

# ADVISING @ CSUF

Office of  
Academic  
Programs

October 2014

# CONTEXT

- Significantly improve student success, increase the number of college credential holders, and close attainment gaps for traditionally underrepresented populations.
- University's 6-year graduation rate hovers around 53.5%
  - Especially low among:
    - Low-income students.
    - Underrepresented groups.

# CSUF STRATEGIC PLAN: GOAL 1

## ■ Goal:

- Comprehensive, coordinated advising.

## ■ Objective:

- Ensure that at least 75% of CSUF students participate in an advising system that integrates academic, career and personal development components.

## ■ Strategies:

- Institute a mandatory advisement requirement in addition to New/Transfer Student Orientation for all CSUF students.
- Provide training and resources needed for campus units involved in advisement services.
- Ensure a point of common access to information regarding individual academic, career, and personal development plans.

# CSUF STRATEGIC PLAN: GOAL 2

## ■ Goal:

- Improve student persistence.
- Increase graduation rates university-wide.
- Narrow the achievement gap for underrepresented students.

## ■ Objectives:

- Achieve an overall 6-year graduation rate of at least 10% higher than the Fall 2006 cohort.
- Achieve an overall 4-year transfer graduation rate of at least 10% higher than the Fall 2008 cohort.
- Reduce by at least half the current 12% achievement gap between underrepresented and non-underrepresented students.

# STUDENT SUCCESS MARKERS (OUTCOMES METRICS)

- Demonstrated evidence of student learning through systematic assessment and other quality assurance measures.
- Degree productivity (number of degrees conferred).
  - Number of bachelor's degrees.
  - Number of master's degrees.
  - Number of teaching and administrative credentials.
  - Number of doctoral degrees.
- Progression rates
  - Percentage of 1<sup>st</sup> year students accumulating 30 units.
  - Percentage of 2<sup>nd</sup> year students accumulating 60 units.
  - Percentage of 3<sup>rd</sup> year students accumulating 90 units.
  - Percentage of 4<sup>th</sup> year students accumulating 120 units.
- Retention rates (percentage of students staying to complete degree).
- Graduation rates (percentage of cohorts of entering FTF graduating in 6, 5, and 4 years).
- Post-graduation experiences (graduate or professional schools, employment, community engagement, and lifelong learning).
- Efficiency of degree production (cost of producing 1 degree).

