

## Advising Consultant Group (ACG) Meeting 3/14/2022

Attended: Crystal Orr, Laura Welch, Terese King, Morann Johnson, Alecia Hoene, Bob James, Kelsey Meyer, Stacey Smith-Colon, Tami Vik, LeAnne Tibbals, Ruth Ryan, Pam Loughlin, Jeremy Lessmann, Tom Sanford, Blaine Golden, Tiffany Prizzi, Chrisi Kincaid, Erin Leverman, Anna Chow, Ali Bretthauer,

- UAAEC Update:
  - Had HR Reps. Come to speak on our hiring practices and how we can revise the position description to reach the most candidates. Qualifications for advisor 1/academic coordinator. The state sets the standards for Civil Service positions, whereas the University sets the standards for AP positions. Advising Directors are going to take this on to take more into that.
  - New rep from Honors College-Bob James (Katie has moved on to the Dean of Students).
- Feedback/discussion regarding EARS- how are other units/departments closing out referrals:
  - Do advisors see the email that the students receive? What are other departments doing? Most advisors are reaching out to the students to request a meeting and give resources and leaving comments in advising notes. Once it is marked as complete you cannot interact with/change the referral in your EARS portal (you can see it). Can the instructor see the advising notes? Overall, not getting much response from the students. Advisors are not seeing this as an extra step for them. One concern is the number of emails going to students. What is communicated to Professors regarding EARS? One mass email went out in the beginning when EARS was introduced. Can faculty/professors receive more communication? It was helpful seeing if the students that had gotten an EARS report was also on reinstatement. Looking at what is the best way to close the loop. Possible phase 2 of this pilot.

- Feedback/discussion regarding the collaboration between the advising community and the Office of Admissions/NSP in developing recruitment and orientation events:
  - Work on ways to communicate with each other better collaboratively. Feedback forms? The last 1-2 years have been challenging. Staff turnover has been a big contributor to this. How can we communicate events and earlier on? Advisors get a lot of feedback from their students that doesn't necessarily go anywhere. A lot of information has been going out through Teams chat, however not everyone is on that Teams chat. NSP will be at the Campus partner summit (3/17/22).
- DEI sub-group update:
  - 2/3 of the way through the mindfulness workshops put on by T.G. Moving forward with offering this again in the early summer. Great feedback on this training from advisors.
- Feedback/discussion regarding the purpose and future of ACG in its current model:
  - Had several requests asking to be a representative on ACG. What does the past look like? What do we see for the future? The purpose of this group was to form a governance for academic advising, formed in 2009. To discuss advising issues, policy, and procedures, and make recommendations to appropriate authority. Reps from each WSU college and campus, and reports to the Provost (UAAEC-Faculty Senate-Provost). ACG was formed before UAAEC.
  - Advising Directors was formed for likeminded issues across campuses and to support each other as an added resource group for the leads of each college. As a way for the leads to meet with the Executive Director of advising and vice versa.
  - A thought was to invite any campus partner that submits an agenda item from the ACG website to attend the next meeting to discuss it.
  - The Advising Directors asked, why do additional members want a seat on ACG. To educate others on the special populations of students they serve, or to shape advising policy and practices for the students they represent?
  - Can we use some of the advising forum? Quarterly forum?
  - Reminders sent to the advising community what the role is of their ACG rep, and or ask what policies people would like to see worked on? Education and empower advisors to bring forward any issues.

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- The “submit and issue” form is sent out with the monthly notes every month. When there is an issue submitted a sub committee will work on that issue (Advising Issues Committee).
- If the group feels that the Advising Forums are not hitting the mark for advisors and what they need, Terese and Chanelle need to know to adjust.
- Nominations for co-chair of ACG for the 2022-2023 school year:
  - Position ends in May and begins in June. Stacey will begin her Chair position in June/Morann will end her Chair. We need a new co-Chair, that will then take Stacey’s position the following term.
- Advising Updates:
  - CCOB- New academic advisors as of 4/1. Will be updating the process of adding a minor.
  - Transfer Center- New Cougar Orientation coming up on 3/30-31. Participants get a one time \$1000 scholarship, since transfer students don’t always attend other admitted student events. The TC is having 1:1 appointments every afternoon with prospective students and have been filling up each week.
  - International Programs-ISSS is adding a new advisor soon, Global Learning is requesting that advisors sign the course pre-approval form digitally, they send it directly, rather than have the student turn it in.
  - ASCC-Former student returning (FSR) application is live through 6/29/22.
  - Nursing-Hired a new receptionist.
- Next meeting dates (in CUE 518 and via Zoom)- April 11<sup>th</sup>, May 16<sup>th</sup>