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<tr>
<td>UID:</td>
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#### FS06

<table>
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<th>Planned Courses</th>
<th>Alternative Courses</th>
<th>Total Credits</th>
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<tbody>
<tr>
<td>EC 340 003 3</td>
<td>EC341 4</td>
<td>15-18</td>
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<tr>
<td>EC 331 002 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FRN 336 002 3</td>
<td></td>
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</tr>
<tr>
<td>ITM 202 002 4</td>
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<tr>
<td>MTH 126 002 3</td>
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<tr>
<td>STT 315 021 3</td>
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**Total Credits: 15-18**

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<td>12</td>
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<tr>
<td>MGT 459 008 3</td>
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<tr>
<td>MEC 201 012 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MEC 203 001 3</td>
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**Total Credits: 12**

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#### Print Friendly View (pdf)

#### Academic Progress Plan - Academic Orientation Program

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<th>STAFF SIGNATURES</th>
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<td>EC 340 003 3</td>
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<td>Broad College of Business</td>
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**Total Credits: 15-18**

**Comments:**

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**Total Credits: 13**

**Comments:**
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.
“Unofficial, Internal Transcript”
Includes:
- Award History
- Major History
- AOPPlacement Scores
- Admission Application 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.

Student Academic Folder - Application Data Sheets

Name                          Sparty Student
FID                            A12345678
Level Class                    UN 3
Major                          1267-Finance

Application Name: Student: Sports
Address: 50 Spartan Lane
Date of Birth: 11/10/1996
Ethnicity: 1 Caucasian (non Hispanic)
Gender: F
Residency Stat: 1

Institution: Ford High School
Category: H

Application Data

Appln Ref #: 031
Level: UN College
Application Term: FD64
Department: 539 Finance
Application Type: NEW TO MSU Major
1267 Finance
Applicant Type: General
Application Status: AUTO Auto Admit Review Completed
Application Date: 3/27/2003
Application Decn Date: 10/12/2003

High School History

Entity ID: 235538
Name: Ford High School
Dates Attended: 09/01 - 06/04
Class Rank: 25/347 87%

Grade Point Averages

Type Description Credits Points GPA
ACT ACT TAPE 9 0 3.75
HSRP HS REPORT 9 0 3.68
PRED PRED GPA 9 0 2.958
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.
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.

Student Academic Folder - Archived Images

Jane Spartan, Broad College of Business

Friday, 6/23/2006

About Archived Images

- The images displayed through this system are made available by the Office of the Registrar and the Office of Admissions & Scholarships in compliance with the Family Educational Rights and Privacy Act (FERPA) and MSU’s Guidelines Governing Privacy and Release of Student Records.
- The images are available for your use only and are not for redistribution.
- The images will always be available to authorized users here. Therefore, it is not necessary to print, save, or copy the images.

I have read, understand, and agree with the above statements. ☑

<table>
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The following image(s) were found.
To view an archived image, click on the link. The image will open within a PDF file.

Admissions - College Transcripts (12 pages)
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.
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 Admission Office, AOP lists can now be generated at any time.

• Additional features include direct student folder access, viewing degree reports, and sending email to students.
System Statistics

• 490 active users in 22 major academic and administrative units
• 203,000 folders accessed
• 61,200 notes
• 10,200 APPs (since Jan 06)
• 102 signatures
• Copy to student
  – 25,000 notes
  – 5,300 APPs

⭐ 90+% of student copies read
Campus Impact

• **Paper**: UUD has gone completely paperless and greatly improved turnaround time in student services at multiple locations across campus.

• **Environment**: The College of Business was able to remove eight 5-drawer file cabinets and completely renovate the Undergraduate Advising Center into a more relaxing, inviting location.

• **Communication**: Communication Arts & Sciences sent all end-of-term warning letters to students via the ESAF’s confidential message board. This not only gave advisers the ability to track message receipt, but the speed in communication gave students more time to work with advisers prior to the next term.

• **Efficiency**: Information can be accessed more easily in the ESAF than in hard-copy folders. Most, if not all, information is in one location. “We can concentrate on more ways to serve students.”
Campus Impact (cont’d)

- **Consistency**: The electronic folder ‘follows’ the student throughout his/her academic career, increasing consistency in advising.

- **Awareness**: The ESAF improved FERPA awareness and compliance, bringing further clarity to what constitutes a student’s education record.

- **Even the Toughest Critics**: Many advisers were against going electronic (not as efficient, won’t have everything I need, etc.). However, after many ‘just tried it once’, they never left.

- **Nothing is Perfect**: There have been amazingly only a few complaints: system time out, screen size limitations.

- And of course, additional feature requests…
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
• ???
Questions?

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schuett1@msu.edu