AAC Meeting Minutes: September 30th, 2021

In attendance: Amelia Noel-Elkins, Mindy Kinney, Clint Smith, Derrek Drenckpohl, Emily Ullsmith, Jess Ray, Jazmyn Thomas, Lana Cunningham, Soemer Simmons, Crystal Nourie, Sarah Roth, Janet Tulley, Wendi Whitman, Gabby Haskell

I. Chair's remarks
   a. Welcome Gabby!

II. Secretary/Treasurer Report
   a. Approval of minutes
      i. Motion by Clint, second by Lana.
   b. Treasurer update
      i. The AAC budget has been updated with the advising award expenditure of $318.15. We had allocated $650 total for the reception so there is a difference of $331.85.

III. Old Business
   a. Work From Home Policy

IV. New Business
   a. Course Format Changes – Sarah
      i. Student should go to the department chair if there are concerns about a course modality changing unexpectedly/permanently. Advisor should let Amy Hurd know the specific course and section number if it has not been updated in CS.
      ii. If a change was approved, the Registrar's Office should be informed of the switch, and the course will update in CS.
      iii. Students and advisors should make sure to check CourseFinder and the course notes for information on modality.
      iv. Modality definitions are in place. They are on the Registrar's website under Scheduling and were sent out over email.
      v. Do students know the modality percentages? We don't think so. Something delivered remotely one day is still considered face-to-face.
      vi. We can drive students to the Registrar's page when we get questions about modalities.
      vii. Students are getting confused when half the class comes in person one day, and the other half comes another day. It can be challenging to make that clear in course notes for Course Finder.

viii. Should we send messaging to students or is that unnecessary? How would students first see the modality and course notes? This can depend on the class. FCS 100 is very clear. KNR 254 looks to be in person, but it's actually 50% in person.

ix. The Registrar's Office has asked for more clarity in the Class Notes.

x. Can information on this go out to the Scheduling listserv? Yes.

xi. We need to remember to keep the Class Notes updated as courses/instructors change.

xii. Working on Course Finder updates/fixes now. We will add modality to our wish list items.

xiii. Departments are planning so far in advance that modality can change between the initial scheduling, registration, and the start of the semester. Departments can know they're going to offer a class, but not know the instructor, modality, or textbook. This needs to be updated later.

xiv. When a department scheduler enters the course, they have to select the modality. Courses that roll over need to be updated. They roll over from fall to fall, not fall to spring.

xv. Crystal has received more modality updates for spring than usual, many switching to hybrid. These are trickling in.

xvi. Modality is a filter off to the side in Campus Solutions. Have to first put in a class and get those results before you can add modality as a filter. Many students are not aware of this function.

b. Schedule Planning Tool – Sarah

i. Some students and advisors are asking for a commonly used tool to help a student map out their class times/overall schedule for the semester.

ii. There are products out there that claim to overlay and interact with CS. It's a conversation as we're looking at other software. Most would be a bolt-on. It's been 2 years (before COVID) since we've seen a demo. In a perfect world, it would connect to the University Catalog and Catalog products. It would also read prerequisites. But no one product does all of that.

iii. A couple years ago, a product was demonstrated for AAC Tech. Had to authorize your ISU data to be sent to that company, which was a concern. Students could also put in their personal schedule. This hasn't been revisited since COVID started.

iv. Currently in CS, users can filter classes by days, times, instructors, but it's not user friendly.

v. Many students type in a Gen Ed code (ICL). They can then filter. This can be helpful for an individual class, but not an overall schedule.

      vi.   The process can take 2-3 years to explore a problem, identify solutions, and implement a product.

     vii.   A "home grown" solution would take approximately a year. Technology Solutions has so many projects. Functional staff in individual departments also may not have the time to devote to a project.

c.   Alternatives to Student Counseling – Clint

       i.   Advisors are noticing an increase in the number of students who are experiencing mental health concerns. They may not be in immediate danger, but need help. Student Counseling may take over 2 weeks to get in right now. Is that for the intake appointment? As of September 1, they were 3 weeks out. Difference between someone who is at risk and someone who is in crisis.

      ii.   Last year, there was no wait for services.

     iii.   Student Counseling has Well Track. They also have a new triage and step care model. Now trying to promote Well Track and preemptive mental health care.

     iv.   Well Track available for students and staff, a good app that provides light coaching.

      v.   Some students are coming to campus with chronic mental health issues that are beyond the traditional scope of campus counseling centers.

     vi.   Telemental health services are an option students should consider. 5 of those available through My portal.

     vii.   Students may have better telemental health coverage through their parents' insurance, but it's not confidential from their parents.

    viii.   New staff psychologist who works with the Multicultural Center.

     ix.   Should we invite the Student Counseling Services Interim Director to AAC to provide information?

