Advising Architecture Review Board (AARB)

A way to illuminate IT complexity and rationalize investment.

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DoIT DIVISION OF INFORMATION TECHNOLOGY

Everyone understanding the complexity of the domain is Step 0 in getting a grasp on IT Spend.

AARB - Mixed Bag

Advisors

Kendra Abel, L&S ACAC
Nikki Bollig, Business
Scott Burkhardt, History
Tanya Cutsforth, Engineering
Noel Howlett, CCAS
Kathryn Paar, SOHE
Molly Reinhard, CALS
Chris Verhaeghe, CFYE
Timothy Walsh, CCAS

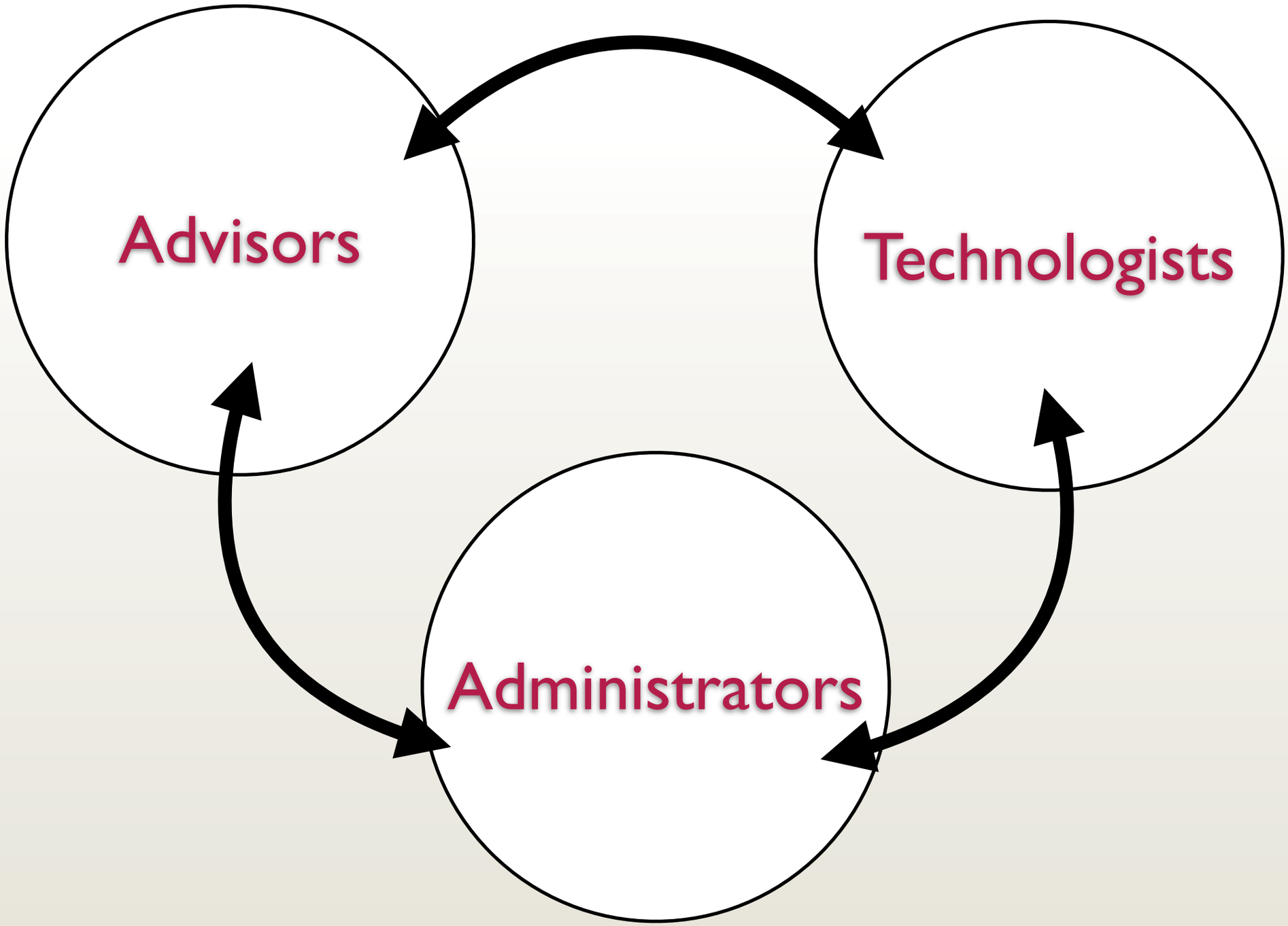
Technical

Aaron Apel, RO
Mike Farnham, DoIT - AT
Scott Fullerton, DoIT
James Helwig, DoIT - IIAT, AT
James Phelps, DoIT

