MACRAO 2006 Annual Meeting

Creating a Student Academic Folder:
How to go Paperless…
…or at Least Paper-Less!

Kristin Schuette, Associate Registrar for Technology
schuett1@msu.edu

MACRAO 78th Annual Conference

History of Advising at MSU

- All freshmen and sophomores are advised by the Undergraduate University Division (UUD), representing 16,000+ students. Approximately 35,000 undergraduate students in total.

- A folder was kept for each student containing information such as grade reports, academic progress plans, and various 'notes'.

- The folder did not contain all needed information when advising. Advisors had to access several systems, along with the folder, to have the complete student academic picture.

- UUD advisers are located across several advising centers across campus. Students can request advising at any location; however, the student's folder was housed in the center nearest his/her residence hall.

History of Advising at MSU
(cont'd)

- Upon admission to upper school, the student's folder was sent to the college, e.g. Arts & Letters.

- If a student changed majors, the folder was often given to the student to walk it to the new college.

- If a student wanted to explore a new major, the consulting adviser did not typically have access to the student's folder or other systems and, therefore, did not have a complete picture of the student's academic history.

- Students could "shop" around campus for different answers.

- Advisers were not always aware of what another adviser may have discussed with a student.

The Beginning of Change

- For several years, UUD looked for ways to create a 'virtual' advising folder but the technical infrastructure to support such a system did not exist.

- After several years of aggressive web application development, the Office of the Registrar (RO) was finally in a position to work with UUD in creating the university's first virtual advising folder.

- In May 2005, the RO sat down with UUD to discuss possible systems.

- Leveraging the technology from several successful web applications, the RO immediately began working on a new system.

- Numerous advisers, including the Directors of Undergraduate Student Affairs from several large colleges, came together to assist in defining system specifications.

- By August 2005, the Electronic Student Academic Folder (ESAF) was launched with immediate success across campus.

The Launch of ESAF

- On August 15, 2005, the **Electronic Student Academic Folder (ESAF)** was announced to Deans, Directors, Chairpersons, and the RO Listserv.

- UUD, the College of Communication Arts and Sciences, and the Broad College of Business chose to implement the system fully in Fall 2005 and 'go paperless'.

- A demonstration was scheduled welcoming all who wished to attend. The room held several hundred and was standing room only.

- UUD sponsored several 'hands-on' computer lab demonstrations.

- In the first month:
  - 6,500 "folder" views
  - 148 different users logged in representing every college and major academic unit at the university
  - 3,500 notes saved

The RO Website

Home to…

- Academic Calendar
- Academic Programs
- Descriptions of Courses
- Instructor Systems
  - class lists, grades, etc
- Schedule of Courses
- Various Online
  Administrative and Academic Forms
- Student Information Generator

So? Advisors were familiar with our systems…
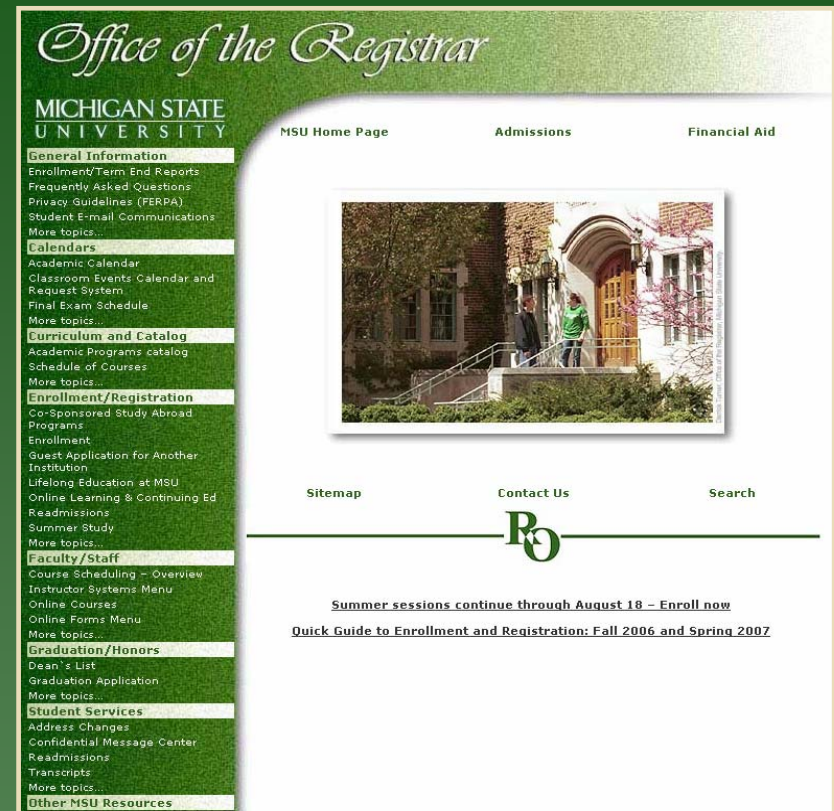
Welcome to the ESAF

- Authorized users login with MSU NetID and password.

