

Academic Advisement Council
November 12, 2007 Meeting
President's Conference Room
1 p.m. to 4 p.m.

Present: A. Heaston (Chair), V. Burden, M. Hale, V. Miller, E. Murkison, J. O'Brien, V. Richards, K. Robinson, K. Roughton, C. Thompson, L. Vance, B. Williams, and C. Griffith (Recorder)

Guest: K. Ruhland

1. Center Evaluation Instruments

- Ellen Murkison shared a copy of the First Year Experience Undeclared Advisement Evaluation (Fall 2007) instrument. Since this survey utilizes Survey Monkey, specific questions can be targeted to specific groups of students. All students are asked to complete the survey following an advisement appointment.
- Kimberly Robinson distributed copies of the College of Information Technology Student Services Survey. This survey includes a question asking students how well prepared they were for their advising appointment which is important in helping students develop responsibility for their education.
- Chris Thompson noted that in the College of Education all of the student services units are grouped together and assessed each February using a common evaluation instrument. The Center also reviews complaints received.
- Marilyn Hale shared a copy of an instrument modified (with permission) from Joanne Tynon's instrument at Oregon State University. Each student is asked to complete the survey following their advisement appointment. Results from the first administration will be tabulated shortly. It was recommended that the Center move the survey online so that future results would be automatically tabulated.
- Lisa Vance noted that the College of Science and Technology advisement center uses a pre-advisement and post-advisement survey. They also have another survey instrument which is administered following the second advisement appointment. Kristen Ruhland distributed a handout showing other data collected by the center on all freshman majors and how the data are used. These data are entered into an Excel database. In addition to serving reporting needs, the database helps to coordinate follow-up emails to students. It was noted that this database serves an important function in providing **quantitative** data for the center's assessment—beyond student perception data. Kristen volunteered to work with other centers interested in developing a similar database.
- Virginia Richards noted that she will follow-up with the College of Health and Human Sciences efforts.
- Bobbie Williams reported that she will be meeting with Susan Williams shortly to decide how it wants to evaluate the center and how effective the current advisement model is. In preparation for this meeting, she has been gathering a lot of data which will inform those decisions.

Centers were reminded that they will need to prepare an end-of-year report summarizing their evaluation efforts and findings. The Council will need to give some thought next semester on compiling the individual center reports into one final document which will be shared with the Provost.

2. Registration Follow-Up Plan

Amy reported that the latest registration report shows freshman registration up by 12.

- Sophomores +191
- Juniors +104
- Seniors +106
- Spring credit hours +400
- There was a slight drop in average credit hours per student, declining from 13.6 to 13.3

Also shared with Council members was a summary report comparing registration numbers for this fall to last fall. Overall, progress is being made.

Centers were reminded that emails to students who have not yet registered should have been sent last week. This week, centers should be finalizing the letters that get mailed home over Thanksgiving. There will be one telephone follow-up for students still unregistered after that point. Centers were encouraged to utilize students and a script in making these follow-up telephone calls.

It was noted that some students who just changed majors are still showing up in the prior college's registration report. Council members agreed that for now they would proceed and contact these students as if they were still in their college. The important thing is to get the message out that they need to register. Centers can follow-up regarding the change of major later.

Amy shared the following change in the registration procedure: beginning with Fall 2008, advisors will advise students for both spring and summer during the fall. Spring advisement will be for the following fall only. The rationale for this change is as follows:

1. research shows that summer attendance increases the likelihood of satisfactorily progressing to graduation;
2. it helps students to be able to plan their academic year courses better if they know upfront what courses they can take during the summer;
3. colleges are better able to manage course offerings
4. advisement centers will have the spring semester to follow-up with students who have not registered for the summer; and
5. setting the summer schedule early gives the Provost Office plenty of time to market the summer term.

3. Professional Development for Professional and Faculty Advisors

Fact Sheet of Resources

Ellen Murkison, chair of the subcommittee tasked with developing a one-page advisor fact sheet, distributed copies of the Academic Advisement Council Faculty/Staff Training FAQs for the full committee's review and input. (Copies were also previously disseminated to the full Council electronically.)

Suggested Training Materials for Training Manual

Ellen distributed two handouts: (1) Academic Advisement Council Subcommittee on Faculty/Advisor Training Materials; and (2) Academic Advisement Council Academic Advisement Web Resources. The subcommittee proposed developing an academic advisement web resources page to provide a

central location for advisors to access information on available campus services and proposed content for the page. (Copies were also previously disseminated to the full Council electronically.)

