Senate Executive Committee Minutes
Wednesday July 8, 2020
2:30 PM

In attendance: Dinesh Pinisetty (Chair), Sarah Senk (Secretary), Matt Farbanks, Christine Isakson, Wil Tsai, Cynthia Trevisan, Frank Yip. Guests: Katie Hansen and Krystal Loera

Absent: Steven Brown, Elizabeth McNie, Keir Moorhead

I.   University Advisors present update about The Passport

- Hansen reports information from EAB shows 2,600 appointments were held in AY 19-20, 1.5K of which were advising. 822 unique students used the Passport. Students who made appointments had a slightly better persistence rate than students who didn't (94.2% vs 88.8%). Career services, registrar, other student services are now using it.
- Hansen notes they're hoping to utilize the system this fall when students won't be able to stop by faculty offices as they normally would. Working with departments on campus to get ideas about calendar events.
- Development team includes University Advisors, Kristen Tener and Wil Tsai.
- Hansen recommends putting information in the Syllabus about The Passport.
- Loera demos the app, notes that it is single-sign-on. Loera says "Passport Navigate" is what we've branded the student application; each student has a portal to different features including to do list, events, appointments, study buddies, resources, messages, holds, and class schedule; home page will show "to do" list, if students click on the link they can see upcoming deadlines and events. App includes a tip feature (eg. "Learn more about clubs!") Tips will range from soft skills (eg. "start creating packing list for cruise") to department highlights about upcoming events. University Advisors are reaching out to faculty for ideas about what to include, like key dates for things like showcases or webinar, and that info will populate the event list.
- Loera anticipates that Appointments, Study Buddies, and Resources will be the one that students use the most. Faculty who have availability in The Passport will show up in the list, and that's where faculty come in: Faculty should populate The Passport with info about availability this fall. If students are taking classes virtually, they will struggle with how to find us [so it's important to upload info so that students have a centralized/standardized way of making appointments with faculty. Faculty can reach out to Hansen or Loera for an appointment walking through the set-up.
- Hanson notes you can include your personal Zoom room link there. Under "drop in times" you can include a message saying "I've gone virtual. Here's my Zoom link" and invite students to just drop in (as an option for office hours).
- Loera notes there is also an additional option to request another time.
- Isakson asks if there is a way to make it so that students have to schedule a time 24-48 hours in advance? Loera said they can work with departments. Right now the default is 12 hours, but that could be changed to 24.
- Pinisetty asks if there is an option to set up an appointment with a faculty member who is *not* his advisor.

- Hansen notes that right now the demo isn't populating faculty with faculty members because it's summer. But in the fall any student can schedule an appointment with any faculty member if they have availability.
- Pinisetty clarifies: so, all faculty will be in the system and students can make appointments with any faculty member [even if they're not in their class]?
- Hansen: yes, as long as faculty have synced their calendars and noted availability. Some people want to do all appointments, some want to do drop-in times. The only barrier we've hit is that if faculty don't upload any availability then their name won't show up in the system.
- Loera notes this is a plea for support: let your colleagues know that students will be learning about this during orientation. Faculty who are choosing to participate.
- Senk: What are our action items? As Senate Exec representing all departments should we say that an action item after this meeting is for every member of this committee report to back to our departments? Our MT reps are teaching but I will forward them the minutes.
- Hansen says that would be great and adds they can send link explaining to faculty exactly how to set up
- Senk asks: when can we expect that email?
- Hansen reports as soon as Jennifer builds the microsite.
- Senk says no rush. Hansen adds that if it takes longer we can at least send the information about how to set up availability in Passport, etc.
- Trevisan reiterates that there is no rush since we also don't have our schedules yet, so we don't yet know our availability.
- Senk notes it is super generous of Hansen and Loera to offer the one-on-one help to faculty.
- Hansen and Loera note they are happy to help and that these tutorials will take 15 minutes tops. "We'll just jump on a zoom."
- Loera reports EAB is trying to come up with an email signature that links to this system. Hansen adds that it'll be beautiful because a student can just click on the link in your email and see your schedule availability for meetings.
- Loera reviews other features for students (including "study buddies"), student options to opt in for push notifications.
- Trevisan asks a question from faculty perspective: if student uses the app to set up an appointment, how will faculty be notified? Hansen says faculty will receive an email. But the app is only for students, not faculty, unfortunately.
- Isakson clarifies: so, faculty don't use the app. Hansen and Loera confirm no.
- Hansen notes that appointments will auto-populate faculty outlook calendars. Loera notes "as long as you're sync'd, which you only have to do once." [Loera demos sync process. Click on calendar icon, click on "settings and sync" and there's a button to sync. Make sure it's the right email address associated with your outlook calendar. Process is usually pretty quick, can take up to five minutes.]
- Pinisetty asks if there is a way to integrate information about student conflicts, like athletic events that conflict with class. Hansen notes UA can work with the incoming Athletics Director, so at least faculty members could look at their student rosters and know which students are on athletics teams.
- Senk notes this would be much more streamlined than the current system, where all faculty get a mass email with a list of 20+ students who will be away for a game, and we have to check the list to see if it even affects us. Granted that only takes 2 minutes, but every time I

do it and *don't* see my students on the list, I get angry about the waste of my time; so, this is just to say it would be great if we could just see it in our Passport.

- Fairbanks asks about the app, notes he read reviews and it seems to have some unfavorable opinions. Hansen notes that app accessibility depends on how your school builds it, which is why we're trying a "less is more" approach to start.
- Hansen demos the intake survey, also adds that every couple of weeks they will be sending out a "temperature check" [apologizes for the COVID metaphor] and notes that students will be able to give feedback through "quick polls," and student support professionals will be able to reach out to students. If we're 6 weeks in and a student reports, "I'm freaking out about midterms," we'll contact them; the app isn't one-way.
- Fairbanks notes that centralizing all of this is a great idea. Just wanted to make sure the students who have their hands on it are giving better reviews than I saw on the app store. Fairbanks noted that some of the app store reviews seemed to misunderstand the quick polls, indignant students wondering *why does the app need to know how my midterms are going*? So, it would be great to personalize the message, like, "this is Katie Hansen here, asking you to complete a quick poll about how you're doing."
- Yip asks what positive feedback University Advisors received. Hansen reported that they like appointments feature, the Study Buddies feature in particular. Right now, that feature is constrained by section. Yip recommends customization to allow students to find study buddies in other sections. Hansen notes that in general students like being able to get information without having to ask somebody because many times students are uncomfortably asking about the food pantry or the uniform locker or emergency grants.
- Loera shares feedback from students in a document. Yip notes there seems to be more reluctance to email instructors on their own, but somehow students find it easier with the app. Hanson and Loera affirm this is the case.
- Hansen adds that for her personally the app has saved time going back and forth over emails setting up appointments; the app saves that time. The personal zoom link auto-populates so you don't have to go back and forth emailing zoom links, too.
- Hansen notes that there is a standard appointment time (20 minutes) but if faculty have feedback about that we can extend the time.

Action items: When Sonne finishes the microsite, Hansen and Loera will send email to Senate Executive Committee with information to forward to department faculty.

Meeting adjourned 3:25 PM