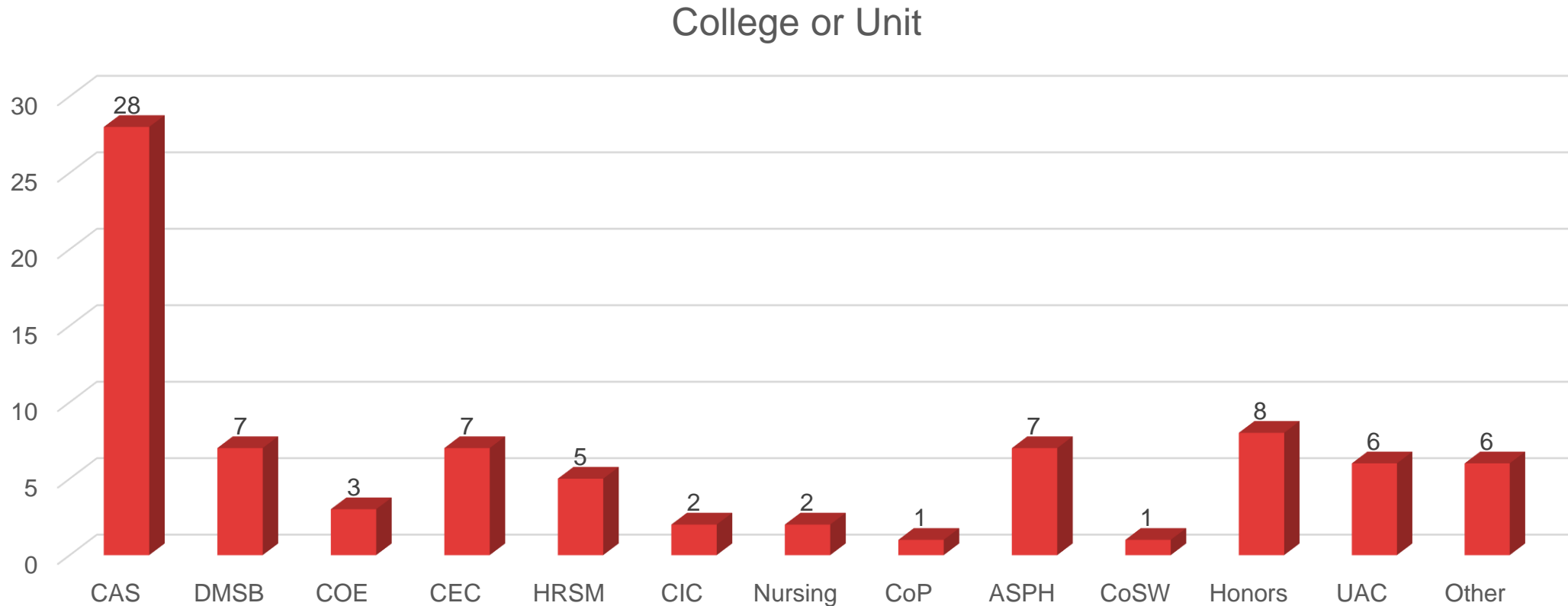


ADVISING TECH USAGE SURVEY RESULTS

Spring 2024

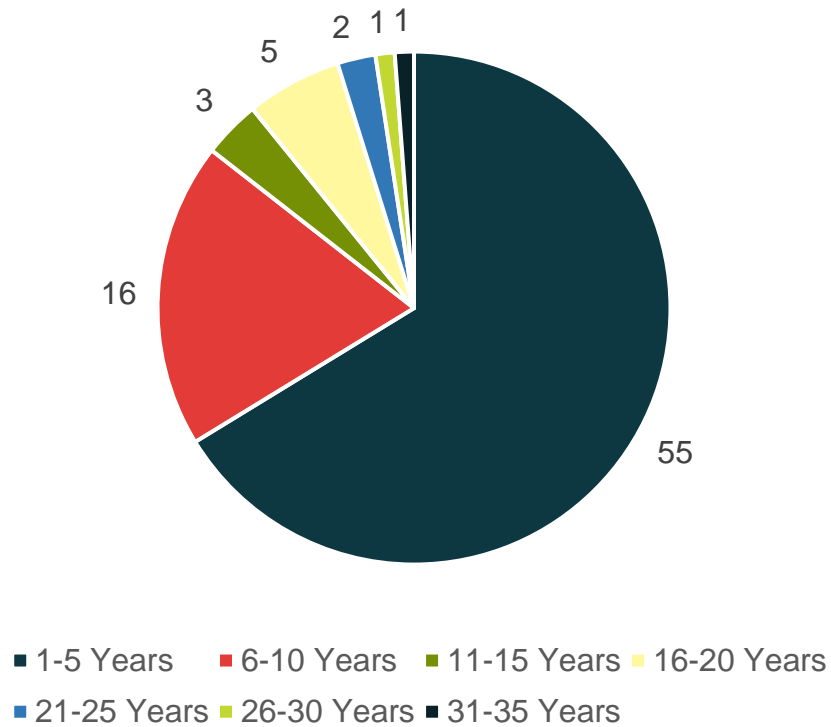


RESPONDENT DEMOGRAPHICS

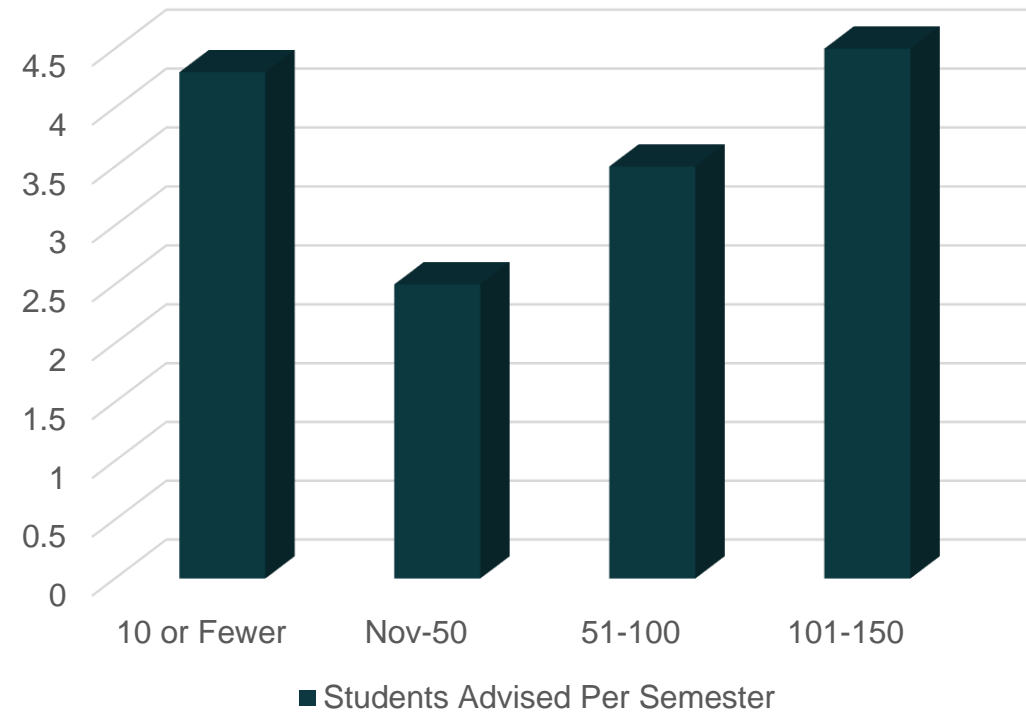


