Attendees: Rob Arnold**,** Jillian Bigony, Jane Bouknight, Rebecca Boyd, Heidi Bretz, Allison Brillhart, Bill Brown, Della Bryant, Brandi Byers, Dawn Campbell, Francoise Crowell, Kelly DeShazo, Mike Dial, Michaela Donahue, Nora Dragovic, Brian Dusel, Lauren Epps, Teresa Florentin, Christy Friend, Courtney Godwin, Marci Heidt, Dawn Hiller, Eric Holt, Mike Horton, Katherine Jacob, Shamauri Jenkins, Sarah Jusiewicz, Deanie Kane, Ryanne Keefe, Kristi Kinslow, Tamara Kuykendall, Helen Le, Alison Leach-Hughes, Sophie Legare, Xinfeng Liu, Laken Long, Alan Marsee, Aaron Marterer, Erik Martin, Keith Martin, Ali Mathwig, Anna May, Sabrina McClure, Alexis McGill, Melissa Lowe, Chris Miller, Caleb Morris, Alexis Mynio, Lisa Pierce, Jay Pou, Marissa Rittermeyer, Claire Robinson, Lauren Sanborn, Sam Schmoker, Katie Snelson, Catherine Studemeyer, Amanda Therrell, Anna Tompkins, Carrie Turner, Josh Weakland, Katie Weaver, Andrew Winterfeldt

Welcome and [approval of minutes]   **Heidi Waltz**
- Resources from December UAN attached
- Minutes approved

Student Success Center   **Lauren Brown**
- Their services are included in tuition and fees.
- Hours of operation – Sundays 4-9; Mondays – Thursdays 9-9; Fridays 9-3
- Locations –
    o Main location – Thomas Cooper Library (Mezzanine level);
    o Satellite – Campus Village Building 3 (suite 3123), Bates House (Gamecock Gateway), Sims Residence Hall (suite 109)
- Additional drop-in tutoring locations –
    o Columbia Hall, Darla Moore School of Business, Green Quad Learning Center, Sims Hall, School of Music and Swearingen Engineering Center
- What they do think of a house
    o Roof – Academic
    o Columns of the house - course specific support, early alert and intervention, gamecock gateway, population specific support,
    o Foundation - motivational interviewing and self-regulated learning
- About 250 peer leaders
- Course specific support – supplemental instruction (SI)
    o Approximately 100 SI Leaders each holding 3 SI sessions per week for the semester
    o Has over 35, 000 visits on an annual basis
    o Largest SI program in the country
    o Centered on courses that have high D/F/W rates
    o Come early and often
- Peer Tutoring – 150 courses offered in person and virtual appointments
    o 70 tutors per semester
    o One on and drop in appointments, do not help with graded work/assignments

- Peer Writing lab –
  - assist students with any kind of writing composition and at any phase of their writing process
  - Papers, lab reports, speeches, presentation
  - Peer writing tutors offer in person and virtual appointments
  - Located in Sims in the Women's Quad
- If a student needs academic support for a course that is not listed on the SSC's website have them complete our "Request a Tutor" form on our website
- Consultations –
  - Success consultation – academic success and study skills, prepare for exam, motivation and discipline, procrastination, and prioritization
  - New- First Gen Success Consultation
  - Transfer Success Consultation
  - Money Management Consultation – basic budgeting and financial goal setting, building and managing credit moving of campus and financial planning for study abroad
- Accountability Groups
  - Meet weekly for 90 minutes through the semester and are facilitated by peer consultants.
  - Designed to help students – learn and proactive productive study habits, connect with peers, provide a dedicate d time to work on individual tasks
  - Applications for Spring 2024 are due on Jan 28th at 11:59pm
- Academic Intervention –
  - UAC and SSC collaborate to administer the University's Progress Report Initiative via Navigate
  - For any cases assigned to the student success center, our call center will conduct outreach to students to get them connected with academic support resources such as: course specific support, success consultations, accountability groups, as well as other on campus resources.
- Gamecock School Supplies –
  - Provides free school supplies to students it is also part of the Gamecock CommUnity Shop located in teh Coliseum.
  - Available supplies: Iclickers, calculator, whiteboards, binders, compositions, notebooks, scantrons, bluebooks, index cards.
- Emergency Loan-
  - To assist students with unforeseen financial challenges so their academics are not compromised –
  - An emergency lad is – granted for an unexpected expense with documentation.
  - Interest free and limited to a maximum of $500
  - Repaid in 30 days. But will work with the students
  - Used to cover the cost of and unplanned expense
  - Gamecock Gateway
  - Bridge program between MTC and USC for one academic year
  - Good gpa, financial and academic standing will transfer into USC
- Population specific support
  - Focus on 2nd year, 3rd year, and transfer students.

- o Communication, programming, research
  - o First things first – first gen college retreat
- Difference between writing center and peer writing center –
  - o Writing Center staffed by grad students by the English department helping undergrad, grad, faculty and staff,
  - o peer writing center is peer helping peer and is open at night.

