

No Budget...No Problem!

Budget-less Technology Fixes to Improve Advisement Services!

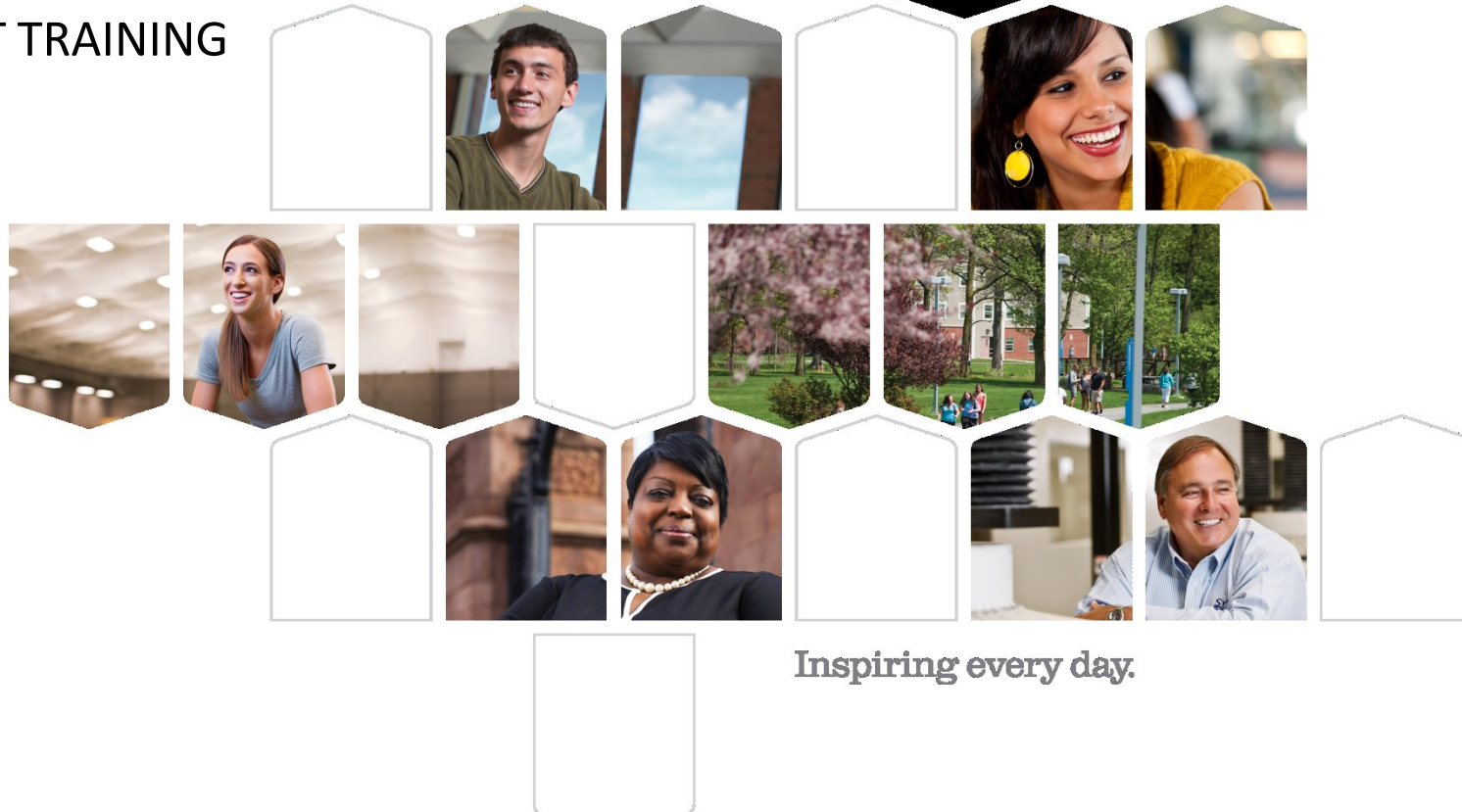


Inspiring every day.

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AGENDA

- DATA BASE CHECK IN SYSTEM
- E ADVISING
- ELECTRONIC MAJOR CHANGE PROCESS
- CREATIVE TECH UTILIZATION FOR ADVISEMENT TRAINING



Inspiring every day.



ACCESS DATABASE FOR THE ADVISEMENT CENTER

PAST SYSTEM

- Paper and pen sign in system, Peer Advisors Checked Students in and wrote down name/program/time in
- Staff would sign the book and put the time students were seen
- Staff manually compiled information in an EXCELL spreadsheet



STUDENT LOG IN SHEET

DATE: _____

Academic Advisement Center Log Sheet


Student Type: NEW - New Freshman | CUR - Currently Enrolled & Drop/Add | NON - Non-Matriculated
PRO - Program Change | REA - Readmit | SUM - Summer | SUS - Suspension | TRA - Transfer

Student Name/Number	Program	Student Type	Student In	Student Called	Seen By	Comments

Sub Total: _____ Daily Total: _____

- Student Aids used printed labels to fill in student name/student number and program
- Student type, time in, student called, seen by and comments all hand written

ORIGINAL ACADEMIC RECORD

ACADEMIC ADVISEMENT RECORD			
Student Name: _____			
Student ID#: _____			
Date: _____		Term: _____	
Program: _____			
Major: _____			
Conc: _____			
COURSES ADVISED:			

Placement Testing Results:			

