<p style="text-align:center">**ADVISING LEADERSHIP TEAM MEETING NOTES**
Monday, September 27, 2021
Zoom Meeting 2:00 pm - 3:30 pm</p>

Present: Luis Vega, Liora Gubkin, Christina Ramirez, Lisa Zuzarte, Eva De Leon, Yvette Morones, Deanne Perez-Granados, Karlo Lopez, Melisa Medina Cruz, Cindy Zuniga Prado, Deisy Mascarinas (Admin Support).

Absent: Ilaria Pesco, Seung Bach, Gabriela Ochoa Vega

Guests: Debra Jackson, Brian Street

Meeting began at 2:00 p.m.

Advising – Update from Statewide Meeting

- There are no updates from statewide because they have not had any new meetings. L. Vega opted to share the professional development workshop provided to advising directors on cultural competency on a September 16th meeting, which was based on the book, *Deardorf, D. K. & Berardo, K. (2012). Building cultural competence: Innovative activities and models. Sterling, VA: Stylus Publishing*, delivered by Dr. Tina Jordan and her team from CSU Sacramento. L. Vega mentioned that the workshop focused mainly on, "framing culture as a framed space, where not everything is visible, and we need to dig deeper and put effort to learn on how to deliver a high-quality academic experience to our students. Main goal of cultural competency is to build inclusiveness, self-other-awareness, and equity."

- There will be an academic advising presentation by San Diego State on October 14th, 3:30-5:00, which highlights the crucial role academic advisors will play on the Graduate Initiative 2025 as the torched is passed to them. Also, the Student Success Network systemwide has a conference on October 13-14th, sponsored by Sacramento State. The links on this conference, titled, "The Time Is Now: Forging New Visions for Equity in the CSU," have been sent to our CSUB SSN.

Program Plan Mapper

- L. Zuzarte stated that the Program Plan Mapper may now be taken off the parking lot in the agenda, because they are very close to going live with it. She expects to have it out within this week or next week.
- The Academic Operations website will have a section for both the new and old roadmaps, and a link to the Program Plan Mapper.

Academic Support Services

- L. Vega shared that the Academic Support Services Report had showed that there was not a lot of data on how they were doing in terms advising outcome data. For instance, data on how many students they see, what impression and suggestions students have, as well as the kind of students served. The implementation of Runner connect will help gather this data in the future, because the system allows advisors to do campaigns and collect information about advising sessions with students.
- D. Jackson and B. Street gave a presentation on Academic Support Services as it relates to the status of academic advising and tutoring on campus. They began their presentation by detailing the reasons for collecting data and creating the Academic Support Services Report. The main reason was because of WSCUC's (WASC Senior College & University Commission) last visit and their recommendations that the campus focus on "ensuring consistency, effectiveness, and quality of academic support services (advising, tutoring, supplemental instruction, and course scheduling) to enhance student success for all students." Additionally, WSCUC is scheduled to visit in Spring 2023, and they are expecting to see evidence of effectiveness of academic support services.
- Completing the Academic Support Services before WSCUC's visit, provides them time to address those items that need to be improved.

- In addition, to WSCUC's recommendation, *InsideTrack* also recommended that the campus "define strategic advising plan, identify needs, and deliver professional learning for faculty and professional staff advisors…"
- CSU Advising also provided the campus with recommendations to have "consistent advising, use technology to enhance student support and advising efforts…"
- B. Street mentioned that the data collected was from Fall 2017 – Spring 2020. The data for *Students served* and for *the organizational charts, staffing ratios, and resource allocation to service units* had been available/acquired. While the data for *evidence of effectiveness of academic support services* was limited and not available.
- B. Street stated that there needs to be some level of coordination across support service units. He also suggested implementing technology tools for these support services to be connected. Student experiences should also not be dependent upon the school they attend; instead, students should have similar advising experiences, because the differences in advising practices lead to data inconsistencies. B. Street also stated that there should be data norms to acquire and analyze data, and that they need to look at bringing student/staff ratios in alignment with known standards.
- D. Perez-Granados asked why there was no data in the report from faculty advising. B. Street stated that already it is hard to gather data from professional advisors, it is even harder to gather for faculty advising, because of the different practices in each school.
- The committee agreed that communication is lacking between professional and faculty advisors and that there is a need for improving that communication to better assist students.
- D. Jackson stated that there needs to be a distinction in the roles of professional and faculty advisors and the roles they each play at each stage of students' academic progress.

Meeting ended at 3:30 p.m.