# STRATEGIC INITIATIVES

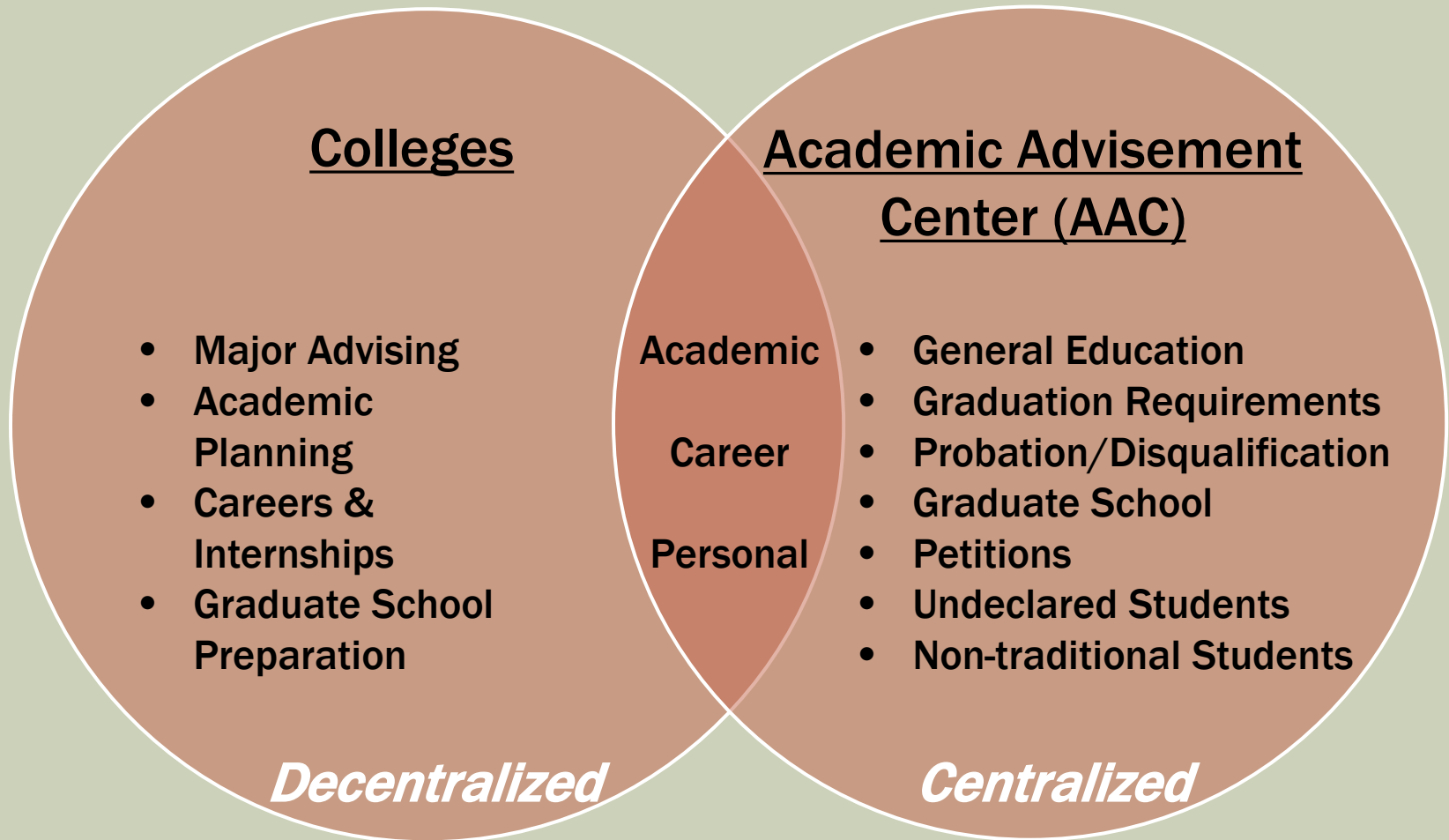
- Several initiatives are planned and being implemented to measure outcomes and to improve student success.
  - Strategic Plan Task Forces.
  - CO-funded initiatives.
  - Comprehensive reviews of current practices, processes, and policies
    - Advising at CSUF.

# DUAL ADVISING SYSTEM

- **Centralized Advising (University)**
- **Decentralized Advising**

# CURRENT ADVISING STRUCTURE: DUAL ADVISING MODEL

MATRICULATED UNDERGRADUATES, FTF TO SENIORS





# COLLEGE ADVISING

## UNDERGRADUATE STUDENTS

College	Advisor Type	Mandatory
COTA	THEA – FT Faculty DANC – FT Faculty MUSIC – FT Faculty ART – FT Faculty	THEA DANC MUSIC ART – N/A
COMM	COMM & RTVF - FT Faculty Staff – Communication Advising Center HCOM - FT Faculty	None
ECS	Department Chair & Selected Faculty	A-M Last Names – Fall N-Z Last Names – Spring
EDUC	Staff (SSP) Advisors Center for Careers in Teaching	None
HHD	FT Lectures FT Faculty – Career Focus	None
HSS	Primarily Tenure Track Faculty	Psychology only
MCBE	FT Faculty – Career Path Advisors Staff & GAs– Business Advising Center	Concentration declaration
NSM	FT Faculty	Every semester

\*All students on probation, from each college, receive an advising hold  
 \*\* All NEW students (FTF & FTT) participate in *some* form of academic advising prior to their first semester  
 \*\*\*Irvine Campus – Academic, Career, and Personal Advising

