

Advising Consultant Group
January 28, 2010 Minutes
CUE 512

UAAEC Updates

Paperless Alive! Pilot

- Discussed the success of Spring Alive! relying less on paper and held a follow up meeting with Ruth Ryan, Amanda Morgan, Jeremy Lessmann and Molly Clayton to talk about next steps. The process went well for mathematics and chemistry with only one student who was misenrolled in Chem 102, but self-corrected and was placed into Comm 102 where they had originally intended.
- Every other student who did not have a prerequisite in the system was appropriately advised for signing up for the appropriate chemistry course.
- Found no serious issues in mathematics with students being misadvised.
- Going forward discussing process for transfer Alive! instead of just going in and selecting which courses to turn off pre-requisites for it is easiest to turn off pre-requisite checking for all courses. Individual departments will need to opt out if they don't want Alive pre-requisite check to work. They will only be inactive the day of Alive!
- Run a trial during summer Alive!

Early Academic Referrals Coming

- Navigate system is updated specifically for academic referrals, as an opportunity for faculty and instructors to make referrals that will be forwarded to academic advisors. Associate deans met to discuss sharing with faculty members. Referrals will be sent out through the provost office.
- Athletics currently uses something similar so some faculty across campus may be aware of it. Vancouver campus has also been doing referrals for about a year.
- Todd Mordhorst directing messages to advisors, currently there are 9 from Pullman the majority of which are concerns about Psych 105.

Career Ladder

- Attached to this document. HRS has all materials and is working with it.

411 Site

- Asking each college to go in and update the advising information piece. Keep in mind this is only internal and not a public forum. Hoping to update staff information with direct phone numbers and office locations specifically for advisors to contact other advisors.
- Keep calendar updated- can't upload it all at once, so looking for each area to upload their important dates for events and activities.
- Committee is meeting once a month to have everything in place before summer session.
- News and announcements section will be archived so they will be searchable and won't clutter up the main page.

- Hoping advisors will go to 411 site instead of relying on listserv. Announcements will be placed on the 411 site, and the listserv will be dedicated for major announcements or time sensitive things. Hoping to not inundate the listserv and let people get the information they normally would at their own pace from the 411 site.
- Suggestion: change title of “one-stop-shop” to “forms” for easier and more apparent access to the forms section.
- Ideally someone from each area will input information on staff directory, drop-in hours and anything else so other advisors know how and when to contact you.
- Open to thoughts, want to make it user friendly for everyone. Up to departments to determine how specialized it is. Jeremy Lessmann, Ruth Ryan, Sam Gizerian and Angie Hammond on committee.
- Want to make sure what’s on the website is updated and always link to the catalogue when referring to graduation requirements.
- CAS uploads their agendas for monthly meetings and information from their retreat. Using it to catalogue CAS information and college wide things advisors may want to access.
- Agreed that whatever is put on the 411 site links to the catalogue, not the individual department sites which may not have the most accurate information. Catalogue has the requirements they need to be familiar with and follow.

Login link to make changes <https://edit.em.wsu.edu/>

ES updates

- Working on transfer and progress courses. Meeting this afternoon. Admissions using transfer and progress to let people know they haven’t gotten transcripts yet.
- Understand that it’s valuable for advisors, make sure it’s not looking like they took a course that they didn’t.
- Could not clear student for graduation -only view he had showed that he satisfied the requirements, but he had not met requirement.
- Transcript goes to 2 decimals while the academic requirement report goes to 3 decimals. So students can end up just short for credit (113.949) after their transfer credit comes in at a 3.4, multiplied by three and ends up at a smaller decimal. It happens rarely, so it’s not worth the big changes that are done.
- Working on Interactive My Planner where students can create an interactive 4 –year-plan.
- Transfer guest sign in for admission and transfer access. It will allow not-fully vetted students some access to transfer information so they can see where they stand.
- IXB students with I, X or blank grade can not graduate. ES has gone in and fixed how it shows on the academic requirement report. Shows up boldly if they have IXB-“you have this you will not graduate” it’s very clear that it’s in conjunction with you. Advisors see it too
- Courses will show as in progress-before showed IXB. Blank grade is not a grade, so you will have to search by the term to show what the blank grade was for. Looking for ideas of what to put in “in progress” section.
- When enter in a milestone, it is going to show “last updated by” so users can see who entered the last milestone. This will go into effect next week as well.