      x.   Student Counseling Services hasn't sent a services update to advisors. Can they provide an update through the listserv? Jazmyn will reach out to SCS.

d.   Preferred Pronouns for Advisors – Wendi

       i.   Preferred pronouns and gender identity if the student wants to submit them. Would the advising community like to have this displayed on the advising tile? Currently exists under Campus Community, but it's pretty buried in CS.

      ii.   It would be listed with other demographic information in the Personal Data tab, General Info. Gender identity is different than assigned identity. Preferred name is the only one we see.

      iii.   Students can leave it blank, so if they select/update something, are they prepared for ISU staff to view it? Or will they share this information with us when they're ready?

      iv.   It's not required that they enter preferred pronouns so if they enter it, that indicates they want to be referred to in that way. Could be comparable to preferred name. Some students may feel like they told the University what they want to be called, but can be frustrated if no one complies with that. This information is not in the class roster or class list.

      v.   When students select it, it has a statement that they don't have to choose it and that it can be viewed by others.

      vi.   Advisors agree this would be a positive attitude to the advising tile.

e. Using Data in Apply to System – Wendi

      i.   Project related to internal major application and 75 hour appeal. Is anyone using the data that you collect in those applications to report out?

      ii.   We know Julie Huber is. And that Middle 50 GPA calculations are posted publicly.

      iii.   Everyone is using it for workflow, getting students processed.

      iv.   Do we retrieve data from that location to run a report? TCH uses it to track historical data, internally only. KNR will look at it by semester and will track semester by semester in Excel within the department.

      v.   Some of the information may be used in program review. It can also be used for reaccreditation.

      vi.   Aggregate data may not be very clean- if a student clicks submit 3 times, it will show 3 applications. Some departments don't use the data at all.

      vii.   The data is used, but mostly internal, and information only. Provost's Office uses it but with caveats as it's recognized the information is unreliable.

V.   Campus Solutions/Registration

a. Graduate student success dashboard has launched. It is live in Power BI and will primarily be used by grad program coordinators. The student success dashboard will be renamed Undergraduate Student Success Dashboard.

VI.   Committee Updates

a. Assessment

      i.   Put together a survey of advisors to make improvement of Degree Audit system. Hard to know what to call it because it's called different things in different areas. Have a draft of questions and will discuss in the next meeting.

b. Technology

         i. Has not met.
- c. Teacher Education
  - i. Had the Troy Hinkel update and some technology issues. Anticipated more in person attendance, but most attended over Zoom. Well attended between Zoom and in person. Troy followed up with handouts.
- d. PDT
  - i. Some technical glitches at Fall Advisor Day. As of Monday, only 7 responses to the Fall Advisor Day survey. Please fill that out and encourage others to do the same.
- e. Mentoring & Connections
  - i. Advisor mentee/mentor pairings have been finalized. The coffee hour is tomorrow morning.
- f. AAC Awards
  - i. Thoughts/Suggested Changes
    1. Change from "call for nominations" to "call for applications."
       - a. Could we have both so someone could apply themselves, or be nominated by another person? Then the person nominated is contacted and asked if they want to apply.
    2. Change from total page limit to limit for individual items.
       - a. A CV limit of 2 pages may not work, particularly for Herb. We don't want to make them create a separate document just for this process. Agreed- No limit on resume/CV.
       - b. Recommendation for a total not exceeding 15 pages, but limits for advising philosophy and plan for continued professional development. 2 pages each.
       - c. CV and letters of recommendation can be variable. Maybe we don't need an overall limit if it's going to be overly stressful for applicants and recommenders.
    3. Changing letter from nominator/supervisor to 4 supporting letters.
    4. Submission deadline November 29. Final decision December 12, at the latest.
    5. Soemer will send out the email on Monday on behalf of Amy Hurd.

VII. Student Representative Report
- a. A Peer Advisor asked if they could shadow this meeting. This is technically an open meeting so yes, they can attend.

VIII. Other Business?

    a. A project has started to review the override request form in its entirety. The University has separate systems, and it would be ideal if these technology tools could be integrated. There was an initial meeting with Amy Tuttle. Advisors will be included.

    b. Jess sent out an email and information in Teams about the in-progress transfer credit that provided clarification about the process.

    c. As AAC members, we all received an email from the Provost with a link to a 30 question survey. Please fill it out. Reference in that email to a possible subsequent meeting, which would be focus groups. Survey of people who are involved in student success areas to determine baseline of understanding, to build on that. What do we know about what we do for student success?

IX.   Next meeting – Friday, October 15th @ 10 AM (On Zoom)

    a. Bring Degree Audit questions/scenarios/problems for Theresa S

Submitted by:
Sarah Roth
October 12, 2021