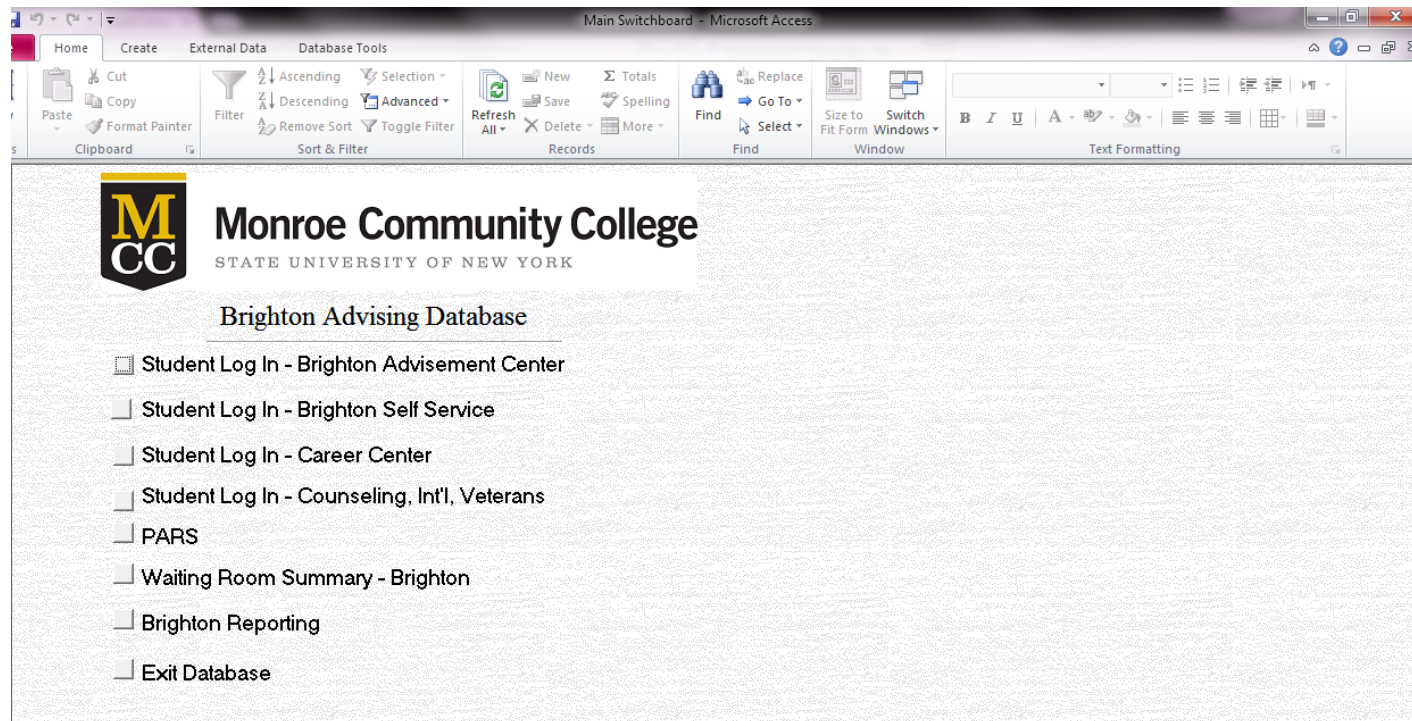
Advisor's Name: _____			
ADVISEMENT KEY #: _____			
(Alternate Pin #): _____			

- Filled in all advisement information by hand
- Had student fill in their name, student number, and program

CURRENT PROGRAM

- Peer Advisors ELECTRONICALLY sign students into ACCESS database
- Current Students slide their ID in a scanner to be checked in
- Staff select their name from a drop down box to select the next student
- Data is collected automatically

ACCESS DATABASE VIEW





CHECK IN SCREEN

Microsoft Access - Student Information - Advisement Center - Datasheet

File Home Create External Data Database Tools Datasheet

Filter Ascending Selection Descending Advanced Refresh All Save Spelling Find Go To Size to Fit Form Windows Switch Windows Arial

Clear Enter Student Close Form

STEP ONE: Enter M Number and Press ENTER Key *****

STUDENT INFORMATION

M_NUMBER	BIRTH_DATE	FIRST_NAME	LAST_NAME
M00711796	12/31/1989	Maria	Bingham

STEP TWO: LOG VISIT INFORMATION

StudentInquiry	Appt	Advisors/Counselors	Timeln	Notes	Location
*					Advisement Center

STEP THREE: PRINT Print Advisement Record

MATRICULATION INFORMATION

Program :	LA04	Major:	LA05	Status:	Active	Academic Standing	NO STANDING FOUND
Department:	Liberal Arts / Inter Dept						
Program AdmitTerm:	201590	Student Type:	Returning				
Last Term Attended:	201550	Admit Type:	Re-Admit				
Advisement KEY:	NO KEY FOUND						
Registered:	N						

PLACEMENT TEST RESULTS

23-MAY-13 - COS: Rec for all: Req for TRS
23-MAY-13 - COL ENG-Placement by Test
23-MAY-13 - REA 101-Recommended by Test
23-MAY-13 - Math Level 3-Placement by Test

Waiting Summary - Advisement Center Reports Exit Database

Record: 1 of 1 No Filter Search

Form View

Select Reason

Microsoft Access - Student Information - Advisement Center - Form

File Home Create External Data Database Tools Form

Filter Ascending Selection Descending Advanced Refresh All Save Spelling Find Go To Size to Fit Form Windows Switch Windows Arial

Clear

STEP ONE: Enter M Number and Press ENTER

STUDENT INFORMATION

M_NUMBER	BIRTH_DATE

STEP TWO: LOG VISIT INFORMATION

StudentInquiry	Appt	Advisors/Counselors
*		
Academic Planning		
Athlete		
CAPP Issue		
Career Development (CD)		
Career Forum		
Commencement		
Credit Override		
Drop/Add		
E-Advisor		
FACE		
Graduation		
Max Time Frame Waiver		
NSLDS Unusual Enrollm		
Program Change		
Register/Advise		
Rochester Works 599		

Print Advisement Record

STUDENT INFORMATION

Major:	Status

Registered:

