

Pike's Peak Community College

PPCC

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Overview of Pike's Peak

- 19,000 students over course of the year
- \$250/credit hour
- 50% of student population replaces annually
- Many concurrent enrollment students (especially statewide)
- 25% active duty military
- 60% of new students are non traditional in age
- 40% are Pell
- 40% are first generation
- 32% non-white Hispanic (18.2% Hispanic)
- 2nd largest city in Colorado
- Have 3? Campuses and 3? Sites?
- Impacted by employment cycles
- 85% enter with intent to transfer
- 30 International Students in total

Academics

- Nursing and Pre-Nursing (while working on prereqs) – about 5,000 studying in this area (1500 enrolled in pre-nursing) – top 10 nursing programs in the state; 200 nursing students/year
- Business and Business Transfer is also big
- Psychology
- CTE: welding; automotives; cyber-security; computer science transfer program
- New applied biology
- Looking at a BSN program

IT

- Banner 9 in summer through a phased approach –started with Registrar and FA
- Use SARS – institutional tool – super user of SARS – functionality lives in EAB for SARS (might move some of the functionality to EAB)
- EAB/Banner/Degree Works are system tools
- Prospects used for recruitment
- Ed Plan is done in EAB, and EAB does not write back to DegreeWorks (will be needing a clear direction which tool to use for Ed Plan)
- Navigate/Campus are accessed via SSO (PPCC is using CAS). (right now, we are using CAS as well, but this will not be a problem for us even after the implementation of ETHOS Identity in Dec 23)
- PPCC is not using Luminis as their Portal (We will need to create a portlet to access EAB)

- PPCC assisted in the following:
 - Troubleshooting
 - Data issue correction
 - Scripts development for Batch Processing
 - Extraction of Advisors/Class Rosters (to be uploaded to EAB)

EAB Usage

Sees it as a user-driven product

3 pilot schools in Colorado drove this

18,700 logins by individual users over just 18-19, including incoming and current students

Thought they would focus on incoming students mainly as they got started

Have had more logins than the other 2 pilot colleges because of the communications piece that drove them in – which WASN'T through EAB – but through a new position

System is a service provider but they don't see students coming through the door so there is a disconnect with fixing things and getting things on board to serve students. Some of the limits are from their system office. They have had to juggle 13 different institutions. Colorado insisted that things had to be done their way. If have flexibility to change college processes to what they offer – it will work well. Recommending being flexible.

Re: EAB – found them to be responsive; help you get off the ground; they don't suggest what you should do – they have to prompt them to tell you what other schools are doing – you need to ask them. Kelly flew out from D.C. for a 2 hour meeting with advisors!

EAB as product: believe it is very powerful.

Suggest we apply as a student to go through it.

REGISTRATION – the student experience – “Navigate”

- Mobile-friendly
- “To Dos” – [communication tool]
 - Select classes and schedule
 - Accept payment agreement before registration
- “Planner” – where students register
 - Can search for individual classes or
 - Select “my academic plan” –shows laundry list of classes on left side (no set templates yet)
- Lead advisor team develops templates to complete for each major in semester order
 - Semesters don't come through in Navigate
 - But courses are listed in logical, prescribed order
 - Templates built in DegreeWorks
 - Will be working with EAB to build the templates in EAB
- “Use this as a template for planning your degree” – “drag or add suggested courses into a term to plan. This is to be used as a guidance, and was sequenced based off historic students in your program.”
- Real time integration based on Ellucian Student API (real time registration).
- Custom built API for payment agreement (required by PPCC)

