

University Advisors' Network
Wednesday, September 13th
9:30-11:00am
UAC Training Room, Close-Hipp 3rd floor or via TEAMS.

Welcome

Heidi Waltz, UAN Co-Chair

Attendees: Valeria Bates, Lilly Benitez, Jillian Carey Bigony, Rebecca Boyd, Caitlyn Brockington, Bill Brown, Della Bryant, Brandi Byers, Dawn Campbell, Francoise Crowell, Gray Davis, Joey Derrick, Kelly DeShazo, Mike Dial, Nora Dragovic, Pinkney Epps, Amber Falluca, Teresa Florentin, Travis Gardner, Courtney Godwin, Dawn Hiller, Eric Holt, Shamauri Jenkins, Sarah Jusiewicz, Kristi Kinslow, Helen Le, Brandon Lindsey, Laken Long, Melissa Lowe, Keith Martin, Ali Mathwig, Aaron Marterer, Anna May, Jacqueline McClary, Sabrina McClure, Caleb Morris, Alexis Mynio, Lauren Sanborn, Mary Jo Shroeder, Amanda Shores, Jordan Simmons, Alyssa Stephens, Nancy Tolson, Anna Tompkins, Jeff Turner, Heidi Waltz, Josh Weakland, Alexandra Weaver, Kate Weaver, Valerie Weingart, Andrew Winterfeldt

- May Minutes - Approved

Orientation 2023 and Advising recap

Alison Leach Hughes
Mike Dial

- September is their assessment month;
 - November we will get the full insight report
- Thanked all who worked with orientation
- By the numbers – 26 sessions total – 2 summer sessions, 20 freshman, 4 transfer
- 15979 total attendance –
 - students 7724 freshmen and 1288 transfer
 - families 6249 freshmen guests 718 transfer guests
- Will be sharing a break down by session date and college (we will need to ask for information)
- 12% increase in orientation participation
- 21% decrease in our orientation leader teams
- We asked how many of you are attending more than 1 orientation at another institution 3% said they are doing this
- Successes –
 - excitement and confidence in attending USC – 12% were nervous before
 - General sense of belonging/connections made at orientation
 - Knowledge of academic and university requirements – 92% felt college visits helped them
 - Academic advising and course registration – 92% felt advisor had helped them, 84% of transfer students felt they had found help
 - Customized student experiences – had LGBT space and interfaith space
 - Technology/communications – felt the RAC was a success but did need some tweaks.
 - Enhanced Gamecocks After Dark
- Opportunities –
 - Session availability
 - Orientation leaders

- More customized experiences
- Academic processes (RAC, major change, no shows) – feel they have made strides in improvement.
- Migration and logistics awareness – want to do a better job in this area
- Food offerings
- VisualZen – pain points maybe here
- Applications for orientation leaders open on September 12 at noon and close on October 13 at 11:59pm
 - The application can be found at this web address - https://uofsc.co1.qualtrics.com/jfe/form/SV_3xt6fCV5AzOYqLs
 - Salary \$11 hr along with if needed living on campus during their employment and meals provided
- Looking ahead –
 - January orientation –
 - January 4 and 5;
 - college capacities due by October 18;
 - registration launches on Oct. 23 at 12 pm;
 - these are 1 day schedule;
 - goal is freshmen attend Jan 4 and transfer Jan 5
- Summer orientation –
 - save the date –
 - orientation kick off will be Nov. 2;
 - orientation overview for advisors – TBS (March);
 - college ambassador meetings – May 14
- Team will be meeting with each college to discuss our pain points and what we need
- Advising and Registration at new student orientation
 - Increase in freshman class by 43% from 2013 -2023
 - 88.16% are in 15-18 hours; less than 1% are in less than 12 hours
 - Transfer students 73.8% are enrolled in 15-18 and 4.16% less than 12 hours
 - Surveyed students on looking back – high % feel comfortable talking to their advisor
 - Time with advisor sweet spot was 16-60 minutes all in the high 90 percentiles
 - What constitutes one on one attention -how the student perceives the question
 - How easy was the registration process - found that it was somewhat easy
 - Survey from advisors with about 20 responses – 37% RAC 31% major change, 37% change of major, 44% walk in list, 27% course availability, 44% course needs
 - RAC requests – 326 immunization holds, 41 registrar holds

Early Transfer Academic Advising

Amanda Shores

- Started in Fall 2022
- Eligible new transfer students were admitted February 1, 2023 – April 14, 2023
- Fall 2023 assessment
 - 771 transfer students admitted;