The subcommittee further recommended that by May 2008, each college outline college-specific content links that could be added to the main web page with the idea of having the website finalized prior to SOAR 2008. Any requested changes to the website after that point would have to go through the Council for approval. The subcommittee recommended reviewing the site twice a year for accuracy and completeness. Amy noted that the Provost Office advisement web page would be utilized for this purpose so that individual colleges will not have to worry about maintaining the web page.

Comments:

Kristen Ruhland reported that she attended a NACADA presentation on designing a comprehensive training manual at the October annual meeting. She volunteered to share the suggested list of materials to be included in such a training manual to the full Council.

Another Council member inquired about transfer information and whether this information could be included. A second comment noted that it would be helpful to add a list of Banner screens most frequently accessed by advisors. Since this information is not currently online, Virginia Richards volunteered to begin constructing a list from materials she already has and forwarding the list to other Council members for their input.

The subcommittee also recommended that the colleges consider consistency in forms across colleges. For instance, all colleges could use similar curriculum guides (4-year plan of studies) so that once students become familiar with reading one, they can easily interpret others if they decide to change majors. It was requested that the subcommittee come to the January meeting with specific recommendations for each form they wish to change.

After a brief discussion, the full Council agreed unanimously to proceed with developing an online training support tool. Council members will give careful consideration to the materials shared at today's meeting and send comments and suggestions to Ellen no later than December 7th for the subcommittee's review. The subcommittee will finalize the materials for the website and bring their recommendation back to the full Council at the January 7th meeting.

Academic Success Center Brown Bag Conversation

Advisors were reminded that the first Brown Bag Conversation is scheduled for Thursday, November 15th, 11:30 a.m. to 1 p.m., in the Academic Success Center, Room 1003. The facilitators are Janet O'Brien and Theresa Bede Novotny.

Report on October NACADA Meeting

- Lisa Vance reported on a pre-professional advisement session she attended. In this session, it was recommended that units identify barriers to student success in pre-professional programs of study and track students in those courses. For students who do not make the grade or drop the course, this action serves as an early alert to advisement centers to get the student in to discuss "plan B's."
- Marilyn Hale reported on a session she attended presented by past-NACADA presidents. Themes discussed:
 - Know who our students are
 - Need to deal in the world of data
 - Need to accept helicopter parents and learn to capitalize on it
 - Okay to use technology, but need to set appropriate parameters (e.g., encouraging students to meet face-to-face)

- 60% of all students nationwide are transfer students
 - 72% of all students nationwide have some transfer credit (pt: this is not a population that can be ignored)
 - Institutions owe accountability to parents
 - Students accustomed to being treated individually
 - Most likely we will see major changes in FERPA in future—not working well in its current inception
 - Need to challenge students to work with other people
 - Need to continuously assess academic advising
- Kristen Ruhland reported on STOMP, a University of Louisville interactive DVD designed to provide students with a comprehensive online orientation program. Each module has built in assessments, and students are not allowed to advance to the next module without first passing the quiz for the prior module. Ideally, students view the DVD before orientation, but if not, it becomes part of their orientation course (<http://www.s4louisville.edu/stomp>).

A less intensive program was developed by Emporia State. This program utilizes intrusive advisement in the form of video game that students play after SOAR and before classes start.

Kristen also shared a copy of Virginia Commonwealth’s Mindset brochure for dealing with students on probation. Electronic copies of this brochure will be emailed to all Council members. (Note: if units wish to use any part of this document, they must first obtain the permission of the authors.)

- Vince Miller reported that he recently attended a SOAR conference. In light of information learned at the conference, they will be developing new SOAR outcomes beyond “what did you think of this session.”

Students in Transition Meeting

Amy reported on her recent attendance at the Students in Transition Conference. Specifically, she noted the University of Central Florida’s efforts to target specific groups of transfer students. The institution determined who their four top feeder institutions were and put together transfer materials designed specifically for transfer students coming from those institutions. They also designed their transfer orientation with specific and measurable outcomes that are assessed.

Amy noted that in the spring the Council will begin to examine the message they wish to send in the academic college and advisement and first-year sessions at SOAR and determine how they will know when they have successfully communicated that message.

