



S3 Town Hall Meeting

OCTOBER 30, 2018

Presenters:

Lisa Krieg, AVP and Director of Enrollment Services

Darleen LaBarbera, Director of Enrollment Systems

Adrienne Renberg, S3 Project Administrator

Carnegie Mellon University

Agenda

- Welcome!
- Recent S3 Recap
- S3 Users Favorite Features Demo
- “My Community” – Student Retention, Persistence, Advising Tools
- Town Hall Member Participation
- Feedback and Q&A

S3 Project Goal Statement

To have a responsive and forward-looking student services suite that promotes CMU student success, universally.



Our project team values:

- Community engagement
- Satisfied and happy users
- Innovation balanced with continuous improvement
- Systematic use of IT best practices
- Shared governance

Introduction and Welcome!

Key team members – stand and wave!



**Audience
Participation!**



Please consider: What's the best way to keep you informed about new features?

Introduction and Welcome!

Who's using the S3?



14,915
Student SIO
Users

1,926
Faculty Accessing
Grades/Rosters

1,207
S3 Admin
Console Users

4,575
Parent MPS
Users

3,282

671
Where Am I in the
Process? Users
Expected to be 28,000
by next March!

SIO Alumni Users
Since March 2018

Recent Work Supporting Retention, Persistence, Advising Tools...

Academic Audit (Stellic)	S3 Memos (UITPM)	Academic Policies & Procedures (APP)	S3 Development
Alerts possible	Memo subject lines	Max units	Advising Rosters
Batch audits	Canned memos	Course Profile	Multiple Advisors
Adviser verification of students' plans	Searchable, filters, sorting, threaded...	Change drop & withdrawal deadlines	Greek Roster improvements
Adviser notes	Restrict viewer (privacy)	Voucher system for student drops	Athletic Roster improvements
Degree planning	Types: expiring, date-sensitive, alerts, task assignment...	PhD Calendars	Graduation management
	Release > Early 2019		Traffic Tracker (HUB)

S3 Users Favorite Features Demo

- Multiple Advisors – Mark Cato
- Traffic Tracker – Maggie Sikora
- NameCoach – Jamie Brandon



Multiple Advisors

Mark Cato, *Assistant Head of Academic Affairs, CFA (Art)*

Carnegie Mellon | S3 ADMIN CONSOLE Go TEST Mark Cato 23 Oct 2018
Permissions | Help | Feedback | Logout

Student Course Registrar Campus Life

Advising Roster for Mark Cato

Semester ?

✓ 183 matches found

NOTE: The QPA Sem column indicates the semester value for which QPA data is shown for each student. The MID QPA, TERM QPA, CUM QPA, and UNITS CARRIED filters return all values less than or equal to the entered number. Click on either the Student First or Last Name hyperlinks to be taken to the student summary page or the CUM QPA hyperlink to be taken to the student QPA page.

	LAST NAME	PREF/FIRST	USER ID	ENR STAT	DEPT	DEGREE	MAJOR	ADDL MAJOR	MINOR	PRIMARY ADVISOR	MY ADVISOR TYPE	STELIC LINK
<input type="checkbox"/>				R3	ART	BFA	ART	CW		Mark Cato	Primary Major Academic Advisor	> View in Stellic
<input type="checkbox"/>				R3	BHA	BHA	DSA	HCI	MEDDES	M. Stephanie Murray	Secondary Advisor	> View in Stellic
<input type="checkbox"/>				S3	ART	BFA	ART	HCI		Mark Cato	Primary Major Academic Advisor	> View in Stellic
<input type="checkbox"/>				R3	ART	BFA	ART	HCI		Mark Cato	Primary Major Academic Advisor	> View in Stellic
<input type="checkbox"/>				R3	BHA	BHA	EHPPAART	HCI		M. Stephanie Murray	Secondary Advisor	> View in Stellic
<input type="checkbox"/>				R3	ART	BFA	ART	HCI		Mark Cato	Primary Major Academic Advisor	> View in Stellic
<input type="checkbox"/>				R3	ART	BFA	ART	HCI	DES	Mark Cato	Primary Major Academic Advisor	> View in Stellic
<input type="checkbox"/>				R3	BHA	BHA	DSA	HCI		M. Stephanie Murray	Secondary Advisor	> View in Stellic
<input type="checkbox"/>				R3	BHA	BHA	PSYART	HCI		M. Stephanie Murray	Secondary Advisor	> View in Stellic
<input type="checkbox"/>				R3	BHA	BHA	STATART	SPH		M. Stephanie Murray	Secondary Advisor	> View in Stellic