- Overnight update
 - If do the plan in EAB, must wait for an overnight feed
 - The academic plan updates when the major changes
- Their implementation was done to fit with existing policies and procedures
- Had many courses linked at the section level – stats course with a stats lab – EAB worked it out that as you drag over a section of a course, the other linked course rolls over
- Changed some processes not policies – eliminated wait lists
 - Wasn't being used consistently as an enrollment management tool
- The “i” icon can be used to send an alert/message about the course to the student – this reflects what is in Banner
- Puzzle piece icon: this course has a prereq
- Can “add a term” to add a course for the next term
- They show students how to register for courses – they can register on their own
- There is a tutorial in how to use
- Create your plan by adding in courses
- Plan your classes, then schedule your classes
- “Schedule and Register”
- Students must be logged in to make the plan – but they like this – they see 85% of students
- When put courses in another term – it is a visual reminder and when the schedule is up you can select classes – you don't need to re-plan for that next term – the focus is on PLANNING
- They are building course schedules for summer-fall-spring in March
 - Student can select the courses and even the day/time of the course but just not register for it
- They are building 2 terms plans right now and will move to completion plans
- Counselors can view the plans that students create – but there is no additional messaging for deviating from the plan – this is a deep analytic that advises the student if they take the wrong course it could delay their goal completion but is under development now
- Piloting the early alert program to track students who are at risk. Requires Faculty participation and case management.
- To change major, online form that goes to Records Office to then change in Banner
- Registration: “Drag busy times into the calendar to find classes that work for you faster. [View more time and location preferences.](#) Choose a class from the left to browse available terms.”
- Templates are built into DW and is imported into EAB – this is the list on the left side of the screen
- Soon to release by EAB: will include full time versus part time options and counselors can build a plan on the back end that will populate. Waiting on EAB to develop.
- The mobile app is not being pushed. The ability to schedule with an advisor, will probably not push using the app
- At the point of Admissions, students are directed to Navigate – and most likely view the messages pushed out to them. The nudges might reinforce them
- Initially there is a message that tells them if courses are not right for major
- Mostly Early Alert will tell student if they're going off track
- EAB only interfaces with DW through the templating process – unsure if this is the only way – can be a better solution
- When student does scheduling—the student schedule lives in EAB until registers – how can access this data
- Look at what goes back and forth with EAB – not everything in EAB goes back to Banner

- Scheduling and registering is the best thing with EAB
- To block out times – just drag and fill in – as do this, the # of available times can shrink
 - Left side shows classes and # of available times
 - Set preferences – when to take classes; or location of classes (other sites); or online
 - If select online – pop up shows about taking online classes
- If student is marked “at risk” can send messaging to advisors or be assigned to a case manager – the alert can prompt the work flow as to who should respond/track
- Click on course to show details and “pick this time” and it populates onto the schedule – if hover over the course it can show as a dotted line as to when it will be
- Can show “available” “conflicting” or “full”
- Basic skills courses don’t show up unless there is a test score
- Wait List is possible in EAB, but PPCC opted not to use it with Navigate and they weren’t making good use of it – they looked at how many were actually getting into the course from the wait list. They weren’t using Wait List well and not uniformly. (not sure if it actually works)
- Performance time during heavy registration is okay
- Drop for Non Payment: got rid of it – put on a hold for subsequent terms – cannot register for next term
- Tool/report that IR department runs daily that looks at course capacity in gateway courses to open up more sections
- Still use paper forms to show instructor to see if can add
- Have a Cognos report (Argos) to track course demand – they will send it to us – helps to see how many seats are left
- If don’t meet prereq, warning symbol pops up and message is viewable
- Prereqs and other stops/holds show up when student tries to register – but doesn’t show on the # of seats available
- Working on how to have instructor approval
- EAB sits on top of Banner platform – so EAB can do what Banner does – if in Banner you have restrictions on registering, it can prevent and show
- Red messages show up if there is something needed or if there is a conflict
- Click on “Register” and wait for “Pending”
- Desire to Learn is their LMS

Michael Shulman, Director of Enrollment Services – System Office

Focus: Cleaning data and data integration

They faced: many programs were listed as active in Banner that weren’t offering and programs active in Banner that were offering

Their CTE plans weren’t in sync – e.g., they were no longer active but were still there in Banner

Integration between Banner and EAB: batch integration gets data to EAB. They built a server held on site with them behind their fire wall and access Banner directly. Now EAB is doing through Amazon web services. Using Ellucian Student API for real time data for registration - -returns real time course information. Built another custom API – payment agreement requirement to be signed before can register.

Payment provider: CashNet

Not using Ethos API yet – using standard Banner student API

Seats available is real time through the API

EAB developed a custom script to pull course sequences out of the template model from DegreeWorks – rolling out ability to put in course sequences directly

Don't have a process that changes course list when student changes major (??)

Odd data issues – can't figure out where coming from. Advisors lists still show some data discrepancies and class rosters piece was fixed

Synchronization issues with LMS? E.g., 10 students enrolled – does LMS system show a different #. If student registers through EAB are there synchronization system issues?

