

# Automatic Advisor Assignment

## Points of contact

- For advisors assigned to pre majors, 0-60 students, or undeclared/dual enrolled students, please contact **Sherrie Jennings** ([shjennings@augusta.edu](mailto:shjennings@augusta.edu))
- For advisors assigned to 60+ students or students fully admitted to restricted programs, please contact the **Registrar's Office** ([registrar@augusta.edu](mailto:registrar@augusta.edu))

## Process

Advisor automation rules are built in BANNER, and a process to assign the rules runs every hour. Right after the advisor assignment process is run, the registration pin process is run, so there should be virtually no gap in service for students once their new advisor assignment shows up in Pounce.

Advisor assignment changes will show up in Navigate **the next business day**. Navigate is not directly connected to Banner and is updated via a nightly file transfer.

Please notify the appropriate point of contact as soon as possible once you know an advising rule will change. Advisor assignments are term based. If an advisor needs to be changed in the middle of a semester, the current advisor will end dated for the prior term, and the new advisor will be added for the current term. Make sure to keep accurate records if you need to track advisor assignment date ranges.

## Errors/Troubleshooting

From this point forward, manual advisor assignment will no longer be supported. If you make a manual advisor change, **it will be overwritten the next time the process runs**. It's critical to report any errors in advisor assignments to one of the points of contact listed above so we can resolve the issue asap or log a ticket if necessary.

Common reasons for errors:

- One or more of a student's **attributes** need to be updated.
  - Contact one of us above if you're not sure who to report that to.
- The student's **major/concentration** needs to be changed in Banner.
  - Please see the Student Record Update form here:  
<https://www.augusta.edu/registrar/documents/student-records-update.pdf>
- **Advisor** rule needs to be changed
  - Contact the appropriate person above to report the change.
- Banner/IT process error
  - One of the contacts above will log a ticket in the case of a technical issue.