Administrative

Annette McDaniel, OUA
Scott Owczarek (Co-Chair), RO
Jeffrey Shokler (Co-Chair), OUA
Wren Singer, OUA
Michelle Young, RO

AARB - Mixed Bag



AARB - Mixed Bag

Complexity

Connectedness

Considerations

Possibilities

AARB - Mixed Bag

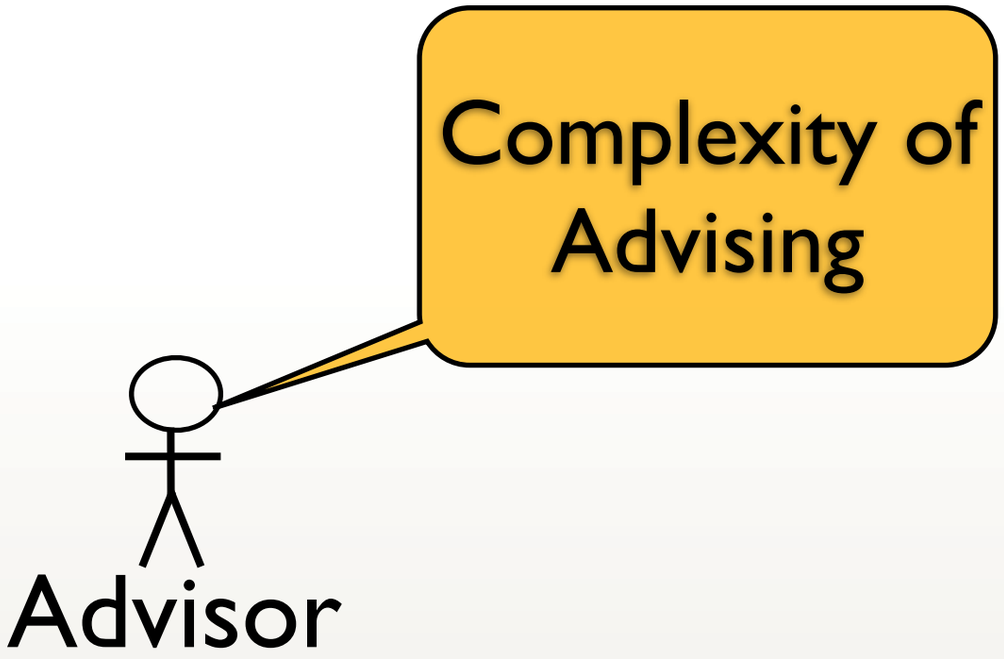
Jointly determine:

