

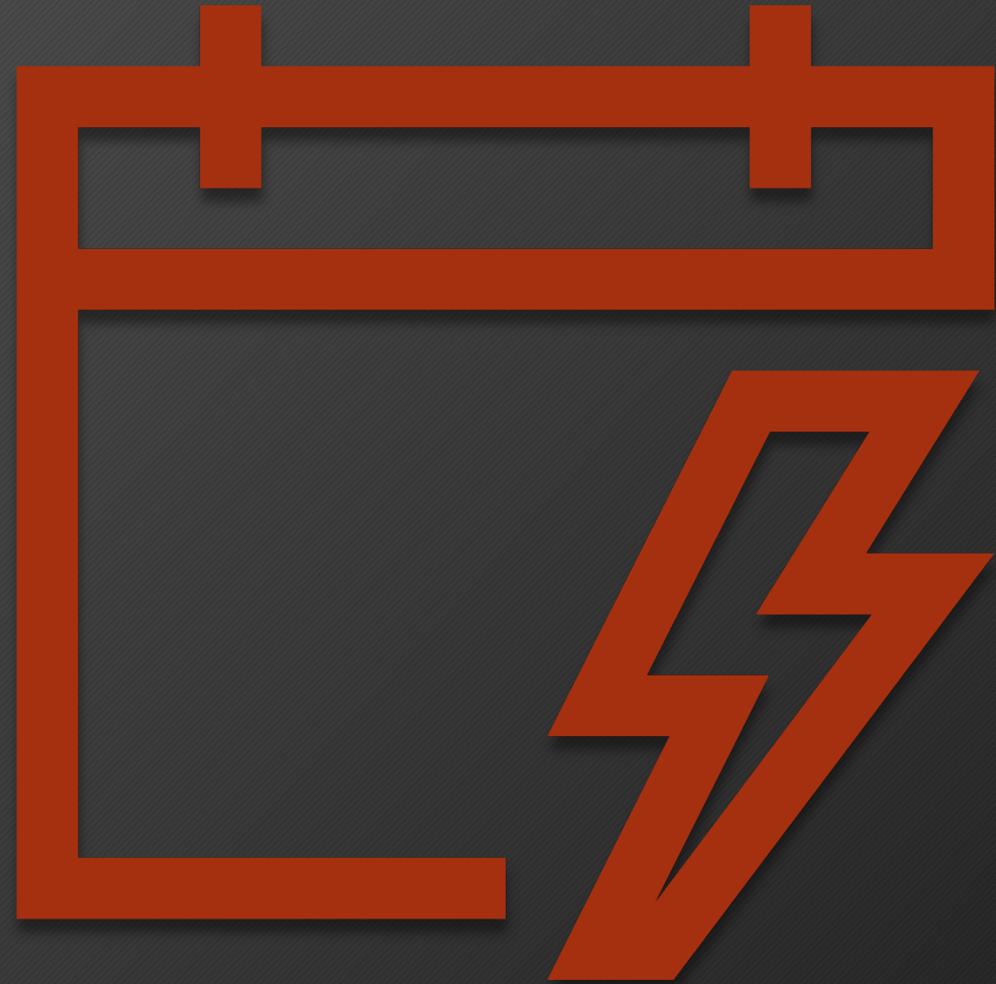


E-ADVISING GUIDE

UNIVERSITY ADVISING CENTER, Advising@uiwtx.edu; (210) 805-5814

Overview

- Automatic Replies
- Advising Dates
- Setting up Campaigns in Grades First
- E-Advising Options
- Advising Session Outline
- Registration
- Adding PINS/Notes
- Student Resources
- UAC Contact Info



Automatic Replies

- Keep communication open and consistent! Add an automatic reply in Outlook with the following:
 - Official university statement and webpage link
 - Webpage link:
<https://my.uiw.edu/safety/coronavirus.html>
 - Advising dates
 - Virtual office hours
 - Contact information, including Zoom link and office phone number
 - See example message (next slide)



Example—Auto Reply

Thank you for your message. *Please read this "Auto Reply" for general information, advising dates and updated academic & advising processes. Please note that in light of the developing situation regarding COVID-19, UTW updates are viewable at the following link: <https://my.uiw.edu/safety/coronavirus.html>*

Recent updates:

- **Spring Break has been extended one week**, through Friday, March 20.
- **Beginning Monday, March 23**, classes for the remainder of the Spring 2020 term will be held remotely online via Blackboard (or other online tools already in use).

