

## **Committee on Academic Advising Minutes**

### **09/13/2011**

**Attendance:** Bigley, M.P., CHAIR (School of Education); Hall, L. (Admissions); Horan, M. (Arts and Sciences); Kirby, Y. (Office Institutional Research Assessment); Labedz, C. (Mgmt & Org); Larsen, K. (Physics); Tracey, K. (Computer Electronics and Graphics Technology); Odesina, Olusegun (Engineering and Technology); Oliva, Kevin (Center For Student Athletes); Poppe, Ken (CACE); Pozorski, A. (English); Santoro, K. (Mathematics); Sikorski, J. (Psychology)

### **Meeting called to order at 12:20pm**

#### **Announcements/General Business**

- Brief introductions were offered by committee members
- Mary Pat Bigley was unanimously elected chair
- Jason Sikorski was unanimously elected secretary
- There was a brief consideration of a potential time change to accommodate those members who are unable to attend the meetings as scheduled. Since the time of the meetings was mentioned on the Elections ballot, it was decided that the meeting dates and times would remain the same.
  - The dates of the upcoming meetings are:
    - October 11<sup>th</sup> Barnard Hall 222
    - November 8<sup>th</sup> Marcus White Living Room
    - December 13<sup>th</sup> Barnard Hall 222

#### **Other Business**

- The minutes from the meeting held on 4/19/2011 were approved unanimously
- It was announced that the pre-advising period for the Fall semester of 2012 will begin on October 24<sup>th</sup>
  - L. Hall mentioned his view that it would be very important to advertise the new website available to help academic advisors as soon as possible
- Updates on School Based Advising Centers (See Report to University Senate)
  - Arts and Sciences
    - M. Horan mentioned that a room on the 3<sup>rd</sup> floor of Willard has been furnished and that a graduate intern who will work there begins work in the coming week
    - The plan for training staff is to train the graduate intern and a graduate student volunteer/intern to staff the center and provide useful services to students.
    - Plans to advertise for this center include emails and inviting faculty to hold some of their office hours in the center

- An advising board comprised of students will also inform the services provided by the center.
    - The center will focus on helping transfer students and be program driven
  - Engineering and Technology
    - S. Odesina mentioned that 241 Copernicus has been secured for the advising center, that the room is furnished and that a graduate intern, graduate assistant and work study student have been hired. In addition, some tutors have also been hired.
    - The center will target advising, career services and tutoring. In addition, a focus on helping transfer students will also be evident.
    - K. Larsen noted that there were some concerns that tutors from the advising center were frequently using her colleagues' departmental study room and that this interfered with some department functions
    - S. Odesina also indicated his intention to talk to the Provost about funding
  - School of Education
    - M. Bigley noted that this center has a paid intern and a graduate assistant. She also was the one to note that she had secured funding from the Provost and noted that each school based advising center was to be provided start up funds per the Provost's statements from last year
    - A space for this center has not yet been secured, but it is likely to be on the 3<sup>rd</sup> floor of Barnard Hall. Building renovation and flood damage has slowed the process of choosing and renovating a room. It is hoped that the center will be up and running in January.
  - School of Business
    - No representative from the School of Business has been appointed yet. As such, no update on this advising center was provided at this time.
- A brief discussion about how to staff the advising centers ensued
  - L. Hall noted that using interns or graduate assistants might require a great deal of time and effort in providing training and staff development services each year, for each advising center. Of course, the financial implications of this plan were concerning to some members
  - M. Bigley noted that students from the Higher Education Program require practicum (100 hours) and internship (300 hours) experience and using these fine students would certainly save some money
    - M. Horan noted that these students would be best recruited during the summer months
    - L. Hall also noted that these must be supervised by a licensed counselor in order to receive credit for an approved practicum
- A discussion of the importance of standardizing the process by which advising is provided to transfer students ensued.

- Several members agreed that it was important to communicate a clear plan as soon as possible to all schools at the university. In particular, decisions regarding orientation v advising plans were discussed.
  - Communication across schools was noted by L. Hall as being a very important goal in this process
    - For instance, questions about the role of advisors at the end of the Fall semester and beginning of Spring semester were discussed. It was noted that these types of questions need to be resolved across school so that transfer students feel comfortable and prepared as they being pursuit of their education at CCSU
      - This may require getting a list of faculty who will be around to help with advising during the Winter break
        - M. Bigley noted that department chairs would likely help toward this goal, but the new school based advising centers could help a great deal too.
- C. Lebedz led an interesting and detailed discussion of how process mapping could be used to best understand the advising process at CCSU across different departments and in addressing different advising issues
  - Examples were discussed
  - Handouts were provided
- The steps of process mapping, very generally, involve: 1) mapping processes; 2) looking for open loops (instances where steps could be saved or steps lead to delays in the processing of decisions and information); 3) Look for ways that inefficient steps could be eliminated or changed
- Many questions were raised about the process and future direction of this endeavor, which members seemed to universally endorse as a viable option
  - Is this only a management problem?
  - Is this a university wide problem?
  - Could this work for transfer students?
- The steps for our future work might involve: K. Oliva discussed how these steps would have to be performed thoroughly before any actions were recommended
  - Working to articulate processes across departments
  - Looking for volunteers to critically examine processes and make recommendations for streamlining the processes
  - Interview stakeholders and decision makers in the advising process to garner more information on how these unique sub-systems across the university actually work
- Some members speculated on ways that streamlining might occur:
  - Perhaps, some of the issues are due to resource problems
  - Perhaps departmental rules change too fast without faculty knowledge and understanding

- Perhaps, changes in catalogs are not noted quickly enough on the online university catalogs...leading to confusion for students and advisors alike

**Things to consider for the next meeting on October 11<sup>th</sup>**

- **C. Labeledz intends to post his presentation about process mapping to the Committee on Academic Advising website**
- **The initial focus of the process mapping should be on transfer students...as agreed to by all members of the committee (to my knowledge and memory)**
- **We need to recruit committee members from each school to observe the process maps of those obtained from other schools. The rationale for this idea is that fresh eyes might results in the best advice being provided**

**Meeting adjourned at 1:25**

Respectfully submitted for consideration by Jason Sikorski