

Advising Consultant Group (ACG) Meeting 12/13/2021

Attended: Morann Johnson (Chair), Chrisi Kincaid, Crystal Orr (Admin.), Tami Vik, Tom Sanford, Colette Cassavant, Stacey Smith-Colon, Chanelle Denman, Jeremy Lessmann, Katie Alexander, Ella Kisor, Kelsey Meyer, LeeAnn Tibbals, Tiffany Prizzi, Ruth Ryan, Terese King, Heather Reyes, Erin Leverman, Anna Chow, Samantha Gizerian, Angie Hammond, Sarah Minter, Ali Bretthauer

- UAAEC report:

Jon Walter shared enrollment numbers. Pullman is down 15% for Spring 22 currently, from Spring 21. Alicia Petersen shared the EARS-Early alert system updates. Advisors will get the same notification as faculty with regards to their students. Student satisfaction survey is coming late January/early February. Yes/No/Maybe campaign currently going on- letting WSU know if students are planning to return if they have not registered for classes yet. Yes/Maybe answers will be consolidated and given to departments. No answers will get bounce back emails with the next steps to take. Financial aid will be distributed on January 3rd, 2022. Reminder that the University is not closed over break, but in reduced operations. Identify who will be working when and send out those messages so students know how to contact their department.

- Feedback from academic advising community regarding the following questions:

How is the current academic advising climate/situation impacting students and retention in your area?

What are major factors affecting your advising load? Your workload?

Do you have any solutions to propose?

Send your feedback to Morann that you gathered from your department, and she will gather these together to bring to UAAEC.

Some of the issues discussed during the meeting were:

A large disconnect between the Directors and administrators and the advisors with departments. COVID exposed larger issues. Very large advising caseloads. Complicated needs of students have made for difficulties for advisors. Students need to see advisors more often and for longer appointment times. Complicated systems and processes. Complex changes with COVID. Higher needs from students. Change of campus applications. full advising load + prospective student communication, but the prospective student communication isn't included in the advising load. Overtime ineligible or not enough funding for paying overtime, this is leading to students not being served as they should be, or advisors working and not being paid for said time. Stress and anxiety from advisors to not make any mistakes with detailed advising notes. Normalizing large unsustainable caseloads.

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Advising is teaching and should be classified as such. What does the admin work for an advisor mean (time)?

The expectation is for a student to see their advisor at least once, has there been any conversations on non-mandatory advising?

While some allow for email advising due to lack of time, most answer no.

We need to get more information to the leadership of colleges and departments. What is being prioritized in your departments over adding more advisors? We need more tools and resources to support the advising community.

- Paperless Advising and Advising 411 subgroup update:

Working within departments now. At this point there is not a paper file for students being created since March 2020. Education on proper advising notes. Capturing what departments on Pullman campus are currently doing.

Met with Bev and Daniel from DAESA. If interested in working on the ongoing committee, please reach out to Chanelle Denman. If you have suggestions or ideas for the 411 site, email Chanelle.

- DEI sub-group update:

Met last month. Meeting with Trymaine Gaither this week to get his perspective. More to come.

- Special Enrollment Requests- concerns for academic advisors:

Jill F. from the Registrar's Office shared a helpful dashboard to monitor your special enrollment request. <https://app.smartsheet.com/b/publish?EQBCT=3aa029ba6edb45eb9088b88c7c1dbcdf>
This process has cut down the number of emails per request. These require a blended section of a course and are very time consuming to process.

- Academic Reinstatement Process (Pullman campus specific)- concerns about process and fees:

At the recent academic reinstatement training, some concerns came up about the cost and process. Currently the 75-dollar (non-refundable) cost goes towards academic coaches and the reinstatement team who assist the reinstated students. Regarding a grade change, and if they are not on academic reinstatement any longer after said grade change, the fee is currently nonrefundable. Students can defer this fee to financial aid, but that is not always a solution for the student. Can we find funding for this from somewhere besides the students? Would it make

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more sense to have the entire student population cover this fee? Outside of a grant, the funding needs to come from either the entire student population, or the reinstated students. These tuition dollars must come from somewhere. Is there a program where students can have this fee waived, especially if this is in WSU error? A lower fee? Is there somewhere for the student to turn if this is a barrier? The reinstatement committee focus on this area every year, and this fee goes towards many initiatives out of the ASCC. These conversations will continue in the Spring.

- Advising Updates:

ALP- working on the forum and spring planning.

Global- huge increase in change of campus/inter-campus enrollment. Affecting seats at this point.

COMM- hired a new internship coordination staff member.

CCOB- hiring for 2 advisor 1 positions.

International Programs-hired 2 new advisors starting in January.

CAS- new biology advisors. Still looking for a psych advisor.

NURSING-receptionist and pre-med position open.

COUGS RISE-hiring an Assistant Director (officially Student Services Coord/Advisor 3).

VCEA-hiring a ME advisor.

- Next meeting dates (both in CUE512 and via Zoom)-

Tuesday, January 18th

Monday, February 14th

Monday, March 14th

Monday, April 11th

Monday, May 16th