APPLICATION FOR 2005 LARRY L. SAUTTER AWARD FOR
STUDENT ADVISING VIA GROWL
UNIVERSITY OF CALIFORNIA, RIVERSIDE
May 10, 2005

Introduction

The University of California, Riverside (UCR) is always looking for ways to improve student success and faculty/staff and student interaction. This is how the idea of online advising was born. The online advising group met and devised a plan to make advising more convenient to the students and manageable for the advisors. Since academic departments have different requirements including the submission of a course plan, text response, and mandatory attendance of orientation, a plan was designed to accommodate all of this.

Old Process:

- The existing process involved students making appointments with their advisors.
- The advisor would meet with the student and request that the student submit a course plan form or answer any questions the advisor might have for them.
- If the advisor were satisfied, he would release the previously assigned student registration pin (controlling factor for enrollment).
- There were various processes used by various departments to distribute REG pins.
- The REG pins were required to be FTP'd in different ways to different servers.
- This registration pin would be needed to allow the student to register for classes online once enrollment opened. This pin was a 6 digit number the student needed to enter online for authorization.
- This system eliminates 60,000 sheets of printed paper that would be required in distributing REG pins.

New Process:

- Departments define criteria for which requirements are established (ex: Undeclared major, students on probation, students nearing graduation).
- A nightly process evaluates student data against advising criteria establishing requirements on the student’s record.
- The nightly process automatically re-evaluates establishing new criteria in the case of major change or other criteria changes.
- Departments can require 3 types of responses.
  1. Course Plan
  2. Text Response
  3. No response, student must appear in person to clear hold
- Departments can send general messages, when until viewed by the student, will prevent enrollment.
- After initial setup, advisor can set up individual messages and requirements.
- Students respond to advisor requests for course plans or text responses, online at their convenience.
- Once an advisor reviews the student’s response, the advisor can clear the requirement.
• When all requirements have been cleared, the student is free to enroll (upon meeting his enrollment appoint time)
• Emails are sent to the student when his advisor responds to his submission, or clears a restriction.
• Web reports are produced 3 times a day listing by advisor, students who have submitted responses.

Benefits

• Online advising can be set up in batch depending on student scenarios, or individualized to specific student needs
• Online advising facilitates advisor comments back to the student.
• Online advising is intuitive and easy to use.
• Online advising facilitates advising for concurrent quarters.
• Online advising eliminates the need for the registration pin (one less item for students to remember when enrolling online).
• Online advising allows students to answer any question or concerns an advisor may have for them. Students are provided with a text box (free form) to submit their answer.
• Online advising allows the student to submit a proposed course plan electronically instead of filling out a form. The system is designed to only allow students to enter valid courses for the term. If they submit invalid data, they get an error message
• Advising messages are tabled so they can be changed on the fly.

Efficiency and Effectiveness

Students:

Students no longer need to try and meet with an advisor. They can now log on to GROWL at their convenience weather it is at 5 am or 10 pm. They can fulfill their enrollment requirements from the comfort of their home or from a campus computer lab.

Advisors:

Advisors now have more flexibility with dealing with students. They can both group students by major and let them all know they need to attend a certain seminar or they can personalize their advising to a student with specific questions and concerns related to their major. Advisors can check responses in order of enrollment priority, to clear students enrolling sooner than others. Advisors have a permanent archive of advising interaction.

Testimonial

There is a long standing history and commitment in the College of Natural and Agricultural Sciences to academically advise each CNAS undergraduate each quarter. This mandatory, quarterly academic advising is crucial to our students’ success since most majors in the college require students to take a great deal of preparatory and prerequisite course work before students can begin course work in their majors. Since these preparatory classes are not offered each quarter, taking these classes at the right time in the right order is essential to students’ ability to complete their degree programs in a timely manner. Before recent CNAS enrollment increases major departments were able to review student course plans manually and in person before paper copies of registration PIN numbers were distributed to students. However the
large increase in student population in recent years without an accompanying increase in staff and faculty advisors have recently hampered our efforts to carry out this mission within the traditional four week pre-enrollment advising period each quarter.

Realizing that on-line course plan submission and clearance were possible solutions to our overworked departmental staff, our college previously attempted to have students submit course plans in an on-line environment (iLearn). However since iLearn was not developed for this use, the application was cumbersome and inefficient for both students and staff.