- Working on making pre-populated templates for advisor notes. “Incoming AP score,” “transcript checked” to make it quicker and easier for advisors to make notes. Six have been built already, please send requests for templates to Ruth Ryan.

Advisor Learning Program – Sara

- 411 site is up to date for ALP. Sign up and zoom links, link to HRS website for training. Remind advisors that they are expected to attend advising forum and to RSVP through the HRS website. The agenda will be coming out closer to the date.

Advising updates

- HBSC-new premed advisor Lori Eiland has taken over for Cathryn Hogarth. Still have PTOT specialist position open.
- Global-sending warning letters, summer session approaching doing outreach to people about what’s available what students can take. Working with departments for requested courses for online. Summer schedule is posted. Direct students summer schedule to take classes over the summer for make-up.
- ASCC-Reinstatement coming to a close. New initiative for 382s doing interviews is going very well. Students are pleased with their interactions and have been given good direction moving forward. AICs led to good conversations and the students feel like they are back on a path to be successful by the end of the term. More than 70% got AICs done on time due to advisors reaching out to their students. Most impressive.
- Registrar’s Office-Short-handed with graduation staff. It is being revised because there were already had two failed job searches. Tania Swanger took associate registrars position and the assistant registrar is open. Suzanne Lambeth will be retiring in April so the position of assistant registrar will soon be open and reorganizing the office structure will occur. One position will be graduation, curriculum and athletics, other position will be residency, scheduling and data tech. Both will be posted throughout the end of the month.
- Murrow College of Communication-Taking drop-ins Wednesday and Thursday from 3:00 to 5:00 pm.
- CAS-Jordan Keithley leaving so the Advisor 1 position for exploration has been posted.
- Voiland College of Engineering-Rebranded student services area to Voiland College Student Success VCSS. College level.

Office of International Programs Global Learning

- Academic Advising Council- College of Business changes should be on the docket of faculty senate as a discussion item and then moved onto voting. There is talk about having Carson representatives present as there is concern about how students will fulfill those career milestones. Feedback that things are going smoother than expected.
- If you have students who want to go on faculty led programs this summer, deadline is Friday February 1.
- 503 applicants for faculty led programs. Only 114 students are confirmed. Push students toward finish line to attend programs.

- Anna Dolezal will be advising for CAS students.
- Kristen Foos advises for CAHNRS, SoE, Murrow College, Vet Med.
- Koda Hendrickson advises for VCEA.
- Kadian Shaw advises for Carson College of Business and the College of Education.
- Jessie Sitka advises for Honors College.

Carson College of Business

- Tom Sanford left Carson center and his students have been reassigned. Looking at applicants for advisor 1 position that just closed. Drop ins-Monday, Wednesday and Thursday 8:00-9:30. Business curriculum is going through major overhaul. Looking to connect with MEAP, CAS and ASCC to share how new curriculum will work.
- Carson College was asked to present to ACG March/April timeframe
- Timelines for new certifications are with registrar's office. Certifications are moving from year two to year one.

Tri-Cities

- Last Thursday held an event with Pullman admissions at Columbia Basin Community College to try to increase transfer students. Pullman admissions stated it was one of the most attended events that they have done around the state.
- Questioned the ability for Navigate to change time limit on student appointments. Each care center can choose a default time for their area.