RESPONDENT DEMOGRAPHICS

Years of Experience Advising at USC

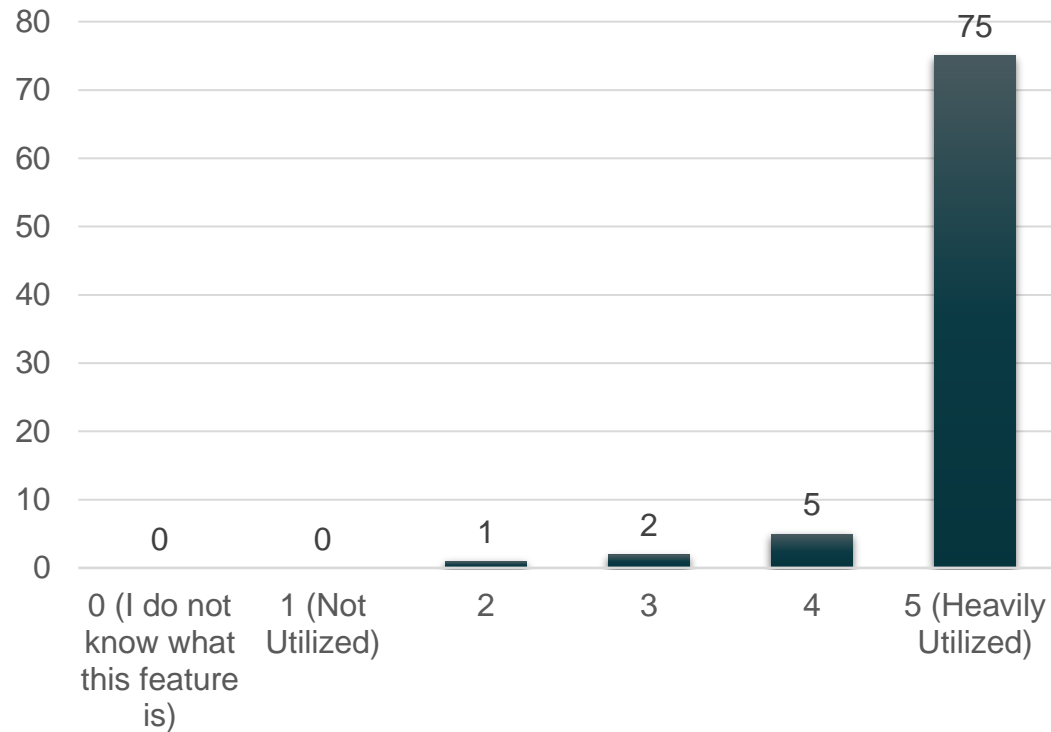


Students Advised Per Semester



SELF SERVICE CAROLINA