Table Columns

Selected:

- CLASS
- ENR STAT
- REG HOLD
- DEPT
- DEGREE
- MAJOR

Available: (select: Default | None)

- GNDR
- CLASS
- ENR STAT
- REG HOLD
- UNIV HOLD
- PROG
- COL
- DEPT
- DEGREE

OK Cancel

Registrar Campus Life

Email Selected Students
Download CSV Roster
Download Photo Roster

Multiple Advisors

Mark Cato, *Assistant Head of Academic Affairs, CFA (Art)*

Student Course Registrar Campus Life

Advising Roster for Mark Cato



Semester

S19 - Spring 2019 ?

✓ 183 matches found

NOTE: The QPA Sem column indicates the semester value for which QPA data is shown for each student. The MID QPA, TERM QPA, CUM QPA, and UNITS CARRIED filters return all values less than or equal to the entered number. Click on either the Student First or Last Name hyperlinks to be taken to the student summary page or the CUM QPA hyperlink to be taken to the student QPA page.

<input type="checkbox"/>	<u>LAST NAME</u>	<u>PREF/FIRST NAME</u>	<u>USER ID</u>	<u>GNDR</u>	<u>ENR STAT</u>	<u>DEPT</u>	<u>DEGREE</u>	<u>ADDL MAJOR</u>	<u>MINOR</u>	<u>US CITZ</u>	<u>VISA</u>	<u>CTZN CTRY</u>	<u>CAMPUS RESIDENT</u>
<input type="checkbox"/>				F	R3	ART	BFA		INNENT	U			No
<input type="checkbox"/>				M	R3	ART	BFA		FLMEDST	U			Yes
<input type="checkbox"/>				M	BB	ART	BFA			U			No
<input type="checkbox"/>				F	LA	ART				N	F1	GT	No
<input type="checkbox"/>				F	S3	BCA	BCA		HCI	U			No
<input type="checkbox"/>				F	R3	BHA	BHA			U			Yes
<input type="checkbox"/>				F	R3	ART	BFA			U			Yes
<input type="checkbox"/>				F	R3	ART	BFA			U			No
<input type="checkbox"/>				F	R3	BSA	BSA			U		US	Yes
<input type="checkbox"/>				F	S4	ART	BFA			U			No
<input type="checkbox"/>				F	R3	ART	BFA			U			No
<input type="checkbox"/>				M	LA	ART	BFA			U			No
<input type="checkbox"/>				M	S3	ART	BFA			U			Yes
<input type="checkbox"/>				M	R3	ART	BFA			U			Yes
<input type="checkbox"/>				F	R3	ART	BFA			N	F1	GB	No
<input type="checkbox"/>				F	R3	ART	BFA			U			No
<input type="checkbox"/>				F	R3	ART	BFA			U			Yes
<input type="checkbox"/>				F	R3	ART	BFA		HCI	U			No
<input type="checkbox"/>				F	R3	ART	BFA		DES MEDDES	U			No
<input type="checkbox"/>				M	R3	ART	BFA		GAMEDESG	U			Yes
<input type="checkbox"/>				F	R3	ART	BFA		ANIMSE	U			No
<input type="checkbox"/>				F	R3	BSA	BSA			U			No

Traffic Tracker

Maggie Sikora, Associate Director of Enrollment Services & Director of The HUB

The screenshot shows the S3 Admin Console interface for Carnegie Mellon University. At the top, the user is logged in as Adrienne Renberg on 23 Oct 2018. The main navigation bar includes tabs for Prospect, Student, Course, Admission, Registrar, Student Accounts, Campus Life, and Config. The current view is for a student named Andrew Carnegie ESQ. A yellow warning banner states: "Student's directory information is restricted. No information is permitted to be released. Refer all inquiries to The HUB." Below this, a student profile is visible, including a photo of Andrew Carnegie and fields for SEM, COL, DEPT, CLASS, ENR STATUS, PROGRAM, and SEM UNITS. A "Traffic Tracker" modal is open, allowing the user to track various services for the student. The modal includes sections for "Directory Information" (Contact By, Contact Via, Financial Aid, ID Card Services, Registrar, Student Accounts, Miscellaneous) and "Add Memo" (Access, Type, Subject, Memo text). Buttons for "Save" and "Cancel" are at the bottom of the modal.

