

Task Force: Student Success Task Force

Committee Name: First Year Advising

Committee Chair(s): Corey Pierce

Committee Members and Titles:

Megan Burkholder – Academic Advisor, Criminology and Criminal Justice, College of Humanities and Social Sciences

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Christopher Freeman – Director, Major Exploration and Academic Probation

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Rosa Law – Director of Monfort College of Business Student Advising

Judith Leatherman – Associate Professor, School of Biological Sciences, Natural and Health Sciences

Jennifer Lieber – Undergraduate Academic Advisor and Instructor, School of Special Education, College of Education and Behavioral Sciences

Kyle Nelson – Associate Professor and Chair, Sociology, College of Humanities and Social Sciences

Elizabeth Osborn – Academic Advisor, School of Teacher Education, College of Education and Behavioral Sciences

Kathrine Runkel – Music Retention and Business Coordinator, School of Music, College of Performing and Visual Arts

Dawit Senbet – Professor, Economics, College of Humanities and Social Sciences

Frank Skufca – Lab Specialist, School of Biological Sciences

James Zapp – Assistant Director, Student Athlete Academic Success

Date: **December 3, 2018**

Summary of Recommendations – Provide your committee's recommendations in a numbered list in the space below.

Our recommendations are presented sequentially as to how they would be implemented in an academic year to provide the best first-year advising experience at UNC.

Before Orientation Recommendations:

1. Release names and BearMail addresses for attendees of New Student Orientation (NSO) 4 business days prior to each New Student Orientation session.
 - **Metric** – Each program can report the number of students contacted for each NSO.
 - **Cost** – No additional cost; Orientation staff have lists that can be requested via orientation@unco.edu.
2. Each attendee of NSO will be contacted via email by a representative of their major program indicating who will serve as their academic advisor at UNC, what to expect from their advisor, and contact information should they have questions or concerns.
 - **Metric** – Each program can report the number of students contacted for each NSO.
 - **Cost** – No additional cost; Current program staff can assign advisors and use list provided in Recommendation 1 to reach out to students.
3. Create NSO Communication Committee to create/improve communication between NSO and programs to (1) ensure that advisors know what is happening during NSO events as a whole and (2) create an opportunity for advisors and NSO alike to share feedback and updates related to their practices/programs
 - **Metric** – NSO office will analyze experiential feedback from NSO attendees.
 - **Cost** – No additional cost, faculty and staff can volunteer to participate as part of their Service load.
4. We recommend that the current out-of-state and transfer student advising strategies be revisited to ensure that August NSO attendees have equitable access to a variety of courses that fit with their degree program and allow for timely completion.
 - **Metric** – Course registration satisfaction from both advisors and students
 - **Cost** – Additional personnel time would be needed to provide additional one-on-one advising time outside of NSO events. Cost would vary depending on hiring of additional staff or remuneration to faculty for their time to serve these roles outside of NSO.

During Orientation Recommendations:

5. Create and Implement an Advisor Checklist for NSO in order to provide consistent, student success-centered recommendations that can be met among all colleges and departments while addressing students' wishes for more one-on-one advising.
 - **Metric** – NSO office will assess academic advising in 2020 as part of their assessment rotation; UNC 4/6 year graduation rates.
 - **Cost** – Additional personnel time would be needed to provide additional one-on-one advising time during NSO events. Cost would vary depending on hiring of additional staff or remuneration to faculty for their time to serve these roles during NSO.

After Orientation But Before Fall Semester Begins:

