Class Features Tool: Enhancements & Live Demo

Julie Dockens

Presentation slides available online

- Faculty can access the tool via their Schedule page in ConnectCarolina or on their Faculty Portal
- For each course on an instructor’s schedule there is a new column called “Class Features” that includes an active link to the tool
- New enhancements for fall 2021:
  - The ‘copy features’ tool, which allows instructors to copy over information between sections of the same course, or courses taught across multiple semesters
  - The ‘add class features proxy’ tool, which allows instructors to give editing power to additional individuals
- Proxies added in the Class Features tool do not have the same access as proxies assigned on the instructor page for a course in ConnectCarolina; proxies assigned via Class Features can only edit the content included in this tool and cannot see grades, rosters, or other potentially sensitive information
- Proxies can access all courses to which they have been assigned by an instructor by navigating to the ‘Proxy for Class Features’ page in their ConnectCarolina center
- Students are able to view the Class Features content by pulling up a course using the ‘Class Search’ function in ConnectCarolina; there is a new column for each course entry for this tool as well as a column for mode of instruction
  - Students can only view the Class Features content, but they are able to download any attachments (syllabi, reading lists, etc.) uploaded by an instructor using the tool
  - So far student feedback has been overwhelmingly positive
- Currently, proxy access to the Features tool is set on an individual basis, meaning each instructor must personally designate others to whom they want to give access
- The team is happy to discuss other needs (like granting SSMs blanket access for all courses in their unit) on a case-by-case basis with departments
- SSMs are encouraged to advertise this tool and training resources (available on the Office of Undergraduate Curricula website) to both faculty and graduate instructors in their units
- Follow up questions can be directed to Nick Siedentop or Julie Dockens directly

Tableau Overview, Tips & Tricks

Rachel Serrano

- Highlighted two reports that are of particular use for student services managers (SSMs):
  - The Facility by MOU report, designed specifically for SSMs
  - Comprehensive Class Report, which contains course and instructor details
- The Facility MOU report will be more useful when classes resume in-person; this report is now accessible via the Tarheel Reports page
- General Tableau tips:
  - When using filters, make sure to deselect ‘all’ option as this will automatically override any specific selections you make
Users can save favorite reports once they have set their filter preferences; to do so, select the ‘View’ option and then follow the instructions.

- Saved or favorited reports can be edited, renamed, or shared with other users.
- The ‘Subscribe’ option allows you to send the report data via an email, which is useful when sharing data with other offices.
- The ‘Download’ option enables you to pull the report data into an offline Excel file to manipulate as you choose.
  - Tableau is limited in the number of columns it can display in a browser, so downloading the fully data for a given report will show you all fields tied to that report, not just those you can currently see.

- Tableau course and facility data is refreshed nightly; the team is currently working on getting closer to real-time refresh rates for heavy scheduling times (like registration or Course Maintenance).
- All SSMs are encouraged to join the [Tableau site in Microsoft Teams](#); this is a great way to contact the team and pose questions to other users.

**Carolina Away Updates**

*Rudi Colloredo-Mansfeld, Lauren DiGrazia*

- Carolina Away (CA) is now in its second year and looks very different from what it did in 2020.
  - The initial program was designed to facilitate attempts to de-densify campus during the height of the pandemic and provide specialized support for international students, as well as domestic first year students who were entering Carolina remotely.
  - The previous iteration of the program included tailored academic and social support programs for Carolina Away students.
- Carolina Away has been redesigned this year to primarily address concerns regarding the ability of international students to obtain visas.
  - The curriculum this year is therefore broader in scope and intended for students at all levels in their degree, not just first years.
  - The presented some unique scheduling and cooperative challenges; everyone’s support is much appreciated.
- There is still a desire to support domestic students who may have extenuating circumstances that prevent them from returning to campus in the fall for an in-person experience; it was felt that Carolina Away was a natural place to incorporate this kind of student support.
- In service to both these objectives, the CA team is working with Tiffany Bailey in ARS to screen self-identified students who are seeking remote-learning accommodations.
  - The triage team has 125 courses with a specific CA reserve capacity at their disposal when it comes to making sure impacted students (international and domestic) can receive the help and support they need to continue their studies.
- Stephanie Schmitt has been included on the Carolina Away team this year in order to make sure that resources are available to graduate and professional students experiencing similar issues.
- Due to changes in visa access, the demand for remote classes is significantly less than initially anticipated so the team is currently focused on making sure they reach as many students as might benefit from this opportunity as possible while also striving to be fair to current students in terms of access to high-demand courses.
- If demand continues to be lower than expected, the team will reconsider the current seat release plan and notify departments accordingly.
  - The current date for Carolina Away seat releases is August 2nd, but this may change.
There is still discussion going on behind the scenes to make sure that no students are unfairly privileged or penalized by changes in seat reserves but the team is conscious of the extra load this has put on SSMs. Departments will be notified as far in advance as possible when reserve capacities on CA courses are rebalanced, in order to help manage demand and workload.