Overall Usage

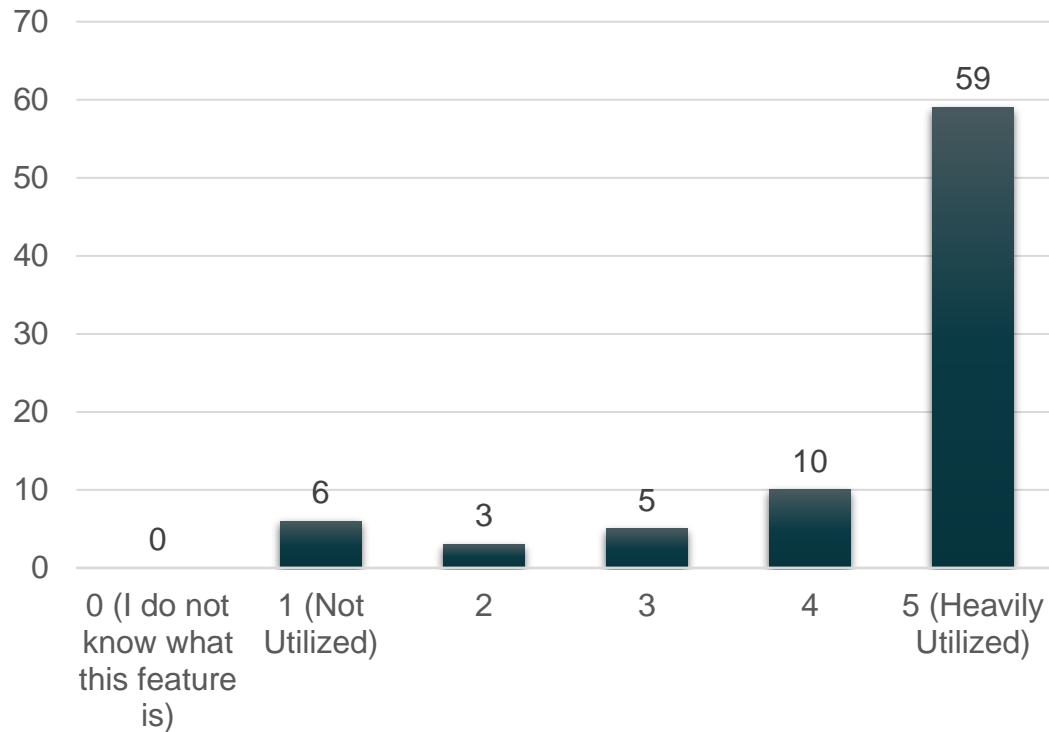


- “Overall I find it very useful & easy to navigate.”
- “I’m still in mourning for the features we lost with the Banner 9 update.”