# PROPOSED INTEGRATED ADVISING STRUCTURE

## UNDERGRADUATE STUDENTS

### Additional Support for Students within a Special Population

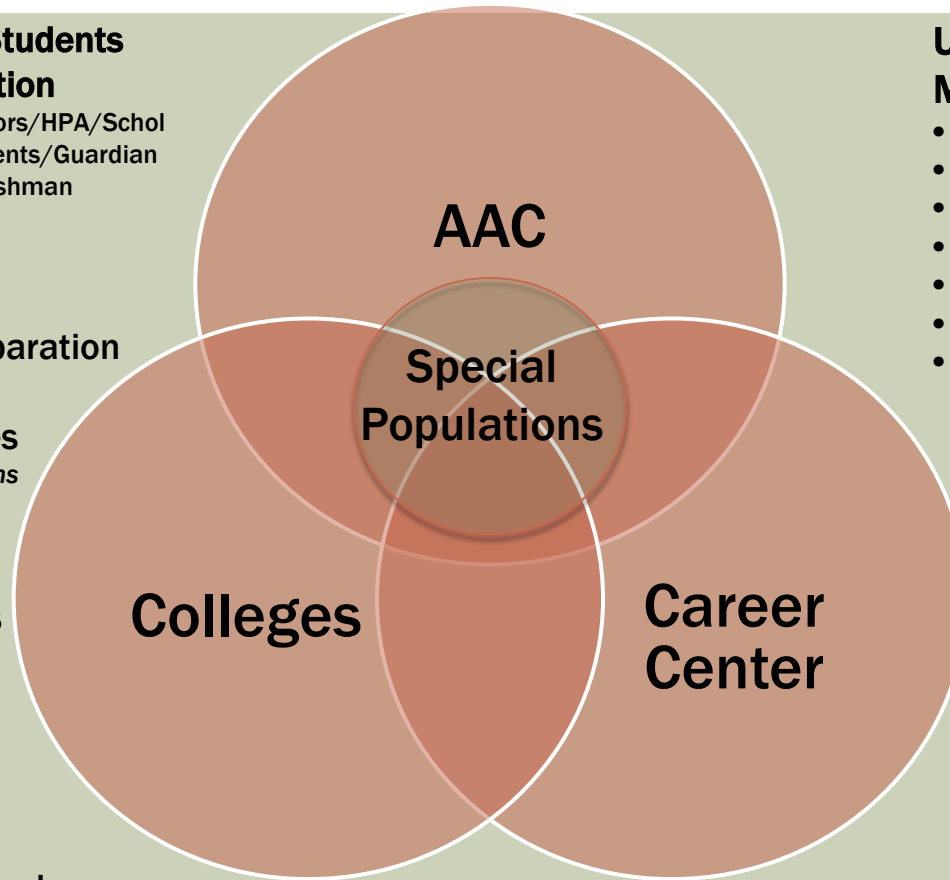
EOP/International/Athletes/Honors/HPA/Scholars/Adult re-entry/Disabled students/Guardian Scholars/President Scholars/Freshman Programs/Veterans/CCT

- Compliance
- Mentoring
- Graduate School Preparation
- Academic Planning
- Referrals to Resources

*\*support varies between programs*

### Undergraduate Matriculated Students

- Major
- GE (Grad Spec)
- Probation
- Petitions
- Internships
- Graduate/Professional School
- Mentoring
- Disqualification



### Undergraduate Matriculated Students

- GE
- Graduation Requirements
- Probation
- Disqualification
- Petitions
- Undeclared
- Graduate/Professional School

### Undergraduate Matriculated Students/Recent Graduates

- Resume
- Interviewing
- Career Planning & Job Search Preparation
- Internship & Career Expos
- Internship Prep. & Search
- Career, Major, & Graduate School Exploration
- Graduate and Professional School Applications/Prep.

# KEY ELEMENTS OF PROPOSED STRUCTURE

- Advising Pathway
- Mandatory Advising
- Common Communication Tools
- Additional Professional Advisors
- Student Success Teams
- Professional Development
- Assessment and Evaluation

# PROPOSED ADVISING PATHWAY: ALL UNDERGRADUATES

**August**

**October**

**April**

**0-30 Units**

- First Time Freshmen
- Orientation (NSO)
  - Major & AAC Advising
  - Registration

Mandatory Advising for registration in 2<sup>nd</sup> semester  
(\*HOLDS placed for Major/AAC advising)