Contract issues to pay extra for concern/call in

They still use Banner Self Service – in Pueblo CC, rolled it out to 100% of students but haven't still shut down self service --- they haven't forced into Navigate.

From System (9 colleges): best pieces =

Navigate: the registration and scheduling to build out the plan, block off times, powerful

Advising: (Campus and Early Alert) Strategic Care - -has been amazing and intervene with students

Virtual Advising Center built – schedule an appointment, go to a kiosk and get web access and have a live web advising session.

Refresh button not in real time – could be an IT issue – due to volume can't pull data every 2 hours (maybe using an older version of the API which does not support holds and wait lists)

"Navigate Strategic Care" = Campus

Navigate: onboarding

Campus: advising and campus view

Early Alert:

Scheduling of appointments (SARS) – scheduling of staff – the other college is not using SARS but is using EAB for this function

This shows how the advisor uses: type in student's name either by first or last or student number; can also take preferred names

Can view course grades of Ds and Fs from a pull down menu – will list all classes with Ds or Fs

Repeated courses – can view

Withdrawn courses

Missed success markers: need to define these

Cumulative GPA

Total credits earned

Credit completion % at this institution: how many credits attempted and earned (earned divided by attempted) – this is needed by Financial Aid (Their FA is using their own process rather than this function)

Can show GPA trends by term; credits earned by term – graphed and data tables -- providers counselors an opportunity to know about a student prior to meeting with them

Can see: Overview; Success Progress; History; Class Info; Path; More

Still difficulty in uploading – can't get to Navigate after working in Campus until the next day

(impacts same day applicants who want to register that day)

EAB can replace SARS although they don't want to

In order to have campus-wide buy-in, need to open up to using EAB instead of SARS

Can use it for tutoring services or faculty can post their faculty hours and schedule office appointments

Reports

Can create own queries as well as used canned reports.

Use Advanced Search to do queries

Can only do a report that has data in EAB (Cannot extract data. Will need to coordinate with EAB)

Success Rates: nothing about graduation

Tomorrow

10:00 == Students and faculty member

Limitations on check list – financial aid

Look at Mt. SAC rules – holds, obligations, prereqs, repeats, probation, priority reg, wait lists

How to close the loop on Early Alerts – does the student show up, feedback loop to faculty member

Progress Reports/Early Alert – Amner Carmona, Coordinator of Student Support and Early Alert Initiatives

Under Staff Home: will see students/upcoming appointments/my availability

And a list of "My Assigned Students for Fall 2018"

Progress Report Campaigns or Alert

ISSUE AN ALERT: Can click on the student and issue an alert to the student. Faculty sends alert to the staff (need training on how to do this)

- Select the reason : EAB will provide a list, but you can create them – they have 5-7 reasons
 - Sent to a particular person/office based on the reason
 - At the moment faculty doesn't know where/to whom it has gone or what has happened – working on this with EAB – but Amner sends them a follow up note via email
 - Their reasons include: missing assignments, excessive absences, financial aid, poor attendance, missing textbook, etc
 - Can issue more than one reason code
 - Work flow is defined by them; Amner just oversees it
- Is alert associated with a specific class?
- Additional comments:

Progress Report Campaign Pilot

- Week 4-5 send progress reports to faculty for a particular group of students
- Their assigned coaches reach out to them (piloted with the Leadership Scholars Program – 31 students)
- Need to coordinate so that different programs aren't sending in for the same students

- 2 weeks before withdrawal date send another
- Faculty receive a notice through email – once they open they see an email – “Click to begin entering student feedback” – pulls up all the students in which they are seeking feedback in all their course sections
- Once click on “at risk—yes” then add alert reasons, # absences, current grade, comments
 - Considering other markers like “below” “exceeding expectations” versus current grade in class
- Can establish length of time link is up for faculty
- Their Pilot:
 - 31 students; 120 progress reports sent out to 92 faculty
 - 50% response in first 3 days
 - 84 reports from 65 faculty (70%)
 - 12 (14%) marked “at risk”
- Cohort Progress Reports generates a report showing: student/ID, who completed, course, at risk Y/N, alert reasons; current grade; absences; comments
- Positive message sent to students doing well by coaches as well as email
- Open Cases: shows who opened, who assigned to, and case owner
 - Shows reasons
 - Email Settings: can send email to a particular advisor or student
 - Case Assignment Settings: can see to whom it is assigned – e.g., if financial concerns, can assign to a contact in financial aid

REGISTRATION – Kevin Hudgens, Director of Admissions, Recruitment and Enrollment Services

Began “Onboarding” March of 2017; just moved to registration

For now, they can look at students more than courses – in terms of plans to take courses – Generate a report that shows names and courses....would need to put into a pivot table to determine which courses planning to take. This is only for students who have a plan in which they have selected courses.

