

**Advising Consultant Group**

**March 16<sup>th</sup>, 2020**

**CUE 512**

COVID-19 as it affects advising: (Terese)

- Sending out updates to advisors electronically: Vetting systems have a lot of groups to hit before they go out to the public. Because of this, notices are taking too long to get out to the public. Updates that have gone out have been campus specific.
- While advising online: Use MYWSU to email students and keep appointments. If you can't keep appointments, they need to be rescheduled. A tip for preparing for your appointment is to make sure to look at the student's cell phone number-often times the number listed for the student is their home number (parents). Advisors need to initiate the phone call or Zoom meeting to the student. It is very important to use advising notes in MYWSU in the crucial time. Support is needed as we all move to an online format. Please make sure that technology is ready, so we have all the tools ready to best serve the students while working from home if needed. At the very minimum everyone can use their cell phone as needed if you don't have access to a camera and microphone (for Zoom).
- Reminders on how to make appointments through Navigate will be coming out soon from advisors to students. Global Campus has some helpful training tools on how to register on their website. (This was sent out to advisors list serve).
- ASCC tutors will still be available at the same time as normal through Zoom. The website will have the Zoom information with the link that students can log in to join the tutor's session with break outs rooms included.
- The Provost asked that we conduct meetings in a non-face to face manner as of March 23<sup>rd</sup>.
- ASCC will continue drop ins from 2-4 PM over the phone.
- Advisors are allowed to bring student files home to work.
- The Provost will announce formal information regarding teleworking. If staff are wanting to work from home based on fear, that is not an adequate reason to request to telework. College of Education stated they were instructed to work from home. Honors College stated they are also working from home and rotating who covers the office. Global Campus phone staff in also working from home.

- Send emails out to all advisees that you are not meeting face to face currently, and you will contact them to set up appointments by what means the students choose.
- Formal information will be coming out regarding if students are wanting to step away from school right now, and how we need to all have patience with each other and this is a new circumstance for all of us. The information will also say that professors will be taking this into account with grading and are being told to not give incompletes.
- Student Affairs will be meeting to discuss refunds or partial refunds to dining packages or food cards and resident halls. Students can come back to campus at any time currently to get their belongings if they are choosing to stay at home. Tuition is past the point of refunds, but there is some discussion happening about this that has moved to the President and Provost Offices.

#### Spring Alive! (Kim)

- Transfer Alive! Has moved to an online format. Visitation programs have moved online. A committee that was put together has enrolled in the Blackboard site to operate UCORE overview, SFS information, Writing portfolio, housing workshops, etc. They are building an online orientation from Global's model. Zoom room will be hosting an orientation questions group. As of now, advisors will come to Lighty to help register students remotely for Alive! If they are able to.\*
- Appointments should be scheduled for 30 minutes to ensure there is enough time to take adequate advising notes.
- We will have technical support available if any issues arise.
- We are hopeful that with the current training opportunities out there, that we won't need a separate training time for advisors. It was shared that there is a 1 hr. training already on the HR website set up for supporting the advising community.
- When the committee solidifies the process and procedures, they will send out a draft to everyone with logistical information. This will include admit to major information, as this will be the first Alive! where this is an option. FERPA is also a topic as we do not know or have control over who is in the room with the student. NACADA is offering a Zoom webinar training on their website-will be sent out to list serve.
- It was stated that you can add a virtual background to your zoom screen to not have the room you are using show for privacy reasons.
- No alternate decisions have been made regarding Summer Alive!

### UAAEC Overview (Colette)

- The Academic Planner is now live. This consists of various students to test it out. They will be given opportunities for feedback. So far, the students are positive about it. This is a great tool for students when everything gets all ironed out with an easy interface.
- Access to MYWSU student home page: hopefully all advisors can see it now or you will be able to see it soon. You can see what your students are seeing. How to get there: on the MYWSU homepage, there should be an arrow by the homepage button, select the arrow, select student homepage button. A visual will be coming out on this.
- The ALP schedule has been sent out. An exit survey also went out, the answers will be coming out soon.
- Academic regulation 53 will have a list of commonly asked questions and answers that will be posted to the advising 411 page.
- There is a desire to have common language regarding how students are admitted to a college to make language less confusing for students across the board. Information will be coming out on how every college's website should look. VCEA has a good example on their site.

