

Committee on Academic Advising Minutes

11/8/2011

Minutes taken by Jason Sikorski

Meeting called to order at approximately 12:20pm

Those in attendance: J. Sikorski, M. P Bigley, P. Morano, K. Santoro, M. Horan, T. J, C. Labedz, L. Hall, L. Hicks (for K. Poppe), K. Oliva, A. Pozorski, C. Pudlinski, Two students visiting our committee meeting for class who did not provide their names on the list

Chet Labedz Discussion of Process Mapping

- Chet shared details regarding his work on scheduling interviews with those parties who likely have important information that will inform our process mapping process
 - Chet provided a sample of interview questions to utilize and a detailed summary of the note cards we completed at a prior meeting in order to select potential interviewees
 - Chet explained that the term “left” is used to summarize those most outward to the actual completion of advising within individual departments. He explained that the term “right” is meant to identify those embedded within departments (e.g., those who provide the actual advising to students)
 - Chet noted that he intends to form teams of interviewers (2 interviewers per person interviewed) to complete a number of 1 hour interviews with parties prior to the completion of this semester. Emails will be sent to potential interviewers and interviewees by Chet in the coming weeks. It will be the responsibility of interviewers to coordinate their schedules and contact interviewees to actually come up with a time to complete the interviews. He proposed to start at the right hand side of our process mapping diagram because these interviews will very likely result in our committee learning of things that we can use in asking important questions to “left side” interviewees next semester. There were no objections to Chet’s plans regarding how to organize interviews and his rationale for starting with “right side” interviewees. **IT IS IMPORTANT FOR COMMITTEE MEMBERS TO COMPLETE CHET’S BLACKOUT CALENDAR NOTING YOUR POTENTIAL TIMES AVAILABLE TO CONDUCT INTERVIEWS AS SOON AS POSSIBLE.** He will use this blackout calendar to schedule interviews in the coming weeks and months.
 - Some members noted that the interview would have to be adjusted for students. Next semester, the interview will be adjusted for student participants.
 - M. Horan indicated her perception that now would be a great time to conduct interviews, given that the advising process is in full swing and thoughts about advising strengths and weaknesses will be fresh in the minds of interviewees.

- L. Hall noted that Merna has some sample survey questions she has used in talking with transfer student advisees in the past. L. Hall intends to email this list to the committee and also include an article he read recently about the transition process for student moving from 2 year institutions to 4 year institutions.
- **A number of topics were discussed amongst committee members regarding the process mapping procedure and the interview process specifically**
 - Should we include questions in advance?
 - In the end, most committee members agreed that there would no harm in providing the questions in advance if requested to do so.
 - Should we allow interviewees to supplement their responses to interview questions in writing following the interview?
 - In short, most committee members agreed that there would be no harm in summarizing emailed responses to questions. With that said, the committee will make every attempt to schedule face to face interviews when possible.
 - Should we include a question about how comfortable interviewees are in answering questions? Should we be concerned about protecting interviewee confidentiality and anonymity? What should be our response if asked why we are completing these interviews
 - In short, after some discussion, it was agreed that we would ask a question about interviewee comfort level at the conclusion of the interview to be rated on a Likert type scale.
 - Chet will include a draft of a statement regarding how the privacy, confidentiality and anonymity of those interviewed will be protected and only discussed amongst committee members. This “cover letter” will be sent to all interviewees by Chet prior to scheduling an actual interview. Please see Chet’s emails to committee members for the actual copy of the final cover letter to be sent with requests for interviews following revisions.
 - J. Sikorski wondered whether we should ask specifically about knowledge regarding Advising Centers. It was generally agreed that this information should not be asked specifically a this time. In addition, it is expected that this type of information will be accessed through responses to Interview Question #5.
- **There was a brief discussion about retention rates and this issue is likely to be revisited in the future.**

Minutes respectfully submitted to Mary Pat Bigley for review on 11-14-2011