- Access granted by the College Security Administrator in a secure online application.

- Access changes take immediate effect.

- Student record access limited by college and department (and sometimes major) registered in security system.

Don't Forget FERPA!

First, a reminder of the responsibilities that come with accessing student data: a link to MSU's FERPA and privacy guidelines page.

ESAF Guide

Guide drafted by an Advisory Committee of several key advisers from across campus.

The Guide includes:

- The Goal of the ESAF
- Note-Taking Guidelines
- When/How to Use the Note Feature
- Student Authorized Access Explanation
- Note Type Glossary

Student Academic Folder - Guide — Main Menu

GOAL:
Using the Electronic Student Academic Folder (ESAF) will increase the amount of information available through electronic resources with the side benefit of reducing the need for paper usage. Each unit will determine the extent of use during the FS05 launch phase (FS05-US06) with the goal of campus wide launch by FS06.

NOTE-TAKING GUIDELINES:
- Every advisor/student contact (i.e. appointment, walk-in, email, phone, etc.) must be entered as a note.
- Make notes during or immediately after appointment. Ideally, you should make your notes in collaboration with the student.
- Notes should be comprehensive but succinct (see tips for note taking, TBD).
- If handouts are provided to the student, be sure to make a note in the advisor notes stating purpose, name of handout, etc.
- Where notes could clarify the purpose of the meeting, there should be a note for every note type checked.
- Use Glossary of Note Type Alert Box to determine the best note type to check.
- Degree substitutions/modifications **must** be done and noted in DN4; you may also note them in this system. Remember that substitutions/modifications are not part of a student's academic record unless they are done in DN4.
- Once a permanent note is saved in ESAF, it cannot be deleted.

PERMANENT NOTES:
Permanent notes are used to permanently record interactions with students and are considered the regular mode of note-taking when meeting with students. These notes are meant to document and therefore support the work of an Academic Advisor as the student moves throughout the University. Permanent notes also serve as supporting documentation in the event that advisors need to defend their actions. If you submit a note that has misspellings or is inadvertently placed in the wrong student file, while you cannot remove the note, you can submit a note that clarifies or amends the initial action. Only upon special request by the college office and in certain sensitive situations will the Registrar's Office correct or remove notes.

WHEN/HOW TO USE NOTE FEATURES:
- Submit Permanent Note: Use a Permanent Note when you want to finalize documentation of a conference. This cannot be deleted once submitted. It will remain as a permanent part of the student's academic record.
- Submit Prep Note: Use a Prep Note in preparation for future meetings with students. After submitting a Prep Note, retrieve the Prep Note from the main page at the time of the student conference. Once note is completed/revised, save as a Permanent Note. Prep notes are deleted from the system after 90 days if not saved as a permanent note.
- Temp Note in My College: Use Temp Note in My College when multiple individuals within your college make decisions that may impact an individual student and the information is college specific. The notes are not viewable by anyone outside of your college and will be deleted after one year if not submitted as a permanent note.
- Send Copy to Student: This feature allows you to send a copy of your notes to the Registrar's Office

Electro...

Jane Spartan, Broad College of Busi...

This information is released to you in ...
MSU's Guidelines Governing Privacy a...

By using this system, you are ...

My Prep Notes/AP...
View/Edit My Signature | Restore a Folder
Admit Reports | Open/Closed Course List | AOP Lists
All Temp Notes in my College | Reports | Save Note/Send Message to PID List
Guide | System Access | University Requirement Equivalencies

What Can I Access?

- Authorized users can view system access at any time.
- Student ID Image Policy for review.

Student Authorized Access

- Advisers can access the folder of a student not affiliated with the college, department, or major of which they have security access by providing several identifying points of data.

- The advisers must have the student's permission.

