Revitalizing Advising at PSU

Advising Redesign Public Session #3
Thank you for attending!

Advising Redesign Workgroup:

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Community Members:

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Liz Shatzer
Laura Marsh
Julie Haun
Kelly Craig

Luke Reyes White
Becky Einolf
Bill Ryder
Regina Arellano
Rowanna Carpenter
Janet Cowal
Stephanie Hamilton
Hopes, Questions, and Concerns:

During this activity, many common themes emerged from your questions and comments.

**What you told us:**

**Hopes/ Vision**

“Improved availability of advisors; reduced caseload for advisors.”
“I hope it is easier to share info with all advisors from departments.”
“Hope: Ensure all advisers receive training about basic counseling skills: notably attending skills”
“Hope for more individualized advising during orientation sessions”
“Hope: More help for prospective transfer students who want a transcript evaluation and help choosing a major to integrate with their careers.”
“My hope/concern is that any advising redesign honors differences in academic departments.”
“Vision: PSU services are connected so students’ needs are addressed holistically”
“Hope: Change in perception re: how we think about students; ie. They’re doing their best; try and support”
“Hopes for students to get consistent academic advising no matter where they seek advising.”
“I hope students really see their advisor as their ‘go to’ person @ PSU”
“Hope: Each student will have 1 identified & identifiable adviser. =)”
“Hope for website software improvement. Concern that software could be valued over human interaction.”
“Vision: PSU advising community reflects and is able to support a broad range of ethnic, racial, and cultural diversity. -Domestic and international”
Hopes, Questions, and Concerns:

**Career Advising**

“How does career fit in?”

“In the SBA we worked very hard to cross train in career and academic advising. We advisors are loving it, and students can get all their questions answered with one meeting. Students tell us they really like the change. I hope we will get to continue both career and academic advising.”

“Where/ how will students receive support for career exploration, career decision making, and gaining professional experience?”

“It’s important that we make sure all kinds of advising are addressed (academic, career, as well as CARE team type issues)”

**Centralized Framework**

“Central management and training is a great idea, but I know that students will see us more often if we are physically located near where their classes are. Especially with evening students.”

“I would love to see more collaboration/ networking across departments. We can learn so much from each other.”

“It will be nice to see a more centralized process for students to get holistic care.”
Hopes, Questions, and Concerns:

**What you told us:**

*Transfer Experience*

“What kind of specialized supports will be implemented to assist transfer students?”

“How are transfer students brought in to pathways?”

“What will advising look like for transfer students?”

“There are advisors/counselors on campus who are not strictly academic in focus (Admissions, ISS, IELP); how will the needs and concerns of these groups be addressed?”

*Faculty Roles*

“What happens with faculty advisers?”

“How will faculty be integrated into this redesign?”

“Academic departments are inspired and have the skills to engage with students.”

“What role - if any- do you expect faculty to play? Many students get most of their advising from faculty.”

*Pathways*

“Concern: Many students have a variety of interests so how can they pick a cluster area to start?”
Hopes, Questions, and Concerns:

**What you told us:**

1:1 Advising/ Caseloads

“Where will the new advising positions be? Will current heavy advising loads be addressed?”

“Will adviser caseloads be looked at during the redesign?”

“Can we discuss having more than one mandatory advising session?”

Data/ Assessment

“What metrics or benchmarks will we use to determine if the advising redesign has been successful?”

“Have other universities who are doing similar redesigns been consulted to get tips on what we can do/ avoid?”

“Hope: we will come to a common understanding and application of “major” data”

Undeclared/ Student Experience

“I hope students can easily navigate the process of choosing a major, changing a major and understanding UNST”

“Concern: If a student is no longer in their major/ cluster will there be a general place for them to get advice”

“How does undeclared fit in? Students would be moving all over.”

“What about students who are truly undeclared?”

“I hope we are talking to students about how all parts of their college experience connect—not just the major.”

**Other Questions/Concerns**

“Transition from IELP to PSU is positive, inspiring to students”

“Is there an assumption that there’s a lack of joy in advising? If so, who owns this?”
The Four Phases:

*What should we be doing, and what are you interested in doing?*
What you want to see included:
- Engage our community partners as well
- Community college partners
- Include key faculty in this discussion
- Feedback from transfer students
- It seems like there needs to be an iterative process that goes from open-ended discovery to analysis of input to more structured feedback

What you want to see included:
- Talk with comparator institutions who have done similar redesign to learn what we might avoid

What you want to see included:
- Communication plan to students

What you want to see included:
- Exit survey of students about their experience of getting advised

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**Discovery**

**How you want to help:**
- Interested in soliciting feedback from employers—Mary Vance
- I’d like to be interviewed—Shannon Aniciete

**Design**

**How you want to help:**
- Running/assisting with focus groups—Mary Vance
- Help design—subgroups or ideating—Stephanie Hammington

**Implementation**

**How you want to help:**
- Testing feedback—Barbara Sabath
- Test prototype—Stephanie Hammington
- Training, testing, feedback—Laura Marsh

**Use**

**How you want to help:**
- Be a resource, train—Laura Marsh
- Work with related departments for cross training advising issues—Becky Einolf
While we will be using a variety of methods to communicate, this group's preferences leaned toward face to face communication and occasional e-mail updates!

But please remember, that we are relying on your input, and would love to hear from you in any way you feel like communicating!

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