### Degree/major process changes (Ruth)

- Do we want a policy or procedure change for ACG to purpose to UAAEC? Not everyone may agree with what is currently being done. The current practice is, if the student wants a major change, it goes **through the Registrar's Office**. If a student wants to switch their Interest, ASCC will re-assign them directly. If a student wants to explore that major, ASCC will give them the contact information to speak with the receiving college before getting re-assigned. This prevents bouncing back and forth between advisors.
- This leads to students getting assigned to advisors without communication with that advisor. It was stated that this leads to miscommunication on student requirements and credits needed. Receiving advisors would like to meet with the student first before any change is made and the student is assigned/file sent. Receiving advisors would like to request the file. VCEA agrees with this. They would like to have discussions with the students before the decision is made to accept them into a complex major. ASCC encourages all advisors have these conversations before sending students to different advisors. Sometimes students need to be re-assigned before they can make an appointment with that department. Balancing between this and keeping the student moving forward and the need to be consistent with all processes across the board.
- Students will be put in an AI code before they are admitted to a program. The situation will be different with the new Rule 53 in place. It was stated that advisors do not want any student with an AI code coming in. They would like to go straight to major after meeting. VCEA agrees with this.

- ACG seems to be undecided on agreement on a policy across the board on what best serves the students. Maybe a statement that says its preferred to meet with the receiving advisors first? Many colleges have drop-in hours available for students and seem to be able to have time to meet with potential new students to that department. Tami and Ruth will help Colette draft a policy that includes all this information to bring to the next meeting, and then present to UAAEC if necessary.

#### ACG Meeting Interest (Morann)

- ACG meeting interest from some advisors. Could they be Zoomed for advisors who are not in the group to observe? Note, that minutes are always posted for the public. Advisors had concerns whether all the information is being conveyed to advisors in the college. Maybe send out a reminder of what the ACG is and who are the members, and that any questions or concerns can be sent to the chair to bring to a meeting. We will table this item for the next meeting to allow members to think about it.

#### Advising Updates (All)

- ATLAS: Office of Academic Engagement is trying to gather resources for this difficult time. Please send items or resources their way if you have anything.
- Carson: closed doors, no face to face contact. Contact by phone or email only currently.
- Education: advisors are currently working from home.
- ASCC: Barbara is leaving her Reinstatement Position her last day is the 20<sup>th</sup>. Abby will be covering her position until its filled.
- Global: Advisors are working from home as well as phone staff. Lots of calls are coming in from parents thinking that their students are moving permanently to online. They are happy to help and answer questions and take those calls.
- Engineering: Dean of the college announced that non-essential staff work from home. Their tutors are working online as well.
- Honors: Graduating students- thesis presentations have been waived this semester. They are to still submit their papers remotely. STAMP exam will be remotely. Spain faculty trip is still on.\* Record number of students that are saying that are not going to complete their thesis, stating they were told this information. To clarify-this is only true in extreme circumstances.
- CAHNRS has an open Advisor II position in Animal Sciences.

\*Items relating to COVID-19 are subject to change daily.

Future ACG Meetings:

- April 20
- May 18

<b>Member</b>	<b>TITLE</b>	<b>ORGANIZATION</b>	<b>PRESENT</b>
Vacant		Access, Equity & Achievement	
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	No
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
Johnson, Morann	Academic Coordinator	College of Engineering	Yes
Kincaid, Chrisi	Student Services Supervisor	WSU Online Admin	Yes
King, Terese	Executive Director of University Advising	ASCC/UAAEC	Yes
Golden, Blaine	Assistant Registrar	Registrar Office	No
Lessmann, Jeremy	Clinical Assistant Professor	Chemistry	Yes
Dela Cruz, Kim	Assistant Director	New Student Programs	Yes
Ryan, Ruth	Associate Director	Academic Success & Career Center	Yes
Stahley, Bill	Manager of Student Resource Ctr	WSU Vancouver	Yes
Tibbals, LeeAnn	Academic Coordinator	Health Professions Student Center	Yes
Vik, Tami	Academic Coordinator	Communications	Yes
Gana, Chris		WSU Tri Cities	Yes
Denman, Chanelle	ALP Coordinator	ASCC	Yes
Kimbelton, Leslee			Yes
Minutes recorded by Crystal Orr	Administrative Assistant	Academic Success & Career Center	Yes