

## ANNUAL REPORT 2012-2013

### Committee On Academic Advising

The Committee on Academic Advising pursued a number of areas and objectives this year that built on some of the information gathering efforts conducted during the 2011-2012 academic year. We reviewed in detail the interview results from faculty, staff, and administrators involved with the advising process, in order to determine areas where we needed to focus attention on improvement. We pursued this in part by trying to develop accurate “process maps” of various advising tasks, to determine where bottlenecks exist that slow down advising tasks (such as course substitutions and the review of transfer credits that initially are accepted as 1XX or other electives). One outcome of these ongoing reviews has been to frame, and advocate for, paperless and efficiently routed electronic processes for course substitutions, and potentially declaration of major/minor forms. We hope to explore and encourage paperless options for other advising tasks as well.

Our second major effort this year was to better understand, and thereby develop improvements for, the process by which transfer students receive their initial advising at the University. The Committee is working towards having a single type of entry experience for all transfers, so that we can feel reasonably certain that all entering transfers are receiving the same orienting information and are all having their transfer credits carefully reviewed at entry (rather than semesters down the road). While the School Based Advising Centers were designed in part to potentially address this issue, transfer students still have far from a common entry experience in terms of the depth and quality and source of their initial advising. Our review this year made clear that more efforts are needed in this area.

In order to pursue the efforts above with maximum effectiveness, we have also begun a closer dialogue with the Registrar, Patrick Tucker, in order to find ways in which his office can support new advising procedures. The Registrar is working to maximize staff support for key advising needs (course substitutions, timely graduation evaluations, and others), and has expressed strong support for our proposed paperless initiatives. We intend to continue this dialogue with the Registrar and other offices on campus, to insure that we are doing all we can to make advising as timely and effective as possible for students. We have also been supportive of the creation of Academic Maps to guide students through the potential curriculum options for completing their majors. Building on the items above, the Committee has identified areas that it hopes to pursue next year:

- A more defined process for sharing advising information between the various people and offices who work with a student (CACE, School Based Centers, departments)
- Better articulation of “best practices” for what the advising experience of an incoming transfer student should be.
- Improved advisor training opportunities.
- Potential use of Doodle for scheduling of advising appointments with students.

Respectfully submitted 4/23/13, Dr. Paul Petterson, Chair, CAA