

Advising Leadership Team

Monday, January 31, 2022

Goals for AY 2021-22

- Establish Virtual Professional Development Plan for Advisors

Agenda [target action]

- Advising Senate Resolution – AS&SS subcommittee – L. Vega [consultation]
- Advising Task Force – Schools’ Staff Advisors nominations – Dr. Brian Street [actionable]
- Digital mapper options -- technology needs per GI 2025 initiative –June 2022 report. Dr. Paschal [consultation]
 - GI2025 <https://www.calstate.edu/csu-system/why-the-csu-matters/graduation-initiative-2025/Documents/gi-2025-equity-goals-and-priorities-2021-22.pdf>
 - CSUN Stellic: Here is the [recording of the session](#). & ... the [30 min snippet of the presentation and demo](#). Vs. CSUB RunnerConnect
 - Versus other programs: smartplanner, High Point, Oracle Cloud, College Source
- Associate Dean of Students – New Role & Responsibilities—Emily Callahan [informational/consultation]
 - “... undergoing changes and goals for the upcoming year including implementing a new reporting system for student conduct code violations, implementation of the CARE team and of course COVID compliance/HOLDS for students.”
- Restructuring advising models, EAB (RunnerConnect) workshop Jan. 13, 2022 [informational]
<https://drive.google.com/file/d/1dH1P-h178SVCrxhNjWL7W8Zu8n2B6SBE/view>
- Professional Development Fund-Usage Proposals --- Schools’ Professional Advisors [actionable]
- New Website for ALT – see next page – L. Vega [informational]
- Administrative Unit Assessment for ALT – Mission, Goals, & Measurable Objectives [actionable items]
 - See Advising Reference in the Strategic Plan Goal 1, Strategy 3, below
 - See Draft of ALT’s Mission, Goal(s), and Objectives – [suggest edits and amendments]
- Assessment Instrument on Qualtrics – Models to follow [propose recommendations]
- Follow up --ALT Charge Outlined by Provost Harper to Associate Deans – L. Vega
“The ALT is a coordinating body that makes referrals, but does not set policy, to the provost council to improve advising at the university.”
- Guiding Principles –[SSU template] / Advising Syllabus [CSUN template]

Parking Lot

- Meta Majors discussion [IRPA data]
- Double major data presentation—When is 2nd major declared?
- Mental Health Training Collaborative – M. Medina Cruz/I. Pesco
- Governing Document – L. Vega
- School-Based Faculty-Professional Advisor Balance
- Elect 1000 problem: (Evaluators; Degree Audit; Advisors; Grad Check)
- GVAR Exam Times and Computer lab
- Change of Major/Minor
- WSCUC Recommendation and Special Visit Preparation – B. Street
 - a. Recommendation 3: *Ensure consistency, effectiveness, and quality of academic support services, including advising, tutoring, supplemental instruction, and course scheduling, to enhance student success for all students. (CFRs 2.12, 2.13) The Commission appreciated learning about the launch of the Council for Faculty Advising, additional staff for tutoring and supplemental instruction, and other changes in this area.*
 - b. Spring 2023 Special Visit: *Academic support services: Data on students served, disaggregated by demographic variables; organizational charts, staffing ratios, and resource allocations to service units; evidence of effectiveness of academic support services*
- WSCUC Special Visit Preparation – **Updates on September 29, 2021**
 - a. ↘Advising data collection strategy
 - b. ↘Advising organizational chart
 - c. ↘Document advising ratios
 - d. ↘Document resource allocations for advising

- e. ↘Collect evidence of advising effectiveness

ADVISING LEADERSHIP TEAM

The Advising Leadership Team is a coordinating body that makes referrals to the Provost Council to improve advising at the university. It coordinates implementation for effective and consistent advising by professional staff in alignment with department and school needs; oversees student advising activities that, “Strengthen and Inspire Student Success and Lifelong Learning,” [University Strategic Plan Goal 1]; provides academic and support services in the advising process that will lead to degree completion and student success, through academic integration of GE, major requirements, and removal of barriers when possible; coordinates and initiates referrals to liaison services such as disabilities, financial aid, counseling, and other services as needed; and serves as first-responders to emergent issues like the pandemic, academic holds, academic calendar discrepancies, and ongoing technology issues that impact degree audits and time to degree.

