

## ADVISING LEADERSHIP TEAM MEETING

Monday, March 23, 2020

Zoom Meeting 2:00 pm-3:30 pm

**Present:** Debra Jackson (Chair), Marta Ruiz (Admin Support), Liora Gubkin, Todd McBride, Melissa Medina-Cruz, Elaine Correa, Christina Hernandez, Lisa Zuzarte, Seung Bach

**Absent:** Yolanda Moreno, Vikash Lakhani, Adriana Sixtos, Gilberto Herrera

### Action Items:

- D Jackson – Will look at posting a link or seeing if this information is good to put in this area for Advising for students with disabilities
- Associate Deans will locate where the departments advising frameworks are posted or find an area to post it and sent that to D Jackson. verify where they have it on their department website and will send to D Jackson to upload a link to the Advising Page.
- D Jackson will update the Alert: at the top of the page, fix it to say it shows the most updated information on advising not the COVID-19.
- D Jackson will Add a question to this list. *What if I have a problem that is preventing me from registering?* language would probably be to contact your advisor.
- D Jackson will create a button that says “submit a question” for students who are on this list and their question is not answered they can submit it to FAQ’s.
- Keep in mind this page is to communicate with students on things they need to know.
- M. Medina-Cruz will provide a list of barriers for students and forward them to ALT.
- M. Medina-Cruz will begin working on process on most common ways to handle errors and will bring to next ALT meeting.

**Meeting Starts 2:00 pm**

### Goals for AY19/20

- Delete current goals, replace with Survive the rest of the term, do the best you can with all that is going on.

### Advising Plan Alternative Delivery

- L. Zuzarte suggested to include advising information for disability students onto CSUB advising website
- S. Bach will be to update BPA website with new advising delivery information
- M. Medina-Cruz: registration errors for students with either holds on accounts or prerequisites, we need to add a question like *What if I have a problem that is preventing me from registering?* language would probably be to contact your advisor.
- L. Zuzarte: encourages mindfulness of terminology used for registration errors; also believes that for prerequisite questions students do not need to contact advisor

### Unmet Needs-Process of how to contact department?

- D Jackson will Add a question to this list. *What if I have a problem that is preventing me from registering?* language would probably be to contact your advisor.
- D. Jackson: suggests a “submit question” button for questions ton website that are not on FAQ page that can be included in FAQ page
- L. Zuzarte: questions regarding process of registration holds and errors on student accounts
- E. Correa has some concerns about whether current registration date is too soon for some schools to see students for advising

- E. Correa: email was sent to Dr. Harper and was sent to Dwayne; Harper wants to oversee everything, but this needs to be addressed sooner rather than later for new delivery mode for advising for all students
- L. Zuzarte: asking for clarification on delaying the registration date for students; believes we cannot delay the date by school, must be all or nothing; we must be mindful of certain groups with priority registration
- D. Jackson: meeting with Provost discusses possibility of pushing back registration date for all continuing students, also believes it must be all or nothing tactic for registration.
- E. Correa: feels that because certain schools hold more students than others that they will struggle with this change, though it must be all or nothing

### **Status of Gradesfirst**

- D. Jackson: Spoke with J. McCune and confirmed that Gradesfirst is not going away until RunnerConnect has been launched, at this point you can continue using Gradesfirst.

### **Process for drops**

- D. Jackson: J. McCune confirmed with the Interim Provost that we are not sending out information regarding add/drop classes to avoid mass emails from students wanting to drop from the semester; The Interim Provost wants to have this information sent to Deans, Associate Deans, Chairs, Faculty, Staff so they are aware of this information.

### **Enrollment Update**

- D. Jackson: Registration is set for enrollment on April 20 but is going to talk further with the Interim Provost about possibility doing summer courses online in case stay at home order is still in place.
- L. Zuzarte: wanted to share that she has reached out about summer courses and is waiting on a response
- D. Jackson: E1110 meeting on Wednesday will discuss planning early enrollment for summer, we may need to deliver Early Start online. Once I have an answer, I will share with ALT group.

### **SSN Campus Invitation**

- D. Jackson: wanted to make sure everyone was okay with details of information on the SSN Campus Invitation before she sends it to campus, this is for faculty and staff, only student assistants if what they are working on is related.

### **New Housing Hold**

- D. Jackson: FTF is a student that has less than 60 units and lives more than 30 miles from campus.
  - Holds are lifted through automated process within 24 hours like the Title IX hold; D. Cantrell will work on a document clarifying all of this and clarifying if a student submits a petition of exception to this policy, who will be the contact for this.
  - D. Jackson wanted to remind everyone about the housing website that answers questions for students

### **PD Advising at a Distance**

- M. Medina-Cruz: working to see if there's trainers for online advising
- D. Jackson: believes we do not need help with the technology, but rather how to connect with students efficiently, how to develop a relationship with your advisee if you are advising through technology

### **PD Funding**

- D. Jackson: Still working with Paula on getting reimbursements worked out, so no current updates.

Adjourned: 2:41 pm