ESAF 2: Electric Boogaloo
(Or: How the Registrar’s Office Continues to Shape the Process of Academic Advising and Degree Certification at MSU)

MACRAO Session 2.2

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A Brief History of ESAF

• 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.
A Brief History of ESAF (cont.)

• In August 2005, the **Electronic Student Academic Folder (ESAF)** was launched with immediate success across campus.

• Numerous colleges, including the Directors of Undergraduate Student Affairs from several large colleges, were involved in defining system specifications, as well as testing of the system.

• Several Colleges chose to implement the system fully in Fall 2005 and ‘go paperless’.

• Several demonstrations and ‘hands-on’ computer lab sessions were held, often to capacity crowds.

• 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
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.

MSU’s Guidelines Governing Privacy and Release of Student Records: You are responsible for the confidentiality of said information.
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 resources with the sole benefit of reducing the need for paper usage. Each unit will determine the extent of use during the FY05 launch phase (FY05-FY06) with the goal of campus-wide launch by FY06.

NOTE-TAKING GUIDELINES:
- Every advisor/student contact (i.e. appointment, walk-in, email, phone, etc.) must be entered as a note.
- Make notes during or immediately after appointments. 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, there should be a note for every note type described.
- Use Glossary of Note Type alert box to determine the best note type to check.
- Degree substitutions/modifications must be done and noted in ESAF. You may also note them in this system. Remember that substitutions/modifications are not part of a student's academic record unless they are done in DRA.
- 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 throughout the University. Permanent notes also serve as 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, 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/TO USE NOTE FEATURES:
- Submit Permanent Note: Use a Permanent Note when you want to finalize documentation of 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 page at the time of the student conference. Once note is complete/provided, save as a Permanent Note. Prep notes are deleted from the system after 90 days if not saved as a permanent note.
- Temp 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 shared 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.
Authorized users can view system access at any time.

**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.

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Student Academic Folder - System Access

Your authorization college is: Broad College of Business
You have access to the following department(s): All

If you are a college or department administrator and need access to this system contact your college security administrator.

Note: Most information generated in this system comes from the SISInfo database. The SISInfo database is a reporting database populated after each business day with Admissions, Enrollment and Academic History data from the Student Information System (SIS) database. SISInfo only contains data for students attending classes within the past two years.

It is assumed that users of this system have completed SIS training.
More Information

The entire presentation on the release of ESAF is available on the Registrar’s Office website, at:
http://www.reg.msu.edu/aboutus.asp

Let’s turn our attention to What’s New in ESAF, specifically Degree Audit and the Online Adviser Manual…
What is Degree Audit?

- Degree Audit (DA) is an online degree certification tool.

- Brings together the Student Information System (SIS), the online advising tool Degree Navigator (DN), and College user input via the Electronic Student Academic Folder (ESAF).
DA: Logistics and Security

- Major program must be active in DA, either in Test or Live mode.
  - Programs are activated in DA by the 4-digit major code.
  - As many or as few programs within a department or college can Test or go Live at a time.

- Users must be given appropriate security to enter decisions—coordinated through College Security Administrator.
DA: Logistics and Security (cont.)

• There are three levels of security:
  – Department: users who have access to students in specific majors or departments within the college.
  – College: users who have access to all students within the college.
  – College with Final Approval: users who have access to all students within the college AND have authorization to submit a conferral decision (think: Asst. / Assoc. Dean’s signature).
DA: Identifying Applicants

• Users can review students the day after they apply for graduation, even for next semester...
  ...but we recommend waiting until the first week of the applied-for term.

• Generate lists of applicants using selection criteria:
  • Term
  • College
  • Major
  • Student Level-Class
  • Degree Navigator Status
  • Degree Audit
  • Decision Status
  • SIS Award Status

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**Award Term**

<table>
<thead>
<tr>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>FS07</td>
</tr>
</tbody>
</table>

**College - Department**

- Communication Arts and Sciences - All Levels (College Level Access)
- Decision Status
- SIS Award Status

**Student Level - Class**

<table>
<thead>
<tr>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>UN-1</td>
</tr>
<tr>
<td>UN-2</td>
</tr>
<tr>
<td>UN-3</td>
</tr>
<tr>
<td>UN-4</td>
</tr>
</tbody>
</table>

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**Requirements Status (DN)**

- Done
- Not Done
- Any

**Decision Status (DA)**

- CONF Dept
- CONF Coll
- CONF Final
- CONFOVER Decisions Only

- DENY
- No Decision
- Any

**Degree Status (SIS)**

- APPL
- CONF
- DENY
- PEND
- PEND, No Award Term
• Users can select the output fields and sort options to customize the generated Degree Audit list.

