Undergraduate Advising Council
Thursday, April 19th, 2018

Minutes

Allison welcomed everyone and called the meeting to order at 3:36 PM. Minutes were approved from the March 15th, 2018 meeting.

Speaker: Debra Amirin, Ben Markus; Compass Change Management

Opening remarks, Debbie apologized for the difficulties that advisors are currently going through, she recognized it is a difficult transition and is hopeful that it will improve. She knows that while this has been difficult, she stated that UF's COMPASS implementation has gone better than many other universities. She is thankful advisors and UF have been understanding. COMPASS is so comprehensive and each institution is so unique that strange things happen that cannot be anticipated. COMPASS representatives will remain as responsive as they can, and if it's within their power, they will fix everything they can. Debra claimed that some policy issues have nothing to do with COMPASS, but are surfacing during the implementation, so it seems to be a COMPASS related issue/decision.

Overview of COMPASS: Why COMPASS? COMPASS will create a connected Gator Nation. We may lose functionality in the short term, but we are moving to a campus wide connection. COMPASS will take UF where it deserves to be and where President Fuchs wants it to go. With the legacy system, if the person in charge of it/understands it retires, or is unable to train on/fix/update the old system, then it becomes obsolete. COMPASS will not have this type of concern. It provides predictive marketing, assists with admissions, provides service and support, creates intelligent communities, is a lifetime advancement, and provides actionable analytics. Debbie also remarked that she has noticed total requests for feedback/help with COMPASS has dropped in recent weeks.

Questions/Concerns has been clunky. There has been several points of contact. Currently there is a COMPASS website contact form, UF also created a triage compass contact, others were contacting Toby etc. Hopefully with case management, questions/issues/problems can be directed to one source, should be released in the next 20 days.

COMPASS is a big umbrella. One focus is student information systems. COMPASS also includes:

- Student Data Governance – who gets to see it, who gets to use it?
- Data Management – storage; NERDC to PeopleSoft
- Room and Event Scheduling – students/UF employees will be able to reserve rooms
- Gator360 – available to all offices, designed to track student relationships and make records about those relationships and contacts. These records will be quickly accessible.
- Application for Admission – currently being developed
- ONE.UF – updates to make smart phone use more efficient and user-friendly for students. ONE.UF is homegrown, constantly evolving. They are currently developing banners and links to find alternative ways of accessing information.
- Learning ecosystem – Canvas

Release 5a: Advising notes for students May 11th
Release 5b: Degree audit and degree what if reports for students July 9th
Release 6: Tuition calculation, student billing, veterans affairs processing August 6th
ONE.UF Updated admissions workspace, campus finances
Release 7: Grades, transcripts, aid disbursement, graduation August 20th ONE.UF: faculty grades, student grades and transcripts
And Beyond: system/process adjustments; evolving functionality in admissions, Gator360, Learning Ecosystem, Reporting & Analytics

*Advisors are concerned with the July 9th degree audit release date. CLAS for example, has 6600+ exceptions to create for returning CLAS students in new system. Entering these exceptions will be essentially a full time job. Keeping up with daily responsibilities, adapting to the new system, and preparing for Preview on top of making these exceptions is not a realistic expectation. Other college advisors reflect these same concerns. Advisors from smaller colleges say they may be the only person that can do this for all of their students. Hiring "data entry" help does not seem like a likely solution since making these exceptions is complex and requires knowledge of degree requirements and functionality of the audits. Advisors estimate that every edit to every audit takes about 3-15 minutes each, we (all colleges) are looking at having to do thousands of course directives for UF students. In addition to all of these exceptions, the lists that each college received seem like more of a baseline number since this may not include in-state courses that aren't offered at UF which didn't need a course substitution in the legacy system, and at this time, out-of-state courses are not compatible with the course substitution feature in COMPASS. This will result in creating multiple course directives to use one course in different places in the degree audit. Also, if students change their major, all previous course directives that were made will be erased once the new major is updated in the system. A request was made for a PDF of the old audit so we can reference them as needed**. To use the new system, we have to go through multiple pages to do one task. This new system is cumbersome, it will make our jobs much harder and time consuming. The Legacy system is user friendly, there is a menu on the side, most things take less than ten seconds etc. We are frustrated with the new process, we don't see how this new system is going to get us to the "strive for five" goal at UF. We have heard that some institutions who have used this system have a mid-level software that makes it more accessible and user friendly.

^The above are comments from multiple advisors from a variety of colleges. The comments were not meant to attack Debbie or Ben, or COMPASS, but to express our frustration and concern with the new system. We made sure Debbie and Ben knew this, and acknowledged we know they are trying to help and we are appreciative of that.