Strategy

Requirements

Use Cases

Opportunity to Educate

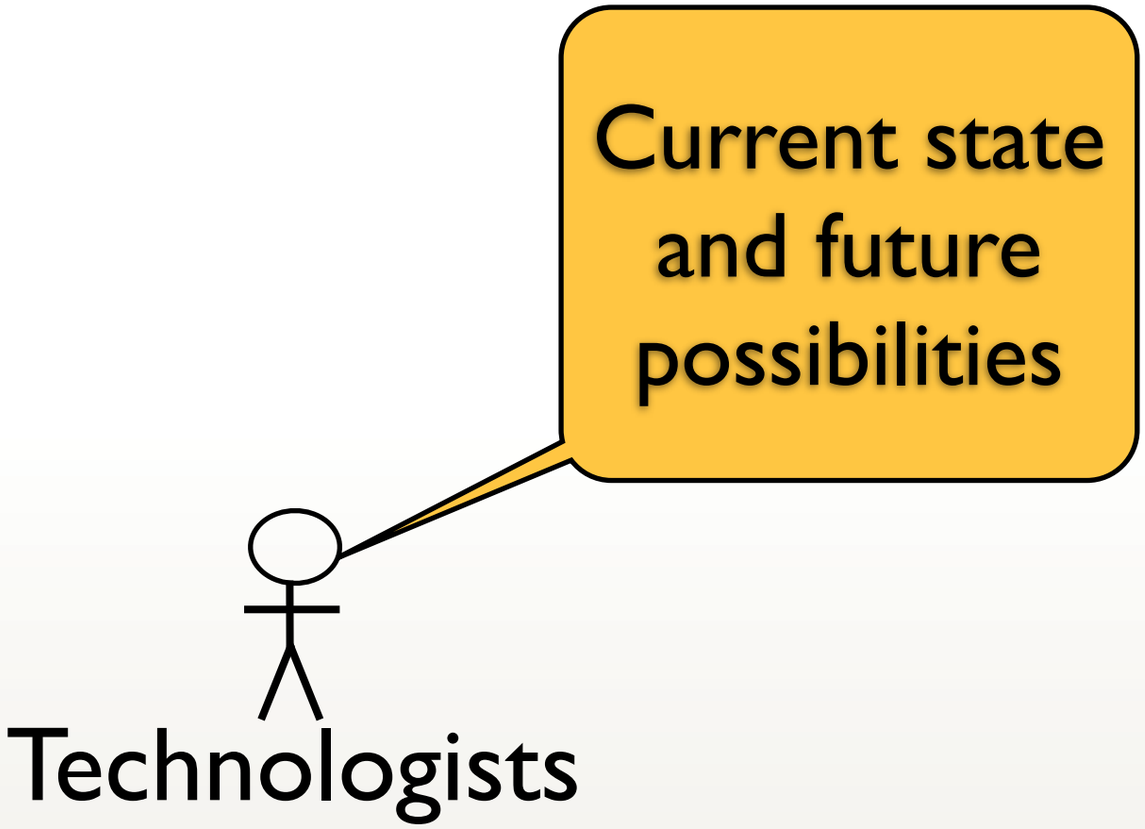


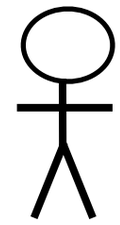
The tools

The limitations

The flow

The variations



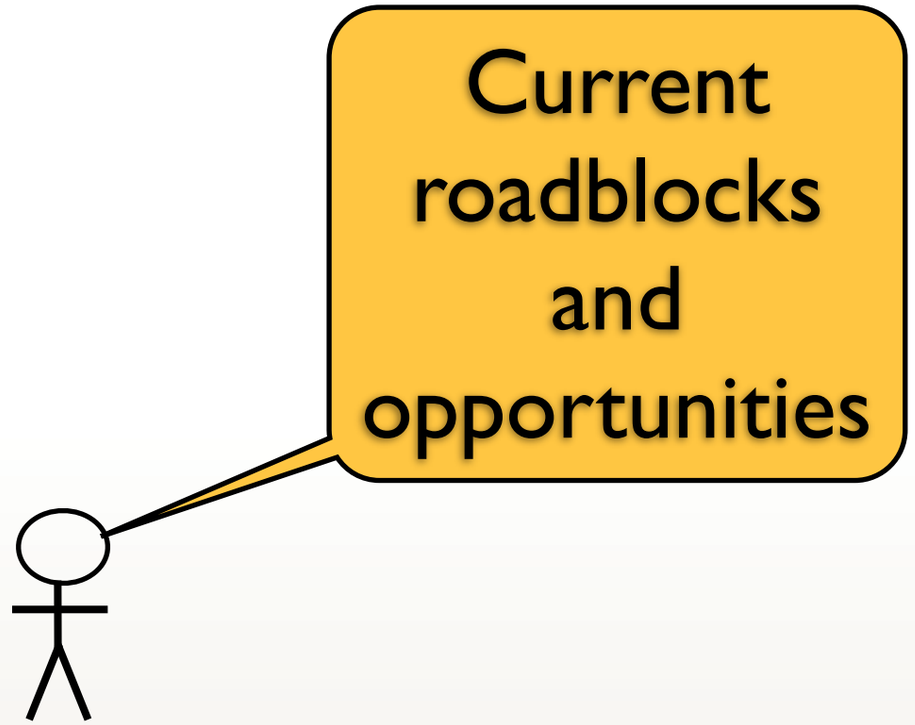


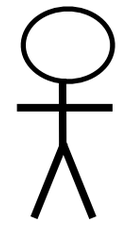
Current tools

Future state

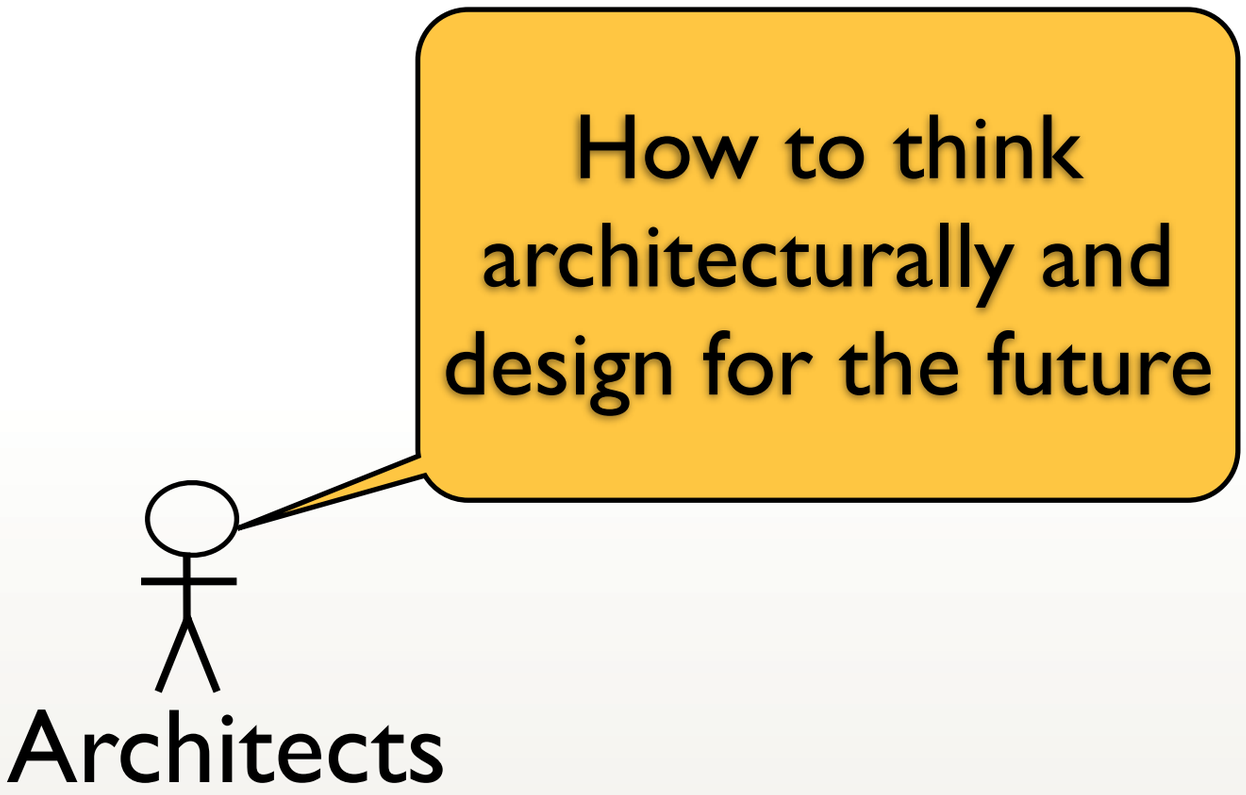
Easily attained changes

