By consistently updating student profiles (student status, follow-up reminders, and notes), we can maximize the use of the platform across advising centers, create targeted work lists and avoid duplicate work.

Accessing EAB – EAB is the first system to use our new campus single sign-on approach. Go to sso.csulb.edu and use your Campus ID and Beachnet password to log in (the same credentials you would use for MyCSULB or BeachBoard). Then click on the EAB button. EAB will be launched in a new tab or window depending on your browser setting. Click here if you want information on how to change that setting in your browser. Be sure to fully close your browsers when done to ensure you have logged out. And remember, you should lock your computer when you are not using it.

Student Status
The student status is the first thing that appears in the menu list on the right-hand side of the Overview page. It should be updated each time you either evaluate a student’s record or meet with the student.

The default status is No Action Taken, indicating that no advisor has reviewed the student’s record or met with the student. By failing to change the status, multiple advisors could review the same student, thus creating unnecessary work. Due to the fact that any advisor can change the student’s status, it is advisable to contact the advisor that set the previous status if you have questions about why that particular status was set. Change the status by clicking on “Change Student Status” to one of the following:

RVW = Reviewed
Use when you have reviewed the record but have not advised the student

RVW: No Contact Needed: Use whenever you review a student’s record but no action is needed. The difference between this and No Action Taken is that it indicates that someone has looked at the student’s record.

RVW: Contacted: Use when you provided a student with necessary and/or useful information; however, you did not provide advice, nor is there a need for the student to meet with an advisor at this point in time.

RVW: Advising Required: Use when you have contacted a student and told him/her that he/she needs to see an advisor.

ADV = Advised
Use when you have advised the student

ADV: Phone: Use when you advised a student over the phone.

ADV: Email/Online: Use when you advised a student via email.

ADV: In Person: Use when you advised a student in your office.

ADV: Group: Use when student has attended a workshop.

No Show: Use when advising was required, but the student failed to attend a scheduled appointment or workshop. If the student is later contacted about having to reschedule, the status should be changed to RVW: Advising Required.

Temp Status: This is only necessary to use if you want to use the same status twice in a row. For example, if the status was ADV: In Person, then you met with the student again, you would change it to Temp Status before converting it to ADV: In Person to reflect the latest action taken.
In addition to changing student status, you can add notes about the student, email the student, as well as create a follow-up reminder to yourself. Notes, follow-up reminders, and status changes will appear in the student’s History page (see below).

### Using Follow-Up Reminders

Use reminders when you need to follow up on student progress. It should include a date when you need to be reminded, as well as a brief note to remind yourself of the purpose of the follow-up. For example, you could set a reminder to check that a student followed through on something you discussed or to check up on students who tried to declare pre-major status but were not ready for it. To help manage reminders, a tab will appear on the main screen, organizing them by date.

### Using Notes

Currently, EAB notes are not intended to replace Advisor Notes in PeopleSoft. However, the platform presents them in a very helpful manner. So you are encouraged to write notes in EAB for your use and to help other advisors who may work with the student. However, if a note would be helpful to other advisors, be sure to copy and paste it into Advisor Notes in the Advisor Center. Be aware that notes cannot be edited or deleted once saved in EAB.

### Work Lists

Work lists can be created that include all students with a specific status or multiple statuses. For example, you can create a list of students in your major or college that has the status No action taken. This work list would exclude any students that another advisor has already reviewed. Alternatively, you can filter by a combination of student statuses and/or follow-up reminders to make sure that you reach out to students that need additional contact. This feature is very helpful in creating an intervention campaign especially of students that may not be on your current radar but an intervention may get them back on track. Since the platform does not currently address transfer students well, there are two techniques that can be used to focus on native students. You can either filter for students with less than 60 units or you can select an academic area and then select the ‘native student’ advising group to get only students that entered CSULB as freshmen.

### Watch Lists

Students should be added to the Watch List if you feel there is a need to check in on them periodically. For example, you could tag everyone who did not attend a mandatory workshop as well as students that you feel need extra attention. When you feel confident they are doing better or they have complied with the requirement, you can remove them from the watch list. To add students to the watch list, click the symbol below the student’s name on the Work list.