

University Academic Advising Executive Council
Minutes
September 7, 2018

1. Updates

- WSU ACADA – Sara Ackerson.
Currently ACADA does not have a president or a president elect. Because of this, ACADA will be taking a hiatus for this term, hoping to start up at the beginning of the Spring semester. Recommendations for leadership positions should be sent to Sara Ackerson. There will be no membership dues for this academic year, going into the spring.
- Advising Model (Pullman, Fall 2018) – Samantha and Terese
 - Advising model is now in place, thanks to Gary Saunders in ESG. There is now a nightly process that evaluates student eligibility. Criteria: 30 credits at WSU, up to 74 total, in good standing with a GPA of 2.0 and above, no academic probation. Must be enrolled in current semester at WSU.
 - With a daily process, any student enrolling late would also be included as well as anyone who drops enrollment. Those who drop, would be moved into an ineligible group.
 - Advisor dashboard is available in OBIEE; Advisors should look for the VDAP query.
 - Marketing – Email messages regarding advising will be sent to students from advising.wsu.pullman@wsu.edu. All general messages will push students to reach out to their specific advisor versus replying directly to advising.wsu.pullman.
 - A small group of advisors/administrators have posting capabilities to include: Sara Ackerson, Sara Stout, Chanelle Denman, Samantha Gizerian, Susan Poch, and Terese King.
 - There are a few messages/documents ready to be sent with general information that will encourage students to see their advisor at any time throughout the semester. Topic include:
 - Reasons you may want to see an advisor
 - Talking about classes next semester
 - Study abroad
 - Tutoring and other resources
 - Advisor is important resource to student success

All messages sent to students will direct the student to SSC campus for scheduling an appointment with their advisor. The first message will go out on Monday.

- Sara Stout and Megan Starr-Gepford from Murrow did a good training session on best practices within the new advising model. The overall message sent was that it is always advising time, there isn't an advising season.
- 68 advisors/staff attended the training as part of the ALP – Advisor Learning Program.
- Sending out messages to listserv or 411 site to show advisors
- Initial messages in the marketing plan should include information on how a student can find their specific advisor's name and location.
- Terese has reached out the editor of the Evergreen to publish an article on the new advising model; she also gave them the names and contact information of other advisors/administrators to interview for the story.

- SSC Technology Coordinator/Advisor Search – Terese
 - The first search pool of applicants was pretty thin so the committee chose to extend the first round. Finished interviews last week and have forwarded recommendations. When running reference checks, found several holes in applicant's employment history, which could lead to another failed search. It has proven difficult to find someone with the appropriate tech experience and the interpersonal skills needed to be an advisor. The unfilled position has added extra strain to former personnel within the position who are still fielding calls and emails asking for assistance utilizing SSC.
- Fall 2018 Advising Campaigns (3 attachments) – Terese
 - Due to a busy start of the semester and not having the SSC Technology Coordinator position in place, the central advising campaigns regarding students with a declining GPA did not go out first week of classes.
 - Tri-Cities isn't participating in the campaigns because they haven't done SSC campaigning
 - All campaigns need to follow the same format for naming the campaign; Ex. Fall-2018 Declining GPA – ASCC (or Business, or Liberal Arts, or CAHNRS)
 - A common name will make it easy to track all campaigns
 - Advisors & Staff needing assistance with running a campaign can participate in the Advisor Learning Program (ALP) on Sept. 20th to see the demo of how to do it. The ALP training will be done using zoom so advisors can build the campaign during the training.
 - Sara will be testing out parameters and comparing data in OBEIE reports to see if criteria is searchable.
 - It has been difficult to train and manage campaigns centrally without an SSC person. However, conducting a University wide campaign has shown where the weaknesses are with regard to campaign adoption, management, and assessment.
 - The results of the Fall 2018 campaigns will provide baseline info for a lot of areas to build from in coming years.

2. Advisor Consultant Group (ACG) Report – Ruth

- Student satisfaction survey is next big push.
- ACG committee and purpose. Do some things in house to make sure everyone is comfortable with it
- Looking at membership from areas without representation

3. Transfer Information/Issues – Waylon

- Feel good about it, after admissions cycle, to assess that with all departments, is this going to right person, etc.
- Work with recruitment and other departments to maintain consistent and transparent info on departmental websites
- Identify major requirement courses and certification information from community colleges
- It is important for all departments/majors to have a webpage or place on their webpages that refers to transfer credit, equivalences and common scenarios that may not be transparent
- During the recruitment process students are pointed to academics and given a list of all majors and other campuses. Hoping to include something on that page that references transfer credit certification requirements and directs to department specific page. The Department can go into their specific contacts on that page.