Optional AAC advising for continuing students

**31-60**

**Mandatory Major Advising**

**And/ or**

**Mandatory Major Advising**

Optional AAC advising

**61-90**

- New Transfers
- Orientation (TSO)
  - Online /In-person
  - Major/AAC
  - Registration

**Mandatory Major Advising**

**Mandatory Preventative AAC/GS Advising (80-90 Units)**

Mandatory AAC advising for Transfers

Optional AAC advising for continuing students

**91+**

**Mandatory Major & AAC/Graduation Specialist Advising**

Special Populations Advising

Career Center Advising

# MANDATORY ADVISING: UNDERGRADUATES

August

October

April

Mandatory Advising  
for registration in 2<sup>nd</sup>  
semester  
(\*HOLDS placed for  
major/AAC advising)

Additional Advising

Career  
Center

Special  
Populations

## First Time Freshmen

### AAC:

- Remediation
- Connection to resources
- Successful transition
- Academic Roadmaps
- Probation prevention
- Undeclared curriculum maps and Major Exploration assessment

### College/Major:

- Academic plan
- Prerequisites
- Academic maps
- Course offerings

## Transfer Students

### AAC:

- TDA Corrections
- Probation Prevention
- Connection to resources
- Seamless transition
- Academic Contracts  
SB1440

### College/Major:

- Academic plan
- Prerequisites
- Academic maps
- Course offerings

0-30 Units

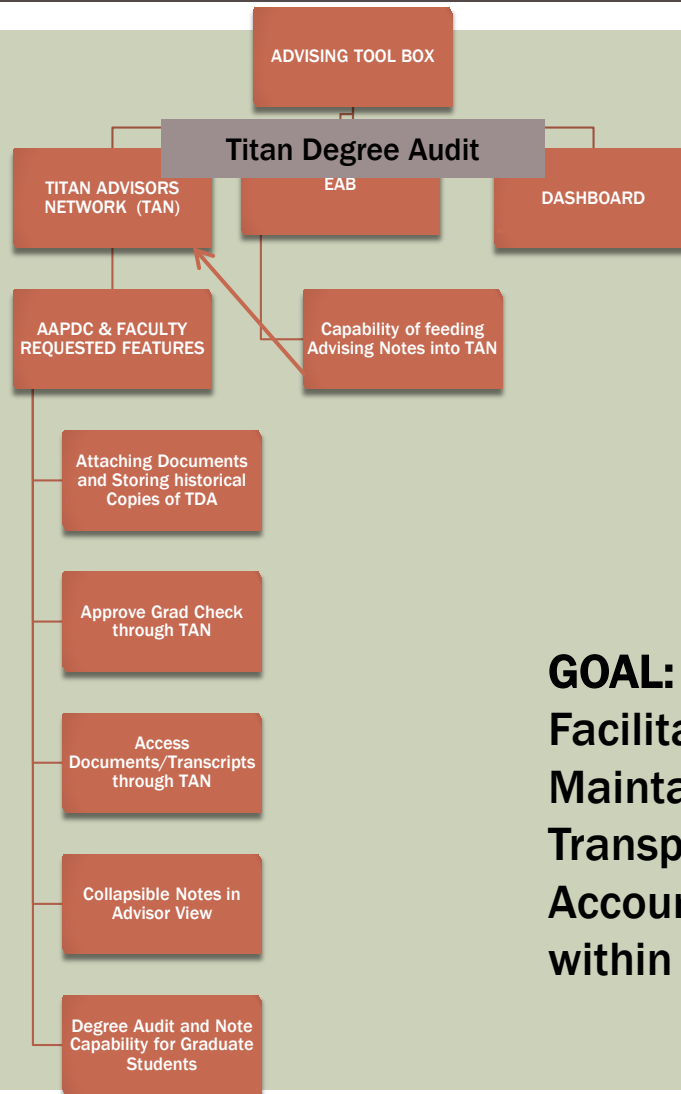
31-60

61-90

91+

# COMMON COMMUNICATION SYSTEM

TRANSPARENCY, ACCURACY, ACCOUNTABILITY, & CONSISTENCY



**GOAL:**  
Facilitate Graduation by  
Maintaining:  
Transparency, Accuracy,  
Accountability, and Consistency  
within Academic Advisement