PLACEMENT TEST RESULTS



ACADEMIC ADVISING RECORD

Monday, February 16, 2015

MNumber M00847092 **DOB** 06/17/1997 **FirstName** Lauren **LastName** Forsyth

Matriculation Information

Program: LA04 **Major:** LA05 **Academic Standing** NO STANDING FOUND

Department: Liberal Arts / Inter Dept

Status: Active

Program AdmitTerm: 201590 **Student Type:** First Time

Last Term Attended: **Admit Type:** Freshman

Advisement KEY: NO KEY FOUND

Registered: N

Placement Test Results

21-JAN-15 - COL ENG-Eng Place Test Waived

COURSES ADVISED

Fall 2015

BIO 133 (3)

BIO 132 (1)

ENG 101 (3)

PSY 101 (3)

elective (3)

/13

If you don't take
Chemistry over
summer take
CHE 100 in Fall

March 30th Fall Registration

NOTES

Housing Office
Building 1 Room 108

Interested in
Nursing

Advised By: Mehru Masline

ELECTRONIC ADVISEMENT RECORD

- All student information is populated automatically from BANNER

[illegible]

REPORTS MENU

Enter Begin Date

Enter End Date

Close Form

ALL ADVISING SITES (ADVISING CENTER, CAREER CENTER AND COUNSELING, INT'L, VETERANS)

Visit Summary (All Visits)

Advising Statistics (All Visits)

Select Counselor and Date Range Above

Visits by Counselor/Advisor

Time Evaluations

Student Type Counts

View Student Information

Need MNumbers

Self Service Visits

CAREER CENTER

Visit Summary

Advising Statistics

COUNSELING, INT'L, VETERANS

Visit Summary

Advising Statistics

PARS

Visit Summary

PARS Statistics



LIST OF ALL VISITS FOR THE MONTH

Visit Summary

Date Range: 01/01/2015 to 01/31/2015

Total Visits:
2258

Date	MNumber/Student	Major:	Location:	Counselor	TimeIn:	TimeSeen:	WalkIn	Appt	Reason
2015-01-02									
M00630748	Rafael Fernandez	LA04	Advisement Center	Klein, Denise	8:46 AM	8:59 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Register/Advise
M00778852	Davis Sokal	LA04	Advisement Center	Robbins, Toni	9:04 AM	9:11 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Register/Advise
M00714588	Kathryn Bell	LA04	Advisement Center	Rhodes, Demetrius	9:22 AM	9:31 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Register/Advise
M00756911	Jonathan McLean	LA04	Advisement Center	Robbins, Toni	9:39 AM	9:40 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Program Change
M00720405	Jessica VanDeWalker	LA05	Advisement Center	Barton-Dingee, Sally	10:05 AM	10:11 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Program Change
M00843499	David Thomas	LAU1	Advisement Center	Robbins, Toni	10:13 AM	10:25 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Register/Advise
M00803124	Robert Sorce	LA04	Advisement Center	Barton-Dingee, Sally	10:17 AM	10:32 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Register/Advise
M00485923	Fathia Abdoch	LA05	Advisement Center	Rhodes, Demetrius	10:21 AM	10:23 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Register/Advise
M00845406	Dominic Riggi	LS02	Advisement Center	Rhodes, Demetrius	10:23 AM	10:48 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Register/Advise
M00811898	Cameron Singleton	HM02	Advisement Center	Barton-Dingee, Sally	10:25 AM	10:51 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Register/Advise
M00745638	Ella Humphrey	NM01	Advisement Center	Robbins, Toni	10:33 AM	10:38 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Register/Advise
M00230328	Jose Acevedo	LA04	Advisement Center	Rhodes, Demetrius	10:40 AM	10:58 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Register/Advise
M00846440	Katherine Whalen	LA05	Advisement Center	Barton-Dingee, Sally	10:42 AM	11:07 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Register/Advise

Brighton Advising Statistics

Date Range: 01/01/2015 to 01/31/2015

Total Individuals Seen

Total Individuals Seen
1901

Total Visits

Total Visits
2258

Reason for Visit Summary

Reason for Visit	Total Visits
Graduation	17
Register/Advise	1725
Suspension/Probation	9
Program Change	96
Max Time Frame Waiver	13
FACE	20
Academic Planning	1
Rochester Works 599	7
NSLDS Unusual Enrollment For	3
CAPP Issue	2
Credit Override	2
Drop/Add	267
E-Advisor	102

Total Visits by Advisors/Counselors

Counselor	Total Visits
Arnone, Barbara	4
Barton-Dingee, Sally	72
Basinski, Mark	14
Baxter, Kathleen	24
Bennett, Kelley	27
Brust, David	7
Burke, Donna	113
Burns, Jerry	109
Clark, Thomas	10
Dano, Patricia	21

SUMMARY OF VISITS SEPARATED BY

- * REASON
- * ADVISOR
- * TOTAL VISITS
- * TOTAL INDIVIDUALS

WAIT TIME BROKEN BY HOUR

Brighton Advising

Date Range: 01/01/2015 to 01/31/2015

Total Visit

Total Visits
2258

Waiting Time Evaluation

In Hours:Minutes

Minimum Wait Time	Maximum Wait Time	Average Wait Time
6:57	4:19	0:12

Visits by Hour

8 - 8:59 AM

Total Visits
37

2 - 2:59 PM

Total Visits
332

9-9:59 AM

Total Visits
214

3 - 3:59 PM

Total Visits
276

10-10:59 AM

Total Visits
245

4 - 4:59 PM

Total Visits
139

11-11:59 AM

Total Visits
323

5 - 5:59 PM

Total Visits
43

12 Noon - 12:59 PM

Total Visits
331

6 - 6:59 PM

Total Visits
0

REPORT BASED ON STUDENT TYPE

Student Type Summary

Date Range: 01/01/2015 to 01/31/2015

Counts By Student Type: All Visits for date range

StudentType	Total Visits
	1
Continuing	1486
First Time	338
High School Student	5
Returning	396
Transfer	239
Undeclared	18

