<table>
<thead>
<tr>
<th>Advising Redesign Workgroup:</th>
<th>Community Members:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casey Campbell</td>
<td>Brianna Avery</td>
</tr>
<tr>
<td>Kate Constable</td>
<td>Maurice Hamington</td>
</tr>
<tr>
<td>Martha Dyson</td>
<td>Greg Stoltz</td>
</tr>
<tr>
<td>Randi Harris</td>
<td>Beatriz Lafferriere</td>
</tr>
<tr>
<td>Kara Hayes</td>
<td>Haley Holmes</td>
</tr>
<tr>
<td>Sukhwant Jhaj</td>
<td>Ilka Bailey</td>
</tr>
<tr>
<td>Lynell Spencer</td>
<td>Kim Felipe</td>
</tr>
<tr>
<td>Sarah Traxler</td>
<td>Marie Fiorillo</td>
</tr>
<tr>
<td>Melissa Yates</td>
<td>Anna Pittioni</td>
</tr>
<tr>
<td></td>
<td>Perla Pinedo</td>
</tr>
<tr>
<td></td>
<td>Doug Siegler</td>
</tr>
<tr>
<td></td>
<td>Louise Paradis</td>
</tr>
</tbody>
</table>
Hopes, Questions, and Concerns:
During this activity, many common themes emerged from your questions and comments.

What you told us:

**Hopes/Vision**

“New way better for undecided/multi-major”

“More support to department advisors”

“More advisers, adequate staffing”

“I would like to see more consistent, knowledgeable, caring advising across campus.”

“Combined academic and career advising within departments”

“Adding career piece to advising”
Hopes, Questions, and Concerns:

What you told us:

Advising Identity/Community

“I love my office, I don’t want to change our culture.”

“Loss of office culture”

“How do you change values”

Centralized Framework

“Will we get to say if we like the final design?”

“Loss of area/major expertise”

“Reduced (potential) connection to faculty”

“Keep advising contained in and overseen by schools and colleges”

“Centralized advising may not serve a diverse population with a variety of needs. (Pre-med student vs. biology major)”

“Centralizing can connote generalization, which is not a successful advising strategy”
Hopes, Questions, and Concerns:

**What you told us:**

**Assessment**

“Acknowledge retention and graduation rates not solely the responsibility of advising”

“Identify tangible indicators of successful advising in addition to graduation rates.”

**Student Experience**

“More proactive outreach to students before they fail or are massively in debt.”

“Keep focus on student needs and what is best for students.”

“Interactive degree maps- fantastic idea, I’m all for them.”

“Students more interested on internships need more interaction with local business community.”

**Other Concerns**

“Consider workload issues.”

“Test implementation begins in 12/2016? What can we start with now? 18 Months is a long wait!”

“See all of the possibilities considered as well as decision from provost - feedback at that phase - see process along the way”
The Four Phases:

What should we be doing, and what are you interested in doing?
What you want to see included:
- Use current seminars as a platform for engagement in Redesign
- Contact all faculty advisers as well. Make them part of the process
- Information on Google docs etc. a way to follow progress
- Embrace what is working now
- Focus groups with peer mentors who have insight into student experience
- I recommend focus groups with students—it would be great to track down students who left PSU as well as graduates

What you want to see included:
- "Pilot prototypes on students using assessment tools"
- "Assessing success of plan"
- "Advisers and others who have experience should have final say and approval of design"
- "Use a case study model re: specific student challenges and use a group-think process/solution effort"
- "Offer limited term projects/research/feedback for individual involvement"
- "Working on clusters with new students"
- "Foster collaboration between professional advisors and faculty"

What you want to see included:
- "Be open to changing the design if a part isn’t working"
- "Pay attention to the people side of implementation. Create the community and joy you indicated along with the technical/structural changes"

What you want to see included:
- "Who is my boss? Changes in job description/expectations"
- "Have a strong assessment plan and be nimble enough to make adjustments"

**Discovery**

**How you want to help:**
- I want to be a key stakeholder. Interview me! I am lonely. =)- Maurice Hamington

**Design**

**How you want to help:**
- UNST will be happy to provide feedback on designs/prototypes. Call me—Maurice Hamington
- During summer term can participate in focus groups, etc—Beatriz Lafferriere

**Implementation**

**How you want to help:**
- UNST is ready to help with implementation. Call me. I’m friendly.—Maurice Hamington
- I would like to test the prototype—if you need volunteers—Beatriz Lafferriere
- Implementation—Anna Pittioni

**Use**

**How you want to help:**
- I am our office (SBA) trainer and can help with that.—Haley Holmes
- I am willing and available to help in any way needed—Brianna Avery
- UNST wants to be a key player because of its central role in the student experience. Call me. I don’t bite.—Maurice Hamington
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!*  

### Communication

<table>
<thead>
<tr>
<th>Contact Type</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facebook/ Social Media</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Meetings</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Brown Bags</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Personal Responses</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>FAQs</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Email Updates</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>Website to submit ideas/ feedback</td>
<td>6</td>
<td>0</td>
</tr>
</tbody>
</table>