Terese King

- Associate deans asked to look at certification requirements, some of the new deans question why we aren't connecting students to their college sooner and are pushing for the certification in one year as business is changing over to.
- They have been asked to get together and propose changes to make certifications available to students in their first year, or when first admitted.
- Working through provost, then onto faculty senate. The conversation is being driven by new deans. University of Washington is using the early certification as a recruitment tactic.

February Meeting - Cancelled due to forum day

**Advising Consultant Group
Meeting Date: January 18, 2019 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	No
Arnold, Donna	Associate Director	Multicultural Student Services	No
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	No
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	Yes
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	No
Oakley, Christine	Director Global Learning	International Programs	Yes
Ramsing, Allison	Academic Coordinator	WSU Vancouver	No
Ryan, Ruth	Associate Director	Academic Success & Career Center	Yes
Johnson, Morann	Academic Coordinator	College of Engineering	Yes
Tibbals, LeeAnn	Academic Coordinator	Health Professions Student Center	Yes
Vik, Tami	Academic Coordinator	Communications	Yes

Guests			

**Washington State University
Academic Advisor Career Ladder**

The University Academic Advising Executive Council (UAAEC) and Advising Consultant Group (ACG), in conjunction with the advising community at Washington State University, seek to develop and sustain a high quality-advising program that supports student success and achievement and aligns with the University goal of a Transformative Student Experience. To that end, a path to promote and retain our best and most experienced academic advisors is critical. By developing rigorous standards, expectations, and using an appropriate annual evaluation process, we will emphasize and expand the quality advising practice, behaviors, and values that we desire all advisors to demonstrate.

In establishing a promotion structure for academic advisors, the goals are to:

- Retain a core group of the most qualified advisors to sustain and advance quality advising in each college and advising unit across WSU
- Reward those advisors who contribute to the professionalism, development, and implementation of effective advising practices
- Develop a cadre of advisors who will provide leadership for new initiatives
- Recognize and promote professional advising practices that improve the quality of the undergraduate educational experience
- Develop a cadre of experienced advisors to serve as resources and mentors for newer advisors
- Advance practices that support WSU Core Advising Responsibilities

New Hires

New academic advisors (Academic Coordinator/Advisor or Student Services Coordinator/Advisor) are hired at the level and salary range determined by the department/college and within HRS recommended guidelines based on:

- Qualifications
- Prior undergraduate advising experience
- WSU experience
- College/department need

New academic advisors will have extensive University and departmental training opportunities and assume a student caseload appropriate to the advisor’s skill level.

NOTE: Specific duties of academic advisor are based on university advisor position description, University Core Advising Responsibilities, and the needs of the department.

Career Ladder Guidelines

1. While all academic advisors are expected to meet or exceed advising standards set forth in the evaluation process, the choice to seek promotion is best when based on mutual agreement between the supervisor and employee.
2. Supervisors/Managers will work with their appointing authority to develop unit-specific criteria that meets the needs of the department/college, closely follows the criteria set forth in this document and the *WSU Core Advisor Responsibilities*, and enables advisor promotion within the advising classifications below. Additional guidance for advising standards can be found in the *Advisor Evaluation for Chairs/Directors*.
 - a. Each department or college will establish and publish a process for review of promotion materials that closely follows the criteria and timelines set forth in this document.
3. Within each title code there are opportunities to grow and advance in responsibilities within that university classification; if applicable and funding is available, there may be opportunities for salary increases within that classification.
4. Determination of eligibility for promotion and development of the promotion materials is the responsibility of the employee in collaboration with the supervisor/manager. See page 2 for requirements.
5. Submission and review of promotion materials are to be received by the appointing authority by January 31st or June 30th, depending on college-determined timing of the promotion process.

