

## UPAC Meeting 9/9/20

1. Schedule for Success and Think Tank: Caitlin Kerrigan, Michelle Woodward, and Arturo Rodriguez
  - a. A thank you from the S4S team with help on virtual NSO
    - i. Teams went well
  - b. Math 100
    - i. 1700 Students in the live online sections
    - ii. 300 asynchronous students (AZ Online and non first-year main campus students)
    - iii. 90% of students come to every class- one of the smoothest starts to semester since NSO had students D2L ready
    - iv. Special S4S tutor times
  - c. SAS 100AX
    - i. Interactive format through breakout rooms
    - ii. Went over 10 weeks (sent out separately to UPAC)
      1. Enrollment opens on 9/16 for S4S students
      2. Search Dynamically Date under Session in UAccess
      3. Supplemental Instruction for these courses
  - d. Think Tank Updates
    - i. How to find resources/support- website walk through
      1. Recommend starting at Online tab at the top right of the website
      2. Students have to be signing through UA account so Think Tank can keep track- also an emphasis on AZ Time since students across world are accessing the services
      3. Online Tutoring- there is a queue is to let students know the wait time
    - a. Students receive more one-on-one time with a tutor
    - ii. Vast majority of services are free
      1. Mention of Academic Skills Tutor as option for students
      2. Trellis Updates: Nik Glazier Hodge, Kirsten Van Detta, and Sean Kramer-Lazar
    - a. Updates with Trellis Support
      - i. Knowledge Library- contains training and support documentation

1. Coming soon- will be able to tag articles so that you can organize the support you need
- ii. In-App Messaging- occasionally there are pop-ups for big changes and updates
- iii. Chatter- in-tool message (like Slack/Skype) that you can use to communicate with other users in the tool and Trellis team
- iv. Drop-in Support (via zoom right now)- can ask Trellis team questions 1:1
- v. In-Person Training- has started now for Trellis Overview (good for new people)
  1. More advanced training will be happening soon
- vi. Advise Community of Practice
  1. A peer network to support how to use the tool- areas of expertise
  2. Will have more details at next UPAC meeting
- b. Overall Updates
  - i. Based on groups coming into Trellis- OSFA, SOS, 24/7, Registrar (some items)
    1. Group Calendar- can add in whomever you need for the calendar
      - a. OSFA will be trialing it next week
      - b. This will be available for students to see first, but working on admin/front desk staff access
    2. Some other Launches coming with a variety of departments
    3. Service Desk- let Kirsten know if this is something you would like to use
  - ii. In a week, you will be able to pull reports on case loads
    1. Can use for batch emails
  3. Wayfinder Updates: Chris Dziadosz
    - a. Changes to the virtual environment
      - i. Mindset- go to where the student is at, but the challenge is where students are at is through online (been using zoom)
        1. Challenge- a lot going with zoom right now
        - ii. Programming- based around the advisors that are involved with the program
          1. Wayfinders in Session- bring together advisors, faculty, alumni, etc.
          2. Example- CALS Career Center, Alumni, Transfer Student Resources, Fine Arts Alumni Panel
        - b. Students needing support with being an online learner and this new environment
          - i. Health and Wellness event

4. Meet Your Major Fair Updates: Jackie Rindone
  - a. MYMF will be virtual this year through our website
    - i. This will not be an event, but more so a push for students to view website starting September 25th through the end of October.
    - ii. Website will be broken down by academic areas
    - iii. It will continue to live on our website and something we'll be updating yearly to go along with the physical event
  - b. Videos for Website
    - i. Due on the box on September 18th
    - ii. Contact Bess Ecelbarger (becelbar@arizona.edu) if you are having issues with the box and/or didn't receive a notification about it
  - c. Promotion of the Event
    - i. We'll be promoting the fair website through various means: ARC, social media, residence halls, TLS 100 courses
    - ii. We will wait and see about a spring option for in-person fair
5. Wrap Up Announcements: Megan Cunnington
  - a. Reminder on Writing Placement Team and turn around on requests