Self Service Carolina demo   **Aaron Marterer**
- Banner 9 will start February 11
- why the change
  - o financial aid and student accounts are moving to 9 all systems will be fully in Banner 9
  - o Small changes over time have been made
- Navigation
  - o Changing my.sc.edu to go into the system and will go to a campus specific page
  - o We are using the same faculty modules but landing page can be different
  - o Banner 8 pages will automatically redirect and asked to bookmark the new page
  - o Campus landing page looks similar to current page
  - o Student menu looks – student profile, advisement planning, registration, grades, graduation, official record request, final exams, required community education
  - o Question – will this add more clicks for students to get to the landing page – click on their campus instead of self service or they can bookmark the Columbia page
  - o Question - how are the multiple landing pages be available for students that do transient to other pages? They cannot register for other campus courses
- Student/ Faculty/Advisor Menu (all can see both menus)
  - o Advisement planning – schedule advisement appointment, schedule planner
  - o Faculty row – course information, grade entry, blackboard, resources
  - o Advisor row – advisee search, advising database, Degreeworks, EAB, MyUSC experience record, course schedule search, transfer equivalencies, major map repository.
  - o Additional resources
- Loss of functionality –
  - o look up classes – still have the outside search for courses
  - o advisee grade summary
  - o concise student
  - o detailed student schedule
  - o registration history
  - o CRN lookup will be different not determined yet
- Communication plan – will be emailed, presentations to APL, AADC, UAC
- Brian Dusel will be presenting at the next UAN meeting about this or share with the technology committee any questions you have

Certificates   **Amanda Therrell**

- Interdisciplinary certificates
    - Fall 23 launch –
        - Digital Studies- 123 students, 21 Fall 2023 graduate
    - Spring 2024 launch –
        - Data Analytics and Visualization,
        - Project Leadership and Management,
        - Strategic Thinking and Communication
- Certificates are earned with 12 hours of course credit across several disciplines
- Fill out application to pursue – sc.edu/garnet
- Courses can count anywhere in their degree program
- Their office will be contacting students with courses on their transcript to see if they are desiring to add the certificate to their program of study

Exploratory Advising and Academic Coaching   **Catherine Studemeyer**
                                                                                              Josh Weakland

- Overview – update on EA, data, inter-college major migrations, First year mandate for those on probation; how do EA and colleges collaborate
- 8 full time advisors in CL, 2 Undeclared advisor, Kim Tully and Stephanie Langford are their communication staff
    - Last academic year –
    - 7651 appointments - 6% increase over 3-year average
    - 4746 students seen by OIRRA 19% of undergraduate population
    - 4.5% increase over 3-year average
    - Each team member had 1093 appointments last year
    - 855 incoming major change students
    - 221 required hardship wd to have a plan a and a plan b in place, 382 SAP, 511 AC, 548 UGS
- Fall 2023 stats –
    - primary advising support 5 majors in CAS
    - 3 majors in ASPH
    - CAS undeclared exploratory advisor – case load average of 128% case load size and they advise for Economics, Philosophy, and Religious Studies with that case load,
- Fall 2023 - 1718 calls with August peak month and peak week was Nov 13-17 and peak day was Nov 16
- Inter college major migrations –
    - Look at retention, graduation, migration
- First years on probation – 13 years of success
    - Coaching mandate
    - Mandate size 214, compliance rate 80%, gpa differential +1.06 gpa points
    - Average 1 year retention rare student sin compliance 67% (2018 – present)
    - Sp 24 freshmen on probation – 179
    - Sp 23 FY transfer on probation – 56 (inaugural mandate year)

- Not the only mandate they have
  - Any undergrad can opt into coaching not just the probation student
- How do EA and colleges collaborate
  - Work well with all 11 colleges and schools
  - Have regular meetings to have most up to date information
  - Ad hoc collaboration on specific student issues
  - Major spotlights and minor spotlights – to train the EA team
  - Dismissal process into Undeclared Undergraduate Studies (non-progression)
- Centralization of major process
  - Centralizing major change – college trailblazers –
  - CAS 4275 major change
  - Information and communication – 441 major changes
  - Arnold school pf public health – 299 major changes
  - In one appointment they get:
    - Major program overview/comparison
    - Major change requirement
    - Course requirement
    - Progression standards
    - Existing credit analysis
    - College requirements
    - College fees
    - College and department messaging and info
    - Estimated time to graduation.
    - Course advisement
    - Advisement hold lift.
  - Colleges –
    - Significant reduction in time, job tasks, administrative burden
    - Prospective major screening for eligibility
    - Process the CCR
    - Existing credit analysis
    - Customized according to the college needs and wants.
  - Program growth –
    - CIC saw a record growth by 38%
    - Information Science growth of 240%

Announcements
- No announcements today

Adjourn