

# UC Santa Cruz College Advising Functional Areas

## *Accomplishments & Goals 2014-2016*

### **OVERVIEW:**

In keeping with their mission, college advising offices have a number of responsibilities that are closely tied to campus goals of retention and graduation including: **Orientation** to the university, **pre-major advising and major declaration**, **academic standing review and probationary supervision**, and academic planning as it relates to successful **graduation**.

To provide a coordinated structure through which we can pursue some larger functions of college advising collectively, lead academic preceptors have been paired in sister-college teams, and each team of two lead preceptors is responsible for the ongoing colleges-wide planning, development, and evaluation for one functional area of a key element of college advising.

All of the colleges implement these strategies, with the pairs maintaining responsibility for evaluation of results, and for making ongoing improvements based on feedback from colleges, students, and others. In this way, we have the ability to increase consistency and collectively support campus-wide high-impact retention-related activities.

---

### **FUNCTIONAL AREAS BY SISTER COLLEGE TEAM:**

#### ***Cowell/Stevenson: Supporting Student Success/Academic Standing***

*Current Team Members: Lead Preceptors- Ethan Hutchinson & Marie Yoo; Advisers- Mary Alvarez, Asia Dotson, Kaitlin Jacobson*

**Primary Focus:** Improve and streamline approaches to academic standing review, and supervision for students in academic difficulty.

#### **2014-2015 Accomplishments**

- Conducted cross colleges survey regarding current academic standing practices.
- Identified standardized messaging strategy and developed a consistent academic standing notification to be piloted, revised, and adopted by all colleges.
- Collaborated with local retention team to develop referral system and early warning strategy (residential lift, EOP, CAPS, faculty, peers etc.) to pilot and share with the colleges advising community.
- Began development of an advising toolbox with online resources for probationary supervision.
- Conducted literature review on group academic advising for students in academic difficulty, including impact of FERPA regulations.

#### **2015-2016 Goals**

- Finalize academic standing letter templates for use in 2015-16 reviews.
- Continue research on best practices around supervision of students in academic difficulty, including contracts and developmental advising techniques to share with the college advising community.
- Explore possibilities for integrating SSC campus in academic standing supervision.
- Consult with Institutional Research to examine data around current probationary population to better assess effectiveness of interventions moving forward.

---

**Crown/Merrill: Major Exploration, Preparation and Qualification**

*Current Team Members: Lead Preceptors- Beth Thompson & Sarah Turnbull; Advisers- Mike DeSchmidt, Magdalena Rodriguez, Anum Qadir*

**Primary Focus:** Developing tools and strategies to support college advisers working with students in the major exploration and qualification process.

**2014-2015 Accomplishments**

- Conducted meetings with PBSci/SOE regarding shared qualification and declaration practices to ensure coordinated advising and outreach to students.
- Developed a new process to conduct early outreach to undeclared students and focus advising attention on students who are at risk for late major declaration. Piloted in fall quarter and extended to all colleges in winter quarter.
- Conducted brainstorm sessions with advisers to evaluate barriers impacting college advising work with undecided students.
- Consulted with Career Center staff in the initial stages of developing a college adviser
- Served on a panel for campus advisers focused on major choice and declaration at the annual Winter Advising Forum, with advising representatives from Economics and Physical and Biological Sciences.

**2015-2016 Goals**

- Consult with Student Success Collaborative Campus in pilot phase to identify tools for tracking major qualification and selection.
- Scale pilot program for undeclared tracking system for the larger colleges advising community, to ensure major and college advisers are clear on the new process.
- Develop clear set of guidelines for best practices working with students in the declaration process at the college level.
- In collaboration with the Office of the Registrar and Office of Campus Advising Coordination, work to streamline processes for managing major declaration holds.
- Revise standard messaging including earlier outreach and resources for undecided students.

---

**Porter/Kresge: Colleges Orientation Programs**

*Current Team Members: Lead Preceptors- Lupe Allen & Kalin McGraw; Advisers- Elizabeth Alsberg, Bob Giges, Priscilla Holcomb, Hayley Mears*

**Primary Focus:** Streamline and improve communication, outreach and delivery of college advising related information as college advising representatives for campus-wide orientation programs.

**2014-2015 Accomplishments**

- Standardized and refined campus-wide enrollment worksheet in consultation with major advisers.
- Identified a gap in service for undecided students at summer orientation, and spearheaded the development and facilitation of undecided workshop in collaboration with Career Center. Served approximately 100 students.

- Developed template advising text and outreach timeline to ensure standardized messaging to students, and a timeline for consistent email communication with new students.
- Piloted an online orientation for frosh who are not able to attend Summer Orientation and refined online orientation for transfer students.
- In line with recommendations from UCOP Transfer Action Team Report, created online orientation for winter transfer students serving 200 students.
- Refined text for online [New Student Advising Guide](#) to help students prepare for enrollment.
- Identified a need for earlier availability of advising information for students who had filed a SIR, and moved publication date for new student advising guide to the admit dates instead of SIR deadline.
- Served on campus wide orientations committee as a liaison for colleges advising.
- Reviewed all online resources for orientation website, and made recommendations to structure material to better meet students' needs and align with advising mission.
- Reviewed feedback from online assessment administered through the Orientations Office and adjusted college advising programming to include the highly rated undecided student workshop.
- Quickly responded following the campus decision to admit a frosh class in winter quarter by developing a live online question and answer session for students.

### **2015-2016 Goals**

- Continue with all orientation liaison tasks from 2014-2015.
- Create central location for new variations of college core course enrollment information.
- Develop a strategic plan to coordinate enrollment site staffing for the colleges, with an aim to ensure adequate advising support at all enrollment sites.
- Create and share student success resource workbook with advising tips for frosh and transfer students.
- In collaboration with the Educational Opportunity Program and the Admissions Office, pilot phone-banking initiative to contact students regarding admissions deadlines and information.

---

### **Oakes/Eight: Guiding Near Finishers and Supporting Graduation**

*Current Team Members: Lead Preceptors- Sara Radoff & Lauren Reed; Advisers- Jan Burroughs, Travarus Fauntleroy, Danny Rodriguez*

**Primary Focus:** Analyze trends in student attrition at UCSC and create intervention strategies and partnerships to decrease the number of students who are denied graduation.

### **2014-2015 Accomplishments**

- Facilitated meetings between colleges and EOP to determine methods of collaboration, roles, and workflow for *Crossing the Finish Line*.
- Conducted colleges advising survey on experience with *Crossing the Finish Line* for feedback and assessment of what is already being done in the colleges.
- In consultation with EOP, developed script and preparation for *Crossing the Finish Line's* phone banking project.

- Conducted assessment of phone banking outreach and revised script to include more concrete action steps for students including information about the Academic Advisement Report (AAR) and alternative enrollment options.
- Developed a visual guide and process document to delineate roles between colleges advising work prior to graduation, and EOP follow up after graduation denial.
- Piloted and facilitated Academic Advisement Report workshop to help students understand how to track general education requirements.
- Piloted a tool to identify students who have missing graduation requirements and who have applied for graduation, and conducted individualized outreach to those students.

### **2015-2016 Goals**

- Continue collaborating and refining phone banking endeavors with *Crossing the Finish Line*.
- In concert with the Office of Campus Advising Coordination, develop an info view report with senior no surprises checklist- and current enrollments to refine population for targeted outreach. Scale to other colleges when fully refined.
- Conduct college completions literature review, including any UCSC-specific publications on student attrition.
- Continue to refine and develop programming relative to near finishers.