DEGREEWORKS

Overall Usage

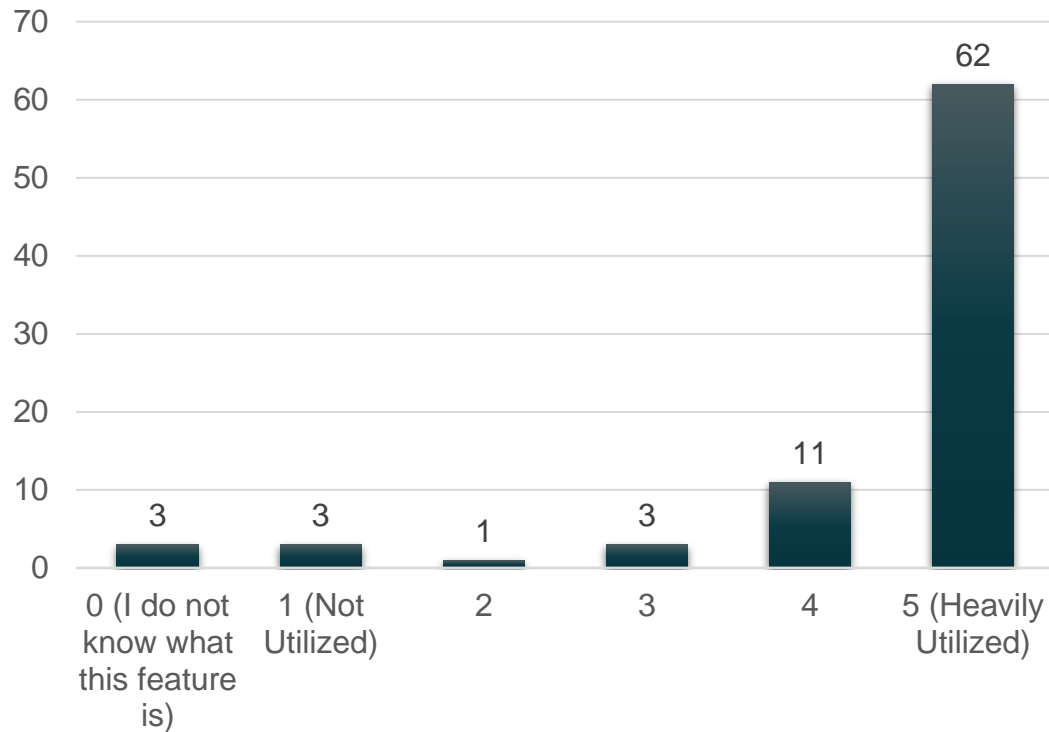


- “It is very helpful tool for the visualization of degree progress.”
- “This system is extremely important, but often does not function well.”