Note to my Advisees:

Until further notice, academic advising will operate electronically. Do not come to campus for advising sessions. You will receive an appointment link with further information and direction about setting up an E-Advising appointment with me. For now, please ensure your **phone number and other contact information** are correct and up to date. You can enter/update your information through BannerWeb (in the Personal Information tab).

Important Advising Dates:

March 30-April 9	Advising Period (see email for phone appointment link)
March 16	Summer/Fall course schedules viewable through BannerWeb link: https://bannerweb.uiwtx.edu/prod/twbkwbis.P_GenMenu?name=homepage
April 9-April 16	Registration as shown below <ul style="list-style-type: none">• Athletes- April 9th at 8:30 am• Seniors - April 15th at 8:30 am• Juniors - April 15th at 1:30 pm• Sophomore - April 16th at 8:30 am• Freshmen - April 16th at 1:30 pm
May 1	Withdraw deadline "W" Link: https://my.uiw.edu/registrar/docs/add-drop-2015.pdf

For now, please continue to check your emails as the semester progresses for important information as it develops.

Window 3111

Know this, Cardinal: Your health and wellbeing are of utmost importance and at the heart of our Mission. As a community, we offer our prayers for all of those affected by COVID-19 and all those who care for them.

Lastly, due to the high volume of correspondence, please allow up to two business days for a response.

We appreciate your patience.

Advising Dates

March 30-April 9	Advising Period (see email for phone appointment link)
March 16	Summer/Fall course schedules viewable through BannerWeb
March 23	PINs available (after confirmation email from UAC Director)
April 9-April 16	Registration as shown below <ul style="list-style-type: none">• Athletes- April 9th at 8:30 am• Seniors - April 15th at 8:30 am• Juniors -April 15th at 1:30 pm• Sophomore - April 16th at 8:30 am• Freshmen - April 16th at 1:30 pm
May 1	Withdraw deadline “W”

Setting Up Your Grades First Appointment Campaign

1. Set up “Availability” before Creating Campaign
2. Create Campaign
3. Modify the email invitation

See Advising Manual for step-by-step instructions.

The screenshot shows the 'ADD AVAILABILITY' modal window. The background is the 'Advisor Home' page with a table of 'Times Available'. The modal is titled 'I'm available on' and includes a day-of-week selector (Mon-Sun), a time range slider set to 8:00a - 5:00p, and a 'for' dropdown menu with options: Drop-ins, Appointments, and Campaigns. Below these are fields for 'Forever', 'Faculty Advisor Office', and checkboxes for 'Phone Appointment (UG Main)' and 'Video Appointment (UG Main)'. A text box contains the instruction 'Be sure to update your phone/contact information'. At the bottom right are 'Cancel' and 'Save' buttons.

SELECT	DAYS OF WEEK	TIMES	DATES
<input type="radio"/>	Mon, Tue, Wed, Thu, Fri	9:30a-4:00p	February 20, 2020 to March 19, 2020
<input type="radio"/>	Mon, Tue, Wed, Thu, Fri	9:00a-4:30p	February 20, 2020 to March 20, 2020
<input type="radio"/>	Fri	2:00p-3:00p	April 03, 2020 to April 03, 2020
<input type="radio"/>	Tue, Wed	10:30a-11:30a	March 31, 2020 to April 01, 2020
<input type="radio"/>	Mon, Thu	3:00p-4:00p	March 30, 2020 to April 02, 2020

The screenshot shows the 'New Invitation Campaign' form. The title is 'New Invitation Campaign'. Below it is the section 'Define Campaign' with a note: 'The campaign name and dates will be visible on the Appointment Campaigns Tab and the Student Profile for users who have permission to view it.' The form contains several fields: 'Campaign Name' (text input with 'Summer & Fall 2020 Registration'), 'Campaign Type' (dropdown menu with 'Advising Appointment'), 'Slots Per Time' (dropdown menu with '1'), 'Course or Reason' (dropdown menu), 'Begin Date' (calendar icon with '03/23/2020'), 'End Date' (calendar icon with '04/24/2020'), 'Appointment Length' (dropdown menu with '30 min'), 'Appointment Limit' (dropdown menu with '1'), and 'Location' (dropdown menu). At the bottom are 'Cancel', 'Save and Exit', and 'Continue' buttons.