• In order to enter decisions for students in the list, the user must “Enable Degree Decision Input.”

• Click on “View Degree Audit List” to generate the report.

<table>
<thead>
<tr>
<th>Output Fields</th>
<th>Sort List By</th>
</tr>
</thead>
<tbody>
<tr>
<td>Degree Name</td>
<td>Sort #1: Major Code</td>
</tr>
<tr>
<td>Award Type</td>
<td>Sort #2: Student Name</td>
</tr>
<tr>
<td>Award Status</td>
<td>Sort #3:</td>
</tr>
<tr>
<td>Intended Award Term</td>
<td></td>
</tr>
<tr>
<td>Degree Audit Status</td>
<td></td>
</tr>
<tr>
<td>SIS Status Entry Date</td>
<td></td>
</tr>
<tr>
<td>Requirements Complete</td>
<td></td>
</tr>
<tr>
<td>Requirements Remaining</td>
<td></td>
</tr>
<tr>
<td>In Progress Courses</td>
<td></td>
</tr>
<tr>
<td>Credits Applied</td>
<td></td>
</tr>
<tr>
<td>Program Version</td>
<td></td>
</tr>
</tbody>
</table>

**Enable Degree Decision Input**
Available only for students in APPL status.

You have authorization to enter final degree decisions.

Yes  No
• The generated list of students includes the selection criteria in the header.

• Also noted is the last time the information was updated from SIS and DN.

• When Decisions are “enabled,” the Quick Guide to Entering Decisions is included in the header, as well.

Quick Guide to Entering Decisions

<table>
<thead>
<tr>
<th>Decision Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter...</td>
<td>Under these circumstances...</td>
</tr>
<tr>
<td>CONF</td>
<td>When the student is in a DN = Done status.</td>
</tr>
<tr>
<td>DENY</td>
<td>When the student has not satisfied the requirements for the degree program inclusive of the current enrollment. Comments are required.</td>
</tr>
<tr>
<td>NONE (Comments Only)</td>
<td>When the student has pending Transfer Credit from another institution. In almost all of these cases, the student will be in a “DN is Not Done” status.</td>
</tr>
<tr>
<td>CONF/VER (during the term)</td>
<td>ONLY when the student attended previously (pre-2001) and DN will never be in a “Done” status. Comments are required and should include all courses the student must satisfactorily complete, plus any information on GPA, loan, etc.</td>
</tr>
<tr>
<td>CONF/VER (after the term)</td>
<td>When the student has received a conditional grade in a non-required course. Comments are required and should indicate the reason for the override.</td>
</tr>
<tr>
<td>DENY decisions are processed in SIS daily.</td>
<td></td>
</tr>
</tbody>
</table>
## DA: Entering Decisions

Entering certification decisions is as simple as marking the radio button in the resulting list of students.

<table>
<thead>
<tr>
<th>CONF</th>
<th>CONF OVER</th>
<th>DENY</th>
<th>UNDO</th>
<th>NONE</th>
<th>Comments</th>
<th>PID</th>
<th>Student Name</th>
<th>DA Major Code</th>
<th>Degree Name</th>
<th>Degree Audit Status</th>
<th>Degree Audit Status Details</th>
<th>Degree Audit Comment Only</th>
<th>Requirements Complete</th>
<th>In Progress</th>
<th>Honors College</th>
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</thead>
<tbody>
<tr>
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<td>-</td>
<td>○</td>
<td>○</td>
<td></td>
<td>1448</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
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<td>-</td>
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<td>○</td>
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<td>1439</td>
<td></td>
<td></td>
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<td>Yes</td>
<td>Yes</td>
<td></td>
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<td></td>
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<td></td>
<td>DBNY_DA</td>
<td>Comments req.</td>
<td></td>
<td>2007 12:03PM</td>
<td>Yes</td>
<td>Yes</td>
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<td>Telecommunication, Information Studies &amp; Media, BA</td>
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<td></td>
<td>Telecommunication, Information Studies &amp; Media, BA</td>
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<td>-</td>
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<td>○</td>
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<td>1405</td>
<td>Journalism, BA</td>
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<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**DA: Entering Decisions (cont.)**

- All users with any level of access can enter a DENY decision; comments are required for all DENY decisions.

- Select CONF if the student has met all requirements and should graduate.

- Leave the decision as NONE to enter comments or to “hold” for the processing of pending transfer credit.

