

Advising Leadership Team Meeting
Wednesday, March 13, 2019
BPA 134
3:30 PM - 5:00 PM

Present:

Jennifer McCune, Liora Gubkin, Lisa Zuzarte, Mark Evans, Tanya Boone-Holladay, Todd McBride, Vikash Lakhani, Lori Paris, Belen Mendiola, Deisy Mascarinas (Admin Support)

Absent:

Yvette Morones, Dena Freeman-Patton, Aaron Hegde

Action Items

- J. McCune will talk to Speaker, Mike Lee to determine a date for the diversity training workshop.
- Each school Dean will need to give J. McCune a name of advisor to attend the Spring Convening.
- Forward concerns to J. Drnek regarding the addition of mental health Counselors.
- J. McCune will follow up with Lea of AV campus to discuss new registration error request form.
- L. Paris will type up the process for GE petitions work flow.
- J. McCune will double check the holds proposal approval.
- Associate Deans will discuss with their groups the idea of a Project Rebound dedicated advisor and provide V Lakhani with a name.

Meeting Notes:

- Meeting called to order at 3:31 p.m.

Additional Advisor to join ALT

- BPA serving the rest of the term. Next term will be served by NSME & AH.

Advisor Professional Development

- Have gotten positive feedback regarding the Query training
- Concern about nobody updating queries.
 - Steve Miller suggested for advisors to form a committee to talk about the needs of adjustments to queries or queries they would like to see developed. He also suggested for advisors to get access to a folder, create a form or email group where advisors can post questions and possibly get help from other advisors. If they all experience the same problems or difficulties completing a task that would be a time to contact S. Miller.
 - L. Zuzarte is working on various queries, including one for chairs for scheduling and pre-requisites.
- Currently working with speaker, Mike Lee from Humboldt for diversity training. The workshop will be tailored to advising needs and how to work with students in different populations.
 - It was questioned whether it should be a half day or 1-2 hour presentation depending on Advisors and how much time they can devote to it.
 - Date of workshop- possibly end of May or beginning of June, after commencement (TBD).

Student Success Network Spring Convening

- Student Success Network is holding a Spring Convening in East Bay, on April 15th. It is a one day convening, on the subject of supporting students beyond the first year.
- J. McCune sent out an email to Associate Deans to invite one advisor from each school.
 - (TBD) Which Advisor from each school to attend the convening.

- They request the schools bring with them some data.
- V. Lakhani recommended to send someone from the school based graduation action teams (staff or advisors) V. Harper put together through school luncheons.

Need for Additional Mental Health Counselors

- Y. Morones emailed J. McCune to discuss this topic in meeting.
 - She states that Advisors have seen a large increase and the need for counseling for our students however the lack of resources have made it impossible for students to get the help they need in a timely fashion.
 - Counselors have been very supportive to Advisors when taking over students in crisis.
- Jim Drnek is overseeing this issue.
- B. Mendiola suggests a professional staff to be on-call at the counseling center at all times for walk-ins, in addition to the crisis hotline. She also mentions possibly utilizing the counseling training clinic with graduate students.
 - T. Boone-Holladay mentions there is a concern with students seeing students because they may know each other. The clinic is helpful when a student has a family member in crisis and who has not been a student here but is in need of support.

Antelope Valley

- A registration error request slip was created on their campus.
 - A presentation was done at DCLC about registration issues and getting errors resolved. J. McCune has gotten in contact with Lea of AV campus to offer help or training. Lea indicated the number of issues reported by Randy Schultz was representative of common registration issues. They get through the forms and are being used as a way to report how many they are receiving.
 - L. Gubkin states that this new form suggests that either an AV Advisor is being left out of important conversations or that there is something lacking in the process for advising and enrollment management.
 - B. Mendiola stated that they use a similar form because they don't see students for registration issues. Students fill out the form and leave it for advisors to get to in between appointments. It helps with keeping track of issues with pre-requisite classes that may have to be addressed to L. Zuzarte.

On Base Document Management System

- Records will move to On Base April 1st and Admissions will move to On Base May 1st.
- Team reached out to school liaisons. They have requested to get more training possibly after we have gotten live records.
- J. McCune stated that we will be working with recent cohorts and work backwards but there is no specific timeline, but sooner than later we will get out of working in two systems.
- Document retrieval button in PeopleSoft will be put in where deemed appropriate.

GE Petitions Work Flow

- J. McCune let L. Paris know what is being looked for when receiving backup package of signed petitions from GE.

- Currently working on getting a substitution waiver process automated through the online advising request system for Advisors.

Holds Proposal

- JMcCune will get confirmation on whether this is ready for implementation. It was presented to DCLS by J Paschal and was received very well with no concerns raised. J McCune believes this was the last step but will confirm with Vernon.

Holds Placement

- Student Financial Services committed to having student financial responsibility agreement and hold in place by April 6th one week before advising was scheduled to begin. Calendar has since been adjusted and advising will start April 2nd. The team is on track to begin the 2019/20 process on April 1st.
- Assignment of the student financial responsibility agreement is based on term activation and it is unlikely the holds can be in place by the day after census even in the years when there are no major modifications.
- Marcus Brown has taken over the responsibility of the T9 holds and Jennifer hasn't been able to connect with him to discuss this further. Will follow-up.

Independent/Individual Study Form

- One box indicates that the Faculty could volunteer their time to teach a class. There are some issues with that language that came from the CSU Chancellor's office. "Voluntary" changed to "Service."
- D. Schechter requested feedback from ALT.
 - J. McCune questioned whether it is necessary to have an Advisor signature on the form.
 - L. Zuzarte suggests that it is a contract between the student and the Faculty and shouldn't be the add/drop form.
 - V. Lakhani questioned if the contract is between the student and faculty why should ALT need to see it? Why can't it be an internal document within the school and student brings an add slip signed by the instructor?
 - T. Boone-Holladay suggests the form needs to be viewed more than the box in question because the contract between the faculty and student is a separate issue from the add/drop slip.

Transitional Re-Organization in Enrollment Management

- We are in the process of beginning a divide between the office of Admissions and office of the Registrar. Once a student is matriculated they will become the responsibility of the Office of the Registrar.
- Transfer evaluations and graduation will be part of the Registrar once the reorganization is complete but this will take some time.
- Veronica Bethea has been named Assistant Registrar.

Project Rebound

- V. Lakhani had a request to possibly have an advisor from each school assigned as a contact person for Project Rebound.
 - There are about 30 students in the program. Primarily the students that would be interacting with the advisors would be the students with academic issues, which right now is about 3 or 4.

- Monica Horsey is temporarily assisting the students. She may serve as the first point of contact to the students and if there are any advising issues she would contact the contact person at the schools.
- Project Rebound support team meets once every month or two months. V. Lakhani would like the contact person to be on that team to familiarize themselves with the program.