EAB NAVIGATE

Overall Usage

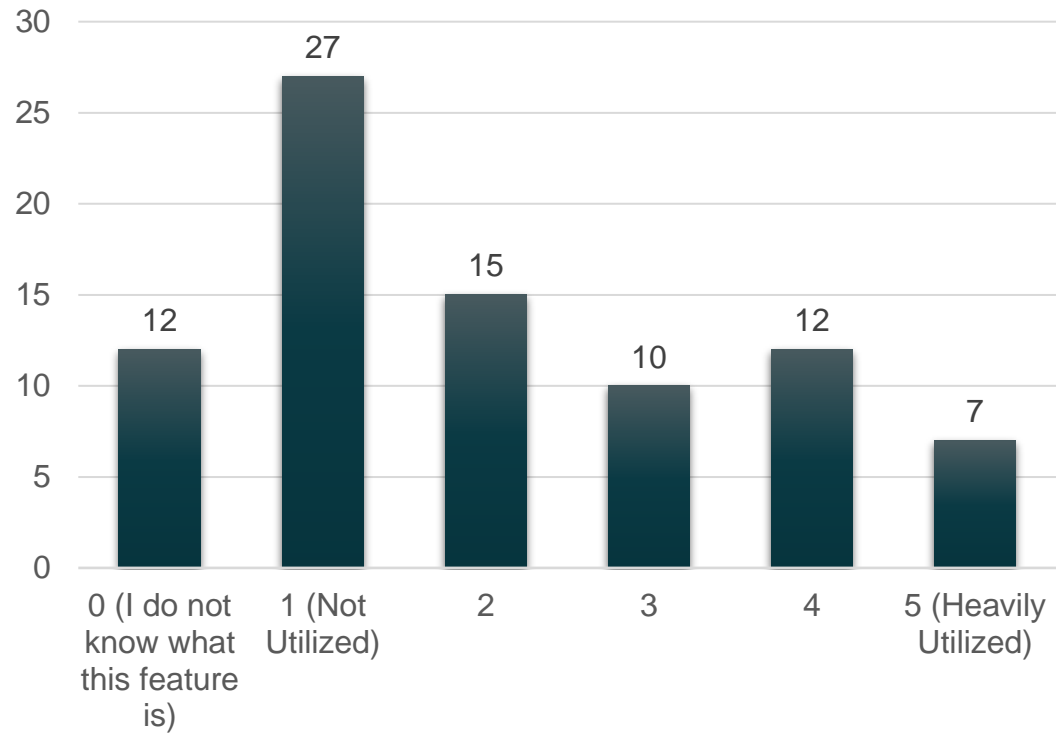


- “Great resource. I enjoy using it for many different aspects of advising.”
- “Navigate is very useful! Of course there are changes I’d like to see in it overall, but those are not necessarily addressable in this instance since they’d be system updates by the company.”
- “It works great, and then it doesn’t work as well.”