Traffic Tracker

Maggie Sikora, Associate Director of Enrollment Services & Director of The HUB

Carnegie Mellon
S3 ADMIN CONSOLE
Go **TEST**
Adrienne Renberg 29 Oct 2018
Permissions | Help | Feedback | Logout

Prospect Student Course Admission Registrar Student Accounts Campus Life Config

Student Traffic Report

CONTACT BY: CONTACT VIA: CATEGORY: SUBCATEGORY: DATE FROM: 22 Oct 2018 DATE TO: 22 Oct 2018 MEMO:

✔ 116 matches found

USER ID	LAST NAME	FIRST NAME	CONTACT TIME	ENTERED BY	CONTACT BY	CONTACT VIA	CATEGORY	SUBCATEGORY	MEMO	HUB LIAISON	PRIMARY ADVISOR
acarnegie	Carnegie	Andrew	22 Oct 2018 4:19 PM	Brittany Stanton	Student	Phone	Financial Aid	Loan Adjustment	No	Erika Tatrai	Colleen Freund Libertz
acarnegie	Carnegie	Andrew	22 Oct 2018 4:19 PM	Brittany Stanton	Student	Phone	Financial Aid	Application/Profile	No	Erika Tatrai	Colleen Freund Libertz
acarnegie	Carnegie	Andrew	22 Oct 2018 4:17 PM	Jennifer Goldinger	Student	Phone	Student Accounts	Financial Hold	No	Erika Tatrai	Peter Spirtes
acarnegie	Carnegie	Andrew	22 Oct 2018 4:00 PM	Joshua Wertz	Student	In Person	Student Accounts	Balance	No	Melissa Skasik	Jared Cohon
acarnegie	Carnegie	Andrew	22 Oct 2018 3:48 PM	Jennifer Goldinger	Student	Email	Financial Aid	Scholarship/Grants	No	Carey Zehnder	Gladys Perez
acarnegie	Carnegie	Andrew	22 Oct 2018 3:48 PM	Jennifer Goldinger	Student	Email	Student Accounts	Financial Hold	No	Carey Zehnder	Gladys Perez
acarnegie	Carnegie	Andrew	22 Oct 2018 3:35 PM	Jennifer Goldinger	Student	Email	Registrar	Add/Drop/Grade Option	No	Melissa Skasik	Brittany Reyes
acarnegie	Carnegie	Andrew	22 Oct 2018 3:34 PM	Anh Phan	Student	In Person	Financial Aid	Disbursement	No	Erika Tatrai	Amy Yearwood
acarnegie	Carnegie	Andrew	22 Oct 2018 3:23 PM	Anh Phan	Student	In Person	Student Accounts	Refund	No	Carey Zehnder	Ken Hovis
acarnegie	Carnegie	Andrew	22 Oct 2018 3:22 PM	Joshua Wertz	Student	In Person	ID Card Services	Lost ID	No	Carey Zehnder	Sarah Jovanelli
acarnegie	Carnegie	Andrew	22 Oct 2018 3:20 PM	Joshua Wertz	Student	In Person	ID Card Services	Lost ID	No	Melissa Skasik	Sharon Johnston
acarnegie	Carnegie	Andrew	22 Oct 2018 3:14 PM	Jennifer Goldinger	Student	Email	Financial Aid	Loan Adjustment	No	Carey Zehnder	Sarah Jovanelli
acarnegie	Carnegie	Andrew	22 Oct 2018 3:13 PM	Jennifer Goldinger	Student	Email	Financial Aid	IDOC/Documents	No	Erika Tatrai	Kathleen Conway
acarnegie	Carnegie	Andrew	22 Oct 2018 3:12 PM	Jennifer Goldinger	Student	Email	Registrar	Verification	No	Erika Tatrai	Samantha Nielsen
acarnegie	Carnegie	Andrew	22 Oct 2018 3:09 PM	Jennifer Goldinger	Student	Email	Student Accounts	Balance	No	Carey Zehnder	Leia Delabahan
acarnegie	Carnegie	Andrew	22 Oct 2018 3:09 PM	Anh Phan	Student	In Person	Student Accounts	Student Account Verification	No	Melissa Skasik	Victoria Woodhead
acarnegie	Carnegie	Andrew	22 Oct 2018 3:09 PM	Anh Phan	Student	In Person	Registrar	Verification	No	Melissa Skasik	Victoria Woodhead
acarnegie	Carnegie	Andrew	22 Oct 2018 3:09 PM	Anh Phan	Student	In Person	Registrar	Transcript	No	Melissa Skasik	Victoria Woodhead
acarnegie	Carnegie	Andrew	22 Oct 2018 3:04 PM	Jennifer Goldinger	Student	Email	Student Accounts	Financial Hold	No	Erika Tatrai	Eric Nyberg