The new On-line Advising program has enabled our impacted departments to quickly and efficiently analyze student submitted course plans and clear students’ registration access while preserving our commitment to developmental advising. On iLearn students would often submit incomplete course plans without course numbers or with generic course names such as “breadth”, as well as submitting course plans with courses not offered in the coming quarter. Now with the new On-line Advising program students are only able to submit course plans with courses that will be offered in the coming quarter, and course plans with incomplete or generic course names must be corrected before they can be submitted. In addition, the program has the added feature of being able to communicate directly with students if their course plans are rejected. Both the students’ and advisors’ responses are then archived on the Student Information System (SIS). Hence there is no longer a need for advisors to access three separate programs (SIS, iLearn and e-mail) in order to communicate with a student whose course plan requires adjustment. And once the student is cleared for registration, there is no REG PIN for the student to lose or forget.

The team that worked to develop the On-line Advising program has done a magnificent job in delivering a terrific program to us on a very short time line that has markedly increased our college’s efficiency at an extremely important task-quarterly registration advising. The team worked diligently and consulted with us extensively to ensure that our advising needs and concerns were addressed and many features have been added and/or changed to make sure the system worked efficiently and effectively for advisors and students alike. The quality of the product, the short time line and the responsiveness of the team to advisor concerns and needs have resulted in a smooth transition to a new system which has radically improved the way advisors advise and students register. Congratulations on a job well done!

Barbra J. Wallace, Manager  
Student Academic Affairs Office  
College of Natural and Agricultural Sciences
After a student logs in, they are presented with a main menu, which lists all available applications.
Once a student clicks on Advising/Enrollment, he is presented with this screen, which asks for the term he would like to register. The majority of the time there will only be one quarter available. At times there may be an overlap in terms open for enrollment.
Registration Information

Your major is Pre-Business in the College of Humanities, Arts, and Social Sciences.

Your enrollment appointment period is:

2:00 PM Wednesday, May 25, 2005.

Remember, REGPINS are no longer required to enroll in classes beginning Fall 2005. Simply log on to GROWL the day of your appointment and select Advising/Enrollment. You can then proceed to enroll in classes.

This is a sample screen of a student who has no enrollment requirements. This student is just informed when his enrollment period opens and that he will not need a reg pin.
Fall 2005 Enrollment Requirements

Your major is English in the College of Humanities, Arts, and Social Sciences.
Your advisor is Linda L. Nellary.

Your enrollment appointment period is:

8:00 AM Thursday, May 26, 2005.

You will not be able to enroll until you have completed the advising requirement(s) shown below.
Please submit any required information as soon as possible in order to provide your advisor with sufficient review time. You will receive a notification via Webmail once your advisor has reviewed your information. Any information you submit will be reviewed on the basis of enrollment appointment dates/priority.

Remember, REGPINs are no longer required to enroll in classes beginning Fall 2005. Simply log on to GROWL the day of your appointment and select Advising/Enrollment. You can then proceed to enroll in classes.

You are advised to attend a Quarterly Advising Workshop. Your advisor will send workshop dates to you via Webmail.

This is a sample screen of a student who is being told by his advisor to attend quarter advising workshops.
Fall 2005 Enrollment Requirements

Your major is Biochemistry in the College of Natural and Agricultural Sciences. 
Your advisor is Linda Vigil.

Your enrollment appointment period is:

3:00 AM Thursday, May 25, 2005.

You will not be able to enroll until you have completed the advising requirement(s) shown below. Please submit any required information as soon as possible in order to provide your advisor with sufficient review time. You will receive a notification via Webmail once your advisor has reviewed your information. Any information you submit will be reviewed on the basis of enrollment appointment dates/priority.

Remember, REGPINS are no longer required to enroll in classes beginning Fall 2005. Simply log on to GROWL the day of your appointment and select Advising/Enrollment. You can then proceed to enroll in classes. 

Please submit a proposed course plan below, to be reviewed by your student affairs advisor.

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This is a sample screen of a student who needs to submit a course plan to his advisor before he is allowed to enroll for the quarter.
This is a sample screen of the interaction between a student and his advisor. The initial course plan submitted by the student was not accepted and the advisor is telling him why and to resubmit a revised course plan.

This sample also contains the text box, free form answer by the students. It demonstrates multiple advising interactions taking place.
This is a sample SIS screen showing what the advisor sees and responds to the student. This is where the advisor can individually place restrictions on students’ records.
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