- Whenever a CONF Final decision is entered, the Degree Report “Full Report with Course Status” is frozen so a record of that report is available as it was on the day the CONF Final decision was entered.

- A complete history of all activity is available on a student-by-student basis on the student-specific Degree Audit Status Log page.
DA: Entering Decisions (cont.)

- Certification decisions can be entered directly from the student-specific Degree Audit Status Log page, circumventing the report generator.

- The Degree Audit Status Log is available as a link on each specific student’s folder.
DA: Processing in SIS

• Registrar’s Office staff runs a macro every day, loading the decisions that have been entered as specified below.

• DENY decisions in DA are processed every day, no other criteria is required.

• Students who meet the following criteria will be included in the conferral macro:
  – Have an open application for the term (SIS = APPL)
  – Degree Audit decision status = “CONF Final”
  – Degree Navigator = “Done”
  – No “In progress” courses (includes conditionally graded courses)
  – Cumulative GPA of 2.0 or greater
  – Total credits equal to or greater than the credits required for program (usually 120)
  – All work completed in eligible date range for the term
  – After the 5th week of the term (no conferrals for the term until ¼ term)
There is an override process available:
- The “CONF Override” decision will cause the system to ignore the DN status “Done” and “In Progress” status.
- All other criteria must still be true before the conferral will be acted on.
- The override decision should only be used when DN cannot or will never be right for a student (e.g. a returning student from 1980) and/or an in progress course is not required for the degree.

Student receives an e-mail upon conferral or denial of graduation via confidential message board.
DA: Problem Resolution

• At the end of the semester, students who did not meet the conferral selection criteria will remain in an APPL status.
  – The Registrar’s Office will deny students with no “In progress” courses who have lower than a 2.0 GPA, or fewer than 120 credits.

• Colleges and Departments will generate reports to review students who were not conferred and take one of three actions:
  – Wait for a grade to be submitted.
  – Enter a “DENY” decision.
  – Enter a “CONF OVERRIDE” decision.
DA: Proactive Certification Model

- Colleges and Departments access DA and generate lists of students who have applied for graduation instead of waiting to receive the lists from the Registrar’s Office.
- Departments can begin reviewing students as soon as the student applies for graduation (even future terms), instead of waiting until the 5th week of the term.
- Reports are easy to run and can provide information on students significantly earlier than the Deficiency List process.
- All degree certification decisions are logged and reviewable on a student-by-student basis.
- Better tracking throughout the certification process than in the Deficiency List process.
- Allows for earlier intervention with students who have issues with graduation requirements.
In the past, the manual was a hardcopy book:
- Who’s in charge here?
- Out-of-date the minute it was printed.
- Collection of text/policies/memos - often from other sources, most, if not all, now on the web.
- Need another copy?

Proposal: An online, document-management style web application with...
- Links to other text/policies on web – never out-of-date!
- Searchable.
- Allow advisers to “save notes”.
- Kept up-to-date by a group of 4 lead-advisers across campus.
Adviser Manual: The Plan

• Sponsored by the Associate Provost for Undergraduate Education
• 4 Director’s Level Advisers from “core” colleges
• University digital technology writing center funded to research data needed, organize content, layout text, draft website look and feel.
• RO, due to ESAF, logical office to build/host application.

“We’re just blowing their leaves…
...don’t tell them how to plant their garden.

- Scott McMillan, 11/05/07
Welcome to the yet-to-be released Academic Adviser Manual, version 4.0!
Adviser Manual: Editing

Authorized Users can see “Edit Mode”

• Update?
• Delete?
• Last Update
Adviser Manual: New/Edit Text

Entering new or editing existing text:
• Select level/section
• Select order
• Site index (alpha) reference
• Rich text features, including links.
Adviser Manual: Text Review

- Requested text must be reviewed/approved by RO.

- “Old” text displays in public view until new text is approved.
Adviser Manual: Public View

Index at top – links to text below.

Majors

Changing a Major
http://www.reg.msu.edu/ cgi-bin/grad/setchange/majors.JPG

Freshmen and sophomores may change their major by going to the office of the Associate Dean of the college major or by going to the appropriate UUD Student Affairs Office (see http://www.reg.msu.edu/cgi-bin/grad/setchange/majors.JPG). Juniors and seniors who wish to change their major must go to the office of the Associate Dean of the college to which the student wishes to transfer.