Requirements needs



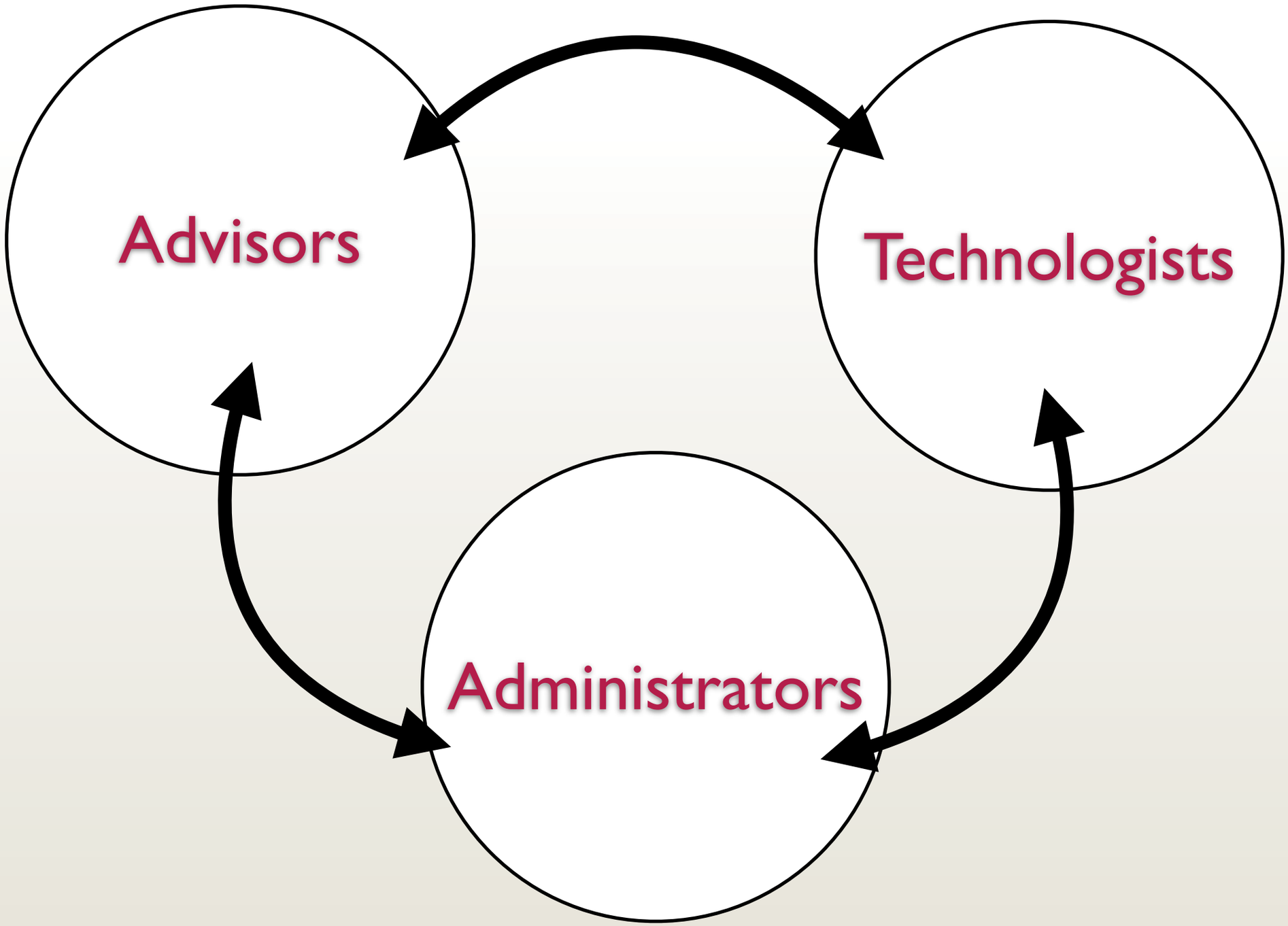


What is under discussion
What needs help
What we could pursue



Design Thinking
Service Oriented Architecture
Enterprise Data Management
Operational Data Stores

AARB - Mixed Bag



Advisor Core Diagram

Advisor Experience

Get Training | Discover Pool | Arrange Contact | Gather Data (Past, Present, Future) | Build Relationships | Provide Advice | Record Contact | Follow-Up

Core Services

Student Data Service

Student Information System
Degree Audit
Advisor Notes
Advisor Tab

Curricular Services

CourseGuide
Catalog
Degree Audit
Enrollment Management

Communication Services

Websites
Printing
WiscChat, Chat
Advisor LInk
Advisee Lists
email
Custom email lists

