

Academic Advising, Retention and Registration Committee

Budget/Staffing & Training/Support Sub Committee

Meeting Notes 11/7/2017 @11am

Attendance:

Sara Brinckerhoff	Dan Veins	Angelo Glaviano
Barbara Giffin	Hilary Phelps	

Topics discussed were based on the last group meeting and were assigned to our sub-group. Topics are in bold, and notes about each topic are bulleted.

Budget and Staffing

Paying People to Advise

- We read Judy’s email regarding PresiDean Minkler’s advice to pitch him a proposal for paying advisors.
- Ideas were to create a group of 10 faculty/staff/students (3-5 students/5-7 faculty), pay them under some sort of contract (EA), or just create an hourly rate, and train them for advising purposes. Students could earn \$10, faculty \$25 per hour and work 15-20 hours during peak registration periods throughout the year. Times would be predetermined, and the people would report to the Director of Advising.
- There would be an intense training process for these people and the focus would be on new and continuing students. Continuing students would be general studies for the most part.

Regular Acceptance Reports to PC’s

- This is currently happening. Gayle Barrett sends a report every Friday to Jaime and Sara with a list of new students by program to PC’s. Sara has been sending hers out each week. It was approved that PC’s could contact these students to help introduce them to the program and start early advising.

Specific Days for Specific Advising (Transfer/New/Continuing)

- Dan will work on putting together a clear timeline with dates, and time slots that will help with advising efforts.
- Dan will partner with David/Paul for data around the peak dates for registration for Spring 2017 to serve as a guide/benchmark.
- It was suggested that there be a faculty point person when faculty are off contract that might not mind a quick phone call if an advisor has a program specific question.

- It was brought up that there needs to be less specification around who can register and when. For example, when students can register, there should not need to be different times for online registration and on ground registration.
- Much discussion was held about allowing continuing students to register first versus letting anyone register at the same time.
- The committee wanted to see how other community colleges were handling summer registration (ex. Are there dates for continuing vs new).

The group also discussed that there needs to be more flexibility in the student services group in regards to hours and availability during peak registration weeks. Hours within each student service area need to be flexed in order to be more customer service oriented to accommodate student demand. Then everyone needs to be on the same page and communicate to the students what the process is.

Director of Advising Under Academic Affairs

- Angelo suggested this topic moves to the faculty forum for discussion as many are in favor of this occurring.
- If this move cannot happen it was suggested that Jaime and Sara need to have a closer relationship to the advising center to bridge the communication gap and to help Dan hold faculty accountable for advising responsibilities.
- It was proposed by Sara that Division Directors do not have advisee's so that they can pitch in when needed on peak days and can also be more involved with faculty by helping them and holding them accountable.

Faculty Accountable for Advising

- Sara and Jaime need to work with Dan to keep faculty current with their advising.
- If the group of paid people is approved, accountability goes hand in hand with the expectations set in the contract.
- It was discussed that faculty (outside of PC/TAP Pathway advisors) often are not trained or lack confidence in their ability to advise because they lack info needed.
- Sara discussed some of the takeaways from the Guided Pathways workshop of moving faculty to more of a career oriented/personal contact type of advising. The paid group of people and the advising office would focus on new and continuing gen ed students, and PC's can handle program specific advising. Faculty can be trained to advise for TAP/Guided pathways, which tend to be easier.

Training & Support

Reinvigorate Faculty Investment to Advise

- Faculty need more training. Money would incentivize faculty during off-contract times.

Timeline of Events for Students/Faculty Advising

- The group discussed the need for a clear pathway of what starts when and this needs to be communicated.

Central Repository for Advising Info

- The committee agreed to continue use of the already created advising Blackboard shell.
- We discussed who would be in charge of updating the shell, and that should lie in Dan's hands.
- Sara suggested that Jaime and Sara could also help Dan maintain the shell if needed.
- Further discussion will be held about how the shell is organized, who it is intended for, and where materials will go once a solid advising plan is put into place.

Technology for Scheduling Appointments

- Dan reported that this is in the works and can probably launch at the end of this week.