

Student Success Partnership: Task Force II on Advising

Members:

Sean Anderson, Associate Professor of ESRM

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Task Force II of the Student Success Partnership would like to thank you for the opportunity of participating in the movement to improve student success by reviewing Advising practices. We opted to interview Advisors across campus on the topic of advising. Below, you will find a listing of those who were interviewed, along with a list of our questions. Attached, you will find our recommendations along with our interview summaries per Advisor.

Advisor	Department	Interviewed by
Simone Aloisio	Chemistry	Susan Arias
Terry Ballman	Spanish	Joan Peters
Jay Derrico	Veteran's Affairs	Susan Arias
Scott Frisch	Political Science	Ana Rosa Durán
Todd Oberson	Academic Advising	Joan Peters
Monica Rivas	Academic Advising	Susan Arias
Don Rodriguez	ESRM	Sean Anderson
Peter Smith	Computer Science	Sean Anderson

Questions:

1. How would you define your role as a Program Advisor?
2. What do you feel your role needs in order to more effectively advise students?
3. What do you feel is working in your role as Program Advisor?
4. Is there any training you feel you would benefit from?
5. How many students have you met with this semester? This past week?
6. What intervention strategies does your program have in place to prevent attrition?
7. Does your Academic Program use Roadmaps?
8. What are some frequently asked questions by students?

Overview of Findings and Recommendations

1. Communication between Academic Programs and Academic Advisors needs improvement.

- ☐ The next task force can develop a communication plan based on a specific program's model that works. (Ex. Chemistry communicates offerings to their students via email. The same format can be used, but the email should also be sent to advisors.)
- ☐ Students need to know the next step and be empowered. The use of easily accessible program roadmaps so that students can create a draft of their own plan (and eventually use the Academic Planner system). Where are all the Roadmaps?

2. Develop a campus Resource map of Advising Services, maintain it, and distribute it every fall. Perhaps this does not need to be re-invented if we use the Student Resource

Guide that the Division of Student Affairs publishes and alter it to our needs.

☐ This should include the Service, Name, contact information of the Advisor

3. Implement at-risk student advising. Currently Advisors counsel students who are already on probation. Implement a service to counsel at-risk students in the Academic Advising office and within academic programs through Faculty Advisors.

☐ Other recommendations associated to this:

i. Share Probation list with Faculty Chairs and Faculty Advisors at the end of the grading cycle each term so that they can provide appropriate advising.

ii. Be able to have Positive Service Indicators for students on probation in addition to the Negative Service Indicators so that Advisors across campus can more readily be aware that the student is on probation.

4. Implement mandatory Advising for major offered by the Academic Program.

5. Investigate why there were 2378 **internal** petitions processed from 01/01/2011 to 11/28/2011.

NOTE: Excludes Transfer Credit petitions.

☐ Is there limited course availability?

☐ Is there not enough Faculty?

☐ Are majors offering too many emphases which they cannot accommodate with offerings?

☐ Are students not well advised on roadmaps?

6. Offer workshops for Academic Advisors and Faculty Advisors on resources, technology, and showcase campus advising models that work (which programs have a high retention/success rate).

7. Academic Advising format and model needs to be restructured/reviewed.

8. Admissions and Records needs more evaluators and technology implemented in order to facilitate evaluation and processing of student records.

9. Examine the student advising experience.

Notes of closure:

1. A number of staff and faculty members who were contacted for an interview never responded. Is this a sign of being too busy to respond? We are a busy group and attempting to implement change on campus will be a challenge, but it is something that needs to happen in order to improve student success. The success of Staff and Faculty at providing more than adequate services is also dependent on an appropriate amount staffing.

2. You should consider developing a web page that can be the point for the resource list, faculty and support coordinator list, market your future Student Success week, and others. There should be a person responsible for maintenance of lists and webpage in order to avoid losing sight of doing this continuously.

3. The next task force should examine the student advising experience. Building from the third task force and the first two, the Student Success Partnership should then begin to develop plans of action to make change happen on campus.