

# **UNIVERSITY ADVISING NETWORK (UAN) ADVISING TECHNOLOGY SUBCOMMITTEE (ATS) FALL 2024 REPORT**

**Jillian Carey Bigony, Co-Chair**

**Kerry B. Armbruster, Jr., Co-Chair**

December 11, 2024



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# ATS FALL 2024 REPORT OUTLINE

- Leadership cycle for 2024-2026
- Continued priorities
- Highlights from September, October, November
- On-going work and future plans



# ATS LEADERSHIP CYCLE (2024-2026)



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Joined USC in August 2015

Joined the ATS in Fall 2022

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*Priority*

**1**

Dialogue  
Within  
A  
Culture  
Of  
Trust

*Priority*

2

Open  
Communication



(Richards, 2022)

B		手荷物受取ご案内			Baggage Claim Int	
クレーム番号 CLAIM NO.	航空会社 AIRLINE	便名 FLIGHT NO.	航空会社 AIRLINE	便名 FLIGHT NO.	起点/経由地 FROM/VIA	
←A1	タイガーエア台湾	IT280			高雄	
	B2→ティーウェイ航空	TW201			大邱	
	B3→中国東方航空	MU523	日本航空	JL5600	上海	
	B3→吉祥航空	HO3533	上海航空	FM3047	上海	
←B1	フィリピン航空	PR428	ANA	NH5338	マニラ	
	B5→スターラックス航空	JX800			台北	
	B6→フィンランド航空	AY73	アライアンスIP	BA6085	ヘルシンキ	
←A4	ティーウェイ航空	TW213			ソウル	
	B4→中華航空	CI100	日本航空	JL5046	台北	
←A2	ヒパソフィック航空	5J5054			マニラ	

Priority

3

Centralized  
Visibility  
Of  
Efforts



(Kim, 2023)



(Cagle, 2018)

*Priority*

4

Attentiveness  
To Advisor  
Realities

# SEPTEMBER 2024

- Requesting an update on digital SERF
- Farewell to Schedule Planner and the advocacy for a replacement and student communication
- Attention to CRN registration
- Beginning a discussion of A.I. in advising





# OCTOBER 2024

- Work continues on digital SERF
- Plan Ahead is announced as the successor to Schedule Planner
- Registration Status page is introduced
- Degree Works accuracy and exception management
- Course needs and Degree Works Plans
- Preparing an internal survey to assess strategic plans



# NOVEMBER 2024

- Continued improvements on digital SERF
- Plan Ahead: Guest mode requested
- Duo Mobile update challenges
- Transient credit: overview of administrative process requested
- Post Banner 9: customized pages created since update
- An all-advisor survey in development



# TECHNOLOGY HAS INFORMED ACTION

Schedule Planner/Plan Ahead



Advising Resource  
Pages/Override Forms



Course restriction dates (E.A.)



Students  
better  
preparing  
for  
Registration



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# AT A GLANCE: COMMITTEE EFFORTS

Fall 2024	September	October	November	December 18 (upcoming)
Schedule Planner/Plan Ahead				Guest Mode?
Digital SERF				
Degree Works (all)				Exceptions?
Waitlisting				Results?
ATS Strategic Plan Update				Survey?
CPoS				
A.I. in Advising				Revisiting
Student Success Concerns				Other items



# ON-GOING WORK

- Digital SERF improvements are in process. Current known status is to be live in Spring 2025 for Summer 2025. Additional updates are forthcoming.
- Waitlisting was piloted in Fall 2024. Current known status is to activate fully in Spring 2025 for Fall 2025 courses. Additional updates are forthcoming.
- Schedule Planner has become Plan Ahead, and Plan Ahead is being improved for advisor use.
- An all-advisor survey regarding technology is awaiting committee input before a request is made to send globally.



# FUTURE CONVERSATIONS

- A. I. in Advising: perspectives, possibilities, pitfalls
- Technology support for Summer 2025 registration pilot
- Degree Works Plans – impact on advising and course needs
- Editing the ATS strategic plan document: aligning committee efforts to larger USC strategic priorities



**THANK YOU!**



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# IMAGE CREDITS

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