

UFO Advising Group Meeting 4/10/14

TJ – preliminary results from feedback form. 40+ responses. More still coming in. told students form will be closed 4/15. May leave it open for a bit.

TJ has an alert set up for when new posts are made. Lots of concerns about ProctorU. Some students appreciate it, but majority sentiments are negative. Brian from DCE is working with ProctorU for improvements. Some of the issues may be generational. Change aversion for BA students, potentially. Will be interesting to see if issues remain as more new students join.

Some students unhappy with media site change. Liked using things offline like downloads and mp3s. This is harder to do now.

Overall the feedback is positive, especially Professor Olson. Negative comments are categories being watched.

Dr. Spillane: positives for canvas look really good. Asked if negativity about ProctorU is going back to them. Brian said yes, they are actually on campus today.

Going for 10 minute login to testing time. Brian is in the midst of negotiating an agreement and is establishing service level expectations.

TJ suggested using the Pearson enrollment coaches to help with system checks, etc. Kris Klann said they've beefed up the ProctorU section of orientation.

TJ: this form will sunset but a new feedback form will always be available.

Kris Klann:

Links went live last Thursday. 30% of students have registered for links. 14 students

10 have completed quiz, 2 have gotten ID cards too so their hold has been lifted.

Reminders will go out every week until the last week, and then it will beef up to probably once per day. The holds are removing the way they are supposed to, so things are operating well. If you see concerns or issues, let Kris know. A few students are having payment issues but it is being worked on.

Once they pay for the Links orientation, it is 15-30 minutes until they can log in.

Q: what does Links do to prep students for ProctorU?

A: Kris - they have improved the information and have beefed up the info on ProctorU. Lots of the information came from the handouts. Kris is supportive of adding resources to ease concerns. Just a matter of figuring out best approach.

Suggestion of a video from Dr. McCullough or one of us explaining why we do this and asking them to join us in the proctoring effort.

Kris wants to add videos about ProctorU, advisor v. program coach expectations, etc.

UF One Stop question: when students have system issues, who do they reach out to?

A: they usually find out ahead of time and they can actually test it early. ProctorU has a tech help section, they can call the help desk. ProctorU has a contact person for each exam, usually the professor. If a student gets locked out, the contact person can address things.

Suggestion from Brian Marchman: Evolve from a pedagogy model. Students want the flexibility of an asynchronous model but that adds a lot to our resources. If our window was over 12-24 hours, cost with ProctorU will go down.

If you miss an exam, they'll contact you. Make ups are at the mercy of the professor. During the exam, ProctorU will make an incident report if an interruption happens.

Comment: so far we've seen that a conflict between the student and the instructor, both parties seem unsure of what to do next. The online students don't go up the ladder to associate deans, etc. one of the things we'll need to be more thoughtful of is talking to students about how to handle a conflict with the instructor, where do you go, whom do you see, etc.

Response: Links has an Ombuds page, but the hope is that issues are resolved first. May be something to discuss as a smaller group or college level, how to handle.

Is that a potential function of the UF One Stop and/or Pearson? Lots of people need to be able to direct and liaise.

In terms of developing a technical, logistical solution, TJ can develop a feedback form for concerns/disputes, etc. they can authenticate and then route the concerns to the appropriate person. If a solution is needed, there are resources available.

Kris update: summer B and fall admits haven't gotten notifications for Links yet. Will on May 1st. If they get there sooner, that's fine. Wanted to start with summer A to get everything set.

BA wants Kris to wait an extra week because they will be admitting a lot of last minute people the week of May 1st. Kris agreed to wait until may 8th to send emails.

Q: when can students register?

A: Links hold doesn't get lifted until the students pass orientation quiz and complete ID card process. Then it's a matter of moving on to advising.

New (UFO) majors have to have audits and UT audit by May 1st.

HUM2305 likely offered Spring, possibly offered only in Spring.

GE-N and GE-D will be tough to fill. There are several thin spots for freshmen. GE-B are also an issue, though more so for CLAS than others.