**Updates from the Registrar**  
*Lauren DiGrazia, Renee Sherman*

- The Registrar’s team is aware that the current method for requesting mode of instruction changes is unwieldy and slow, with departments often caught in limbo between their senior associate dean (SAD) and the Registrar’s Office (OUR).
- The team therefore developed a new online request form in ConnectCarolina that allows departments to submit instructional mode change requests directly to their SAD:
  - If the SAD approves the request the change goes to the Registrar for processing.
  - If the SAD rejects the request it goes back to the department.
  - Developers are currently putting the final touches on the software before handing it over to the Registrar for testing.
- The Registrar will put together a short presentation/info document for SADs and keep them updated on the progress of the new request system.
- The Registrar will also share screenshots of how the system works, as well as what justifications have been preloaded.
- All SSMs will be granted access to the system, but if anyone else needs access (managers, chairs, etc.) they can email Julie Dockens and Lauren DiGrazia directly.
- One thing to note is that while there is no established deadline by which mode of instruction changes should be submitted, but such changes should be kept to a minimum now that we are planning for a return to in-person instruction and students have registered for fall classes.

**Office of Undergraduate Curricula Updates**  
*Nick Siedentop, Heather Thompson, Ben Haven, Genevieve Cecil*

Presentation slides available [online](#)

- **IDEAs in Action Implementation**
  - Reminder that the new curriculum goes live for students in fall 2022.
  - The new student-focused curriculum website should be published by mid to late July.
  - A working group is currently developing training sessions for academic and departmental advisers that will run from August 2021 through April 2022.
  - Departments should expect personalized reports in July that provide a snapshot of where the department stands in terms of courses and degree program requirements.
  - Tarheel Tracker and ConnectCarolina tools should be complete and accessible by January 2022, well before transfer students begin matriculating for the fall.

- **SET and TCRE**
  - Most SSMs should already be on the SET (student evaluation of teaching) listserv, but if you aren’t please contact Heather Thompson directly. Additional information is available [online](#).
  - SSMs aren’t typically involved with TCRE (transfer credit re-evaluation requests) but if you are receiving questions from students regarding transfer credit please feel free to send them to Heather.

- **Block Enrollment and NSO** (PowerPoint available [online](#))
This year incoming first years will only be block enrolled into a single course (ENGL 105).

This year the new student orientation (NSO) team will only be managing seat reserves/releases for incoming first years since transfer students are able to register alongside current students.

The teams have split this year:

- Ben Haven, OASIS and the OUR Records and Enrollment team are covering block enrollment process for ENGL 105.
- Paige Abe, Adam Harris, and OUR Scheduling team are handling new student orientation seat releases.

NSO will occur between July 14-30 this year; all seats will be released back to the general student body on August 1st.

For any cancellations or edits to NSO courses, please make sure to indicate this on the Formstack or if not using a Formstack, to notify Paige Abe and Renee Sherman via email.

- OSM and OLCM Schedule Updates (handout available online)
  - OSM and OLCM will now open/close on standardized timelines for each term:
    - OSM opens two weeks before FDOC for all terms.
    - OLCM opens two weeks before current student registration for all terms.
    - OSM closes two weeks before LDOC (summer) or four weeks after FDOC (fall and spring).
    - OLCM closes for new contracts on the last day of student late registration for all terms.
  - The hope is that this will aid department planning and make setting internal deadlines easier and more consistent from semester to semester.

- Catalog Updates
  - 2021-2022 Catalog is now live at https://catalog.unc.edu/
  - Thank you to all departments for your hard work editing and revising the images for programs; that initiative was a big success.
  - Please make sure to check that your department pages are accurate, and contact Nick or Heather if you notice anything is amiss.

Next meeting: Wednesday, September 8, 2021 1:00-2:30pm

To suggest a topic for a future meeting: https://curricula.unc.edu/committees/ssm/

Previous meeting agendas, minutes, and materials: https://curricula.unc.edu/committees/ssm/