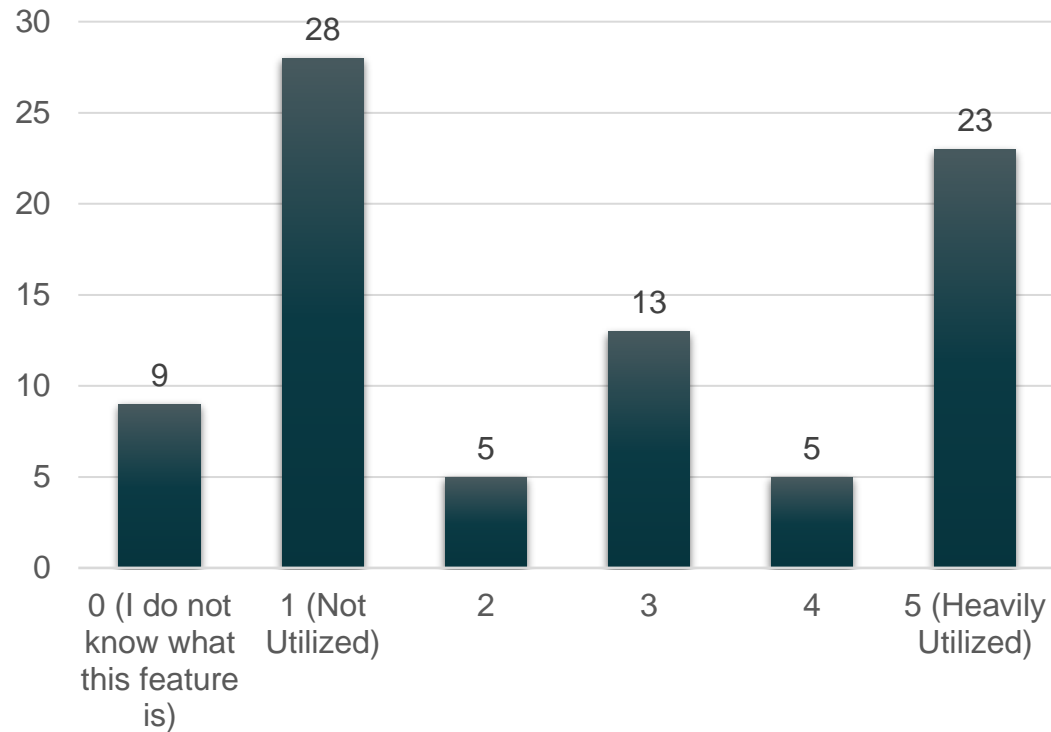
MY USC EXPERIENCE

Overall Usage



SCHEDULE PLANNER

Recommend to Students

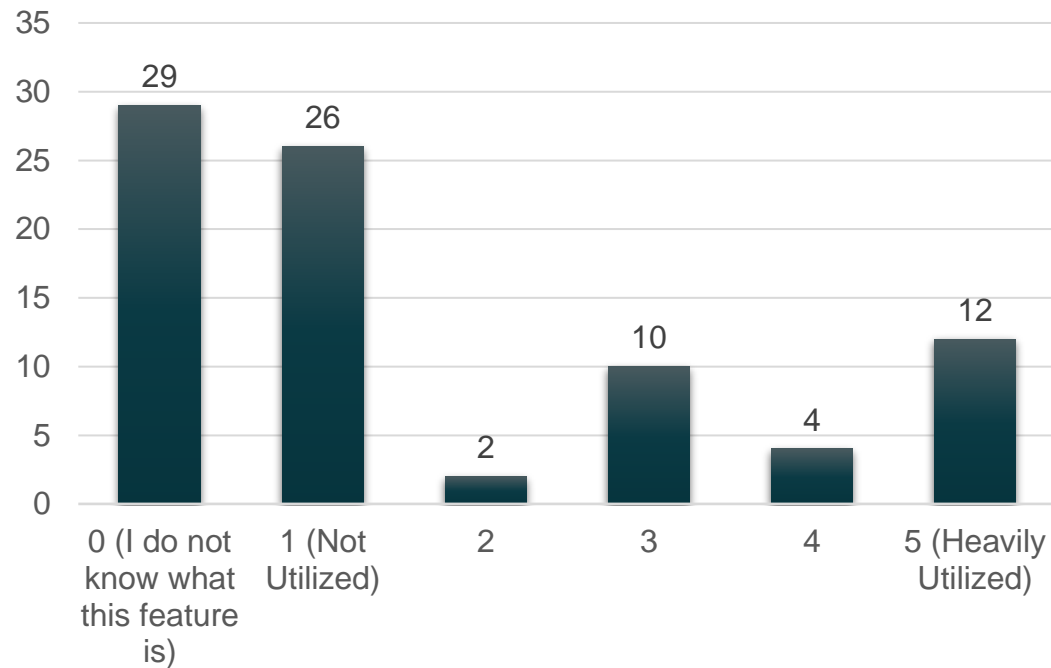


- “It is nice for students to get help with building their schedule, but given how restricted courses often cause registration errors, I feel like students should learn how to build their own schedules.”
- “Schedule planner is the unicorn’s blood of registration. It is quick and convenient, but it also becomes crutch & obstacle for students.”
- “Students like it and plan their schedules with it, but it does not always include the restrictions, so students get upset/angry when it doesn’t work out perfectly.”