**Toby: Two possible solutions. First: leave SASS available to view for advisors to review as needed. Second: (nervous about this one), we could print the audits of all active students.

Debra: As we implement a new system, there will be hiccups. It's not to say COMPASS is a bad system. We are trying to work with this as much as possible. It shouldn't be a "if it's COMPASS' fault or the advisor's fault." *The student rep in attendance voiced that she feels students need more communication about what is going on so they are not blaming either one. She said she gets the impression on campus from other students that advisors aren't doing their jobs.* Debbie informed us that other institutions have backed out before, however this costs hundreds of millions of dollars. She doesn't accuse advisors of being resistant to change, these are genuine problems. She understands this is hard, and she can't make promises, but she can assure us they are working on this and will take our concerns to the

COMPASS team. She pointed to the email that was sent to students as evidence that they are communicating with the students (see email in Appendix A).

Back to presentation… the University of Florida's undergraduate catalog will begin using Leepfrog's CourseLeaf Catalog, a dynamic and searchable online academic catalog management solution. CourseLeaf will integrate with existing campus authentication systems and receive data directly from the Student Information System course database to ensure course and program information is accurate and consistent. This installation currently applies only to the undergraduate academic catalog.

Dan Hodges: We now have a version of the course section summaries online. Comprehensive view of courses, description, seat management etc…

Ben Markus: Advising Town Hall hosted by Dr. Aagard and the COMPASS team. Ben will send a doodle poll on best times/dates. Will probably be during the last two weeks of May.

Committee Updates:

Campus Affairs: In May the DRC has asked to come to speak to the UAC to give updates. Two tours are scheduled for the DRC May 15th from 10:00-11:00 and May 16th from 2:00-3:00. Information will be sent through the listserv. In June, Student Conduct has come to speak to us again, they are currently updating their handbook.

Certification: Will be on hiatus until July 1st, pending review of the NACADA consultation. No updates.

Communication: The UAC website is live! www.uac.ufl.edu If you navigate to Announcements and News->COMPASS, you'll see the shared documents we created (initially started by Journalism) for COMPASS Questions to OUR and Toby, as well as Advisor to Advisor questions. That page also has a link to the COMPASS Issues and Suggestions Matrix that is being updated by the COMPASS team. If you can think of any other resources to add to the website, or would like to help with the website, let Nicole know!

Preeminence Task Force: Advisor portion of the survey should be available soon, it should be after this semester when things are quieter in summer.

Professional Development: Looking at conference dates for next year. Hoping to reserve the Reitz Union. Also looking at inviting our Santa Fe partners. This will be the last Friday in January or the first Monday of February next year.

Chair Updates: Dr. Lindner and Allison will review the advising consultation report over the summer. Looking at workshops and brown bags this summer, developing a mission statement, creating an advising syllabus etc. This is to unify our advising profession across UF's campus.

Other Updates
UF Online: No updates.

<u>Other:</u> Civic Literacy program is underway, intent to go live July 1st. Will catch most students as they go through Preview. If they do not have incoming credit to meet the requirement, students will be required to take the exam developed by the State of Florida by the end of their 2nd year.

<u>Student Rep:</u> Generating new course evaluations, will be tailored to different types of courses. Glenn Kepic clarifies and gives more details on this: Will do focus groups before large release. In the process of finding a new vendor, we are down to two. Coming up with new questions for evaluation forms. Pilot new evaluations by Fall 2018, full implementation by Spring 2019. Reach out to John Jordi if you have questions.

Appendix A
Email sent to students in regard to COMPASS

Subject: COMPASS

The University of Florida initiated COMPASS (Campus-wide Modernization Program to Advance Student Services) in 2015 to help propel the university toward its goal of a closely connected campus by enhancing processes and systems focused on the student experience, including Gator360, learning ecosystem, and ONE.UF and myUFL portals. You have already benefited from increased efficiency and additional functionality with the convenience of new self-service features through ONE.UF. (Brief videos are available on completing <u>registration prep</u> and <u>registration</u> via ONE.UF.)

Functionality through COMPASS will eventually encompass the entire Gator Nation and all those who touch it, including alumni, donors, and faculty and staff. The projected benefits to UF are immense and essential to your university's quest to remain the top-ranked institution you deserve. However, change can be difficult for those adapting to new systems and processes. As we transition to the new system you may experience temporary challenges, and we are working hard to minimize the impact and duration. Please know how very much we appreciate your cooperation and patience as we move through this transition. Read more on the <u>COMPASS website</u>, and don't hesitate to reach out to us if you have questions and/or suggestions via our <u>online submission form.</u>

Thank you,

Debra Amirin and Ben Markus

COMPASS Change Management

COMPASS.UFL.EDU