- Access to the folder is logged and only available for the current advising session.

Student Academic Folder - Student Authorized Access	Main Menu

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About Student Authorized Access

Accessing a student's academic folder through this method should **ONLY** be used if a student is not in your system access and is sitting in front of you requesting an advising session.

If a student does not wish to give you the requested information below, you will not be able to access the student record.

Each and every attempt to access a student's academic folder through this method is recorded and logged for security and audit purposes.

I HAVE THE STUDENT'S APPROVAL TO ACCESS HIS/HER ACADEMIC FOLDER ☐

Student First Name	Student Last Name

PID	Date of Birth (MM/DD/YYYY)

Submit

Find a Folder
Search by Student Name or Number

To view a student academic folder, enter the PID *or* Student Name in the boxes below and click on the search button. Search results are limited to your **system access**.

Search by PID
(Student Number)

- or -

Search by Name

First

Last

Search

Not Found…

Searched SISINFO database for

First Name: spar
Last Name: xxx

Either the student was not found or the student is not within your access level.

If you believe the student you searched for is valid within your access level, but the student has not been active within the last two years, please use the **Restore a Folder** function to view the student's information.

More than one match…

More than one student matched your search criteria. Please select a student to continue.

Student0, Sparty (A12345670)*

Student1, Sparty (A12345671)*

Student2, Sparty (A12345672)*

Student, Sparty (A12345678)

* indicates only an application was found - no enrollment records

Sparty Student's Folder

Sparty Student

Name	Sparty Student
PID	A12345678
Level Class	UN 3
College	08 Business
Major	1267 Finance
Academic Status	GOOD
Last Term	US06
Other Majors	HONR Honors College (NOUN)
Total Credits	71.00
Cum GPA	3.6785
Gender Code	F
Ethnic Code	1 Caucasian (non Hispanic)
Campus Area	Off campus

reg@msu.edu
50 Spartan Lane
East Lansing, MI 48825
(517) 353-4678

Add/View Notes (student has 1 notes)

Add/View Academic Progress Plans (student has 4 plans)

View Confidential Messages sent to Student (student has 7 messages)

View All Notes, APPs, and Messages (in reverse chronological order)

Student Report

Application Data Sheet

Course Listing by Subject Area & Transfer Institution

Credits & GPA Summary

Degree Reports

Other Online RO Systems
IMPORTANT: When viewing forms from other systems on the RO website, you *must* use your browser's back button to return to this page after viewing the form.
    TC - Re-evaluation of Student Transfer Credit ~ Arts and Letters ~ 6/21/2006
    AA - Grade Change ~ ~ 5/14/2006
    Readmission ~ Business ~ 9/26/2005

Archived Images
This section includes older Administrative Action Forms, Withdrawals, etc.
Also includes Transfer Credit Evaluations.

Student Summary Information
(as defined by advisers)

- Academic information for most recently enrolled term
- ID Image
- "Hot" link to email address

Folder "Tabs"

- Notes
- Academic Progress Plans
- Confidential Messages
- Student Report
- Application Data Sheet
- Course Listing
- Credits & GPA Summary
- Degree Reports
- Other Academic Forms
- Archived Images

Notes

- Each note must have at least one category or 'type' identified.

- Note types and definitions were developed by the advisory committee.

- Student can be 'copied' on the note – keeps student 'in the loop'.

- Advisers can include his/her 'signature' in the copy to the student.

- Permanent Note - submits note to the student folder.

- Prep Note – most often used by advisers to prepare for appointments. Prep notes are temporary and only visible to the 'creating' adviser.

- Temp Notes – most often used by advisers when dealing with a sensitive situation. Temp notes are temporary and only visible to the advisers in the 'creating' college.

Notes (cont'd)

- Permanent notes and Temporary notes within the adviser's college are displayed in reverse chronological order.

- The student's level, class, and major at the time of the note submission is saved.

- Links to the student's copy are provided, if appropriate.

Academic Progress Plans

- The Academic Progress Plan (APP) was added in January 2006 – just prior to annual enrollment.

- The APP allows advisers to store recommended course work.

- Student copy can be reviewed at any time by student – useful during annual enrollment.

- Future enrollment from student information system, if found, preloaded into form.

Academic Progress Plans
(cont'd)

Warning!

FS06 FRN 330 001 3 - no seats left in the section.
FS06 MTH 126 003 3 - no seats left in the section.
FS06 STT 315 021 3 - no seats left in the section.
SS07 ITM 309 007 3 - no seats left in the section.
SS07 MSC 317 012 3 - no seats left in the section.