6. Advisors should be assigned to advisees within Degree Works by August 1 of each year (for majors and minors)
 - **Metric** – Run majors and minors report from Insight to see how many majors/minors do not have advisors listed
 - **Cost** – Not additional cost; input using Banner; can be done by current staff
7. Advisors check student schedules to make sure they are registered for 15 credit hours of courses appropriate to the major/LAC based on the customized 4-year plans developed for each advisee.
 - **Metric** – Use SSC to run reports of students registered for less than 15 credits; Use SSC to check each advisee’s “Class Info” to confirm registration of appropriate classes and/or credits.
 - **Cost** – No additional cost; use SSC to pull advisees’ schedules or have students email their schedules to their advisor after they have registered.
8. Advisors send welcome email to incoming students with instructions on how to access their fall schedule and contact their advisor
 - **Metric** - Advisors BCC their Chair/Director/Administrative Assistant to keep track that all advisors are sending out a welcome email.
 - **Cost** - No additional cost; pull Insight report to get list of all advisees’ email addresses and send one mass welcome email (BCC all email addresses for protection) or use the “Advanced Search” feature of SSC to identify target students and send mass email.
9. Make sure all new personnel have access to advising tools (Degree Works, SSC); *provide advisor training to new faculty and staff advisors.*
 - **Metric** - As faculty and staff are hired, complete requests to provide them access to Degree Works and SSC; Chair/Director/Administrative Assistant keep track of the new personnel who receive advisor training to make sure all brand new advisors have received advisor training prior to advising in the fall
 - **Cost** - No additional cost; this cost will already be included in the training materials for current advisor training that was recommended under the “Other Recommendations” group

During Fall Semester:

10. Implement early alert system for all first-year students.
 - **Metric** - Each college can report number of students who are identified as needing support at end of first semester at UNC. Track 4/6 year graduation rate for these students.
 - **Cost** – No additional cost for the system since it already exists for other student populations (e.g., athletes). Additional advisors may need to be hired to support identified students more comprehensively (potentially the same advisors mentioned in #13).
11. Create 0-credit hour course focused on University culture and expectations (Could be developed as online module). Each college would create a course to teach students about how the university works (departments, structure, etc.), build relationships with new students in their first semester, teach expectations and how they are different than HS, advising information, major information.

- **Metric** – Monitor GPA, retention and 4/6 year graduation rate.
 - **Cost** – No additional cost.
12. Create advising checklist that requires face-to face advising and development of 4-year plan (designed to be reviewed yearly and modified as necessary) to obtain registration PIN.
- **Metric** – Monitor retention and 4/6 year graduation rate.
 - **Cost** – No additional Cost. Potential revenue generation from retention of students.

During Spring Semester:

13. Develop specific student support procedures for students who are not successful in their first semester at UNC, identified through early alert system mentioned previously.
- **Metric** – Monitor GPA, retention and 4/6 year graduation rate.
 - **Cost** – May need to hire additional advisors to support these students more comprehensively. Potential revenue generation from retention of students.

Other Recommendations:

14. All faculty/staff go through formal training and receive certification in advising to insure consistency and accuracy. The training will have two stages: university wide and unit specific. This could take a form of extensive training for new faculties and refresher training for existing faculties.
- **Metric** - Create a task force to develop training materials and formulate how faculty/staff advisors receive training and certification.
 - **Cost** - Course release for faculty members in the task force.
15. Assessment of effective academic advising is important in order to ensure that student needs are met, and the advising goals are achieved.
- **Metric** - Changes to the Board Policy Manual to incorporate advising as a separate category in the faculty evaluation criteria. The specific criteria can be developed by the units and approved by the respective college deans. Faculty advisors should have at least "meets expectations" rating in advising.
 - **Cost** - None
16. Meta Majors. Grouping many of UNC's major programs into "meta major/guided pathway" clusters should be explored further by UNC provost, deans, advisors, and program heads to see how the concept could fit UNC programs and majors.
- **Metric** - Create a task force to explore how meta majors/guided pathways could work at UNC. The task force should include deans, program heads, advisors, and registrar. There should be bi-weekly meetings. Topics for discussion should include: which subject groupings make sense for UNC? And how can colleges/major departments work together to realign curriculum in a way that would allow for more majors to be grouped into a meta major cluster?
 - **Costs** - None

Detailed Discussion of Recommendations

In what ways do these recommendations align with the guiding principles for all task force committees?

- a. Our work aligns most closely with guiding principles 1, 2, and 4. Each of our recommendations focus on support students through their academic progression and

student success through their first year at UNC. A commitment to careful and thoughtful advising will ensure more students stay at UNC beyond their first year and increase the likelihood that more students graduate within 4/6 years.

