

**Advising Consultant Group
October 16, 2017 Minutes
CUE 512**

1. 2017-2018 projects

a. 411 site completion (update from committee)

- The committee met and Chrisi talked with David Downing, who set up the Financial Aid 411 site. They will meet on Wednesday then the 411 committee will have their meeting.
- The plan is to build items to put out on the site soon but need to figure out how to get started. They do not want to be too repetitive regarding content.
- There is the ability to have current announcements and archive announcements.
- Having an advisor directory and links to websites already built would be useful.
- Idea is to put out different calendars such as academic, training, and event calendars. Colleges can share their events including other campuses.
- There needs to have someone on the other campuses, each college, and advising unit to be able to edit and update their own information.
- Concern: if doing a search through WSU systems, is this site going to be password protected since some information is confidential. If click on the search link, it will be password protected and you would need to sign in with your NID.
- The site will have a link on the wsu.advising.edu web site.

b. Mapping Core Responsibilities for Evaluation (update from committee)

- The committee meet before the ACG meeting to talk about the different evaluation tools used by colleges. There was no consistency between them as some do annual reviews, some not, and some will in the future.
- There needs to be university wide survey including one student survey. There is no uniform way to evaluate student satisfaction or for advisors as well.
- They looked at evaluations from other colleges and universities. Some are similar and some are supervisor driven.
- The committee would need to include Sara Ackerson as she is now the Advisor Learning Program Coordinator.
- Samantha suggested working with the BLUE ESG group. Once questions are set up, colleges can adopt them. The goal would be to make sure primary professional advisor and faculty advisors evaluation is uniformly applied.
- The evaluation should include topics such as technology, professional development, resume, and philosophy of advising.
- Concern: evaluations done by chairs focus more on the student side and self-evaluation and they are not familiar with the advising piece.
- The assessment with advisor could be in conjunction with the career ladder and promotion.

- Once the evaluation document has been finalized, it will go through UAAEC for review/comments before being presented to the Provost. The Provost needs to be on board in order to make it mandatory.
- Will the student satisfaction survey be for individual advisors or the entire student population? Can use the same technique as course evaluations in BLUE. Evaluations would then be attached by student ID and sort by advisors.
- There have been several student satisfaction surveys done over the years. Susan will email Anna with the list of questions from the last couple of years.

2. Fall Advising Forum outcomes/feedback

- Todd sent out an assessment survey. You are encouraged to fill it out if not already done so.
- Some feedback suggested a common site for information. This group is already working on this (Advising 411).
- Several times it was expressed advisors wanted more representation of ACG and UAAEC – advisors do not know who the members are and what these groups are doing.
- Susan will send the list of members, the history of the ACG committee, and that Associate Deans recommended the representatives to the advising listserv.
- The strategic planning document will be sent out once it is compiled. The committee will be able to meet to discuss the assessment.
- Some comments so far:
 - The breakfast tour was a good thing.
 - Requested to break up the morning a little bit by doing the breakfast tour during that break.
 - Too long to sit and if going to 1:00 pm, should have lunch provided.
 - They enjoyed hearing from the Orientation Counselors.

3. Introduction of Advisor Learning Program coordinator

- Sara Ackerson has accepted the Advisor Training position. She will start on October 26.
- Fall advisor forum outcomes and feedback have been compiled. One of the things commonly mentioned was training. This group will winnow things down and discuss what we can tackle.

4. Comments/Concerns/Issues from colleges or departments or advising units

- Kasey reported Voiland College advisors met a few weeks ago regarding equitable advising. The issues they raised were EECS programs have a lot of curriculum changes and the worry of keeping students caught up.
- International students are a particularly large group in Engineering and they listen to their friends and therefore, hard to keep them on track.
- Josh and Ali were part of the group talking with them regarding their advising sessions. Their students are the ones who go to the president if they do not like something.
- Question raised about international students and athletes if they will go into the cohorts. The committee will need to discuss this area since it concerns how it would work with the different types of holds they have.

- Question: if anyone in the pilot is dealing with faculty mentors. Before students' advising hold is lifted, they need to meet with both their advisor and mentors. Will this require another hold?
- Communication with students is a concern. There needs to be more control over the messaging.
- Automation of placing students in the cohort is in the trial phase this semester. There are problems to be worked out.
- Would it be possible to reduce the credits to 75 or 85 credits instead of 90 credits before students are required to see their advisor?
- Former NACADA President from Penn State said they never had mandatory advising and students are stopping by to see their advisor as advisors are making their meetings of value to them.
- WSU Parent Page – there are a lot of negative comments regarding advisors. Example given was a son waited an hour for their advisor and the advisor never showed up. Another issue was advisors not answering their emails. It was pointed out also, content given to parents could be misleading. Amanda Morgan monitors the Facebook page and said this is normal conversation for this time of year.
- Suzanne reported this semester Graduations is dividing degree review by college rather than alphabet. The division of responsibilities are listed below:
 - Sherley Alvarez – CAS, CAHNRS, and Medicine
 - Alexis Guse – CCB, VCEA, Education, Pharmacy, Vet Med
 - Mary Ellen Honnef – Communication and Nursing
- The fall graduation information verification will be going out for students to verify name, address, and degrees, additional majors, minors, or certificate.

Other

Several reported their experience while attending the NACADA conference.

- Chanelle Denman, Colette Casavant, Mariella Lora, Doug Juneau, Kyle Ross, Jeremy Lessmann, Susan
- Jeremy and Susan presented on equitable advising and was well received. Several past presidents of ACADA say they should publish something like that.

Meeting adjourned at 1:08 p.m.

Advising Consultant Group
Meeting Date: 10/18/17

ATTENDANCE

NAME	TITLE	ORGANIZATION	PRESENT
<u>Members</u>			
Acuna-Luna, Ray	Academic Advisor	Access, Equity & Achievement	Yes
Alexander, Kate	Admissions & Advising Coordinator	Honors College	Yes
Arnold, Donna	Associate Director	Multicultural Student Services	Yes
Casavant, Colette	Academic Coordinator	CAHNRS	Yes
Chow, Anna	Assistant Director/Academic Coord.	Liberal Arts General Studies	Yes
Denman, Chanelle	Academic Coordinator	Carson College of Business	Yes
Erwin, Heather	Assistant Athletic Director	Athletics	Yes
Gizerian, Samantha	Clinical Assistant Professor	Integrative Physiology & Neuro	Yes
Goe, Brittany	Academic Coordinator	WSU Tri-Cities	No
Hammond, Angela	Director Student Services	College of Education	No
Kincaid, Christi	Student Services Supervisor	WSU Online Admin	Yes
Lambeth, Suzanne	Assistant Registrar	Registrar Office	Yes
Lessmann, Jeremy	Clinical Assistant Professor	Chemistry	Yes
Lora, Mariella	Student Services Coordinator	WSU Tri-Cities	Yes
McMahon, Colleen		ASWSU	Yes
Morgan, Amanda	Director	New Student Programs	Yes
Oakley, Christine	Director Global Learning	International Programs	Yes
Poch, Susan	Assistant Vice Provost	Office Undergraduate Education	Yes
Ramsing, Allison	Academic Coordinator	WSU Vancouver	Yes
Ryan, Ruth	Associate Director	Academic Success & Career Center	Yes
Schertenleib, Kasey	Academic Coordinator Senior	College of Engineering	Yes
Tibbals, LeeAnn	Academic Coordinator	Health Professions Student Center	Yes
Vik, Tami	Academic Coordinator	Communications	Yes
<u>Guests</u>			

MEETING LOCATION

Meeting Location: CUE 512