E-Advising Options

Zoom, Phone & Email Appointments

- **Note:** Before beginning your remote session, ask student to confirm Student ID and/or show ID to camera. Inform student you will be discussing confidential information and ask if okay to proceed (FERPA).
- **Zoom Tutorials for Advisors:**
https://zoom.us/docs/en-us/covid19.html?fbclid=IwAR0T4ZWYhnJWdy_vZf0X1qk3jbxIG6giibSuUnVouOSy0LMdlstV1W1A8A
- **Zoom Tutorial for Student to join:**
https://www.youtube.com/embed/vFhAEoCF7jg?rel=0&autoplay=1&cc_load_policy=1
- **Phone Appointments:** Calls can be made via Ring Central and Ring Central App to protect cell phone numbers
- **Email Appointments:** via Cardinal email only



Make sure to have reliable Internet or Phone Connection. Visit UIW IT website for available resources:

<https://my.uw.edu/ird/students/index.html>



Start communication with a positive greeting



Remember perception and expectations will vary with each student (Tone does not come through clearly in text.)



Be clear & add additional information for thoroughness, in anticipation of clarity



Be prepared for student questions regarding current climate, their emotional state, level of motivation and other areas of concern



Establish a clear outline of the next steps and invite follow up correspondence



Reinforce student success and shared responsibility/ownership

Web, Phone & Email Best Practices

Zoom/Virtual Best Practices & Info

- ZOOM advising appointments should be treated with the same professionalism as an in person advising appointment.
- During your appointment, do not leave the camera window or walk around. You should remain engaged throughout the online advising session.
- Do not speak with individuals around you not participating in the advising appointment. Outside conversations distract from the appointment and can violate FERPA guidelines.
- FERPA guidelines require written permission for additional parties to participate in an advising appointment. If student wants to allow another individual access to the appointment, complete & submit a “Student Proxy Access Form”
 - <https://my.uiw.edu/registrar/proxy-access.html>
- ZOOM Information & Tutorials:
 - <https://my.uiw.edu/ird/training-and-instructional-resources/for-faculty-and-staff/web-conferencing.html>
- Technical support for UIW
 - Contact IT Helpdesk: helpdesk@uiwtx.edu; (210) 829-2721



Advising Session



Getting started:
Have student confirm
name & ID number.
Ask student to open
Degree Works to follow
along. Send student
Advising Session Recap
form to make notes
during session (optional).



Confirm student's
major/concentration/minor



Review and discuss
student's GPA & current
academic standing



Review hours
requirements



Review current class
schedule/Early Alert
Reports



Discuss courses for
registration



If student is Graduation
Ready instruct to apply
online.



Issue PIN, add notes for
student in Degree
Works &/or Grades First

FERPA



FERPA

Family Educational
Rights & Privacy Act

- Family Educational Rights and Privacy Act
 - The University of the Incarnate Word will not disclose any personally identifiable information about students (except directory information) without the written consent of the student.
 - <https://my.uiw.edu/registrar/ferpa.html>
- FERPA & Remote Advising Sessions
 - Cardinal Email Accounts
 - Verify Student ID and Date of Birth during Phone Session
 - Request to see Student ID during video session (camera)

Review Requirements & Course Work in Degree Works

Degree in Bachelor of Arts Credits Required: 120 Credits Applied: 104

Minimum 120 Total Credit Hours Required ← Still Needed: 120 credit hours are required. You currently have 104, you still need a minimum of 16 more credit hours and successful completion of all graduation requirements.

Minimum 36 upper-division credit hours required

Minimum credits taken at the University of the Incarnate Word

Last 36 of 45 credit hours must be taken at UIW.

