

**Advising Consultant Group
July 16, 2019 Minutes
CUE 512**

UAAEC Updates

- UAAEC has not met since May. There are side projects still being worked on but no new information to share at this time.

Advisor Evaluation Sub Committee

- Updated the checklist and survey questions
 - Anna Chow, Sam Gizerian and Colette Casavant met to review after the survey was sent out to students. Edits made in green to show what was updated (attached).
 - Scale has been changed, 3 was “undecided” now it is “neutral.”
 - Next step is to forward to UAAEC to disseminate to chairs and deans to make sure there is no confusion as to what form to use.
 - Feedback from Vancouver to add “maintain accurate advising notes” to help with students moving between campuses.
 - UAAEC is working on templates in advising notes.
 - Decided to move on to UAAEC.
- Proposes running survey during Spring 2020.
 - Taking out major redundancies and shortening the survey.
 - Survey has been taken to an assessment specialist, who approved the survey.
 - Number of students responding is very low, so there is not enough data to break down at the campus level.
 - Hoping that reducing the number of questions, will increase the response rate and provide more data.
- Can complaints from the parent facebook group and negative survey responses be incorporated into a training session?
 - Results showed very few specific things that students identified as negative or positive. Trying to pull the most helpful out for training, but with different populations, there are different problems and policies across campus departments.
 - Supervisor may not be privy to the conversation, but the survey should be able to inform the supervisor if the advisor is taking care of student responses on time.

- To review the survey, a comparison was made between the survey questions and the advisor checklist evaluation. Found a lot of duplicates.
- Reaching out to ASWSU for marketing and gift cards.
- All updates to survey questions will be shared at the next ACG meeting where members will be asked to:
 - Report changes back to college advisors
 - Share updated document and questions
 - Bring back questions/concerns/comments
 - What support do advisors need to help run/promote survey? (we can provide some marketing materials like QR codes. CAS can set up laptops/tablets in our offices with survey)

Department Reports

- ASCC-Open positions for front desk, and Kristi Abbott's position. Interviewing this week for the front desk. ALP Coordinator position reopened, under review by the committee.
- Office of Academic Engagement- Ray Acuna's last ACG meeting, Ali Bretthauer will be representing for ATLAS.
- Global Learning-Record number of exchange students coming in and going out. For the fall semester there are more students going abroad than there have been in the last two semesters.
- ATLAS-hiring a part-time project advisor, supporting students in secondary programs.
- Registrar-Advisor training milestones: new model will roll out slowly, with training on academic reports/requirements followed by a short quiz. Designed specifically for new advisors, asking what they need access to. That will then be sent to IT to give them the access they need. It is a self-paced narrated powerpoint that will be located on the advisor 411 site. Still looking for a veteran's coordinator.
- Athletics-Learning Specialist for Football, Elizabeth Oleson will be leaving.
- Chemistry-UCORE classes lagging in enrollment, hoping to find insight as to why. Math 105 only had one section open so the time wasn't the best for everyone. English classes: first year focus classes fill up fast, so they will be going to English classes when they are full. English 101 is not very accessible for students not living in the residence halls. Difficult finding classes not connected to first-year-focus.
- Business-opening two GA positions to help with advising for first year students. Established new advising structure for major-specific advising. BA 100 enrollment is smaller than expected in part due to transfer credit. Set a reserved capacity so non-major students wouldn't enroll in them.

Management 101 is full. Some students thought economics would count for their minor, but economics 237 is cross listed as international. Statistics 212 was also confused as counting for the minor. HBM will count, but it doesn't automatically count as a business minor, it has to be manually done in the system to allow it. New curriculum is going, fully staffed at the Carson Center now.

- Engineering-Lots of open positions. Looking for a GA in team mentoring program, through office of multicultural student services.
- Communications- Had a student who came through Alive! who was in Stimson, but housing website lists different classes and the student wasn't in first-year-focus classes.
- Global Learning- Numbers are up all around, highest number of students sent out this summer.
- Health Professions-New advisor starts next week, Avis Stein from U of I will be PT/OT Specialist and also advise for NEP.
- Honors-293 confirmed freshmen, 7 below the maximum allowed. ENGL 298 is full. A lot of interest in new Mindfulness, Emotional and Social Intelligence certificate.
- College of Arts and Sciences-new position, search committee getting together to review applicants. MEAP position was not filled, candidate backed out. Returning to pool for a follow up interview.
- Vancouver-Advising position open at Carson College of Business, hoping to hire 2 admission counselors. Corpse flower is blooming.
- Online Campus-Finalizing schedule for new degrees being offered online. Work on making a course rotation for the entire year, which requires a lot of work from all departments. Advisors are currently calling people who have been advised but have not enrolled yet.

Advisor Evaluation for Chairs/Directors

This document serves as a tool for advisors' annual review. Due to variations in job responsibilities, applicability of listed items will vary. This document is specifically evaluates advising responsibilities. It is intended to be used in conjunction with other annual review measures or forms.