****Summary of a Major Change and Academic Action Locations****

*THIS INFORMATION WILL BE SUPPLEMENTED AT A LATER DATE*

Additional Majors
http://www.reg.msu.edu/ cgi-bin/grad/setchange/majors.JPG

An undergraduate or graduate who wishes to complete an additional major must contact the department or college that administers the intended major for permission to do so.

Dual Enrollment
http://www.reg.msu.edu/ cgi-bin/grad/setchange/majors.JPG (page 3)

Seniors interested in completing their bachelor’s degree while taking courses in a graduate program may be considered for dual enrollment. Application for dual enrollment is available from the Office of Admissions. At least one course must be approved before coursework is taken for the credits to apply toward a graduate program and the student may apply no more than 12 credits of graduate level coursework.

Specializations Offered through Different Colleges
http://www.reg.msu.edu/ lic_specializations.asp

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Advisers can save blurbs of text and links by topic to their “favorites”.
Adviser Manual: Index

Alpha listing of entries by topic (under construction).

Click on a title to view a section in its entirety.

A
Academic Advising
Acronyms, alphabetical list of
Acronyms, list by topic
Advising Resources
Advisor, The Role of the

C
Calendars

G
Glossary

M
Majors

P
Placement
Policies
Policy and Procedures
Privacy of Student Records

R
Resources

T
Technology Resources, Using
Transfer Credits

U
University Requirements
Adviser Manual: Search

The search function will search for any and all words entered in the box below.

[Search Box] grade change [Search Button]

Search Results:
Click on a title to view a section in its entirety.

Academic Advising -- The Basics -- Course Enrollment
Enrollment Policies [http://www.reg.msu.edu/read/UCC/Updated/undgredenr.pdf] view classification of students based on earned credits, registration procedures, maximum credit loads, selecting and changing...

Academic Advising -- The Basics -- Grades
*****Sample Grade Report Form [http://www.reg.msu.edu/Forms/FormsMenu.asp] *****Key to the Semester Grade Report Form and Calculating GPA Grading Policies... Grading System...

Policies -- Academic Policy and Administrative Procedures -- Academic Standing
Remedial-Developmental-Preparatory Course Policy [http://www.reg.msu.edu/read/UCC/Updated/rdpcourses.pdf] Remedial-developmental-preparatory course numbers are four digits instead of three digits and serv...

Policies -- Academic Policy and Administrative Procedures -- Enrollment
University Academic Calendar [http://www.reg.msu.edu/ACInfo/Calendar/Academic.asp] Provides electronic versions of the academic calendar for the previous year and subsequent five academic school years. All...

Policies -- Academic Policy and Administrative Procedures -- Grades
*****Sample Grade Report Form [http://www.reg.msu.edu/Forms/FormsMenu.asp] *****Key to the Semester Grade Report Form and Calculating GPA Grading Policies... Grading System...
System Statistics

ESAF (8/15/05 – 11/05/07)

• 673 active users in 26 major academic and administrative units
• 429,000 folders accessed
• 140,000 notes
• 22,000 APPs (since Jan 06)
• Copy to student
  – 64,000 notes
  – 12,000 APPs

94% of copies read

Academic Adviser Manual not live yet…
Degree Audit Impact

• **Earlier Intervention**: Student is notified of “problems” earlier, decisions submitted earlier in the term – leaves only special cases until the end.

• **Speed**: Decisions and data sent back-and-forth between systems quicker than manual reporting.

• **Paper**: No more expensive, custom sticker-stock deficiency lists!

• **Control**: Certification decisions are still in the hands of advisers.

• **Consistency/Accuracy**: DN audits students in the same program with the exact same logic.

• **Efficiency**: Information can be accessed more easily in the ESAF than in hard-copy reports, folders, etc. Most, if not all, information is in one location.

**Even the Toughest Critics**: Many advisers were against using DN and going electronic. After using the system, the pilot college is doing our advertising for us…
Degree Audit Impact (cont.)

All numbers as of 10/31/2007, for Fall 2007
• The top 50 undergraduate majors enroll 75% of the student body.
• 23 of the top 50 programs by enrollment are “active” in Degree Audit (either “Live” or in a test mode).
• 35 of the top 100 programs by enrollment are active in Degree Audit.

• 30 major codes are Live, totaling 6,665 students (currently enrolled across all Classes).
• 45 major codes are in Test, totaling 13,554 students (currently enrolled across all Classes).

• 20,219 students are enrolled in major codes currently active in Degree Audit.
  • This includes additional majors, specializations and 2nd Degrees.
Future Plans

• Continue to add more programs to Degree Audit!

• Degree Data Query Builder
Questions?

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