Counts by StudentType_Major (Unique Students)

StudentType	Major	Total Students
		1
Continuing	AC01	6
Continuing	AD01	2
Continuing	AG02	4
Continuing	AI01	2
Continuing	AS01	6
Continuing	ASE1	2
Continuing	AT01	1
Continuing	AT03	2
Continuing	BA32	1
Continuing	BI01	7
Continuing	BKX0	1
Continuing	BS02	3
Continuing	BT01	1
Continuing	BU01	75
Continuing	BUE1	36
Continuing	CI01	3
Continuing	CIE1	2

[illegible]

DATABASE OVERVIEW

- **Increased efficiency on check- in**
- **Decreased student wait time for check-in and to be seen**
- **Increased efficiency for record keeping/data analysis**
- **Increased efficiency for PARs**
- **Increased efficiency for Priority Registration with multiple advisement centers**
- **Shared technology with academic departments for college wide use**



E- ADVISING

Online Advisement.

Service

- High quality, low cost advising services.
- Accessibility, timeliness, flexibility and creativity.
 - Accessibility suggests that an advisor is available at varying times to accommodate student schedules.
 - Timeliness refers to provision of immediate or prompt feedback.
 - Flexibility is the understanding that not all student schedules or life situations are the same.
 - Creativity refers to the ability to develop a remedy to specific challenges or constraints.
 - If effectively designed and integrated with face-to-face support, online resources can help differentiate and serve students with varying advising needs and enable a more strategic distribution of resources.

Convenience

- Geographically separated online students.
- Online students, working adults, family.
 - Establishing a connection. Serve students with varying advising needs.

Active Communication.



In many instances, the eAdvisor is the first person who has personally corresponded with the student.

Frequent communication can motivate and guide these students. Online students have been described as needing “high touch” advising to have good retention.

eAdvisor is purposeful and direct, and provides an anchor for these students. It provides the structure and control online students expect. Information is provided in a digestible fashion.

Helping a student navigate through the process without waiting in line.

Offering all students the same platform of understanding and access to a rich cache of communication tools.

Understanding pre-requisites, program selection processes, tools and resources.

Straight forward questions = no need for an appointment

Paperless = savings

Pencil and paper = archaic

Inquiries = LOTS of information

Point of contact.

Efficient and effective.

Supports goals.

Learner support service
strategy = retention.



Direct Communication.

Hi John,

Welcome to MCC! eAdvisor is a service available to students who prefer to receive advisement via email, however, please keep in mind one-on-one advisement sessions are available on a walk-in basis at any MCC advisement center.

Below you will find your CAPP report (degree audit) for liberal arts. Based on the report and your placement test results, recommendations for the upcoming semester would include:

ENG 101 – 3 cr.

MTH 165 – 3 cr.

Humanities Elective – 3 cr.

Social Science Elective – 3 cr.

Health/PE Elective – 2 cr.

Is there a particular major or career goal that you are working toward? If so, please let me know so that I may make specific recommendations for the elective areas listed above.

If you have any incoming college credit that is not reflected in the CAPP report, please let me know so that we can be sure all completed coursework is reflected on your student record.

Here is the link to the registration instructions: <http://www.monroecc.edu/depts/advisement/howtoregisteronline.htm>. For your first semester at MCC, it is recommended you keep your course load between 12-15 credits. If you have any issues accessing your MCC student account, please contact technologyhelp@student.monroecc.edu for assistance.

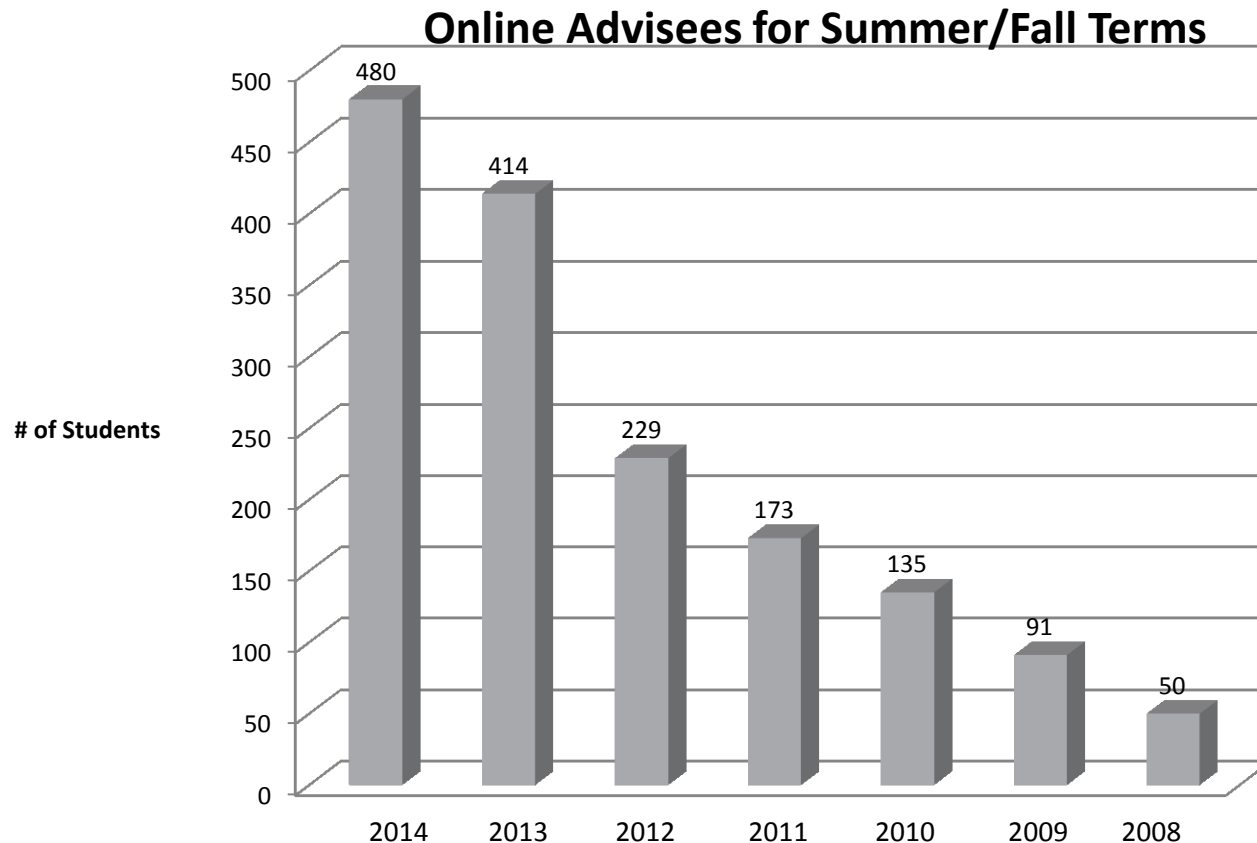
Here is the link to the degree audit sheet for liberal arts:

<http://www.monroecc.edu/DAuditSheets.nsf/Web+By+CourseID/FD1F1373295F8C7085257CA8004FAB19?OpenDocument>. The degree audit sheet will list the courses from which you may choose from that fulfill the area electives recommended above.

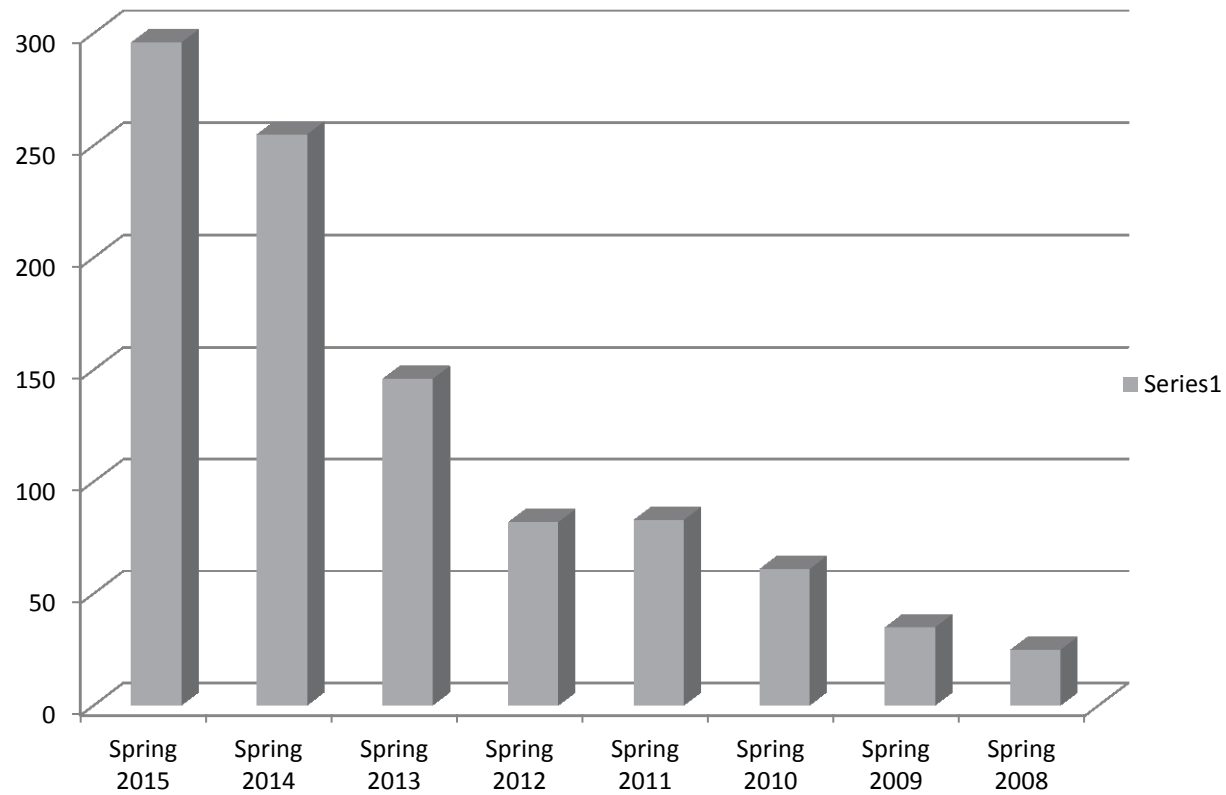
Kindly email me once you have registered so that I may confirm your selections and course schedule. If you have any questions or concerns, just let me know.

Take care,
eAdvisor

Students expect advising to be as digital as they are.



Quick responses = satisfaction





Demographic Information for Reporting.

Slocum, Stephanie	LA04	LA05	PT	Transfer	Both	Henrietta, NY	F	ALL SET/RA01
Smith, Candace	LA04	LA04	FT	Transfer	Both	Rochester, NY	F	ALL SET/advised for spring
Smith, Olivia	LH01	LH01	FT	Transfer	Online	Round Top, NY	F	ALL SET
Snow, Emma	NM01	NM01	PT	New	Online	Hamlin, NY	F	ALL SET
Spencer, Andrea	HS01	HS05	PT	Readmit	Trad	Palmyra, NY	F	ALL SET/wait listing questions and concerns
Speranza, Nicole	SM01	SM01		Current	Trad	Webster, NY	F	ALL SET/released key; sent CAPP
Spezio, Rachel	LA04	LA04	FT	Readmit	Trad	Rochester, NY	F	ALL SET/registration questions
Stevens, Mykal	LA04	LA05	PT	Current	Both	Rochester, NY	M	ALL SET/FACE and last-term exemption
Stilwell, Ashley	LA04	TS01	PT	Current	Trad	Waterloo, NY	F	ALL SET/referred to TS dept; keeps reg. for ENG 101 and not eligible



Advisement Center – Open and staffed four evenings per week...