Scheduling Services

Scheduling Assistant
WiscCal

Reporting Services

CALS/Eng Query System
Query Library
ad hoc queries

Policy Services

Imaging Service

Admission Application
Other Transcripts

Advisor Notes Service

Advising Notes

Unit Specific Services

Local Services

Training | HR | Assign Advisors | Manage Advisees | Scheduling

On-Boarding → Administrative Pipeline → Off-Boarding

Analytics | Evaluation | Curriculum Development | Professional Development

Advisor Core Diagram

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Get Training | Discover Pool | Arrange Contact | Gather Data (Past, Present, Future) | Build Relationships | Provide Advice | Record Contact | Follow-Up

Core

Student Data Service
Student Information System
Degree Audit
Advisor Notes
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Curricular Services
CourseGuide
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Enrollment Management

Communication Services
Websites
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Scheduling Services
Scheduling Assistant
WiscCal

Reporting Services
CALS/Eng Query System
Query Library
ad hoc queries

Policy Services

Imaging Service
Admission Application
Other Transcripts

Advisor Notes Service
Advising Notes

Unit Specific Services

Local Services

Big Circle= Big Impact

Broken — Works

Training | HR | Assign Advisors | Manage Advisees | Scheduling

On-Boarding → Administrative Pipeline → Off-Boarding

Analytics | Evaluation | Curriculum Development | Professional Development

Advisee Core Diagram

Advisee Experience

Explore: Self | Requirements | Options

Finance | Find Courses | Schedule | Enroll | Attend | Assess Performance

Core Services

Reqs Exploration Services

Pre "x" Web Sites
Course Guide
Student Center
Placement Tests
Credit Equivalency
DARS

Finance Services

Common Scholarship App
Various Groups provide services (ROTC, Fin Aid, Undergrad Awards Office, etc)

Student Data Service

Student Information System
Degree Audit

Self Exploration Services

Interest Inventories
Exploration Center
Career Matching Tools
Department Resources

Options Exploration Services

Pre "X" Web Sites
Placement Tests
Credit Equivalency
DARS

Curricular Services

CourseGuide
Student Information System
Catalog
Degree Audit
Enrollment Management

Scheduling Services

Schedule Planner
WiscCal

Communication Services

Websites
Printing
WiscChat, Chat
email

Policy Services

Unit Specific Services

Local Services

New Advisee Boxes

Advisor Core Diagram

Recommendations: Improving the Advisee Experience

Tools

Note: This page can be viewed by unauthenticated users. The page may be indexed by search engines.

Added by JAMES PHELPS, last edited by JEFFREY E SHOKLER on Mar 11, 2013 (view change)

NOTE: These recommendations were finalized by the AARB on March 8, 2013. They have been turned over the Registrar's Office and the Office for Undergraduate Advising.

Overview:

AARB recommends that the advisee enrollment processes should be reviewed and streamlined to help both advisees and advisors reduce the time spent explaining and navigating enrollment tools. Broadly, four recommendations were made: (1) Advisors need "proxy" access to their advisee's enrollment tools, meaning they need to replicate or see what the student sees when using the enrollment tools (2) Usability studies should be done of the advisee enrollment experience and the advisor-advisee interaction to define areas for improvement, (3) Advisors should gather metrics regarding the time spent explaining the tools and helping advisees navigate the systems and (4) There should be a review of how course enrollments are managed and how data is entered into ISIS (e.g. class notes, course prerequisites, descriptions, enrollment controls, etc) and DARS to see where data entry practices could be more consistent.

The goal of this work is to reduce the time spent on navigating and explaining the tools during an advising appointment so that more time can be spent on the higher-value advising topics. By minimizing this low value added time spent and allowing our advisors to spend more time on a higher-value advising experience, we will be improving the student experience at UW-Madison, which was one of the overall goals of the Madison Initiative for Undergraduates. (see: AARB Strategy 2013)

Background:

In early 2013, AARB looked at the Advisee Core Diagram and discussed where advisers see advisees having trouble navigating the systems (see: Advisee Core Diagram). One thing became apparent during the discussions, advisors spend a lot of time helping students just click through the systems in the right order. The issues were compounded by several facts: (1) that advisors are not necessarily experts in these tools, (2) advisors cannot see the same thing in the tools that the advisee sees or mimic the steps that an advisee must take to enroll and (3) the advisee does not interact with the tools enough to become experts themselves (e.g. a five year undergraduate will go through enrollment 10 or 12 times total).