Go back to APP   Ignore Warning and Submit APP to Folder

- Valid course and seat count checks.

- Adviser can override warning.

- After submission, Adviser can access a 'print friendly' version of the form.

- During AOP (Academic Orientation Programs), APPs can be sent to enrollment lab printers.

Student Academic Folder - Academic Progress Plans (APPs)   Main Menu

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The Academic Progress Plan (APP) for
Sparty Student
has been saved.

The student has been sent a copy via the confidential message board.

View/Print PDF Version of this APP

Send/Print to AOP Printer in the CASE Enrollment Lab

Send/Print to AOP Printer in the WILSON Enrollment Lab

Please do not print to an AOP printer if you are not at AOP.
It will send confidential student data to a public computer lab printer.

Return to APPs

Academic Progress Plans
(cont'd)

Print Friendly View (pdf)

Folder Version

Student Academic Progress Plans | Main Menu

6/23/2006 3:34:14 PM   Jane Spartan, Broad College of Business
View/Print PDF Version of this APP

FS06
Planned Courses   **Alternative Courses**
EC 340 003 3   EC341 4
FI 311 002 3
FRN 330 001 3
ITL 201 002 4
MTH 126 003 3
STT 315 021 3

Total Credits: 15-18

SS07
Planned Courses   **Alternative Courses**
ITM 309 007 3
MGT 409 008 3
MSC 317 012 3
MSC 371 001 3

Total Credits: 12

Copy sent to Student

UN 3 1267-Finance

Main Menu

Academic Progress Plan - Academic Orientation Program
Student: Sparty Student   PID: A12345678
Major: 1267-Finance
6/23/2006 3:35:50 PM
APPID: 130

| FS06 | | AOP Staff Only | |
Planned Courses	Alternate Courses	Section # of Selected Courses	STAFF SIGNATURES
EC 340 003 3	EC341 4		*Jane Spartan,*
FI 311 002 3			*Broad College of Business*
FRN 330 001 3			Adviser
ITL 201 002 4			
MTH 126 003 3			CAAP Adviser
STT 315 021 3			
			Honors Adviser
			AOP Staff

Total Credits: 15-18
Comments:

Academic Progress Plan - Academic Orientation Program
Student: Sparty Student   PID: A12345678
Major: 1267-Finance
6/23/2006 3:35:50 PM
APPID: 130

| SS07 | | AOP Staff Only | |
Planned Courses	Alternate Courses	Section # of Selected Courses	STAFF SIGNATURES
ITM 309 007 3			*Jane Spartan,*
MGT 409 008 3			*Broad College of Business*
MSC 317 012 3			Adviser
MSC 371 001 3			
			CAAP Adviser
			Honors Adviser
			AOP Staff

Total Credits: 12
Comments:

Confidential Messages

Using the Confidential Message Board: A method of sending secure, confidential messages to students.

- Student receives email stating "A Confidential Message is waiting for you."

- Student logs in to a secure application on the RO web site to access message. Students should be comfortable with the RO site.

- Once student accesses the message, the 'Date Read' is recorded, allowing the adviser to see that the student has received the message.

- If message not 'read', reminder sent one week later.

Student Academic Folder - Confidential Messages | Main Menu

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About Confidential Messages
- Students are notified that the Registrar's Office has a "confidential message" waiting for them. The students are asked to log into a secure site where they can read the confidential message. The system tracks that the student has read the message. This does not guarantee that students will access and read their message(s).
- Messages **cannot** be edited or deleted once in the confidential message system.
- A dash in the date read field means that the student has not logged in and read the message.
- If a student has not read the message one week after the message date, one reminder message will be sent.