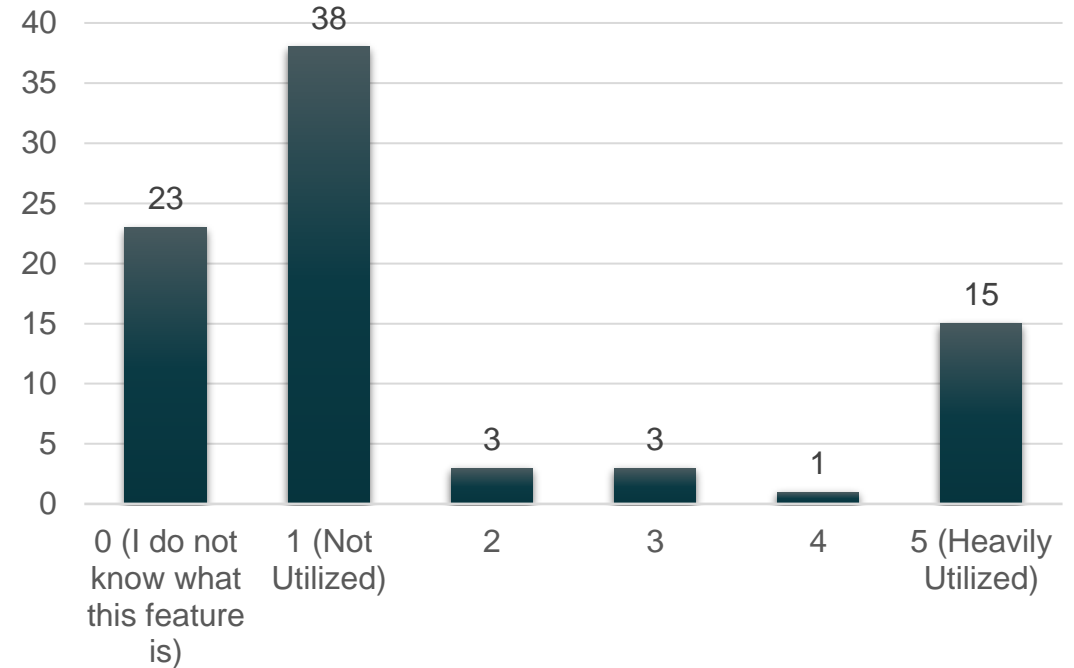


BANNER APPNAV & DATA WAREHOUSE

AppNav – Advisor Assignments



Data Warehouse – Student Reports



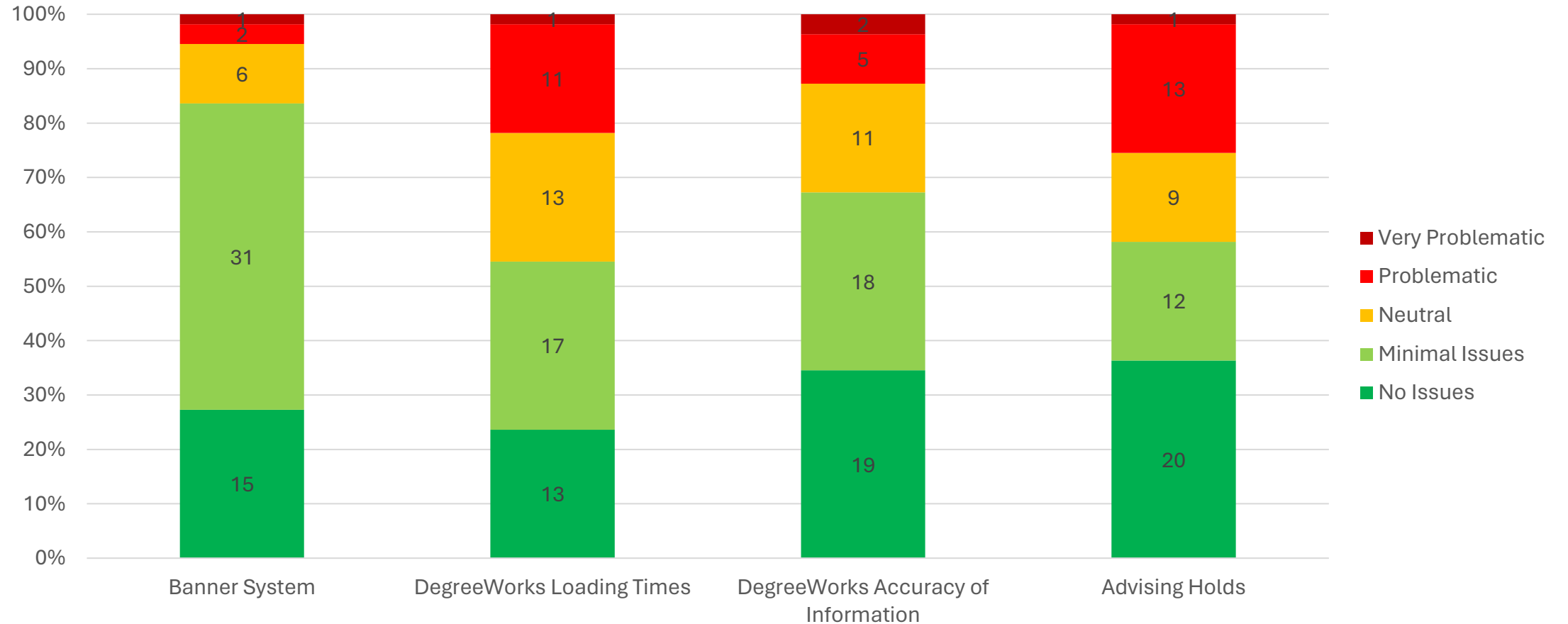
2024 Summer/Fall After-Action Survey

Distributed to Academic Advisors and Advising Administrators from April 23 – May 7, 2024