Then down to two evenings per week....

Currently no general evening hours!

Costs





Less paper costs...
Less toner costs...
Less waiting time...

Time Saved!





ELECTRONIC MAJOR CHANGE PROCESS

Goals:

- **Decrease # of students seeking advisement services to complete the major change application**
- **Decrease processing time for support staff**
- **Increase accuracy of completion and processing of applications**
- **Expedite the turn around time for approval and student notification**

Former Process

Step #1: Wait in Advisement Center line



Former Process

Step #2: Wait in waiting room



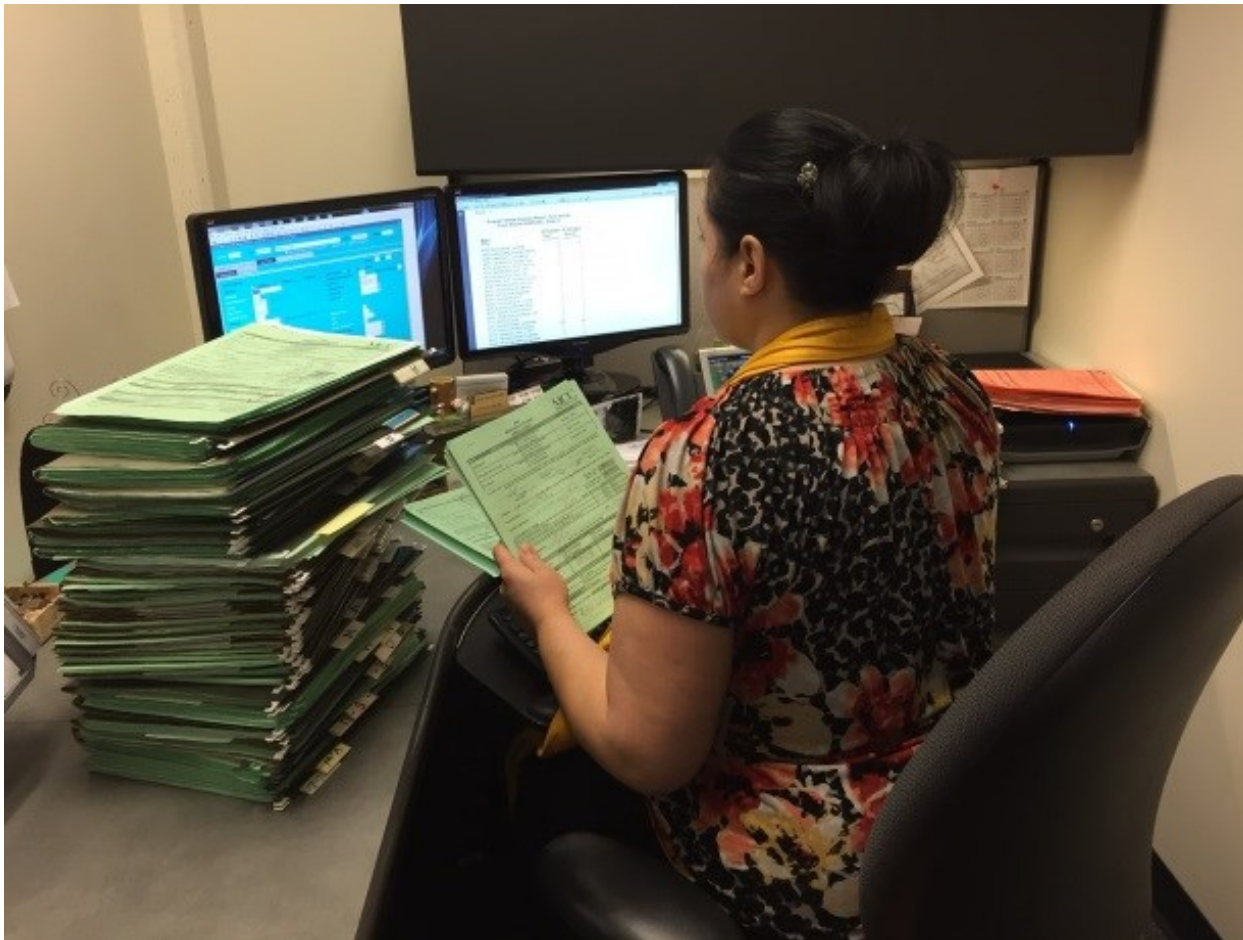
Former Process

Step #3: Meet with an advisor



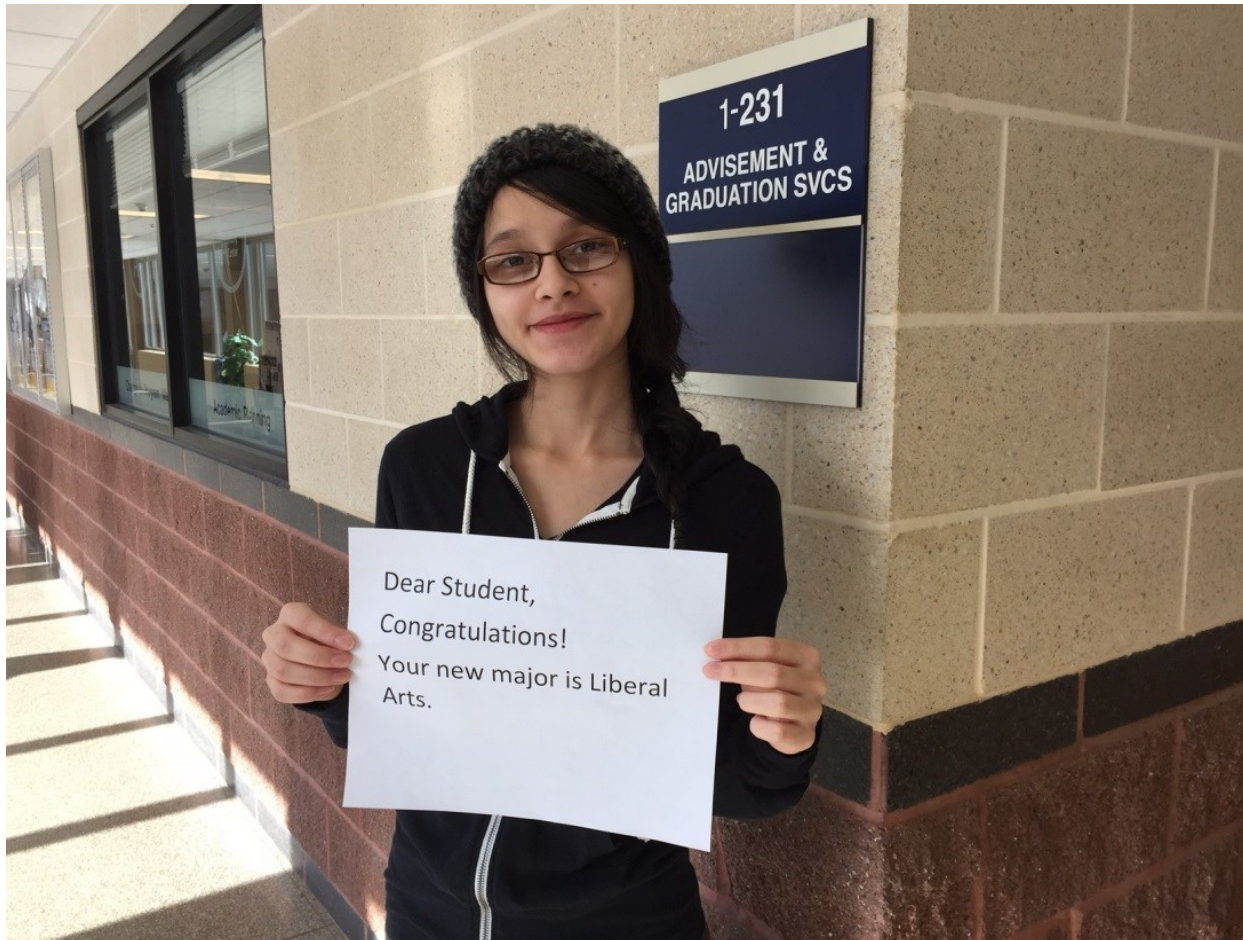
Former Process

Step #4: Support staff processes application



Former process

Step #5: Student receives notification



First Steps: Beginning Fall 2013

Snail mail -> email notification implemented

Conversations with IT/project specifications

Phase I:

- Online application
- Application review by advisor on worklist
- Manual updates in Banner by processor/support staff
- Email notification to students
- Create WebFOCUS report

Phase II:

- Automatic approval based on “tier system”
- Automagic updates in Banner

New process – Phase I

Step #1: Apply online through Banner

[Video for Major Change Directions](#)

- Only currently enrolled, matriculated students have access to the survey
- Advisor/counselor/instructor can serve as a proxy and submit a request on the student's behalf
- Students are limited to one request per semester; proxies can submit an unlimited number



New process – Phase I

Step #2: Advisor's worklist

Worklist

[Workflow Help](#)

Organization	Work flow	Activity	Priority	Created	
MCC	Major Change. 201550 HU10 Ready	Approval	Normal	17-Feb-2015 02:59:01 PM	
MCC	Suspended HR Major Change. 201590 NU01 Performing	Approval	Normal	31-Jan-2015 10:35:30 AM	