- Sending out to Associate Deans and department contacts to identify people in colleges to update websites and talk about scenarios they may face.
 - At orientation programs, students providing unofficial transcripts worked pretty well.
 - With repeat credits, make sure advisor and student know if they have a C or higher, they can't repeat a course unless it's approved as additional credit not allowed.
 - Considered doing a reverse transfer campaign- explain how to use WSU credits to transfer to a community college to get an Associate's Degree. This will help maintain relations by helping out the community colleges and better serve our students.
 - When fluid launched the "evaluate my transfer credit" was broken
 - Student without ID numbers can get a simplified version of the transfer report
 - Course evaluation request at the beginning of summer always sees a higher volume from students doing orientation late or with international credit. Students with international credits need to be routed to Transfer Resource Center
 - There is a dedicated form for students with international credit
 - Dual credit meeting state-wide in October-WA high school counselors to inform students of importance to get in contact with department if taking a college credit class beforehand.
 - Intercollege Relations Commission will be meeting Oct. 11-12 at Clark College.
 - Susan Poch and Debbie O'Donnell are trying to get policy in place for academic credit for prior learning
 - Hoping to develop a portfolio based way to evaluate work and life experience, or other things not on a transcript. Planning to have something in place to assess these experiences by Fall 2019.
- Career Connect WA Task Force-over next 10 years, aiming to do more things to help students in High School and college get credentials and certificates toward degree completion.
 - WSU Campuses are slowly joining conversation;
 - Career Connect WA is being modeled after a University in Switzerland, and Colorado State University.
 - This new initiative of Gov. Inslee's will impact credit for prior learning, Military service, work study jobs, apprenticeships and internships.
 - The goal is to try to incorporate meaningful experience that combines with in class learning
- Hoping to get all colleges to follow a consistent placement of the listing for certification criteria.
- Advocacy and enrollment management
 - ICRC has a small subcommittee of advisors charged with reviewing community college catalogs for transparency. The group looks at how easy a college catalog is to navigate including where to find general information listed. WSU needs to self-reflect on how easy is it for outside stake holders to find this info.
4. Advisor Learning Program Report – Sara A.
- Kickoff end of June, and had one event Sara conducted with 11 more planned through the term.
 - Presented in a webinar format.
 - Transfer panel with other campuses and Waylon
 - Each session has at least 30 signed up for it
 - All of the ones doing this year, working on connecting to corps competencies and help advisors build practice to have deeper conversations with students, and offer help beyond class schedules.

- Working with HRS, who has included the ALP on the training website
- Helps advisors, just register for each one
- They can also go online and see learning transcripts
- Trackable from Sara's end as well
- Sara is planning on visiting all campuses in October. So far, every session has had one representative from each location
- Support from academic deans and directors across system to go through faculty training
- Planning on implementing a newsletter
- Student affairs-encourage cross collaboration, very excited about it.
- Zoom-creates more equal learning experience for all locations as well as a recording of the individual sessions.

5. UAAEC Goals and Direction for 2018-2019

- UAAEC Function and Membership (attachment)
 - Looking for key areas that are not represented and are important to have a voice in the UAAEC group.
- Advisor Consultant Group Purpose (attachment)
- WSU Academic Advising Program – Vision/mission/goals 2014 (attachment)
 - UAAEC members need to review this document and celebrate what has been accomplished and what still needs to be done.
- Moving forward, what ideas are out there as to what UAAEC should work on for the 2018-2019 academic year? Brainstorming ideas listed below:
 - Help students be more aware of resources they can turn to if they don't know what major they want. When student wants to switch majors, it's not always a smooth process.
 - Students want to be able to do it themselves.
 - Require all advisors to utilize advisor notes
 - Advisors need access to the student view in My.WSU/FLUID. This needs to happen.
 - College level advisors hoping to be able to do same level of work as professional advisor is doing. Looking at more of a mentor-program, explaining the purpose of majors to students.
 - Provide a group of advisor names to list on the Cougar Success Site.
 - Undecided CAS and Undecided ASCC (or Exploring, Deciding categories for AI are set up for internal use purposes and should be eliminated as a "choose your major" option for new students; This confuses students.
 - Looking for a dedicated staff member to develop peer mentoring for approved access to advising information. How to get general information to students. Help educate students who have questions that a peer resource is available when their advisor isn't due to larger caseloads.
 - Cross training academic advisors – This would benefit the student who is changing majors as well as benefit advisors who don't know information on other majors and ultimately turns a student away or refers them to another office/department for answers. Discussed possibility of a department exchange for week or two to allow cross training someone new and help improve relations across the board.
 - Explore the value in finding new ways to communicate with students through chat bots, rather than adding to student emails

- We need to think about outgoing message to students-so much research, good ways to do it. We have classes where we could ask a first year students what they are missing from us. Already have focus groups we don't need to create one our own.
- Service Indicators – There are still way to many that prevent students from registering for classes. We have a sub-committee (Susan Poch, Darren Michael Yocum, Terese King, and Joy Scourey) that is vetting new requests. The work of vetting or reviewing current holds needs to happen so we can find ways for students to resolve what needs to be done without having a hold placed on their registration.

Next Meeting: October 12, 2018; 12:30 – 2:00 p.m.

Meeting Date: 9/7/2018

ATTENDANCE

NAME	TITLE	ORGANIZATION	PRESENT
<u>Committee Members</u>			
Ackerson, Sara	ACADA President	ASCC	Yes
Bond, Robin	Clinical Associate Professor	Honors	Yes
Canty, June	Associate Vice Chancellor	Academic Affairs WSU Vancouver	Yes
Dixon, Brian	Assistant Vice President	Student Financial Services	Yes
Fillinger, Bailey	Staff Assistant	ASWSU	Yes
Gizerian, Samantha	Clinical Assistant Professor	Integrative Physiology & Neuro	Yes
King, Terese	Director	ASCC	Yes
Lessmann, Jeremy	Clinical Assistant Professor	Chemistry	Yes
McAteer, Kathleen	Assistant Vice Chancellor	WSU Tri-cities	No
Morgan, Amanda	Associate Director	New Student Programs	No
O'Donnell, Debbie	Director	Global Campus	Yes
Ryan, Ruth	Associate Director	ASCC	Yes
Safranski, Waylon	Assistant Director	Transfer Resource Center	
Scourey, Joy	Senior Associate Director	Student Financial Services	No
Stout, Sara	Director of Student Services	Program in Communication	Yes
Wack, Mary	Vice Provost for Undergrad Education	Office Undergraduate Education	No
Walter, Jon	Admin Planning Specialist	Institutional Research	Yes
Wehrung, Nancy	Senior Associate Director	Admissions	No
Yocum, Darren M	Executive Director	Enterprise Systems	No
Zimmerman, Matt	Registrar	Registrar's Office	Yes