EAB is doing the extraction.

Background

Fall: 10,000 – 4,000 enroll. Potential to increase their yield in enrollment.

Determined that if they had ability to nudge them further would have helped enrollment.

Navigate provided an ONBOARDING TOOL – with specific “to do” steps

Onboarding

- Used mainly for new students; not necessarily for continuing students
- This is where they started
- A email goes to the student telling them what to do. Begins with “The fall semester begins on Monday Aug 27. Now is the time to begin preparing for it! Log into NAVIGATE today to make sure you are taking the necessary steps to ensure a successful start.” Same password for portal as for Navigate; once log onto portal, your password to Navigate will be updated. [single signon]
- Official acceptance looks like this one talking about Navigate.
- Residency: how you’ve been classified, address verification, major confirmation
- [They are sending 3 different emails to students]
- Student Portal Dashboard can also get to Navigate logon
- Not using now for International or Concurrent Enrollment students

- Send notices to incoming students to prepare for Spring 2019 enrollment
- Can embed videos
- When initially logon – select semester to begin and then goes to their welcome page: “Hey Chester, Looks like you have something to do today. Friday November 2: You have 6 important to-dos for today”
 - Can track usage
 - Yield rate is up
- Today’s To-Dos – Students can check off if they’ve done it
 - Share your goals and expectations
 - Apply for financial aid. Don’t lose out on free money.
 - “This is an autocomplete to do. What’s this?” (in case student has already applied) [autocomplete if box is checked – send it back to EAB as completed]
 - Data is pushed to EAB as to whether student has a FA Banner record (?)
 - Can connect to apply for FAFSA
 - Meet with your academic advisor before your first semester
 - Can include dates for the to do
 - Reminders can be added to app
 - “Support Services: Specific student resources for you”
 - “Select your classes and schedule for your first semester”
- UPCOMING TO DO
 - Login to portal to activate student email
 - Authorize College Opportunity Fund
 - Meet with advisor before Spring 2019
- Other messages that are triggered based on dates or specific to students based on certain info (majors)
 - Attend a Student Success Seminar
 - Need help paying for school? It’s not too late!
 - Get your books and supplies
 - Attend VA Education Benefits Orientation and then links to other sites
 - Check out Disability Services

Limitations

- Financial Aid: yes/no are they missing information – describe how to go to portal to find/understand – it will live in the portal not in navigate
- Holds: can be displayed – if try to register, notification screen pops up – holds are managed in Banner

My Major Explorer (EAB offers options for questions, but can be customized)

- ✓ Question: after I finish at PP, I most want to .. start my career; change my career field, just taking classes, am a high school student taking classes, transfer to a 4-year or other school
- ✓ Select courses you enjoy
- ✓ Tell us what you like – interests: choose up to 3 activities you enjoy

- Being outdoors
 - Building and fixing things
 - Cooking
 - Helping people
- Choose up to 3 fields you enjoy – majors pop up to show info about majors, including career fields; income (Burning Glass)

Reports (EAB extracts data as needed and places data on shared drive. College cannot directly extract large amounts of data needed for analyzing enrollment, class scheduling, etc)

Number logging in

Advisors logging in

Utilizing My Plan

Successfully registering with navigate

Can provide list of students as well – including listing of students most interested in particular areas; college goals, etc

Can pull lists of students and send messages/info regarding particular activities/services

They have been looking at students' majors, but they can also use students' interests

Nothing sending through to EAB – EAB sends to their college email; they send it to their personal email

Chuong: how long is student active in EAB?

Answer: probably while active in Banner – deactivated after 3 semester absence

Students and Staff Input

Faculty: can look up student's transcript, assessment scores. Can see everyone who has done advising notes – to see where all the student has been. Can attach documents to notes – others can view. Can see a progression and consistency. [Use Space Mountain in Banner for notes] Must use a "submit" button instead of enter. Students get confused because they have many with "advisor" in their title - including faculty and staff.