You meet the minimum cumulative 2.0 GPA requirement.

Main Campus Core Curriculum Requirements

Community Service Requirement

Major Requirements

Minor Requirements, Required for Program of Study



• Indicates Course is In Progress



• Course/Credits Complete



• Course/Credits Still Needed



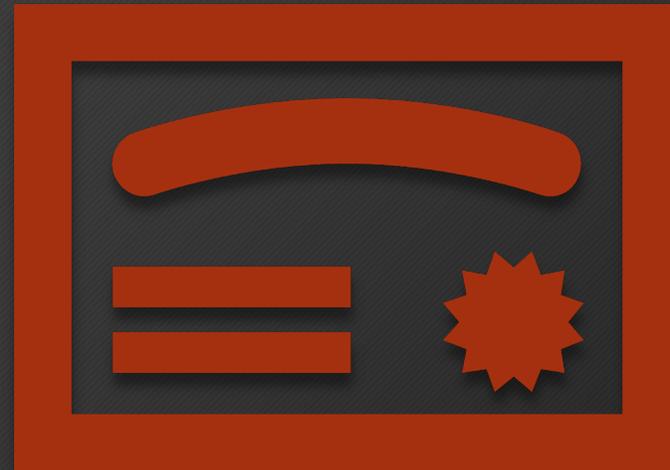
Credits
Required
for
Graduation



Credits
Applied
toward
total

Graduation Ready?

- Review Degree Works profile
- Graduation Application Dates
 - Last day to apply for May 2020 graduation without a late fee is October 1, 2019. (Community Service due by Jan. 17, 2020.)
 - Last day to apply for August 2020 graduation without a late fee is April 1, 2020.
 - Last day to apply for December 2020 graduation without a late fee is May 1, 2020.
- New Summer Graduate/Spring Commencement policy



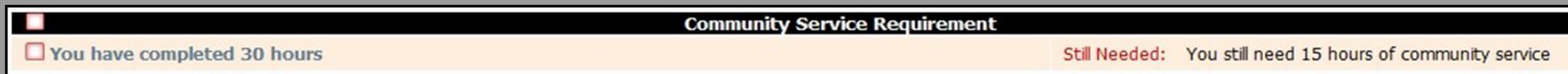
Community Service Requirement



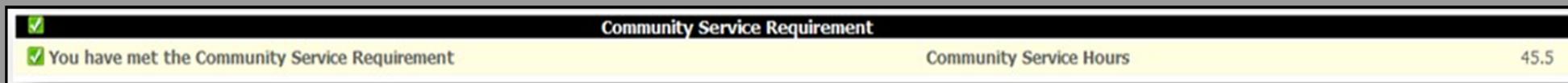
- If a student has not completed any hours, Degree Works will show:



- If the student has begun working towards fulfilling this requirement, Degree Works will update their progress (updates overnight).



- When a student has submitted all 45 hours, they will see that they have fulfilled the requirement and how many total hours they turned in:



Service hours are submitted through UIW Engage (in Cardinal Apps)
Contact: Ettlting Center for Civic Leadership & Sustainability, (210) 283-6423

Registration



Advise student to check BannerWeb for holds



Remind student to review degree plan, notes, course recommendations & PINs in Degree Works



Share instructions for Looking up Classes and Online Registration



Inform student about waitlist process



Registration Add Errors



Summer and Fall 2020 class schedule

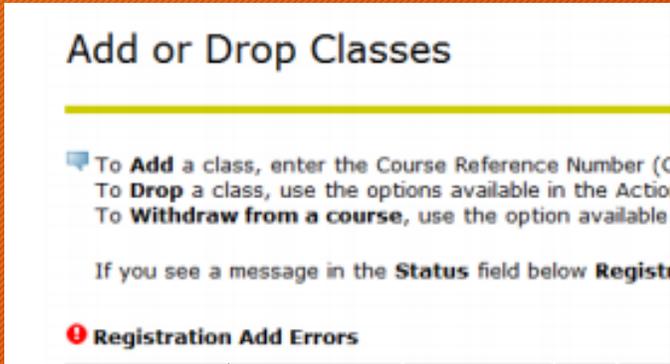
https://bannerweb.uiwtx.edu/prod/tw/bkwbis.P_GenMenu?name=homepage



Suggest student use Schedule Planner to map out courses

REGISTRATION ERROR MESSAGES

The following are error messages students may receive when registering.