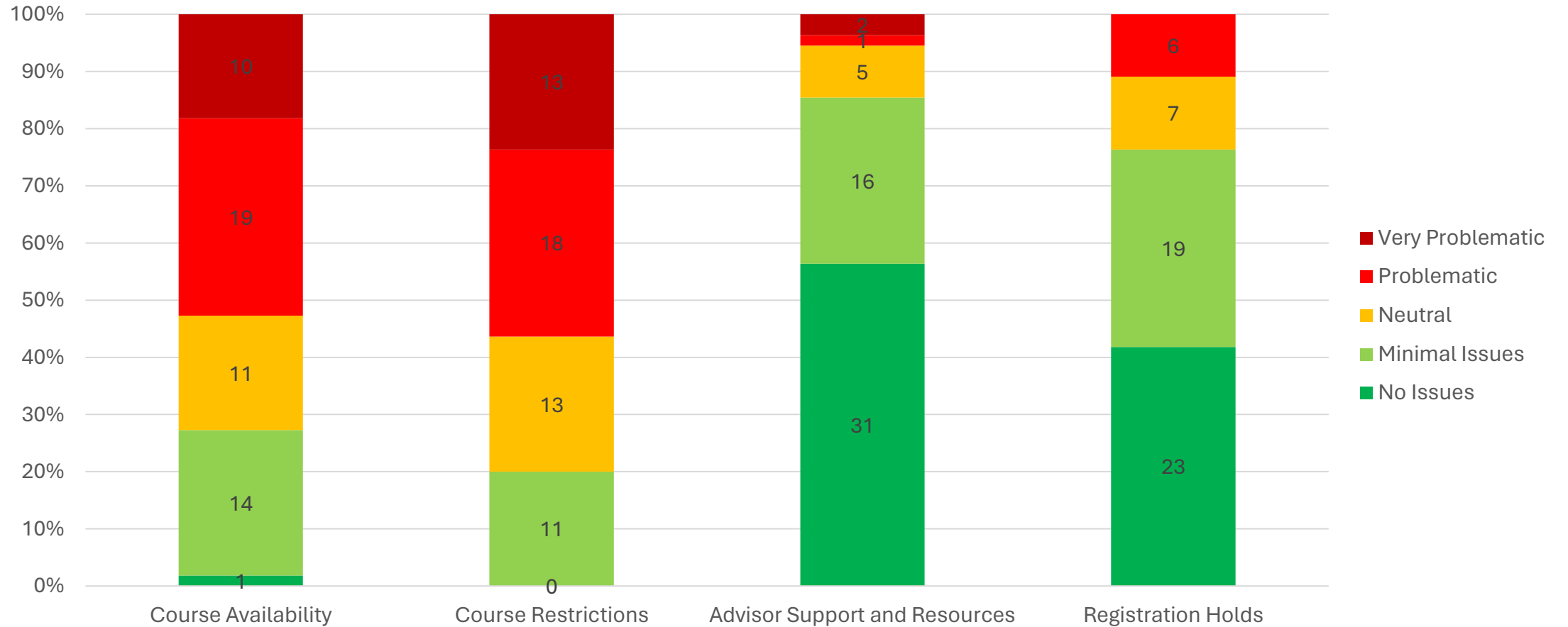
Mixed Methods

Responses: 55

Technology



Other



Key Themes from Registration Feedback

System Usability Improvements:

Requests for better integration between Banner and classes.sc.edu.

Easier visibility and navigation of section restrictions.

Feature enhancements such as a term-toggle for staff and a waitlist function.

Technical Performance Issues:

Mixed feedback on load times and stability for DegreeWorks.

Recurring issues with advising holds reappearing unexpectedly.

Course Availability and Restrictions:

Frequent challenges with course restrictions and limited seat availability.

Difficulty for students in understanding and finding information about restrictions.

Advising and Support Enhancements:

Suggestions for mandatory registration training and a virtual help desk.

Improved communication about when restrictions are lifted.

Positive Feedback and Future Outlook:

Recognition of recent improvements to the registration system.

Advisors express willingness to collaborate on further enhancements

THANKS!

Brian Dusel

Director of Advising Technology

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UNIVERSITY OF
South Carolina