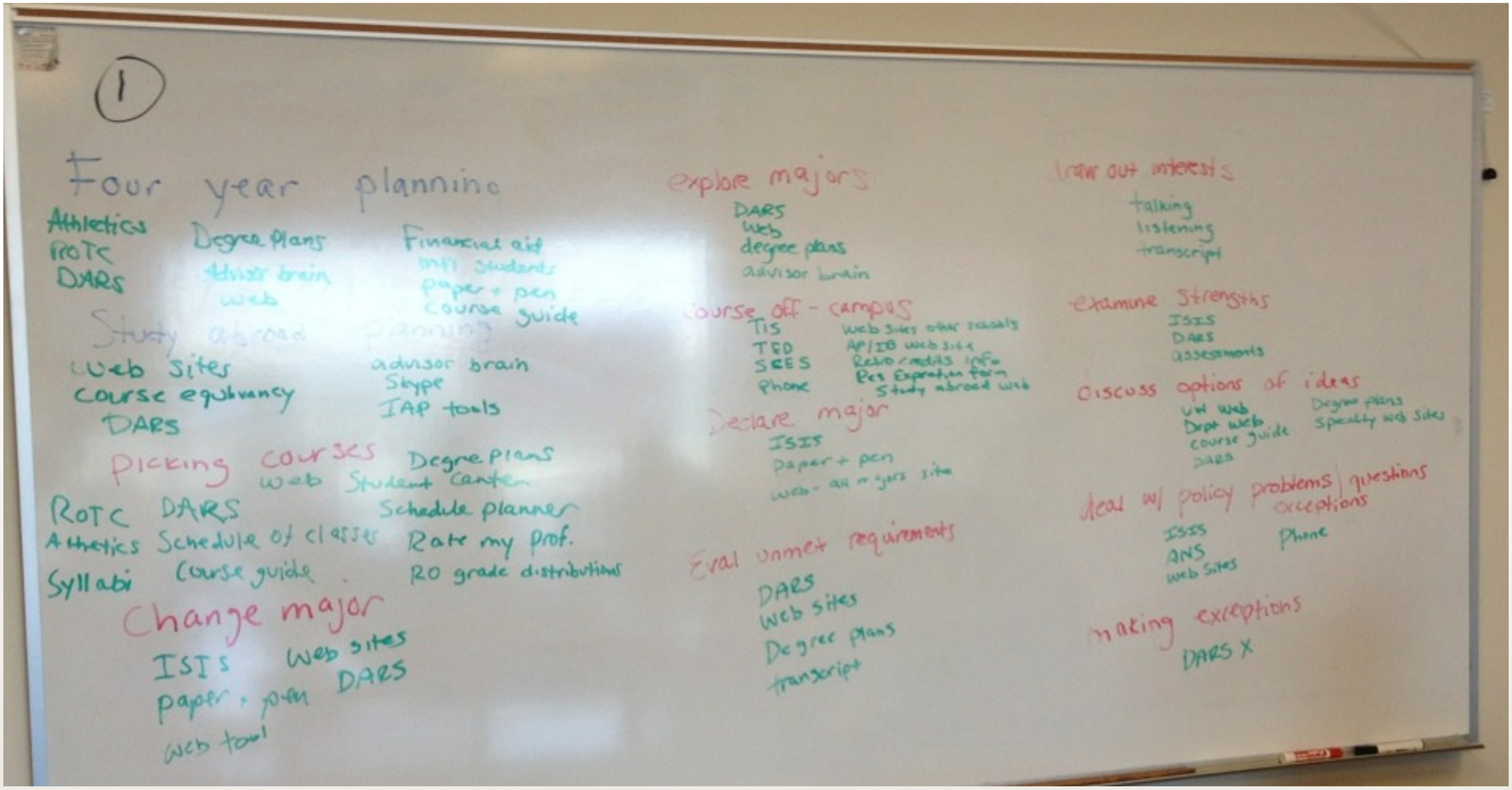
The issues surrounding the difficulty teaching about the tools and the time it takes during each advising session detract from the time and energy that can be spent on the higher-level advising tasks (e.g. helping advisees determine career-paths, or helping them navigate personal issues or aligning their interests with low-enrollment courses and/or study-abroad programs). As we discussed the issues, it became apparent that reducing the complexity of the advisee experience, streamlining the course "explore - schedule - enroll" process and improving the consistency of the data in ISIS and DARS would be a great benefit to both advisors and advisees.

