

Sort	Priority Cluster	Recommendation	Committee
TE10	1	A written procedure of how to gain access to Banner, Civitas, and other advising technologies, for advisors (primary, support, peer), faculty, and other staff, that can be easily accessed.	Technology Enabled Advising
CC12A	1	Illume/Civitas: A more robust access to the Illume platform for advisors is needed. Streamline Civitas and have further trainings to explain use/terms. Have frequent forums for feedback for Civitas performance/needs. Ensure Civitas has consistent accessibility, utilization, and purpose across advising units.	Collaboration & Communication
AS1	1	Comprehensive Data System: Develop a comprehensive system for the use of gathering, analyzing, disseminating, and utilizing data related to advising.	Assessment & Scholarship of Advising
CC5A	2	System Utilization: Transparency of Digital Transformation process, especially regarding the platforms utilized in advising that do not talk/share data with each other (requiring multiple input points and manual entry for holistic view of student experience). Data-informed advising requires access to trustworthy data. Multiple system with manual entry necessary enhances the distrust. Decisions made from data could be not viewing the entire need. Possible campus-wide CRM (such as Slate or Salesforce) for ease of use and student improvement.	Collaboration & Communication

TE3	3	Creation of ongoing data literacy and technology literacy training for advisors on advising technology (i.e., banner, Civitas, Tableau) that impacts retention and completion	Technology Enabled Advising
TE9	3	Creation of a sub-committee to establish a technology plan and a technology-training plan, including representation from Digital Transformation, University Advising, advising, and other stakeholders. The technology plan should look at the current systems and if they are meeting the needs of the advisors and students. If not, what technology needs to be added, removed or modified to meet the need. The technology-training plan should include how to train advisors and students on the use of technology. This should include basic and advanced training on Banner, Civitas, and other advising technology	Technology Enabled Advising
CC12B	3	Illume/Civitas: A more robust access to the Illume platform for advisors is needed. Streamline Civitas and have further trainings to explain use/terms. Have frequent forums for feedback for Civitas performance/needs. Ensure Civitas has consistent accessibility, utilization, and purpose across advising units.	Collaboration & Communication
AS5A	3	Data System Program: Develop and implement a timely and updated data system training program. It is recommended that the Advisement Training and Assessment Manager be responsible for the program.	Assessment & Scholarship of Advising
CC2	4	Website: Ensure website consistency by replacing outdated information and broken links. Ensure websites have contact information at the top of the page so	Collaboration & Communication

		scrolling is not necessary and are mobile-friendly	
CC6B	4	Advisor Collaboration with UVU Students: Email communication overall strategic plan is in the process of being created via the student communication taskforce, so students do not receive too many emails, create gaps of information, or give too much overlap in information. Utilize preferred emails instead of UVU emails for student outreach and communication. Specific outreach campaigns for nontraditional student populations like first-generation, adult learners, etc. Physical location/proximity to resources on campus, such as advising, can be a barrier for students. Utilization of existing website landing page (Sources 36, 37, 38, and 39) that could answer the questions related to “Where do I go for ____?” that provides clear answers for who to talk with on campus to decrease student pass-along. If there is a vacancy in your advising team, be sure to have a clear point of contact in the interim.	Collaboration & Communication
PP3	4	All advising websites should be consistent and should include student expectations and advisor responsibilities	Student Purpose & Pathways
TE2	5	In coordination with advisors, create “institutional” training videos for students, on how to use advising technology such Wolverine Track, Banner’s registration menu, Canvas, etc. We recommend that these videos are created, maintained and housed by University Advising (with assistance of OTL) and can be hosted in an ongoing Canvas course for students	Technology Enabled Advising
PP4	6	Allow auto-admitted Concurrent Enrollment students to declare a new major	Student Purpose & Pathways

PP7	7	List 'Readmit' or 'Returning Student' as a type of student on the Admissions page	Student Purpose & Pathways
TE6	8	Creation of a dashboard for advisor and advising directors to view the advising KPIs data. This includes, but not limited to, data found in	Technology Enabled Advising
CC17C	9	Microsoft Teams: Institute the practice of recording meetings on Teams and sharing for those who were not present to receive the information would improve communication and collaboration. Create Microsoft Teams channels with campus partners with a designated set of specialists to answer questions. Also, within departments for internal communication. Mass voicemail capabilities through Microsoft Teams. Ensure Teams is updated and upgraded in a timely manner to enhance performance	Collaboration & Communication
PP3	10	All advising websites should be consistent and should include student expectations and advisor responsibilities	Purpose & Pathway