Accounts Campus Life Config

Download CSV Report

DATE FROM: 22 Oct 2018 DATE TO: 22 Oct 2018 MEMO:

NameCoach

Jamie Brandon, *Senior Systems Analyst, University Registrar's Office*

- Promotes diversity and inclusion by providing the proper pronunciation of names and capturing student pronouns for faculty and staff use
- Recent research on student success, persistence, and yield asserts how important a sense of belonging is for students and shows that pronouncing names correctly is critical to a student's sense of belonging
- Will aid the university community, through the correct pronunciation of names and pronoun information, in diversity and inclusion efforts as well as to assist in creating a sense of belonging for students

NameCoach

Jamie Brandon, *Senior Systems Analyst, University Registrar's Office*

The screenshot shows the NameCoach interface for a student named Andrew Carnegie ESQ. The interface includes a top navigation bar with the Carnegie Mellon logo, 'S3 ADMIN CONSOLE', a search bar, and a 'Go TEST' button. The user is logged in as Mark Cato on 23 Oct 2018. The main content area shows the student's profile with tabs for Summary, Profile, Academic Records, and Memos. A 'My NameBadge' pop-up window is overlaid on the page, displaying the student's name 'Andrew Carnegie' and pronunciation notes 'an-droo'. The background shows a table of academic records and a directory information section.

PREFERRED NAME	USER ID	GENDER	PRONOUNS	PRONUNCIATION	UNIVERSITY HOLD	DIRECTORY RELEASE
Andy	andrewcarnegie0	Male	he, him, his	an-droo	No	Yes

SEM	COL	DEPT	CLASS	ENR STATUS	SEM UNITS
F18	CIT	ECE	3	S4 Suspensio	0.0

Directory Information

Official CMU Email: andrewcarnegie0@cmu.edu

Local Address: CARNEGIE MELLO C/O ENROLLMENT PITTSBURGH, PA

Degrees Awarded:

Graduate=> F16

Not a member

N/A

My NameBadge

Andrew Carnegie

Pronunciation Notes: an-droo

NameCoach

Jamie Brandon, *Senior Systems Analyst, University Registrar's Office*

Student
Course
Registrar **Campus Life**

15213 - Introduction to Computer Systems 🖨️

COLLEGE: School of Computer Science DEPARTMENT: SCS: Computer Science DEPARTMENT URL: <http://www.csd.cs.cmu.edu>

Summary
Sections

Section Info

- ↳ Summary
- ↳ Roster
- ↳ Section Details

Registration

- ↳ Course Reservations
- ↳ Waitlist Maintenance
- ↳ Course Drops
- ↳ Course Message
- ↳ Manage Prerequisites
- ↳ Manage Corequisites

Roster for semester: Fall 2018 and section: A ⚙️

INSTRUCTORS		UNITS	TYPE	STUDENT(S)	CROSS-LIST
Randal Bryant		12	R	24	18213 A, 15213 A
Phillip Gibbons					

MINI	ACTIVITY SINCE	REQUIRED SECTION	DAY	BEGIN	END	BLDG/ ROOM	MAX CAP	ALLOCATE SEATS	SPECIAL PERMISSION	
No	S19	1	M	10:30AM	11:20AM	WEH 5328	20	24	Yes	No