Name	Sparty Student
PID	A12345678
Level Class	UN 3
Major	1267-Finance

Message ID	Message Date	Message	Date Read	RO System
3476	6/23/2006	**Michigan State University** — The Eli Broad College of Business. **Academic Progress Plan**. Semester: FS06 — Planned Courses: EC 340 003 3, FI 311 002 3, FRN 330 001 3, ITL 201 002 4, MTH 126 003 3, STT 315 021 3; Alternative Courses: EC341 4. Total Credits: 15-18. Semester: SS07 — Planned Courses: ITM 309 007 3, MGT 409 008 3, MSC 317 012 3, MSC 371 001 3. Total Credits: 12. *Jane Spartan* Undergraduate Finance Adviser schuett1@msu.edu phone: 517.355.1855	-	Academic Folder
3475	6/23/2006	**Michigan State University** — The Eli Broad College of Business. Topics: Enrollment Conference, Major Exploration. Student discussed interest in Finance. Suggested Sparty begin taking core business courses and to explore interest further at the business fair. *Jane Spartan* Undergraduate Finance Adviser schuett1@msu.edu phone: 517.355.1855	6/23/2006	Academic Folder
2815	12/28/2004	Dear Sparty Student, We have been notified by your instructor(s) in MTH 103 that your performance to date in this course suggests you may earn a final grade of less than 2.0. We strongly recommend that you: * see your instructor to discuss your situation and follow the advice you receive. * attend all classes. Review class notes soon after class to reinforce what you have learned. * study your notes and do your homework every day. If you still have questions, seek assistance from help rooms, teaching assistants, etc. If you have problems in more than one course or problems of a personal nature, discuss them with your advisor immediately. Your advisor will refer you to sources of assistance. If you do not know your advisor, call the Undergraduate University Division (UUD) at 355-3515. Sincerely June Pierce Youatt Assistant Provost for Undergraduate Education	12/28/2004	APR_FEWS

Student Report

"Unofficial, Internal Transcript"

Includes:

- Award History
- Major History
- AOP Placement Scores
- Admission Application Data
- Course Listing

Admit Reports & Application Data

- Admit Reports for College, Department, and/or Major can be generated by term and/or specific dates.

- Adviser can 'click' on student number in resulting data to open specific student's Application Data Sheet.

Course Listing

Summary of student courses by subject area.

Details of accepted transfer credit by institution, including pending and accepted credits.

Credits & GPA Summary

Full student history of credits and GPA term-by-term for each student academic level.

Student Academic Folder - Credits & GPA Summary	Main Menu
Jane Spartan, Broad College of Business	Friday, 6/23/2006

Name	**Sparty Student**
PID	**A12345678**
Level Class	**UN 3**
Major	**1267-Finance**

Term	Cum Credits		Term GPA Info		
	Completed	**Passed**	**GP Credits**	**GP Points**	**GPA**
Undergraduate					
Attempted Credit: 71		Transfer Credit: 14		Repeats: 0	
SS07	57	71	0	0	0
FS06	57	71	0	0	0
US06	57	71	0	0	0
SS06	57	71	14	53	3.7857
FS05	43	57	13	41.5	3.1923
SS05	30	44	16	59.5	3.7187
FS04	14	28	14	52	4

Cum GPA Info			Academic Status	
GP Credits	**GP Points**	**GPA**	**Begin**	**End**
56	206	3.6785	GOOD	
56	206	3.6785	GOOD	
56	206	3.6785	GOOD	
56	206	3.6785	GOOD	GOOD
42	153	3.6428	GOOD	GOOD
29	111.5	3.8448	GOOD	GOOD
13	52	4	GOOD	GOOD

Degree Reports

- In May 2006, Degree Reports were launched using extracted data from the Degree Audit system.

- Advisers can select various reports based on current needs.

- Specific student degree work, e.g. substitutions, must still be done in Degree Audit system.
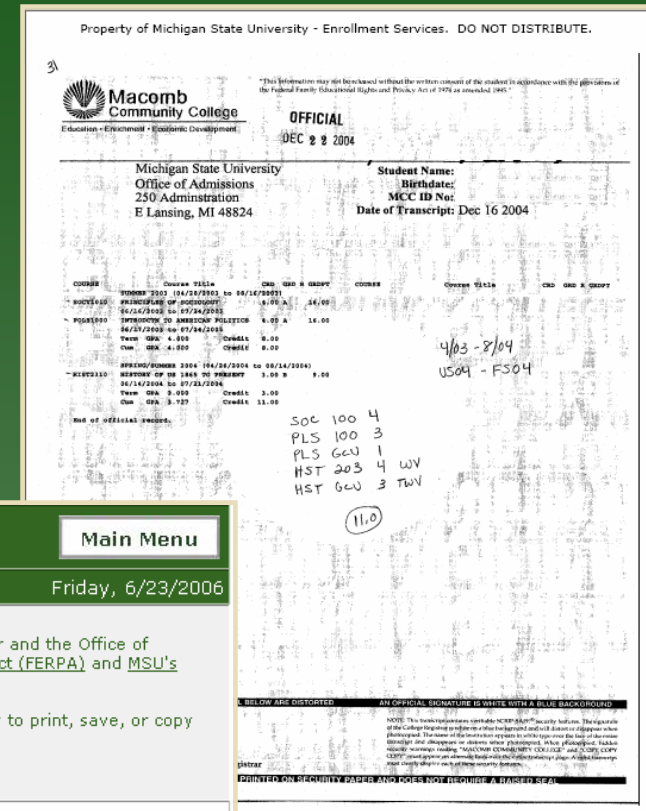
Other Online RO Systems