[Only puts notes into SARS that helps advisors get ready for an advising session. Don't put advising notes there but into Space Mountain but merging to Campus. Right now doing it in both places – temporarily. Can copy and paste into EAB. Can't move notes from Space Mountain into EAB – won't download for them.]

Appointment Notes – use by both faculty and advisors

Advisor Notes: time stamps (arrival and departed time) (Time stamp is not used to track appointment time. Notes are entered after the student has left the appointment.)

Service: Career counseling, change major; scheduling; general advising; exam/test prep; degree/grad audit, transferring, etc.

Courses: shows the courses in which enrolled for that term

Care Unit: Advising; tutoring; FA

Can customize things want to cover and check the boxes. This is under development. The info can be recorded and be queriable – interest in a particular area/program/service. [Cerro Coso doesn't allow to register unless have approved..?]

“Advisor” can make a “Add a Reminder” in notes with a due date – this “might” go into the student’s “to do”

Students

LIKE	Areas to Improve/Don't Like
Can plan schedule for the next term	Can't see the instructors
Easy to use technology (drag)	Not sure what order in which to take classes
Know what else they need to do	“Choose a course from this group” – but unsure how many need from the group
Keys on top help students to know what the icons mean/do	Can't have 2 plans/schedules but can go back and change
Easy to figure out on own	Students who don't use it have to rely on advisors a lot; more visits
Can block out times when busy; not available	Sometimes it may not recognize a prerequisite needed [Banner problem]
Students who use Navigate don't need to see advisors as much	If course has a prerequisite and student is already enrolled in it
Easy to build classes; easy to move things around	“Campaigns” (for reports) isn't functional here – that allows to target students with particular services
Know more specifically what to ask advisor – is it right? Time with advisor is shorter	Takes 2 weeks to change major and be able to change schedule – but can use “what if” to use in the meantime
When use it for the first time – things pop up and explain what to do – functions like a tutorial	Error messages are not easy to translate and will require students to seek further assistance
Visually helpful	
When register, can see how many seats are available	
To Do list guides you to see an advisor and even shows times	
Course scheduling shows “conflicting”	
Course lists show the most relevant course first – e.g., shows long list of English courses but the one most relevant appears at the top of the list	
Registration is easy: just a button; and can show any problems – a red tab shows and tells you what is needed and can click on it and resolve	
Once introduced, implementation/adoption is easy and fast	
Can still use old system	
On main page – can show what classes you have today; can show upcoming notices	
For withdrawal date, shows on Navigate – students recommended away from Banner portal to go to Navigate to view (instead of clicking through)	

Sending emails to both school and personal emails
Students say they're checking it every day
Did ed plan because got emails
Academic advisor helped students from out of area get things done in advance
Can go to DegreeWorks screen to find out which courses need; and use "what if"
Advisors point out how to use DegreeWorks
List of courses – not "paned" – just a list – issue is that student needs to figure out among the list of courses what they specifically need – this is where student needs to go to DegreeWorks; and to meet with advisor to understand the sequence and which are best for certain majors
Need to be sure that rules in Banner are clear – like holds, repeats
Navigate doesn't do anything on its own
Financial aid suspension – stops the registration process
Students didn't know about the App but can't register through the App
Articulation issues: may need different courses depending on where they're transferring to – can create a DW template for transfer
Courses pasted into plan from prior terms are saved and can be dragged to future semesters

PLANS ARE BASED ON WHAT IT TAKES TO GET A DEGREE AT PIKE'S PEAK – not necessarily focused on transfer (yet)

Advisors

40-hour work weeks; can go up to 46 with a Saturday work
Built into schedule appointment times and outreach times and email work
Caseloads between 800-1200 students – not all are enrolled that term
Lot of face-to-face; 40,000 of 50,000 advising sessions are face-to-face
Don't have resources to hire enough advisors to reduce the caseload
Don't email in August to invite students in – too busy
Slow months push out email campaigns
Advising conversations have shifted
If students are presenting the same question over and over try to push out that question/information

Overall Summary

Two main tools: Navigate and Campus

Navigate: looks like a portal; provides students with a daily message and "To Do" list

- Has nice, friendly, engaging look to it; is personalized with student's name
- Can say nothing on ToDo list for today, or list ToDos and reminders
-

Registration: DegreeWorks ed plan is pulled into EAB's Navigate allowing student to look at required courses and drag/drop them into a schedule. The student customizes their own schedule based on blocking off time slots not available.