<u>REGISTRATION ERROR</u>	<u>EXPLANATION</u>
Campus Restriction	Section restricted to students from a specific campus
Class Restriction	Section restricted to specific classification
Closed Section	Section enrolled at capacity
Closed-Waitlist Available	Section chosen is at capacity, but waitlist is available
Closed-Waitlist Full	Section chosen is at capacity and waitlist is full
Core Q XXXX Required	Section has a corequisite that must be added at the same time
Duplicate Course with Section XXXX	Section is a duplicate of a course already on your schedule
Major Restriction	Section restricted to students in a major (English, Psychology, Biology, etc.)
Prerequisite & Test Score Error	Section has a prerequisite course or minimum test score that is not indicated in your records
Time Conflict with XXXX	Section conflicts with another section already on your schedule
Permission Required: Dean or Instructor Signature	An additional restriction has been placed on the section
Student Attribute Restriction	Error message for International students trying to register for an online course

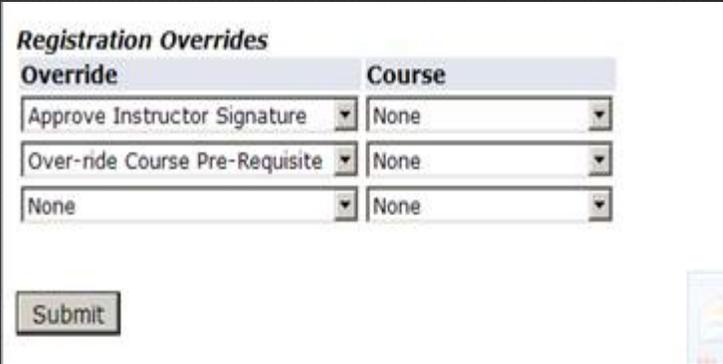
Course Override Instructions

Remember to code Instructor Signature or Pre-Requisite course overrides for courses you teach that you are advising/approving a student to take.

The student can then register online for the course and does not need to return approval documentation to the Registrar's Office.

The over-ride instructions are as follows:

1. Log-in to Bannerweb
2. Select the Faculty Services link
3. Select the Student Menu link
4. Select the Registration Override link
5. Select the term for the course
6. Enter ID for student (or enter name)
7. Select the override from the drop-down menu
8. Select the course
9. Click Submit to save



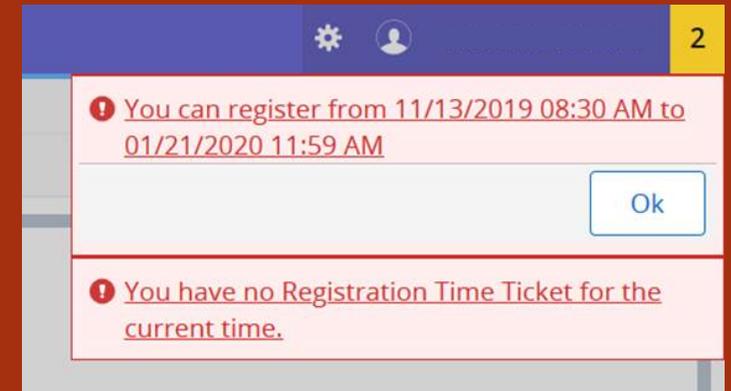
The screenshot shows a web form titled "Registration Overrides". It contains two columns: "Override" and "Course". Each column has three rows of drop-down menus. The first row has "Approve Instructor Signature" and "None". The second row has "Over-ride Course Pre-Requisite" and "None". The third row has "None" and "None". Below the form is a "Submit" button.