- 44% requested to participate,
- 81% scheduled appointments;
- 82.7% attended advisement appointment or special may orientation;
- 93% enrolled in Fall 2023
- Top majors –
 - PSYC, BIOL, CRJU, CSCE, SPTE, EXSC
- Participation increased by 30% for fall 2023 compared to fall 2022
- Advisor reactions –
 - 91.7% participating in transfer advisement beneficial or very beneficial
 - Challenges such as students not showing up
 - This is part of the fall 2024 planning continue to improve communication to the students

Office of Student Advocacy

Lisa Jerald

- Team is Lisa Jerald and Melody Boland
- What is new – Office of Student Advocacy (OSA) –
 - one stop support,
 - address questions and concerns.
 - Refer to programs and resources
- Russell House West Wing Suite 115;
 - centrally located entrance between Panera and Fresh Greene’s
 - phone number 803-777-4USC
 - email address - studentadvocacy@sc.edu
- Ask USC –
 - Oct 16th Cocky’s 43rd birthday –
 - central resource for student and families who have questions and need help navigating USC;
 - find help when, where, and how you want it; in person phone and email
- Resources for students (and parents) –
 - answer questions and address concerns,
 - discuss options
- Notify faculty members of a student absence –
 - medical/mental health;
 - personal (family/friend death)
- Explain university policy, programs and processes.
- Student deaths –
 - notification to faculty administrative offices and support families
- Excused absence request –
 - attendance policy effective fall 2020;
 - instructors must allow make up work
- Must have documentation –
 - doctor note
 - obituary/death certificate;
 - police report
- Website -
https://sc.edu/about/offices_and_divisions/student_affairs/our_initiatives/academic_success/ombuds_services/index.php

- Case load –
 - Fall 22 - 2571,
 - Spring 23 - 2093
 - Fall 23 - 662
- They don't –
 - hear formal complaints or appeals
 - conduct/academic integrity;
 - discrimination harassment.
 - Withdrawals Kelsey McGarrigan withdrawal@sc.edu
 - provide legal advise
 - The campus does have a lawyer that will provide legal assistance. Website - https://sc.edu/about/offices_and_divisions/off_campus_living_and_neighborhood_relations/request-legal-help/index.php
- Grade appeals and faculty complaints –
 - must be addressed with faculty then dept chair then dean
- For our use Lisa's direct phone number 777-5116 lbj@mailbox.sc.edu

Course Program of Study (CPoS) Updates

Joey Derrick
BJ Beckham

- Thanked all for support and work. Said it was a smooth roll out.
- CPOS impact 501 student and 18373 were not impacted
- UG mostly impacted
- Majority of those impacted were seniors
- The Title IV awards top ones impacted -
 - Federal Direct Loan Unsub and Federal Direct loan sub and Pell Grant
- Honors college had 15 folks impacted and most were seniors with same Title IV awards impacted
- What is next – run CPoS more frequently than we are currently
- Improve system response and more precise on the run through CPoS and the next run only the students that were effected
- Hope to have the graduate programs ready for the spring semester CPoS run
- Trying to make it more automated and have it where less exceptions to be made
- Graduate programs are making progress
- Want to meet with everybody to make it run better
- The dates for Spring CPoS will be soon depending on improvements to the system
- All colleges did a great job – no outliers.
- Will GLD automatically count toward CPoS? It is supposed to do so.
- Will Minors count toward CPoS? If the course is landing into a block then it counts
- U101 is an elective but must be in the elective block
- STAT 110, 201, 206 substitute for their STAT course with Nursing and can hide them in the audit but want to get away from this practice
- Difference between allowing courses to count and having them in the audit. Aaron would reduce Carolina Core and have more courses in the General Education courses and find a way to fit them into the curriculum

- We need to be in alignment and transparent. We need to be compliant.

Announcements

- Reminder on appointment modality guidance for 2023-2024
 - All first year students advising appointment take place in person both fall and spring semester unless there are extenuating circumstances
 - Continuing students student choice (in person and optional online advisement)
- USC has a goal of 90% first year students advising in person and 60% continuing students advising in person

- Academic Advisor Conference – Feb 16

- Admissions will be placing holds on students that have not submitted all their official transcripts, scores
 - If you are working with a student, the student can email admoperations@mailbox.sc.edu if they are having issues with registration
 - Hold will say Admissions

- Trio –
 - has begun pre-advisement for their 160 students.
 - They are advising for OSP classes only.
 - Placing notes into EAB and DegreeWorks in case the student loses the advisement.
 -
- Caitlyn – co-chairs of new student orientation committee – meeting at lunch to conversation about orientation

Adjourn