Promotion Levels (Academic Coordinator/Advisor 1, 2, 3; Student Services Coordinator/Advisor 1, 2, 3)*:

- *Academic Advisor 1*: Entry level positions with designated areas of responsibility and job knowledge
 - One promotion level within the Advisor 1 classification
- *Academic Advisor 2*: Increased levels of advising responsibility and job knowledge or newly designated responsibility in advising
 - One promotion level to Academic Advisor Senior (this is a working title change within the classification)
- *Academic Advisor 3*: Increased areas of advising responsibility and leadership within college or unit, leadership in university academic advising initiatives, may include supervision.

*In accordance with BPPM 60.12 [and within the following reasons: significant changes in duties; retention (difficulty retaining, etc;) extraordinary merit; and internal or external equity and/or market conditions], contingent on satisfactory performance and available funding, the advisor's department may increase the salary to the mid-range of the HRS recommended salary range or by a reasonable percentage depending on the initial salary at time of hire (typically not to exceed 10%). This recognizes the advisor's performance with advising practice, advising knowledge, and professional engagement within the advising unit and the University advising community.

[New Hires] Promotion Option: After second year and/or no later than start of third year

At the advisor's **second full-year annual review**, supervisors/managers will evaluate the performance of the advisor and the needs of the unit/college, to determine if a promotion within the current title/level or if a title/level change is applicable. Promotion will be based on performance criteria, advisor self-evaluation, and preparedness to accept higher-level additional responsibilities. If the promotion is approved, it may be accompanied by:

- An increase in pay depending on available funding, funded travel to a conference, or other professional development opportunities
- Assignment of additional projects/responsibilities requiring higher-level knowledge
- A change in working title, reflective of new responsibilities

[Current Advisors] Promotion Option: After fourth year

At the **fourth full-year annual review**, supervisors/managers will evaluate the performance of the advisor and the needs of the unit/college to determine if a promotion within the current title or a title change is applicable. Promotion will be based on performance criteria, advisor self-evaluation and, preparedness to accept higher-level additional responsibilities. If the request is approved, promotion may be accompanied by:

- An increase in pay depending on available funding, or financial support for travel to a conference, or other professional development opportunities
- Assignment of additional projects/responsibilities requiring higher-level knowledge, on-going coordination of academic success programs, and/or supervision of student staff
- A change in working title, reflective of new responsibilities

Request for Promotion required materials (see BPPM 60.12):

1. Current resume or curriculum vitae
2. Statement from advisor of why promotion is sought, how they meet the standards and responsibilities of an advanced advisor position, a completed self-evaluation rubric, and confirmed eligibility by supervisor.
 - a. Supporting documentation may be included (i.e., letters of support from students; results from most recent student satisfaction survey; feedback from student exit surveys; departmental advising assessments; awards received)
 - b. Examples of additional criteria may include innovation in advising practice, research in academic advising, completion of an advanced degree, participation in regional/national advising association
 - c. If salary increase is requested – supervisor must include a summary of salary increase amount (see HRS guidelines above for salary increase) and justification
3. Copy of updated position description
4. Organizational chart supplied by supervisor/manager showing the advisor's position's relationship to other positions within the unit

EARLY ACADEMIC REFERRALS

The Navigate online platform is equipped to allow faculty and staff to refer undergraduate students to University resources for academic support. Early intervention is key to student success. Faculty are encouraged to utilize the referral system at the first signs of academic struggle. A case manager will make sure the student is able to connect with tutoring, advising, or the appropriate support system to help them get back on track. The goal is to get the student back in your class, engaged in the content, and equipped to finish the semester well. Examples of instances in which an academic referral through Navigate may be appropriate include:

- Struggling to understand concepts in class
- Poor performance on assignments or tests
- A lack of engagement in the class, or class material
- Poor attendance record

Navigate Academic Referral

Navigate instructions: Once you select the Navigate link, you will be directed to sign in with your WSU credentials. Once signed in, you will see a list of your current courses taught, and below that, a list of students in your courses. Check the box to the left of the student you wish to refer to academic resources, then click on "Actions" in the top left corner. You can then select, "Issue Alert" to initiate a short dialogue box for the referral.