- Links to other student specific online Academic Forms.

- Access granted to adviser through student folder.

Archived Images

Certain documents from the Admissions and Registrar's Office imaging solution are made available in the folder.

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Macomb Community College
Education · Enrichment · Economic Development

OFFICIAL
DEC 2 2 2004

Michigan State University
Office of Admissions
250 Administration
E Lansing, MI 48824

Student Name:
Birthdate:
MCC ID No:
Date of Transcript: Dec 16 2004

4/03 - 8/04
US04 - FS04

SOC 100 4
PLS 100 3
PLS GCU 1
HST 203 4 WV
HST GCU 3 TWV

(11.0)

Student Academic Folder - Archived Images | Main Menu

Jane Spartan, Broad College of Business | Friday, 6/23/2006

About Archived Images

- The images displayed through this system are made available by the Office of the Registrar and the Office of Admissions & Scholarships in compliance with the Family Educational Rights and Privacy Act (FERPA) and MSU's Guidelines Governing Privacy and Release of Student Records.
- The images are available for your use only and are **not** for redistribution.
- The images will always be available to authorized users here. Therefore, it is not necessary to print, save, or copy the images.

I have read, understand, and agree with the above statements. ☐

Name	Sparty Student
PID	A12345678
Level Class	UN 3
Major	1267-Finance

The following image(s) were found.
To view an archived image, click on the link. The image will open within a PDF file.

Admissions - College Transcripts (12 pages)

My Prep Notes/APPs

- Advisers can access their saved Prep Notes and APPs through the system main menu.

- Saved preps can be accessed and submitted to folder or deleted.

My Signature

- For use when 'copying the student', the adviser can save a 'signature' in the system.

- Signature can be plain text or HTML.

AOP Lists

- Formerly distributed by the Admission Office, AOP lists can now be generated at any time.

- Additional features include direct student folder access, viewing degree reports, and sending email to students.

System Statistics

- 490 active users in 22 major academic and administrative units
- 203,000 folders accessed
- 61,200 notes
- 10,200 APPs (since Jan 06)
- 102 signatures
- Copy to student
  - 25,000 notes
  - 5,300 APPs
- 90+% of student copies read

Campus Impact

- **Paper**: UUD has gone completely paperless and greatly improved turn-around time in student services at multiple locations across campus.

- **Environment**: The College of Business was able to remove eight 5-drawer file cabinets and completely renovate the Undergraduate Advising Center into a more relaxing, inviting location.

- **Communication**: Communication Arts & Sciences sent all end-of-term warning letters to students via the ESAF's confidential message board. This not only gave advisers the ability to track message receipt, but the speed in communication gave students more time to work with advisers prior to the next term.

- **Efficiency**: Information can be accessed more easily in the ESAF than in hard-copy folders. Most, if not all, information is in one location. "We can concentrate on more ways to serve students."

Campus Impact (cont'd)

- **Consistency**: The electronic folder 'follows' the student throughout his/her academic career, increasing consistency in advising.

- **Awareness**: The ESAF improved FERPA awareness and compliance, bringing further clarity to what constitutes a student's education record.

- **Even the Toughest Critics**: Many advisers were against going electronic (not as efficient, won't have everything I need, etc.). However, after many 'just tried it once', they never left.

- **Nothing is Perfect**: There have been amazingly only a few complaints: system time out, screen size limitations.

- And of course, additional feature requests…

Future Plans

- Degree Audit

- Degree Data Query Builder

- Additional forms, e.g. Probation Conference Worksheet

- Integration with other units and their forms, such as Study Abroad

- Stylized text, spellchecker

- System 'tweaks', e.g. being able to 'copy' another adviser on a note

- ???

Questions?

Kristin Schuette, Associate Registrar for Technology
schuett1@msu.edu