

ACG Meeting

December 17, 2018

**Advising Consultant Group
December 17, 2018 Minutes
CUE 512**

UAAEC Updates

- Sending out summary to committee of what has been accomplished this semester.
- HRS has confirmed the career ladder. The final copy will go out with what HRS has approved.
- Sara Ackerson and Terese King will be visiting department chairs to introduce annual review paperwork for advisors.
- UAAEC did not meet last week.

ES updates

- Advisors addresses getting added for students so they can find their office locations.
- Working on making a guest access approach for prospective students trying to check their transfer work. It won't be a true "what-if" report, but they will be able to build their own, still working on details.
- Working on transferring SSC notes to myWSU, should be done in January.
- Aware of the slowdown that occurs around 3:00 pm and working on it.

Advisor Learning Programs

- Listserv created just for the ALP. Anyone with 20 or more advisees assigned to them is included in the list.
- Schedule is up on the Advisor 411 site, broken down by semester.
- Spring advising form committee will be co-chaired by Anna Brown from Spokane and Sarah Rolerkite from Vancouver.

Advisor Survey

- Closed the survey the Monday after Thanksgiving break with more than 1500 responses across all campuses. The group is going over data and plans are to send an individual report to each advisor, and an aggregate report to each college both university wide and campus wide.
- Concerns are coming in from advisors about survey and whether the data would be used punitively.

- Plans are to shepherd the data and use it positively, give advisor a chance to reinforce or do things students have said work well.
- To improve the survey, a focus group was proposed to ask advisors what they thought of data they received and see what they would like to know more of from students.
- Survey will provide general info, to help strengthen advisor's practice.
- What students wanted advisors to change was widespread across campus and applied everywhere not specific to a certain college.
- A counterpoint was brought up that what is punitive can't be chosen, and if something is reported by a student that needs to be investigated, it should be done in the best interest of the student.
- Corrective action will need to be taken, if there is complacent feedback from specific person and there is data to support it, we aren't serving the student if we ignore it. Also need to look at proof elsewhere to back up the student's claim.
- A pattern of consistently negative problems should be shared with supervisors.
- If advisor gets feedback and they do not change their behavior or use it to improve on something, someone else should be involved, but who does that fall on?
- It is designed to help advisors and supervisors understand the "why" more. If "my advisor doesn't respond to emails timely" is an issue, a conversation between the supervisor and advisor could help both understand things more.
- Concerns about the survey being held against the advisor in a review.
- When the survey was started, it wasn't the intent for it to be used punitively. And advisors shared the survey in good faith knowing it wouldn't be punitive.
- If supervisor requests data, would it be made available with consent of advisor?
- Plan was for the supervisor to have a general run down of all of their advisors to address them as a group.
- The survey not being used punitively was not a Promise we should have made.
- Some Advisors chose not to send out the survey
- It can't be resolved without looking at the data, but advisors need to be open to conversations about flaws. Opportunity for advisors to take their personal info to supervisor to start a conversation about what advising is on our campus. "It came to light that this is an issue, but I can't deal with it because" more training? More support?
- Global campus has been running a survey for 10 years. It provides advisors comments both good and bad t. Positive outcome: think of ways to be more transparent as a group and balance workloads. You can see who is getting behind on their advisor notes. Everyone can see that summary and it makes it more transparent.

Advising updates

Global Campus

- Having challenges with change of campus students. Finding students were submitting change of campus forms for degrees we don't offer. Surprised that we don't have that degree plan
- Students don't understand difference between change of campus and intercampus enrollment

- Intercampus enrollment form. Can only be filled out one semester
- Hired Kerri Hill as an advising and retention specialist.

Voiland College of Engineering and Architecture

- Feedback on selection for group for new advising model. International students are a part of cohort, has proven to be a problem for our advisors as international students tend to not consult advisors and assume they are making the right decisions on their own without advisor assistance. Is international programs in the loop?
- Integrative Physiology and Neuroscience confirmed that international students are more off track than domestic students.
- Also in the cohort are students undecided within the college and students without a major.

Murrow College of Communication

- Tim Osborne's last day is Thursday, December 20.
- Angela Schweigert will be taking on the professional development side.
- Sara Stout will be handling the internship class and large group professional development.
- Mickinzie Johnson will be working on recruitment.

Chemistry

- Asked about the progress of ASWSU training videos.
- Policy statement from UNIV to handle inequities of advising holds across campus.
- Smooth out advising loads between advisors.

New Student Programs

- Lots of confusion about staffing in NSP. Hiring assistant director. The coordinator position will be upgraded to assistant director for off-site Alive! Programs.
- Chemistry and math will be running the pilot program for Green-sheet free Alive! Students can register themselves without having to go to the registrar's table, and a report will be run the next day to see what prerequisites they need.
- Involved advisors will have to show up early to Alive! at 730 to train on the new program. The goal is to make things easier for everyone, hopefully this will start chipping away at it.
- Students will only able to register for classes the day of Alive! After that, permissions will be gone, giving the advisors more control to run reports the next business day.
- Investigating whether this will apply to classes with a waitlist, and what the outcome would be.

Athletics

- Filling three openings. Theresa Exum Bolden has left. Trent Dupre was just hired as the ARC Supervisor.
- Academic advisor in football is filled by time slip now, running search for a full-time advisor.

Health Professions

- Filled premed specialist position.
- Jill Shafer is taking over nursing and pharmacy students.
- Marianne Horton's last day is Thursday, December 20.

Office of Undergraduate Engagement.

- Office is being restructured to be a department under student success initiatives and will fall under the provost's office.
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Carson College of Business

- New advisor starting January 2.

Tri-Cities WSU

- New engineering advisor started in November.
- Restructuring as they are now fully staffed.

New Business

- January meeting cancelled.
- Send out request for February meeting time frame.
- Reinstatement starts Wednesday-two new initiatives. Warning status getting interviewed. Second AIC will be tracked

Advising Consultant Group
Meeting Date: October 15, 2018 ATTENDANCE

| NAME | TITLE | ORGANIZATION | PRESENT |
|-----------------------|---|-----------------------------------|----------------|
| <u>Members</u> | | | |
| Vacant | | Access, Equity & Achievement | |
| Acuna-Luna, Ray | Director, Cougs Rise | Student Success Initiatives | Yes |
| Ackerson, Sara | ALP Coordinator | ASCC | Yes |
| Alexander, Kate | Admissions & Advising Coordinator | Honors College | |
| Arnold, Donna | Associate Director | Multicultural Student Services | No |
| Casavant, Colette | Academic Coordinator | CAHNRS | Yes |
| Chow, Anna | Assistant Director/Academic Coord. | Liberal Arts General Studies | No |
| 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 |
| Hammond, Angela | Director Student Services | College of Education | Yes |
| Kincaid, Christi | Student Services Supervisor | WSU Online Admin | Yes |
| King, Terese | Executive Director of University Advising | ASCC/UAAEC | Yes |
| Lambeth, Suzanne | Assistant Registrar | Registrar Office | No |
| Lessmann, Jeremy | Clinical Assistant Professor | Chemistry | Yes |
| Lora, Mariella | Student Services Coordinator | WSU Tri-Cities | Yes |
| Fillinger, Bailey | Undergrad, Staff Assistant | ASWSU | No |
| Morgan, Amanda | Director | New Student Programs | Yes |
| Oakley, Christine | Director Global Learning | International Programs | 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 |
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| <u>Guests</u> | | | |
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