Logged Record

Date	Issue/ Stakeholder	Resolution	Item Status		
			Pending	Open	Closed
2021.10.25	Academic Petitions Processes and Advisors’ Roles	Forms are being edited.	X		
2021.10.11	Stretch Program Changes	Stretch students will be enrolled as a block schedule.			X
2021.09.27	Academic Support Services	Ongoing WSCCU implementations of consistency, effectiveness & quality of advising and tutoring services.		X	
2021.09.27	Program Plan Mapper.	Academic operations has a synchronization strategic plan in place.			x
2021.09.13	Notes in RunnerConnect Policy Referral	Sent to Provost (9/22/21) see p. 5)		X	
2021.08.30	Duan Jackson’s, CO, Advising Visits	Cancelled due to GI2025			X
2021.08.30	Guided Registration: English Place.	Wrong English Placements Corrected Manually			X

2021.06.21	Freshmen Housing Requirement for Fall 2021	Website has information and a place to ask questions. There is an online form.			X
2021.06.21	GE Area F in the Academic Requirements page	It is now in the academic requirements page.			X
2021.08.16	Implications of the 2021-2022 catalog release date	Anticipating future catalogs delivered on time	X		
2021.08.16	Enrollment, Cancellations, Holds	Information on holds can be requested from Dr. Cantrell	X		
2021.08.16	Fall Sports – Enrollment – M. Medina Cruz	Placeholder courses and Runner Connect notes communication			X
2020.05.17	Catalog time gaps; policy recommendations to the Provost; Institutional priorities; collaboration with Faculty Advisors		X		
2020.12.14	Transfer Students (no concentrations)- Barriers		X		
2020.11.30	Catalog Rights Guide		X		
2020.11.02	Adding 2 nd /3 rd Major/Minor	Collecting data	X		
2020.10.19	Advising Calendar	On the table	X		
2020.10.19	Advising Holds' Releases T. Boone	Fall 2020; plans for future	X		
2020.10.05	Special population early enroll.	By law / GI25/ Lrn. Comm	X		
2021.02.08	Inside Track visit	Done / Follow up		X	
2020.11.16	Admission, Registration, Advising			X	
2020.11.16	Final Transcript Evaluations			X	
2021.06.21	2 nd Degree Students Enroll/advice	B. Perlado, enroll. Realigned			X
2021.06.21	CSUB 1029 - clarifications	GE re-alignment/ done			X
2021.06.21	Department Chair Signature on Add/Drop Form	AdobeSign routes to chair			X
2021.04.12	GI 2025 Professional Staff advisor	It was agreed 1 person would be elected			X
2021.04.12	Instructional modalities	Annotation in PeopleSoft			X
2021.03.22	Disqualified Students admitted after last day to add [Appeal of disqualification]/ Petition for re-admission]	Appeals must be submitted 2 weeks prior to classes beginning.			X
2021.03.08	Admissions, Registration, Advising flow	Workflows have been shared.			X
2021.03.08	Students and Faculty relying on Degree Progress Report (DPR) to calculate units	Issue fixed in degree audit.			X

2021.03.08	Grad Check 90-unit eligibility	Keep it at 84 units.			X
2021.02.22	Junior/Senior Graduation checks				
2021.01.27	Degree Audit Q2S Change	List of students sent.			X
2020.12.08/9	Inside Track Mental Health	emotional support, tactical empathy, Suicidology / self-care			X
2020.11.02	Reserved Courses (Block Scheduling/ Honors)	Developed process and communication flow			X
2020.10.05	Immunization Holds J. Allred	Instructions provided			X
2020.10.05	B1/B2/B3, L. Gubkin/L. Zuzarte	Fixed in Peoplesoft			X
2020.10.05	Advising listserv/SSN – K. Z-L	1-way messages only			X
2020.09.21	Athletic units & ADT – B. Mendiola	Title IX req's/existing rules			X
2020.09.21	Time Conflict Issue- L. Zuzarte	Conflict overrides			X

Appendixes

Full Strategic Plan Link: <https://maindata.csub.edu/sites/maindata.csub.edu/files/FullStrategicPlan.pdf>

Strategy 3 – Develop and Enhance Advising

- Sub-Strategy 1.3.1 - Develop a centralized advising resource page.
- Sub-Strategy 1.3.2 - Establish methods for assessing advising.
- Sub-Strategy 1.3.3 - Increase student access to quality advising.
- Sub-Strategy 1.3.4 - Improve the grad check process.
- Sub-Strategy 1.3.5 - Reorganize and modify the charge of the Advising Leadership Team (ALT).

California State University, Bakersfield

ACADEMIC PROGRAMS Schools' Professional Advising Assessment Plan Advising Leadership Team (ALT)

Assessment Coordinator(s):
Associate Deans in A&H, BPA, NSME, SSE, and ALT Chair

Mission Statement

[Note: Faculty Advising Team will have their own advising assessment plan]

Composition: The Advising Leadership Team (ALT) is composed of the Schools' associate deans, professional advisor-lead representatives for each school that rotate yearly, and student services and athletic-advising representatives.

Purpose: ~~ALT implements a consistent, effective student advising experience that considers the Schools' local needs/practices and aligns with the university's strategic plan emphasizing student success and academic excellence.~~ coordinates implementation for effective and consistent advising by professional staff in alignment with department and school needs.