MCC	Suspended HR Major Change. 201590 NU01 Performing	Approval	Normal	31-Jan-2015 08:55:59 AM	
MCC	Suspended HR Major Change. 201590 NU01 Performing	Approval	Normal	30-Jan-2015 11:03:10 PM	
MCC	Suspended HR Major Change. 201590 NU01 Performing	Approval	Normal	30-Jan-2015 08:49:18 PM	
MCC	Suspended HR Major Change. 201550 NU01 Performing	Approval	Normal	30-Jan-2015 04:50:59 PM	
MCC	Suspended HR Major Change. 201590 DH01 Performing	Approval	Normal	30-Jan-2015 04:15:08 PM	
MCC	Suspended HR Major Change. 201590 NU01 Performing	Approval	Normal	30-Jan-2015 02:26:58 PM	
MCC	Suspended HR Major Change. 201590 NU01 Performing	Approval	Normal	30-Jan-2015 01:55:44 PM	
MCC	Suspended HR Major Change. 201590 DH01 Performing	Approval	Normal	30-Jan-2015 01:11:25 PM	

[Show Reserved Items](#)

1 - 10 of 393 | [First](#) | [Previous](#) | [Next](#) | [Last](#) | Go to page:



New process – Phase I

Step #3: Application review by advisor

[Back to Banner Tab](#)

Employee Email

Tutorials

Logout

Program Change Request

[Workflow Help](#)

Requested by:SELF-REPORTED

Requester's Comments:

none

* Face Related(Y/N):

N

Update Status:

Request Type:Health-related

MNumber:M00827600

Last Term Attended:

* Term Code(ex.201490):

201590

Current Program:LA05

* Requested Program(ex. NU01):

NU01

Personal Data

Student ID:		Name:	
Residency Code:	R	Citizenship Code:	C

New process – Phase I

Step #4: Approvals sent to processor's worklist for manual update in Banner (SGASTDN)

Step #5: Final email sent to student to confirm approval (can also check status online)

Step #6: WebFOCUS report



WebFOCUS

Requested By	FACE Related?
Comments to Approver	Request Started On
Student ID #	Request Completed On
Name	Approved By
Current Major	Processed By
Requested Major	Reject Reason
Major Admitted	Comments to Student
Major Admitted CIPC	Comments to Processor (from approver)
Status	Waitlist Number



Phase II – Automatic/Automagic Time!