2. What resources would be saved or required to implement and sustain these recommendations?
Remember that resources include human, financial, technology, and facilities.
 - a. Nearly all of these recommendations could be carried out with no additional resources needed.
 - b. Potential revenue generation from retention of students beyond first year could provide funds for additional professional student advisors in programs that do not currently have those resources in place.
 3. How would implementation of these recommendations improve existing programs and services?
 - a. These recommendations would provide additional education and support services to first-year students. They would provide additional educational opportunities to understand how to be successful in college, specifically within their area of study. Further, they would set minimum standards for advisor training, structure for minimum expectations of advising sessions, and structure for how students will be supported should they struggle in their first year at UNC.
 4. What services or programs could be phased out because they would no longer be needed or because implementation of the recommendations would represent a more effective and efficient use of university resources?
 - a. None were identified by our work.
 5. Who would be primarily responsible for implementing these recommendations and have those individuals/units been consulted?
 - a. Individuals who provide direct student advising, both within programs and through New Student Orientation.
6. Action Plan

Action Plan

Recommendation 1: Release names and BearMail addresses for attendees of New Student Orientation (NSO) 4 business days prior to each New Student Orientation session.		
Performance Metric(s): Each program can report the number of students contacted for each NSO.		
Action	Responsibility	Short or Long Term
- NSO providing names of attendees to program area Directors/Chairs.	NSO organizers	Short Term
Recommendation 2 Each attendee of NSO will be contacted via email by a representative of their major program indicating who will serve as their academic advisor at UNC, what to expect from their advisor, and contact information should they have questions or concerns.		
- Performance Metric(s): Each program can report the number of students contacted for each NSO.		
Action	Responsibility	Short or Long Term
- Students are contacted via email by a representative of their major program.	Program advisors/staff	Short Term
Recommendation 3 Create NSO Communication Committee to create/improve communication between NSO and programs to (1) ensure that advisors know what is happening during NSO events as a whole and (2) create an opportunity for advisors and NSO alike to share feedback and updates related to their practices/programs		
Performance Metric(s): NSO office will analyze experiential feedback from NSO attendees.		
Action	Responsibility	Short or Long Term
- Establish NSO Communication Committee	NSO Leadership	Long Term
- Develop guidelines, leadership and membership		
Recommendation 4: We recommend that the current out-of-state and transfer student advising strategies be revisited to ensure that August NSO attendees have equitable access to a variety of courses that fit with their degree program and allow for timely completion.		
Performance Metric(s): Course registration satisfaction from both advisors and students		
Action	Responsibility	Short or Long Term
- Revise out-of-state and transfer student advising strategies	NSO and program advisors	Short Term
- Share and train impacted staff/advisors		
Recommendation 5: Create and Implement an Advisor Checklist for NSO in order to provide consistent, student success-centered recommendations that can be met among all colleges and departments while addressing students' wishes for more one-on-one advising.		
Performance Metric(s): NSO office will assess academic advising in 2020 as part of their assessment rotation; UNC 4/6 year graduation rates.		
Action	Responsibility	Short or Long Term

