

## ADVISING LEADERSHIP TEAM MEETING NOTES

Monday, December 14, 2020  
Zoom Meeting 2:00 pm - 3:30 pm

**Present:** Luis Vega (Chair), Tanya Boone-Holladay, Janine Cornelison, Belen Mendiola, Karen Ziegler-Lopez, Liora Gubkin, Lisa Zuzarte, Melissa Medina Cruz, Seung Bach, Anayeli Gomez-Navarro, and Deisy Mascarinas (Admin Support).

**Absent:** Ilaria Pesco, Karlo Lopez

### Action Items:

- L. Vega and L. Gubkin will reach out to Enrollment Management to get feedback concerning Admissions.
- L. Vega will send the group the workflow chart from the Registrar Office and asked the group to send him any questions they may have. He will check with Dr. Dwayne Cantrell to see if they have permission to review workflow charts that have been created for the Admissions and Records department.
- L. Vega will post information regarding the re-enrollment campaign on the Student Success Network.
- L. Vega will follow-up with Admissions and Records regarding students Math/English placements being cleared from our system.
- L. Zuzarte will follow up with Mike and Ben regarding the concentration/sub-plan issue for transfer students.
- L. Vega will look into possibly getting the CSU statewide survey results to the advisors.

**Meeting began at 2:01 p.m.**

### Advising Calendar Change

L. Vega shared with the group that the advising calendar change to add a week in between for advising for continuing students and new students, has been approved by the Senate.

### Admissions, Registration, & Advising

L. Vega followed up on some items that were pending with the Admissions and Records team. He was told that there is a *ready to advise list*. Admission and enrollment processes are in a state of flux and no standardized method for sharing admissions codes exists at this time. Sharing a workflow process now also calls for cautions because every school operates differently on their advising processes. Subsequent ALT discussion raised the following issues:

- For students who are not in the ready to advise list, where should advisors refer the students to if they don't have access to the codes? They will need to just refer them to the Admissions Office.
- There are concerns that students or advisors do not hear back from Admissions, and students return to the advisors with the same questions.
- There are workload issues, and they are understaffed in Admissions. This may be why they cannot get back to everyone right away.
- L. Vega and L. Gubkin will reach out to the Enrollment Management department and see if they can get feedback regarding the advisors' concerns.
- The issues around admissions have been discussed in the Administrative Barriers sub-committee. The admissions timeline idea for Peoplesoft has been shared, as well as creating a website for students to learn about the admissions process.
- L. Vega shared a draft of the workflow chart from the Registrar office (Veronica) and he will share it with the group.
- The Admissions and Registrar Office may have already created workflow charts for their processes that we can request.

### InsideTrack – December Workshops Debriefing/Actionables

L. Vega shared some insight on the *InsideTrack* workshops he attended regarding tactical empathy and suicidology. *InsideTrack* suggested that we have tactical teams for issues that may arise for us, and L. Vega was surprised that not too many people knew how to activate that system. L. Vega asked the group if they have any action items or suggestions that we can put into place given what those workshops had to offer. *InsideTrack* would like to offer

more workshops, but that would cost money. Some participants sent feedback to *InsideTrack*, and summary data showed that most people found the workshops useful.

### **Update from Statewide Meeting**

On the last meeting, it was mentioned that Cindy Kato from San Jose State University is retiring. She has been a mentor to many of the people across the state. An announcement was made in early December for in-person classes in the Fall 2021, surprising and confusing many on the lack of details in the press release. Some people have grown somewhat accustomed to telecommuting and they may experience some challenges when we come back to campus in terms of care for their children or parents. Some policies may emerge where there can be accommodations to continue to telecommute or we may just have to go back to being on campus, like pre-covid times. Due to Early Start being canceled, some students may be behind, and we have to prepare for that challenge and how to help students catch up. Our enrollment is around 85 percent, but some of the enrollment may not come to fruition, because of COVID related financial hardships. The financial aid office may need to prepare to handle an overload in appeals. Another issue is that our first-year students who will be Sophomores next year, have never been to campus and we may need to do a re-orientation for this group of students. Some students may not return because there is a disenchantment in terms of the online experience. It was mentioned that general satisfaction with advising has been really good. Some students may experience shock when they return to campus, because the rigor of the courses has been lessened during the pandemic, and they will encounter higher academic expectations. There may be a need for more fee waivers for orientations, or for delayed registration. Admission applications were delayed from December 1<sup>st</sup> to December 15<sup>th</sup>. Also, a campaign to do re-enrollment will take place March 19<sup>th</sup> from 9:00 a.m. to 12:00 p.m. Finally, leniency in terms of courses and workshops we give over zoom during the pandemic time will change into higher expectation and demands for quality controls on our part so that students' learning experiences bring greater content retention and satisfaction.

### **Math/English Placements Cleared**

Is there a reason why students placement category is cleared from Peoplesoft? Is it possible to keep this information? Can this information be retained in OnBase? L. Vega will follow-up with someone from Admissions and Records regarding this issue.

### **Mental Health Training Collaborative**

M. Medina-Cruz is still working out dates with Kern Behavioral Health and Recovery Services, to either hold the training in January or June. The training will be free of charge to the University.

### **Transfer Students (no concentrations)- Barriers**

A. Gomez-Navarro shared with the group that there are many majors that require concentrations. When transfer students applied, they were not able to see concentrations for their major or their sub-plan. Since the students do not have an active sub-plan when they applied, the academics requirements page is not showing their major information at all. If students do not have an active concentration on file, we will no longer be able to submit substitutions until a concentration is declared.

- L. Zuzarte mentioned that they have been working closely with Mike and through queries, he was able to see large numbers of students without the required concentration or sub-plan. She is unsure as to why the students were not able to see their concentration options when applying through Cal State Apply. In the past, there was a method for a default plan, but it does not seem appropriate because the student is not in the correct plan of their choice. L. Zuzarte has brought up this issue to the Graduation Action Teams and she suggested we discuss this with Admissions. She also mentioned plans that should have listed a *last admit term*, which maintenance should have fixed because there are students that are placed in the wrong sub-plan just because that option is available.
- For Computer Science students, the only concentration they were able to select was Computer Information Systems, however, computer science has 2 other concentrations.
- L. Zuzarte suggested possibly sending excel spreadsheets to the different schools to identify which students need a change of plan and have it fixed through the Registrar's Office, as one way to fix this issue.
- Any change in the student's plan will wipe out any substitutions later. Will advisors need to resubmit everything? L. Zuzarte will check with the Operations department regarding this issue.
- L. Zuzarte will work with Ben Perlado on the admissions concentration list.

### **Logged Records**

L. Vega would like to have an update on the records. He would like to see how the holds change impacted advising and maybe there will be a survey on this, and he can provide this information to Dr. Jackson and Dr. Harper. A pending issue that was brought up is that once we get the report from *InsideTrack* and the steering committee makes some decisions around advising, the group will need to work on the bylaws for this committee.

**Meeting ended at 3:28 p.m.**