- List of courses can be displayed by student entering in the course in which they are searching for
- list of courses appears in logical or planned order
- Drawback is that some courses might be listed that are not what the student needs
- Sequence of courses (what to take which term) is not a function/is not displayed
- Student can doublecheck in DW to see courses needed
- Student can just click on button to register for classes – any problems pop up and are shown and links are provided

Onboarding tool:

- For new students
- Show steps needed to complete – sending emails to students - -mostly to their own personal emails but also to their college emails

Campus/Communication and Alerts/Advising Tools:

- “My Major Explorer”: acts like an online mini career survey:
 - 4 major questions:
 - After leaving college, I want to ... (goal)
 - Courses you enjoy
 - Interests - -things like to do
 - 3 fields enjoy
 - Use this to send messages to students based on their responses – workshops, activities, majors to explore, services
- Advising notes: for use by both faculty and staff working directly with students to record recommendations, action taken, steps, etc. Not viewable by students but viewable by others. Can collect data on focus of the meeting and track
- Piloting model to send out “early alert” notifications to faculty who respond back to advising who then use this to communicate and track follow through with students. Return feedback to faculty who refer not an automatic process. Use caseload approach to monitor.

Differences

DNP: they do not drop, but obligate students and hold for next term’s enrollment

Wait List: they disabled it, wasn’t working even prior

Repeats: no repeat policy

Financial Statement: must complete/accept a payment agreement prior to registering

Implementation Considerations

- Their DW/Reg system is based on getting students graduated --- does not include any transfer articulation information [our concern about mis-advising students based on differences between courses that count for degree versus transfer]
- Move away from SARS and use appointment scheduling through Navigate – will this be an issue?
- Focus on new students versus continuing versus starting with continuing students who are already familiar with DW and how to register/search for classes (and may have more complex issues)
- Maintain Banner Self-Service at same time – don’t force to use Navigate; they are keeping both systems up for registration
- Heavy dependence on coordinating messages/communication/push notifications by advisors using a caseload approach with a point person coordinator
- Not really synced with Financial Aid
- Not really synced with Instruction regarding monitoring of course schedule; use of data for course schedule planning
- Need to review “reports” that can be generated related to course planning and registration

- PPCC is using EAB's Ed Planner and decided not to write the Ed Plan back to DegreeWorks (are we no longer interested using possible future Ed Plan upgrades in DegreeWorks?)
- Faculty is involved in closing the loop for Early Alert (may need to add admin hrs for faculty?)
- Different Care Units need to be identified for Early Alert (each unit needs to send emails)
- MTSAC has lots of "TBA" and "As Arranged" class schedules (will this be a problem for EAB's student scheduling?)
- Does not provide multiple scheduling plan, only one at a time
- Check how Priority Registration will affect EAB Registration process
- There is NO locking mechanism for ED PLAN in EAB, and there is no feature for designate plan type (Abbreviated or Comprehensive – for California schools)
- If Ellucian releases an UPGRADE and affected the APIs that EAB is using, does EAB apply the necessary modifications? (compatibility issue?)
- Campaigns are necessary
- Change in business processes (e.g. assign students to specific advisors) and potential policy changes
- May need to duplicate efforts in EAB and Banner for a limited time until one is identified as the system of record (e.g. Advisor notes)
- Real time integration is only related to registration

Recommendation

Begin with Navigate to connect through DegreeWorks (still use DegreeWorks) for use with the Registration function

Plan to implement Spring of 2020, pilot it for Winter ~~2019~~ 2020

Use own system (Eric Turner) for the Reminder/Checklist regarding enrollment steps

Consider switching away from SARS (Move some SARS contents to EAB (cut-off?))

Provide on-demand refresh mechanism to pull-in data from Banner to EAB

Touchnet integration for online payment

Need to review all of our registration-related processes, rules, policies:

- Relook at use of Wait Lists
- Review how to do adds after term begins – keep up the registration system and do away with add authorization codes? [need to find out how they faculty get rosters – how frequently updated]
- Look at how prereqs and holds and repeats will work

"Campus" or "Strategic Care" – hold for now

Early Alert

SPACMNT contents need to be pushed to EAB

Discontinue our existing Faculty Feedback, and use EAB Early Alert

Request EAB to provide an API so we can automate some processes:

- Check-in Processes