Override	Course
Approve Instructor Signature	None
Over-ride Course Pre-Requisite	None
None	None

Submit

Other Registration Errors

- Registration Ticket Error Message
 - Student is restricted due to assigned “priority” status/classification
 - Student should try again during their designated registration time
 - If student qualifies for “priority” status and is not able to register, ask for a screenshot of the error message and email the UAC for trouble shooting
 - advising@uiwtx.edu
- System Errors
 - Ask the student to try a different web-browser
 - If error continues, ask student to send a “screen shot” of the error message via email. Explain error.
 - If you are not sure what the error message is, please forward the message to the UAC at advising@uiwtx.edu.
 - Our office will assist with troubleshooting.



Adding PINs & Advising Notes in Degree Works

Steps for entering PINs/notes in Degree Works:



Sign-in to Cardinal Apps, click on Degree Works

Enter Student's ID#

Click Note Pad Icon



Type note, click "save"

Click "Refresh"



Click "Process New"

Benefits of logging PINs/notes in Degree Works:

Keeps advising notes with their degree audit

Students can sign-in to see their PIN/notes anytime

Adding PINs/Notes in Grades First



Sign-in

- Sign-in to Cardinal Apps, click Grades First

Type

- Type in Student Name or ID Number in search field

Select

- Select student

Select

- Select “Add a Note” under “Options”

Type

- Type note

Click

- Click student’s name under “Visibility”

Click

- Click “Save Note”

Career Services:
careers@uiwtx.edu
(210) 829-3931

First Year Engagement:
rzendeja@uiwtx.edu
(210) 805-3006

Student Disability Services:
beasley@uiwtx.edu
(210) 8293997

Testing Services:
testingcenter@uiwtx.edu
(210) 829-3876

TRiO:
trio-ssp@uiwtx.edu
(210) 805-5812

Tutoring Services
TutoringServices@uiwtx.edu
(210) 829-3870

Writing & Learning Center
wlc@uiwtx.edu
(210) 829-3870

University Advising Center
advising@uiwtx.edu
(210) 805-5814

Student Success Services

Sandy McMakin, Associate Provost Academic Support
mcmakin@uiwtx.edu; (210) 805-5813

UAC Point of Contact

- Director of UAC, **Interim:** Pre-Nursing (Summer/Fall 2020)—Kedra Grant-Brinkley: kegrant@uiwtx.edu; (210) 805-5814
- Director of FYE, **Interim:** Humanities (Summer/Fall 2020) - Dr. Raul Zendejas: rzendeja@uiwtx.edu; (210) 805-3006
- UAC Administrative Assistant, Janie Rios: jarios1@uiwtx.edu; (210) 805-5814
- Mathematics, Science, Engineering—Dora Garner: dgarzatr@uiwtx.edu; (210) 805-5831
- Social Sciences—Megan York: homan@uiwtx.edu; (210) 841-7238
- Biology Advisor—Karina Johnson: kkjohns@uiwtx.edu; (210) 829-3863
- Health Professions—Natalie Hernandez: nrhernan@uiwtx.edu; (210) 829-3926
- Business Advisor (BINT, BMGT, BMKT, MIS, SPHP)—Haley Ayres: **Interim:** Gloria Ramos-Cortes (Summer/Fall 2020)
- Business Advisor (ACCT, ECON, FINC, GBUS, BPGM)—Gloria Ramos-Cortes: gcramos@uiwtx.edu; (210) 805-5828
- Education—Charles Puente: Cepuente@uiwtx.edu; (210) 823-6321
- Pre-Pharmacy—Candance Gengenbacher: cmgonza4@uiwtx.edu; (210) 829-2703
- Optometry—David Kincaid: kdincaid@uiwtx.edu
- Media & Design—Dr. Rochelle Ramirez: ramire2@uiwtx.edu; (210) 805-3004
- Athletic Advisor, (Football, Men's Basketball)—Kristen Bates: kbates@uiwtx.edu; (210) 283-6338
- Athletic Advisor, (Fencing, Swim/Dive, Sync. Swim, Tennis, Volleyball, M Soccer)—Garrett Hotchkiss: hotchkis@uiwtx.edu; (210) 283-6328
- Athletic Advisor, (Softball, Baseball, W Soccer, W Basketball, Golf, Track)—Stephanie Hamilton: sjhamilt@uiwtx.edu; (210) 283-6337

If you have additional questions or concerns, please contact your Area Coordinator or Professional Advisor.