Tier System

All majors are attached to a tier based on entrance requirements.

- **Tiers 1-9: math placement and/or completed math course**
 - Tier 1 is lowest (i.e., Fine Arts)
 - Tier 9 is highest (i.e., Computer Science)
- **Tier 10: reserved for individual review**
 - Competitive allied health programs
 - Programs that require permission from the department (auto, paramedic)
 - 2+2 requests
 - Programs that have entrance requirements besides math (human services requires students to be at ENG 101 level; pre-pharmacy requires MTH, CHE, BIO)

Tier System

Students requesting majors from higher tier to lower tier are automatically approved and automagically updated in Banner!

- 31% of our major changes for Spring 2015 were auto approved/updated

Students requesting majors from lower tier to higher tier are reviewed by the advisor in worklist. If accepted, Banner (SGASTDN) is updated automagically!

Increased Efficiency/Decreased Costs

- Savings of \$1500 each year in postage
- Savings of \$\$\$ in copy costs for the College
- 56% of the requests were self-reported
- 65% decrease in number of students coming into the AC for major change requests (Fall 2013 vs. Fall 2014 for the following spring semester)
- 50% work reduction for support staff member
- Approximately 30-60 seconds required to review each major change request (with the exception of 600+ health related applications each year)

Things to Consider/Challenges

Slight increase in major changes (35% increase)

IT Challenges:

- Automatically change SGASTDN
- Financial Aid Course Eligibility (FACE)
- Connect major change WebFOCUS report with competitive health related “quality point” report
- Graduation history

Administrative responsibilities:

- Test students during all phases and for FACE
- Train faculty and staff with new process
- Train advisors to use worklist for approval process
- Regular review of WebFOCUS reports to “clean up” outstanding requests
- Communicate with Admissions, Institutional Research, and Financial Aid
- Update Tier System when new majors are approved or entrance requirements change
- Technology requests: changes to WebFOCUS, email notification updates, approval screen modifications, term updates, access to survey



CREATIVE TECH UTILIZATION FOR ADVISEMENT TRAINING



Video Examples

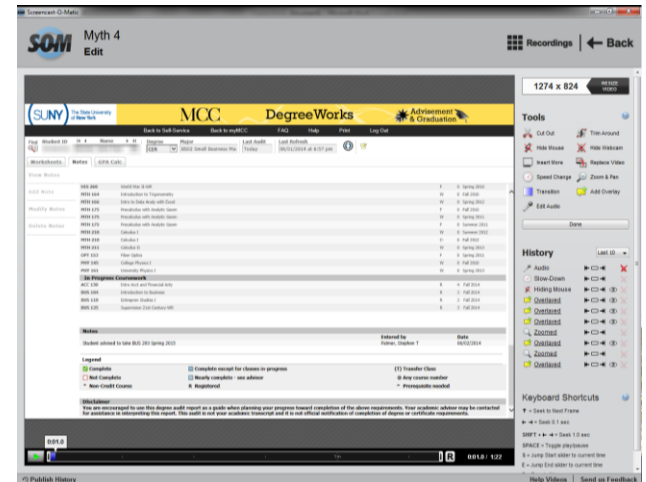
Degree
Works
Video

5279
Video

Degree Works Videos – Using Screencast-O-Matic

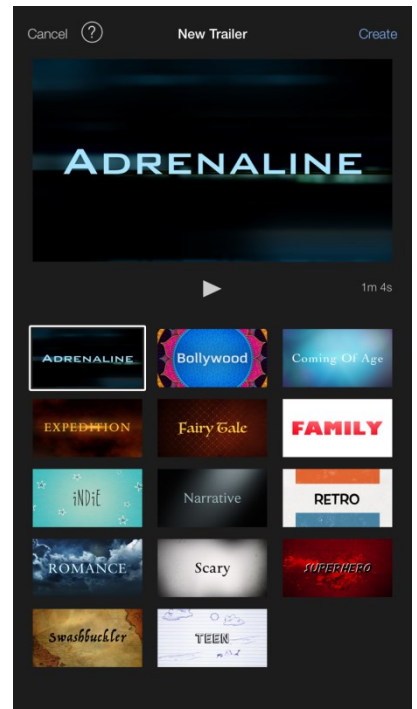
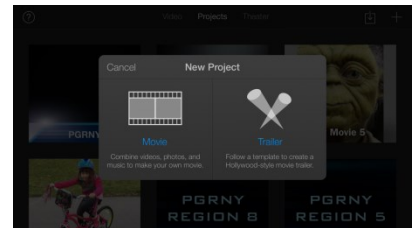
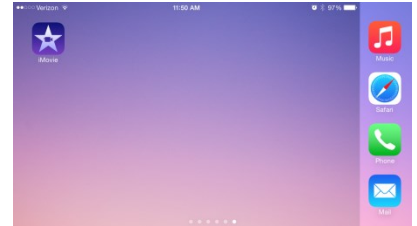
Degree Works Videos

- Using Screencast-O-Matic
- Recording voiceover
- Adding effects
 - Gray out feature
 - Zoom
 - Blur tool



iMovie App

- **Creating a quick movie trailer**
 - **Use photos or videos**
 - **Editing movie trailer text**
- **Creating a movie**
 - **Adding sounds effects**
 - **Adding music**
 - **Adding transition effects**



FUTURE PLANS AND DISCUSSION

- Streamline Suspension Appeal Process
- Touch Screen Check In for Self Service
- Increased online student connections for Major Change applicants
- Identifying Student Advisement Location/Contact and connecting it to the Student Record

Shared Ideas/Discussion/Suggestions