<input type="checkbox"/>	LAST NAME	PREFERRED/ FIRST NAME	USER ID	COL	DEPT	CLS	UNITS	GRD OPT	QPA SCALE	MID- SEM GRADE	FINAL GRADE	DEFAULT GRADE	i	⚙️
<input type="checkbox"/>	Creighan	James		CFA	MUS	5	12.0	L	4				i	⚙️
<input type="checkbox"/>	Dulya	James		CFA	ARC	2	12.0	L	4				i	⚙️
<input type="checkbox"/>	Danson	Ted		SCS	CS	2	12.0	L	4				i	⚙️
<input type="checkbox"/>	Gabriele	Marc		HC	DNA	0	12.0	L	4				i	⚙️
<input type="checkbox"/>	Gallagher	Anthony		HC	AIT	10	12.0	L	4+				i	⚙️
<input type="checkbox"/>	Giannangeli	Karen		HC	AIT	10	12.0	L	4+				i	⚙️
<input type="checkbox"/>	Goldblum	Jeff		MCS	MSC	4	12.0	L	4				i	⚙️
<input type="checkbox"/>	Wen	Ming-No		SCS	CS	2	12.0	L	4				i	⚙️

NameCoach


Jamie Brandon, *Senior Systems Analyst, University Registrar's Office*

Carnegie Mellon University
Student Information Online (SIO) for Andy Carnegie
Logout | Feedback

Academic Info ▾ Course Schedule ▾ Finances ▾ My Info ▾ Campus Life ▾ Resources

View and Update My Info Print

My Info



» Click here to change your ID Card Photo.

Name	Andrew Carnegie
Preferred Name	Andy
Race/Ethnicity	White
Gender	Male
Birth Date	25 Nov 1900
Directory Release	Yes
Mobile Phone	
Carrier	
Email	andrewcarnegie0@andrew.cmu.edu
Personal Email	thehub@andrew.cmu.edu
US Citizen	Yes
F1/J1 Student Status	
Fraternity	
Athletics	N/A
VA Benefits	No

[Edit](#)

Family & Friends

- » MARGARET MORRISON CARNEGIE
- » WILLIAM CARNEGIE
- » JOHN RANDALL PAPINCHAK
- » DARLEEN LABARBERA

[+ add a family member or friend](#)

View your Mailbox number & Combination

See your SMC mailbox number and get your mailbox combination.

[View](#)

Record your name pronunciation

Click on the link below to record your name pronunciation, phonetic spelling and pronoun, which will all be shared with your faculty and our student system users.

[Name Recorder](#)

CMU Name Recorder x

Email

First name

Middle name

Last name

Full name or your name as you would like it said/announced

Phonetic spelling of your name

Gender Pronouns (What's this?)

Please audio record the pronunciation of the full name you wish to be called by others at your school (e.g., faculty, staff and graduation announcers).


You can record your name by having the NameCoach system call you, or by using the Web recorder

Having trouble recording?

Web Recorder
 Phone

Record your name using our web audio recorder

The prompt under the Record button will read 'Ready', then 'Set' and finally, 'Record' - wait for the 'Record' prompt before speaking.



Record

“My Community” (Timeline for UITPM project)

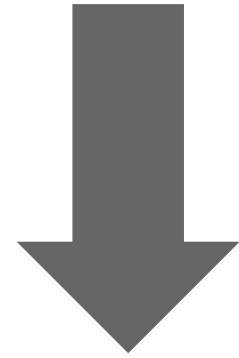
Fall 2017 to Spring 2018	UITPM proposal and funding confirmation
Completed August 2018	“Social work” – in workshops, faculty and staff were engaged to gather requirements and establish priorities
September to October 2018	Explore vendor solutions
November 2018	Build vs. Buy decision – determine implementation strategy
January 2019	Development of MyCommunity solution begins
2019	Communication and outreach will be ongoing with the user community as they experience new functionality and provide feedback for recommendations
Early 2020	Full implementation expected

“My Community”

Priorities from: 2016 RFP, summer 2018 workshops, must-do items...

- Improve Ease of Access and Integration of CMU “Resources”
- Allow for (Easy) Creation of Groups and Contacts
- Improve Students’ Opportunities for Self-efficacy
- Create alert functions for routine matters or groups
- Create alert features for matters of concern (individual)
- Analysis and aggregated display

Feedback and Q&A



What's the best way for the S3 team to keep you all informed about new features?

Thank you for your support of the S3!