

ADVISING LEADERSHIP TEAM MEETING

Monday, March 16, 2020

ENROLLMENT MANAGEMENT CONFERENCE ROOM

2:00 pm - 3:30 pm

Present: Debra Jackson (Chair), Lisa Zuzarte, Adriana Sixtos, Gilverto Herrera, Christina Hernandez, Liora Gubkin, Seung Bach, Elaine Correa, Yolanda Moreno, Melissa Medina-Cruz, Todd McBride, Valari Kirkbride

Absent: Marta Ruiz (Admin Support), Vikash Lakhani

Action Items:

D. Jackson will provide help for staff who have not gotten reimbursed or trip advancements from the PD cancelations.

A. Sixtos will revisit the A01 advising hold placement imbalance at the next meeting

M. Medina-Cruz volunteered to find training specifically on advising across the distance.

D. Jackson will ask about students taking the GVAR course who don't pass it and are graduating in spring 2020.

D. Jackson will investigate accommodations for students with disabilities.

D. Jackson will check with D. Cantrell on these new housing hold questions and have answers at the next meeting.

- Is this hold different than the A01 hold?
- Who is the contact that will lift this hold?
- How long will it take to lift the hold from when the form is submitted?
- Defining of First Time-Freshmen

Meeting began: 2:00 pm

D. Jackson asked the committee to announce their names for the record and opened the meeting by directing everyone to the first item and the agenda.

D. Jackson asked the committee members to begin to think of alternative delivery methods to administer student resources to students, should staff have to work from home. She stated it is important to be prepared to work from home and establish alternative delivery methods in the case of staff being unable to work from the office or any other unforeseeable changes. In-person academic advising will end on Friday, March 20, 2020, through the end of the term for all Advising Center locations.

- Issues to look into:
 - Potential ideas included help from IT, blocking caller ID from advisors' phones, or using Google Voice.
 - D. Jackson will investigate accommodations for students with disabilities.

D. Jackson informed the committee that students in academic probation who need to have a transcript analysis can request it and have it delivered by email; It is no longer automatic for every student.

D. Jackson stated that it would be in the best interest of the students if all the Academic Schools could agree on one single message regarding alternative delivery methods to ensure equality among students.

- All members of the committee decided to cancel all in-person, face-to-face advising meetings and interactions with students, effective immediately until further notice. If students already have an advising appointment they will be directed to their Academic School for further information.
- The committee then revised Debra Jackson's "Alternative Delivery of Academic Advising Services" memo.

D. Jackson – Stated that Advising Leadership Team Meetings would continue at their normal scheduled date and time via Zoom – every other Monday at 2:00 pm.

- There will be a check-in meeting a week from today's March 16, 2020 meeting on Monday, March 23, 2020, at 2:00 pm to make sure the transition is running smoothly. She will send out a Zoom meeting invitation to committee members.

D. Jackson – Addressed the cancelation of Professional Development trips and advised staff members who needed reimbursement or had travel advancements to email that information to Debra Jackson and cc Paula Miser so they can sort out the financial aspect of the cancelations.

L. Zuzarte – Thanked everyone for their patience on her completing the "Course Substitution/ Waiver Form". She informed the members of the revisions, she was asked to revise the room number for the form submission before she finalized it.

D. Jackson stated per the Chancellor's Office the GVAR requirement has been suspended (waived) for campuses that only offer In-Person GVAR. We are working on offering an alternative means to complete this other than in-person to a handful of students that requested in-person GVAR on demand.

- D. Jackson will ask about students taking the GVAR course who do not pass it and are graduating in spring 2020.

D. Jackson – D. Cantrell checked-in regarding a new hold placed on first-time freshmen student's accounts who will be attending in Fall 2020 and live outside of a 30-mile radius of campus ensuring that these students live in the CSUB dorms. These will have a hold that prevents them from registration until they have completed their housing contract or gotten a waiver of this requirement. She will check with D. Cantrell on these new housing hold questions and have answers at the next meeting.

- Is this hold different than the A01 hold?
- Who is the contact that will lift this hold?
- How long will it take to lift the hold from when the form is submitted?
- Defining of First Time-Freshmen

A. Sixtos – Asking to revisit the previous topic regarding A01 Holds. Uneven distribution of A01 holds has caused a large imbalance for larger Academic Schools and advisors would like to discuss this issue in the next meeting.

- Debra Jackson approved this and the A01 holds issue will be discussed in the following meeting.

A. Sixtos – Brought to attention an instance in which a student had enrolled in a course for a 3rd time without and petition or documentation to do so. The advisor would like to know if the system had changed or what the circumstances were that allowed this student to enroll.

- **L. Zuzarte** - Stated it may have been bypassed through the registrar's office or it may have been a medical withdrawal that allowed this to happen, however, the advisor would need to email Jennifer McCune and cc Lisa Zuzarte so they can check what happened.

D. Jackson – Stated that the AARC advisors who attended the last PSA meeting greatly appreciated attending and found the information critical to their department. She said that it is important for those advisors to be present in the meetings, especially the undeclared advisor since information pertained to change of major.

- M. Medina-Cruz requested to have an athletics representative attend the PSA meetings.
 - The Advisors will take it back to PSA.

D. Jackson – Proposed that the last item on the agenda, Professional Development for Advisors, be placed on hold due to the COVID-19.

- **M. Medina Cruz** wanted to quickly mention a few things to think about.
 - Do we want the exact training?
 - Mental Health First Aid Training
 - QPR Gatekeeper for Suicide Prevention Training
 - What would be the time allotted?
 - Which of the two pieces of training do we want to do?
- D. Jackson prosed potential training specifically on how to advise across distance.
 - M. Medina Cruz volunteered to find training specifically on advising across the distance.

Handouts:

“Alternative Delivery of Academic Advising Services”

“Advising Leadership Team Agenda”

“Advising Continuity Plan”

Adjourned: 3:21 pm