Dual Advising at Chico State

Academic Advising Programs
GE, undeclared students, policies and processes, etc.

Departmental Advisors
Support Program Advisors

Graduation Advising

Student Affairs

Academic Affairs
(and some Student Affairs)

Student Affairs
What it actually looks like
(best guess)
Regardless of the diversity of our institutions, our students, our advisors, and our organizational structures, academic advising has three components:

- **Curriculum** (what advising deals with)
- **Pedagogy** (how advising does what it does)
- **Student learning outcomes** (the result of academic advising)
Breakout discussion 1: Identifying Shared Challenges

What are the most frequent or difficult challenges you face in your advising work?

(record notes on posters)
On our campus academic advising is currently:

- Varied in approach
- Decentralized and disconnected
- Unevenly compensated
- Happening on multiple platforms
- Not assessed
- Subject to misinformation
- Challenging for students
- Using resources inefficiently

"They just pinballed me around."

"Constantly expecting faculty to do more work with less support is not the solution."

Faculty quote from Chico State Campus Climate Survey, 2018.
CSU student quotes from Cynthia Schrager, “What Students Say about Advising,” Student Success Network in the California State University, 2019.
But also:

**Increasingly collaborative**

- Campus Advising Collaborative (50+ attendees at quarterly meetings)
- More faculty-staff contact and more attention to student care
- Embedded in curriculum development process (advising staff on CAB)
- Piloting cross-divisional advising positions
2 initiatives

1. A shared advising platform for all faculty and staff advisors (Chico State 360/Salesforce)

2. Embedded College Advising and Retention Specialists (CARS, SSP 3) in each college
   - New hires, reclassifications, time base changes
Why a common advising platform?

- Shared notes across Academic Advising, majors, and support programs for a fuller view of our students
- Opportunity for referrals and follow-ups
- Data reporting and analysis
- Efficiency
- Increased transparency and trust
- Coherent student experience
Chico State 360 Demo: Faculty Advisor Dashboard
Why Professional Advisors in the Colleges?

- Thorough understanding curriculum and requirements
- Coordination and communication
  - Common job descriptions
  - Training in best practices
  - Part of campus-wide Advising Working Group
- Feedback to and collaboration with student services units
- Help drive strategic planning and decision-making relative to advising and GI
- Enable faculty to spend more time in discipline-specific and mentoring roles

“Even if it was just one advisor per college that had knowledge in GE, too . . . . Maybe that’s not their forte, but they at least have an idea of the classes that would transfer over, or how to navigate that, that would be helpful.”

CSU student quotes from Cynthia Schrager, “What Students Say about Advising,” Student Success Network in the California state University, 2019.
New Positions 2019-2020

- Add one College Advising & Retention Specialist (SSP 3) to each college (where none exists).
- Faculty remain in advising roles but are supported and coordinated.
College Advising and Retention Specialist Roles

(will vary by college; not one-size-fits-all)

- Support faculty in use of e-Advising tools and best practices
- Serve as a liaison to centralized Academic Advising
- Provide single point of contact and support for advising-related policies and procedures
- Coordinate Mandatory Advising processes
- Generate reports for advisors, chairs, deans to inform retention & student success efforts
- Facilitate assessment of college-wide advising goals
- Potentially provide support to college success and tutoring centers
Chico State 360 Advisory Teams

**College Advisory Group:** Formed October 2019, meets monthly
- One faculty member per college
- AVP for University Advisement
- Dean of Undergraduate Education
- Academic Affairs CTO
- Academic Senate Chair or Designee

**CARS Advisory Team:** Formed October 2019, meets monthly
- CARS from each college
- Interim Associate Director of University Advising Technologies
- University Advisement Training Coordinator
The Rollout

Fall 2019—Winter 2020
- Hiring: Technical and functional support personnel (IRES)
- Hiring/reclass: CARS (Colleges)

Spring 2020
- Large-scale survey of Student Advising Experience

Spring 2020—Fall 2020
- Faculty and support program advisor onboarding
The Vision: student-centered, personalized, and highly coordinated support
Breakout discussion 2: Leveraging New Capacities

1. What information would you like to see on an advising dashboard?

1. What data/reporting would be useful in your role?
Thank you for participating.
See you at the closing session in the BMU Auditorium!