http://go.wisc.edu/3a5dbd

Proxy “view” of Advisee Tools

Usability Studies of the Advisee Experience

Gather Metrics on Time Spent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Four year planning
Athletics
ROTC
DARS
Degree Plans
Advisor brain
web
Financial aid
Intl students
paper + pen
course guide
Study abroad planning
web sites
course equivancy
DARS
advisor brain
Skype
IAP tools
Picking courses
web
Degree Plans
Student Center
ROTC
DARS
Athetics
Schedule of classes
Syllabi
Course guide
Schedule planner
Rate my prof.
RO grade distributions
Change major
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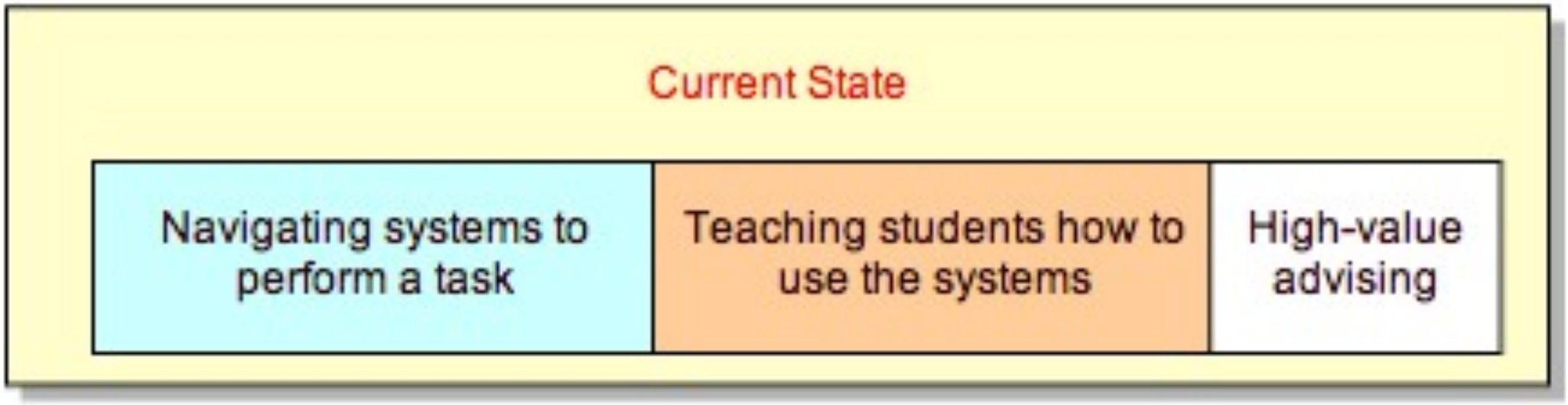
web tool
explore majors
DARS
web
degree plans
advisor brain
course off-campus
TIS
TED
SCES
Phone
web sites other schools
AP/IB web site
Retro credits info
Res Expiration form
Study abroad web
Declare major
ISIS
paper + pen
web - all majors site
Eval unmet requirements
DARS
web sites
Degree plans
transcript
draw out interests
talking
listening
transcript
examine strengths
ISIS
DARS
assessments
discuss options of ideas
UW web
Dept web
course guide
DARS
Degree plans
Specialty web sites
deal w/ policy problems/questions
exceptions
ISIS
ANS
web sites
Phone
making exceptions
DARS X

Division of time in an advising appointment



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AARB as a way to help technologists, administrators and end-users understand...

- Current technology landscape
- Costs of the current state
- Design goals and practices
- Complexity
- Opportunities

Much greater understanding of "why" and "how much" things cost.

Everyone understanding the complexity of the domain is Step 0 in getting a grasp on IT Spend.

For more info

http://go.wisc.edu/3a5dbd