

PCA Recap 10/13/26

The full agenda for this PCA meeting was devoted to review of Student Hub phase 2 functions. Training videos are available on [OAS's website](#).

Staff-to-staff referrals will soon be available in Student Hub. Currently 8 student support offices are set up to receive referrals: AISS, AASS, AAPIRC, El Centro, CEOP, DOS/LRAC, TTSC, and OAS. CTL is slated to be added soon. Academic advisement units are not receiving referrals at this time because a referral to an academic advisor should take the form of scheduling the student an appointment. Student Affairs plans to develop a one-sheet that outlines why a student could be referred to each center as a job aid for users to help them make quality referrals. Referrals will take strain off of advisors referring to one person in a unit they have a strong relationship with and will help students get prompt help without overloading people.

Pulse Checks and Alerts are already live in the system. Students are given a Pulse Check in Student Hub if they drop a class after census. It is 4 short questions gauging the student's understanding of how dropping the course impacts them. If they get a low score indicating they may need more support and information (-99 or lower), it triggers an Alert in the system. Future metrics that might be used for Pulse Checks are sliders and low canvas engagement.

When an Alert is triggered for a Pulse Check, notifications through the bell in Student Hub's upper-right corner are sent to everyone on a student's success team. A list of Pulse Checks and Alerts is available on the home dashboard. At this time, there is no mandate of proactive outreach for alerts, though units may utilize this information to reach out to students as they see fit. The minimum expectation is that the information is utilized when advisors are working with a student (pay attention to if they have an alert). Further conversation around this will carry forward into next week's PCA Cross College meeting with all PCA membership invited to attend.

Based on feedback, automation of Senior Success Plans university-wide is on hold. Ellis has agreed to be the first college to have these placed by the system. Stephanie will work with Ellis through the process to work out unexpected issues before wider launch.

Stephanie will plan to hold a few one-hour demos available to all advisement and requested input on how it should be structured. Managers recommended both providing demos and time for discussions. Advisors should plan to review training demos in advance of the session as a primer.