UCUAADA General Meeting

September 10, 2014

* Vikki Walker (One Stop)—Interim Director on 2 year assignment
  + Phone system- Customer Interaction Center
    - Indicates wait times
    - Callback feature- completed soft launch
    - 33.52% students in first week selected call-back feature
  + New check-in/ walk-in seating area
    - Swipe ID or insert UCID number at one of 2 kiosks
    - Asks purpose of visit
    - Provides wait time
  + Vivian Scott is liaison for advising
* Dean Cady Short-Thompson, UC Blue Ash College on Leadership
  + ‘Everybody Gets Something Different’
    - Even if we try, life isn’t always fair; we don’t get the same lot in life
    - Everyone has ups and down—learn & grow
    - Recognize and celebrate your assets & gifts in life. Be mindful and grateful.
    - Make a list—What do you do well? Expertise and knowledge
  + Nurture Yourself
    - What have you done, built. Improved?
    - Apply your gifts, talents, and knowledge in deliberate, impactful ways
    - Surround yourself with good people
    - Build reputation and feel confident and positive about your successes.
    - Confidence stems from successes of all sizes and varieties—professional and personal
  + Harness your Life Experience
    - Our lives shape us as we live our lives.
    - Everyone has pain; if you haven’t, you will
    - Know that pain isn’t a competitive sport—no one wants to win but many are in the race.
    - You never know what others are going through—many won’t share the info.
  + Adversity
    - Negative relationships and situation can damage a person—or not
    - The choice to be strong, powerful, confident in the face of adversity has the potential to build you exponentially
    - Will your crumble or gain confidence from surviving adversity
    - Pay attention in adverse situations; learn
  + Adversity as Fuel
    - Adversity is a great teacher for those willing to learn. Adversity provides perspective.
    - What have been your adverse situations and relationships that you’ve overcome?
    - These can be personal narratives (that remain private) but they can empower you and make you resistant to leadership challenges that pale in comparison.
  + Strong leaders Nurture Others to be Strong
    - You’re stronger than you think.
    - How will you share yourself and your triumph? Will you advise/teach others?
    - Develop strong, positive, genuine relationships—in all directions (up, down…).
    - Sare yourself generously; Help & mentor others—students, colleagues, and friends.
* Ryan Hall, -Project Lead for Catalyst Implementation
  + New Student Information System
  + Using software called “Campus Solutions” by Oracle PeopleSoft
    - Deliver and support student through entire student life cycle
  + New team members: Chad Wells, Karen Ramos, Alejo Delgado (in October),
  + IO Consulting🡪 Sierra Cedar Consulting Group
  + Advisement Discovery Sections
    - Meeting with ADAM to discuss business advising process.
  + Demonstrations coming soon
    - Degree audits
  + Discussions
  + @ Victory Parkway without phones
  + Where are we going?
    - Three Notable Rollouts
      * May 2015- Admissions
      * October 2015- Advisors
      * January y 2016- Financial Aid
  + Wins
    - Students will have pictures in system
    - Access to the Student Center—see what student sees
    - Advising Reports
    - Degree Audits
    - Transcript milestones
      * Learning portfolio
      * Mandatory advising requirements
    - One place for everything
  + Gap
    - Still trying to get advising notes included

October 15—400B