Beneficiaries: ALT oversees student advising activities that, "Strengthen and Inspire Student Success and Lifelong Learning," [Strategic Plan Goal 1]

Functions: ALT provides academic and support services in the advising process that will lead to degree completion and student success, through academic integration of GE, major requirements, and removal of barriers when possible

Alignment: ALT coordinates and initiates referrals to liaison services such as disabilities, financial aid, counseling, and other services as needed

Distinctiveness: ALT serves as first-responders to emergent issues like the pandemic, academic holds, academic calendar discrepancies, and ongoing technology issues that impact degree audits and time to degree

Guidelines provided to us:

*The mission statement is a broad statement of the direction and values of the administrative unit. For each administrative unit the mission statement should reflect how the unit contributes to the education, development, and experiences of students at the institution. The mission statement also should describe the services provided by the unit. A well-defined mission statement contains the following elements: (1) the **purpose** of the administrative unit; (2) **identification** of the beneficiaries of the unit's services; (3) the primary **functions** or activities of the administrative*

unit; (4) **alignment** with the institution's mission; and (5) distinctiveness from other administrative units. CSUB's mission is posted at [Strategic Plan | California State University, Bakersfield \(csub.edu\)](https://www.csub.edu/strategic-plan)

Unit Goals and Outcomes	Strategic Goals Mapping
<p>Goal</p> <p>Goals provide the basis for assessment and therefore should be defined adequately and clearly. These goals can focus on the key functions of the unit (e.g., application process, orientation service, facility maintenance, educational support, etc.). There are no set number of goals expected of any unit.</p>	<p>The goals and outcomes of an administrative unit should align with the goals of the institution. CSUB's goals, strategies and sub-strategies are posted at FullStrategicPlan.pdf (csub.edu)</p>
<p>Outcome</p> <p>Outcomes state expected accomplishments or improvements that the unit has identified, after careful consideration of the critical processes and functions. They can relate to the operations and processes of the unit, and may include a consideration of demand, quality, and efficiency and effectiveness. Outcomes may also relate to intended behaviors that a student having used services provided by the administrative unit should demonstrate. Outcome statements can also be student learning outcomes (SLOs); they can focus on the intended abilities, knowledge, values and attitudes a student should demonstrate after having used certain services or having participated in an activity. Well-defined outcomes are SMART: (1) specific, (2) measurable, (3) achievable, (4) results-oriented, and (5) time-bound. There are no set number of outcomes expected of any unit.</p>	
<p>Outcome 2</p>	
<p>Outcome 3</p>	
<p>Goal 1</p> <p>Students will be provided with a consistent, effective advising experience that considers the Schools' local needs/practices.</p>	<p>Strategy 3 – Develop & Enhance Advising</p>
<p>Outcome 1 Advising touchpoints counts will be documented by type (academic hold, class level, percent of students in group served) [consistency across schools]</p>	<p>3.1.3.2 Establish methods for assessing</p>
<p>Outcome 2 Advising sessions will be rated by students to produce indexes of satisfaction, advising effectiveness, and recommendations [quality measures]</p>	<p>3.1.3.3. Increase student access to quality advising</p>
<p>Outcome 3 Advising tracking for feedback of GE completion, liaison referrals, and chokepoints</p>	<p>3.1.3.4 Improve the grad check process</p>
<p>Goal 2</p>	

Outcome 1	
Outcome 2	
Outcome 3	

Rationale for Administrative Unit Assessment Review [Drafted by D. Jackson & Provost Council]

California State University, Bakersfield
Administrative Unit Assessment and Review

Overview

At its February 14, 2020 meeting, the WASC Senior College and University Commission (WSCUC) reaffirmed the accreditation of CSU Bakersfield. As part of this action, WSCUC instructed CSU Bakersfield to “establish the process of regular assessment of administrative units, including external reviews where appropriate, to engage in continuous improvement and ensure effectiveness (CFR 4.1).”

Vision

By Fall 2022, CSUB will employ a deliberate set of quality-assurance processes in administrative (non-academic) areas. These processes include collecting, analyzing, and interpreting data; tracking results over time; using comparative data from external sources; and improving structures, services, and processes.

Values

- Excellence: Assessment is used to achieve the mission of the university, namely advancing the intellectual and personal development of its students.
- Meaningful: Assessment measures what matters to our institution and our stakeholders.
- Continuous: Assessment is on-going and iterative, not episodic.
- Self-Reflective: Assessment entails honest self-reflection on the achievement of one’s goals.
- Multi-modal: Assessment utilizes multiple measures and multiple sources of information.
- Actionable: Assessment results are utilized to improve structures, services, and processes.
- Participatory: Assessment involves widespread participation of faculty, staff, and students.

Objectives

By the end of Fall 2021, CSU Bakersfield will develop a plan for the regular assessment of administrative units and document this plan in Taskstream, the campus Assessment Management System (AMS).

1. All units will develop mission statements and align their missions to the university vision, mission, and values.
2. All units will identify goals and outcomes for their units and align those goals and outcomes to the university strategic plan.

By the end of Spring 2022, CSU Bakersfield will implement its plans for the regular assessment of administrative units.

1. All units will identify two measures per outcome.
2. All units will develop a schedule for assessing all outcomes within a five-year period.
3. All units will identify a process for “closing the loop” on their assessment findings, which should be documented yearly.
4. All units will develop an external review process.