Recommended document for Advisor Evaluation: WSU Advisors Learning Outcomes (attached), Advisor's current job description, Summary of Advisor's Annual Performance (See CAS template) and Advisor Learning Program learning transcript (from HRS Skillport). Suggestions on methods of assessment are included in blue.

- New Advisors should complete the New Advisor module through the Advisor Learning Program (ALP). Current Advisors are held to continuous training through the Advisor Learning Program by completing 20 credits every 2 years. ~~The Advisor Learning Program will commence in July 2018.~~
-

Please rate according to the following scale:

5 – Strong Agree

4 – Agree

3 – ~~Undecided~~ Neutral

2 – Disagree

1 – Strongly Disagree

NA – Not able to observe

Institutional Knowledge, Program/Degree Knowledge, Campus Resources, Use of Technology (student satisfaction survey or dept. exit survey, and ALP learning transcript)

- Demonstrates knowledge of WSU's policies and procedures.
- Demonstrates knowledge of college, major/degree, and graduation requirements.
- Demonstrates active teaching and communication to students about policies, regulations, requirements, and procedures.
- Demonstrates knowledge and collaboration with available campus resources and actively refers students based on needs, goals and interests.
- Demonstrates thorough knowledge and effective use of enterprise and unit-specific advising technology to support and enhance student interaction (use of MyWSU, Catalog, Blackboard, SSC Navigate, etc)
- Demonstrates knowledge of legal aspects of advising, such as FERPA and Title IX.

Advising Relationships, Communication, Educating Students, and Student Career Development (student satisfaction survey, dept. exit survey, or observation)

- Establishes rapport with students by creating an open, respectful, and supportive environment in which student can explore and consider their experiences, values, aptitudes, and aspirations.

- Utilizes active and non-judgmental listening; asks effective and appropriate questions to challenge and support students.
- Provide timely response to emails/calls.
- Provide clear, accurate, timely explanations of advising topic and issues.
- Proactively initiates outreach to assist students with goals and plans.
- Support students' training in the use of technologies related to their academic success.
- Helps students connect undergraduate experiences (such as internships, study abroad, leadership and other co-curricular activities) with potential post-graduation plans and careers.

Definition of Advising, Role of Advisor, Advisor Professional Development, and Student Responsibility

Advisors are working to gain an understanding of **campus-wide** advising trends and initiatives: ([advising syllabus](#), [observation](#), [advisory summary](#), [ALP learning transcript](#))

- The role of academic advising as they relate to WSU's mission and goals.
- Understanding of student learning outcomes as related to advising.
- ~~Adoption and use of MyWSU, SSC (online appointment system).~~
- Effectively documents appointments in MyWSU advising notes.
- Actively participates with team/committee at the unit, campus, region, or national level.
- Seeks out professional development opportunities and actively engages them.

Advisors are working to gain an understanding of **global** advising trends and initiatives: ([webinars](#), [local/regional/national conference attendance offered through ALP](#), and [related activities through NACADA or other advising related organizations/associations](#), [training with Access Center](#), [mental health first aid training](#), [Cultural competency training](#), [Ally training through HRS](#), etc.)

- As related to best practices of advising to foster student development such as decision-making, life-long learning, critical thinking, accountability, etc.
- Learning about characteristics of specific student populations (international, veteran, athletes, first generation, low-income, etc.)
- Learning about multicultural issues and seeks to incorporate students' diverse backgrounds and experiences.

**Advising Consultant Group
Meeting Date: July 16, 2019 ATTENDANCE**

NAME	TITLE	ORGANIZATION	PRESENT
<u>Members</u>			
Vacant		Access, Equity & Achievement	
Acuna-Luna, Ray	Director, Cougs Rise	Student Success Initiatives	Yes
Alexander, Kate	Admissions & Advising Coordinator	Honors College	Yes
Arnold, Donna	Associate Director	Multicultural Student Services	No
Bretthauer, Ali	Project Director	ATLAS	Yes
Casavant, Colette	Academic Coordinator	CAHNRS	Yes
Chow, Anna	Assistant Director/Academic Coord.	Liberal Arts General Studies	Yes
Smith-Colon, Stacey	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, Chrisi	Student Services Supervisor	WSU Online Admin	Yes
King, Terese	Executive Director of University Advising	ASCC/UAAEC	No
Golden, Blaine	Assistant Registrar	Registrar Office	Yes
Lessmann, Jeremy	Clinical Assistant Professor	Chemistry	Yes
Lora, Mariella	Student Services Coordinator	WSU Tri-Cities	No
Fillinger, Bailey	Undergrad, Staff Assistant	ASWSU	No
Morgan, Amanda	Director	New Student Programs	No
Oakley, Christine	Director Global Learning	International Programs	No
Ramsing, Allison	Academic Coordinator	WSU Vancouver	Yes
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			

Hendrickson, Koda	Advisor	Global Learning	Yes
Stika, Jessy	Advisor	Global Learning	Yes
Minutes recorded by Tyler Barstow, ASCC.			