- Create universal advisor checklist for NSO	NSO and program advisors	Long Term
- Share and train impacted staff/advisors		
Recommendation 6: Advisors should be assigned to advisees within Degree Works by August 1 of each year (for majors and minors)		
Performance Metric(s): Run majors and minors report from Insight to see how many majors/minors do not have advisors listed		
Action	Responsibility	Short or Long Term
- Program staff/advisors assign advisors in Insight by August 1 each year.	Program staff/advisors	Short Term
Recommendation 7: Advisors check student schedules to make sure they are registered for 15 credit hours of courses appropriate to the major/LAC based on the customized 4-year plans developed for each advisee.		
Performance Metric(s): Use SSC to run reports of students registered for less than 15 credits; Use SSC to check each advisee's "Class Info" to confirm registration of appropriate classes and/or credits.		
Action	Responsibility	Short or Long Term
- Advisors run credit report each semester and document those with less than 15 credits per semester.	Program staff/advisors	Long Term
Recommendation 8: Advisors send welcome email to incoming students with instructions on how to access their fall schedule and contact their advisor		
Performance Metric(s): Advisors BCC their Chair/Director/Administrative Assistant to keep track that all advisors are sending out a welcome email.		
Action	Responsibility	Short or Long Term
- Welcome emails sent consistently to new incoming students each semester.	Program staff/advisors	Short Term
Recommendation 9: Make sure all new personnel have access to advising tools (Degree Works, SSC); provide advisor training to new faculty and staff advisors.		
Performance Metric(s): Keep track of the new personnel who receive advisor training to make sure all brand new advisors have received advisor training prior to advising in the fall.		
Action	Responsibility	Short or Long Term
- As faculty and staff are hired, complete requests to provide them access to Degree Works and SSC	Program Director/Chair/Administrative Staff	Short Term

Recommendation 10: Implement early alert system for all first-year students. Performance Metric(s): Each college can report number of students who are identified as needing support at end of first semester at UNC. Track 4/6 year graduation rate for these students.		
Action - Implement early alert system for all first-year students	Responsibility Registrar's Office	Short or Long Term Long Term
Recommendation 11: Create a 0-credit hour course/module focused on University culture and expectations (Could be developed as online module) that is specific to each program area of study.		
Performance Metric(s): Monitor student GPA, retention and 4/6 year graduation rate		
Action - Each college would create a course to teach students about how the university works (departments, structure, etc.), build relationships with new students in their first semester, teach expectations and how they are different than HS, advising information, major information.	Responsibility Program Director/Chair/Coordinator	Short or Long Term Long Term
Recommendation 12: Create advising checklist that requires face-to face advising and development of 4-year plan (designed to be reviewed yearly and modified as necessary) to obtain registration PIN.		
Performance Metric(s): Monitor retention and 4/6 year graduation rate.		
Action - Create advising checklist that includes development of 4-year plan.	Responsibility Program advisors	Short or Long Term Short Term
Recommendation 13: Develop specific student support procedures for students who are not successful in their first semester at UNC, identified through early alert system mentioned previously.		
Performance Metric(s): Monitor GPA, retention and 4/6 year graduation rate.		
Action - Develop and consistently implement student support procedures	Responsibility Program advisors	Short or Long Term Short Term
Recommendation 14: All faculty/staff go through formal training and receive certification in advising to insure consistency and accuracy. The training will have two stages: university wide and unit specific. This could take a form of extensive training for new faculties and refresher training for existing faculties.		

Performance Metric(s): Document number of faculty/staff advisors who receive training and certification.		
Action	Responsibility	Short or Long Term
- Create a task force to develop training materials and formulate how faculty/staff advisors receive training and certification	Training development taskforce and program administrative assistants	Long Term
Recommendation 15: Assessment of effective academic advising is important in order to ensure that student needs are met, and the advising goals are achieved.		
Performance Metric(s): Documented changes to Board Policy and completed evaluations that include this new category.		
Action	Responsibility	Short or Long Term
- Make changes to the Board Policy Manual to incorporate advising as a separate category in the faculty evaluation criteria. The specific criteria can be developed by the units and approved by the respective college deans. Faculty advisors should have at least "meets expectations" rating in advising.	Faculty Senate	Long Term
Recommendation 16: Meta Majors. Grouping many of UNC's major programs into "meta major/guided pathway" clusters should be explored further by UNC provost, deans, advisors, and program heads to see how the concept could fit UNC programs and majors.		
- Metric -		
Performance Metric(s): Documentation of creation of meta majors at UNC.		
Action	Responsibility	Short or Long Term
- Create a task force to explore how meta majors/guided pathways could work at UNC. The task force should include deans, program heads, advisors, and registrar. There should be bi-weekly meetings. Topics for discussion should include: which subject groupings make sense for UNC? And how can colleges/major departments work together to realign curriculum in a way that would allow for more majors to be grouped into a meta major cluster?	Meta Major Task Force	Long Term