**Advising Leadership Team**
Monday, March 28, 2022

**Goals for AY 2021-22**

- Adopt Advising Process, Procedures, and Policies to Post-COVID-19 Needs & Practices

**Agenda** *[target action]*

- Advising – Update from Statewide – L. Vega [informational]
- GI 2025 Equity Goals & Priorities– Ongoing Updates [*informational*]
  - GI2025 https://www.calstate.edu/csu-system/why-the-csu-matters/graduation-initiative-2025/Documents/gi-2025-equity-goals-and-priorities-2021-22.pdf
- Academic Advising for fall 2022 – *post-pandemic* schools' status reports—staff advisors [*informational*]
- Courses on Campus Repopulation versus Remote Learning for fall 2022—associate deans [*informational*]
- CSUB 1008, GST courses oversight issues [staff advisors as lecturers]; Senate Discussion – L. Vega [*informational*]
- Academic Advising Policy Updates— https://www.csub.edu/senate/standing-committees – L.V. [*informational*]
- Advising Task Force (ATF) Updates – ongoing spring 2022 -- Y. Morones [*informational*]
- Professional Development Fund-Usage – Rollover into 2022/23 –approvals & planning next [*updates*]

**Parking Lot**

- Administrative Unit Assessment for ALT – Mission, Goals, & Measurable Objectives [*WSCUC requirement*]
  - Demonstration from AARC [*informational*]
  - Ideas https://docs.google.com/document/d/1NTLqGrKndxvzfY72iwLhZAPSt_OORmET/edit [*actionable*]
  - Draft for instrument (2/28/2022) Revisions/ Suggestions needed [*actionable*]
- Restructuring advising models, EAB (RunnerConnect) workshop Jan. 13, 2022 [*Task Force Relevant*]
  *carried over from last meeting* https://drive.google.com/file/d/1dH1P-h178SVCrxhNjWL7W8Zu8n2B6SBE/view
- 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)
- GWAR 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 –
  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

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**Logged Record**

| | | | Item Status | | |
|---|---|---|---|---|---|
| **Date** | **Issue/ Stakeholder** | **Resolution** | **Pending** | **Open** | **Closed** |
| 2022.03.28 | Administrative-unit assessments | Relegated to Schools | | X | |
| 2022.02.14 | Professional development funds | In process | X | | |
| 2022.01.31 | Virtual Professional Development Plan for Advisors | Student Success Network Webinars During COVID-19 | | | X |
| 2022.01.31 | Digital mapper options | Contract with EAB system | X | | |
| 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 | Ongong 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 fugure catalogs delivered on time | X | | |
| 2021.08.16 | Enrollment, Cancellations, Holds | Information on holds can be requested form 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; | | X | | |

| | | | | | |
|---|---|---|---|---|---|
| | Institutional priorities; collaboration with Faculty Advisors | | | | |
| 2020.12.14 | Transfer Students (no concentrations)- Barriers | | X | | |
| 2020.11.30 | Catalog Rights Guide | | X | | |
| 2020.11.02 | Adding 2nd/3rd 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 | 2nd 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 |

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|---|---|---|---|---|---|
| 2020.09.21 | Time Conflict Issue- L. Zuzarte | Conflict overrides | | | X |

Appendix C

- Administrative Unit Assessment for ALT – Mission, Goals, & Measurable Objectives [*WSCUC requirement*]
  - Draft for instrument (2/14/2022) Revisions/ Suggestions needed [*actionable*]

Strategy 3 – Develop and Enhance Advising 1.3.1 through 1.3.5 <Link>

**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. [https://www.csub.edu/academicprograms/advising-leadership-team]**

**Assessment**

*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.

*Mission* statement (see above) included *purpose, beneficiaries, functions, alignment, and distinctiveness*.

**Outcome 1** Advising touchpoints counts will be documented by type (academic hold, class level, percent of students in group served) [consistency across schools]
**Outcome 2** Advising sessions will be rated by students to produce indexes of satisfaction, advising effectiveness, and recommendations [quality measures]

**Outcome 3** Advising tracking for feedback of GE completion, liaison referrals, and chokepoints

To be put in Qualtrics
**O1:** Major? _____
**O1:** Class level? Are you? [ ] New student, [ ] Freshman, [ ] Sophomore, [ ] Junior, [ ] Senior
**O1:** Advising session topic (check all that apply) [ ] academic hold, [ ] General education, [ ] major requirements, [ ] Career, [ ] Probation, [ ] Other (specify? _____]
**O2:** Advising session met your expectations (check one) [ ] well, [ ] somewhat well, [ ] not well
**O2:** Advising session has increased my confidence in knowing course work requirements? [ ] Yes, [ ] No
**O3:** Advising issues you wished you had received more information. _____ .

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.