Another session at the conference discussed an early alert system that could be adapted for Georgia Southern as follows:

1. benchmark key courses in programs and track students’ progress in those courses; anyone who drops or fails is brought in for advisement because that student is now at risk for delayed graduation
2. review fall GPA and consider what GPA would be needed in the spring to ensure continuation of HOPE and communicate with students

Amy would like the Council to consider additional actions that could be dedicated toward engaging students in transition:

- post-SOAR/pre-classes—centers send two follow-up messages during this time
- getting students in for advisement
- mid-semester message
- end of semester message

NACADA Academic Advising Research Support Grants

NACADA has announced the 2008 Academic Advising Research Support Grants. Material relating to this program was distributed to the advisors, including information on submitting an application and potential areas for research. The application deadline is March 15, 2008. Amy asked Council members to read through this material and consider whether it might be appropriate to submit a grant as a group. This item will be brought back up on the January agenda.

NACADA 2008 Annual Conference

The date for the 2008 NACADA annual conference was announced: October 1-4, 2008, Chicago, Ill. The theme for this year's conference is *Taking Advising to New Heights*. The call for proposals will be forthcoming in late November with a submission deadline for presentation of February 11, 2008.

Articles of Interest

Two articles that might be of interest to advisors were distributed: "Five Signs You Should Change Your Major" and "From Theory to Practice: The Application of Theories of Development to Academic Advising Philosophy and Practice."

4. SOAR Calendar

The 2008 SOAR calendar was distributed. Amy noted that most of the concerns voiced by the advisors and associate deans in their earlier review of the calendar were accommodated and what has resulted is a calendar that will enable students to be better served. She reminded Council members that session A will still be for high-ability students. To address concerns previously noted by Council members about holding this session first, she asked that Council members write down their specific concerns and develop a plan for addressing them. It was also suggested that if the centers have specific room set-up needs that they share diagrams with Vince in advance. Furthermore, centers need to check technology in the room before the session, in case changes need to be made, and again on the day of the session to be sure all is working properly.

5. Updates

1210 Early Alerts

As promised, Amy spoke to Chris Caplinger about sending advisement centers early alerts for 1210 classes. Hopefully, centers have been receiving those notifications.

Change of Major (COM) Process

Information Technology Services has now pushed the scheduled implementation of the change of major process back to November 26th. In the interim, coordinators were reminded of how they previously agreed to handle the change of major process.

- Centers handle all change of majors (versus faculty advisors). If this is not happening in your center, please remind faculty advisors of this procedure.
- Do not give advisement folders to students. The folders can be mailed but should get to the new advisement center within 48 hours.
- Inform the student to go to the new advisement center after 48 hours for advisement in the new major.
- If the student is an athlete, need to include Keith Roughton in the process before finalizing change of majors.
- Ensure each student completes a "what if" scenario for the change.

University System of Georgia (USG) Task Force on Enhanced Advising Processes Report

Council members were asked for any comments/questions concerning this report. There were none.

The Mentor: An Academic Advising Journal (<http://www.psu.edu/dus/mentor/>)

Amy announced the availability of this online journal and encouraged advisors to read through it.

Transfer Early Advisement

Advisors were reminded that the first report is due to Amy on December 3rd. The second update will be due January 7, 2008. A report template was distributed (Transfer Early Advisement Update Report), and centers were asked to follow this format when submitting their reports. An electronic copy of this template will be sent to advisors.

8. For the Good of the Order

Amy noted that Faculty Senate has recommended that all students officially (in Banner) declare minors and second majors. The Provost has endorsed this policy, and it is now before the President. If approved, the Registrar's Office will need to implement in Banner. The advisement centers will be responsible for ensuring that students have declared minors and second majors when known and track appropriately.

Marilyn Hale reported that on a recent recruitment trip there was an indication that American Sign Language is now being accepted as a foreign language in Florida colleges. Amy noted that this is under consideration at the University System Office.

Janet O'Brien noted that the Academic Success Center will be moving to Cone Hall during the semester break (2nd floor).

Meeting adjourned at 3:40 p.m.

Next Meeting: January 7, 2008, 1 p.m. to 4 p.m., Marvin Pittman Administration Building, President's Conference Room

Good advising is one of the key conditions that promotes retention for it reflects an institution's commitment to the education of students (Tinto, 1999, Fall NACADA Journal).