# COMMON COMMUNICATION SYSTEM UNDERGRADUATES

## Titan Advisors Network & the Advising Note System



**Academic  
Advising  
Advisor**

# COMMON COMMUNICATION SYSTEM UNDERGRADUATES

## Titan Advisors Network



[Training Material](#)



[Academic Advisement Center  
\(UH-123B\)](#)  
[Wait time for next advisor](#)



[Advisors Directory](#)



[Innovation, Ideas &  
Suggestions](#)



[CSUF Official  
Titan Degree Audit](#)



[Campus Resource  
Directory](#)

### Welcome to Your Titan Advisors Network.

This Network was created based on the feedback of advisors campus-wide and developed to help ensure all academic advisors have access to current information.

This site will allow you to easily access important advising related documents, connect to your advising colleagues, and link to current training materials so you are able to best support students and facilitate graduation.

In 2011-2012, the community of dedicated advisors and students collaborated to successfully establish the University's first campus-wide **Advising Mission Statement**:

*'CSUF is committed to academic advising that is accessible, accurate, timely, and provides transparent information as a shared responsibility where the advisor and student are equally invested in academic excellence and steady progress toward graduation.'*

Above you will find an **Innovations, Ideas & Suggestions** Icon. Click on this to provide feedback. Your suggestions, concerns, and ideas are valued. As you navigate through this site, please share your feedback to enhance the quality of the Titan Advisors Network.



# COMMON COMMUNICATION SYSTEM UNDERGRADUATES

## Create a Note

Acad Adv Center ▾

TYPE NEW NOTE ENTRY HERE

Email Student ?

Show in Student Center ?

Cancel

Save Note

**Topic** - Acad Adv Center

Thank you for visiting the Academic Advisement Center this evening. It was a pleasure supporting you. Together we reviewed your Titan Degree Audit and determined you have successfully completed all General Education requirements for graduation. In addition, we discussed your potential career opportunity with Nickelodeon and strategies for articulating your transferable skills during your upcoming interview. You also shared your interest in learning more about the masters in social work program at CSUF. We reviewed the important deadlines and for further information you can contact the Graduate Advisor for the program -

## Titan Degree Audit

[Close](#)

[Save/Print](#)

Student Information

New/Realigned General Education Information

GE Information

### ✗ A. CORE COMPETENCIES (NEEDS C OR BETTER) - 9 UNITS

[GE-A]

- A.1 ORAL COMMUNICATION (3 UNITS) [ORAL COMM]  
TAKE==> CHIC 102 HONR 101B HCOM 100,102  
THTR 110

- A.2 WRITTEN COMMUNICATION (3 UNITS) [WRITTEN COMM]  
TAKE==> ENGL 101,100 (SS10 or after) &  
ENGL 100W(SS10 or after)

- A.3 CRITICAL THINKING (3 UNITS) [CRIT THINKING]  
TAKE==> HONR 101A HCOM 235 PHIL 105,106  
PSYC 110 READ 290

### ✗ B. SCIENTIFIC INQUIRY AND QUANTITATIVE REASONING

# COMMON COMMUNICATION SYSTEM UNDERGRADUATES

## Titan Advisors Network

[< Back](#)

**Selected: CHAD**

Welcome to the New Titan Advising Notes Tracker. The Titan Advisors Network (TAN) was developed to increase the transparency, accuracy, and accountability of shared academic advisement information as well as create a common communication system that is accessible 24/7. Based on campus wide recommendations, student feedback, and pilot study results, the Titan Advisors Network was launched in Fall 2013.

In alignment with Strategic Plan Goal 1 to ensure that at least 75% of CSUF students participate in an integrated advising system the Titan Advising Notes Tracker has been developed as a diagnostic tool that will allow us, as advisors, to measure our progress.

Click on your department to view the percentage of students from your department who have been advised. The number is calculated based on advising note entries. To ensure an accurate representation of students advised is displayed, be sure to enter advising notes each time you meet with your students. If you would like to schedule training and learn about the best practices for notes entry that are currently utilized at CSUF, please contact Randy Montes [ramontes@fullerton.edu](mailto:ramontes@fullerton.edu).

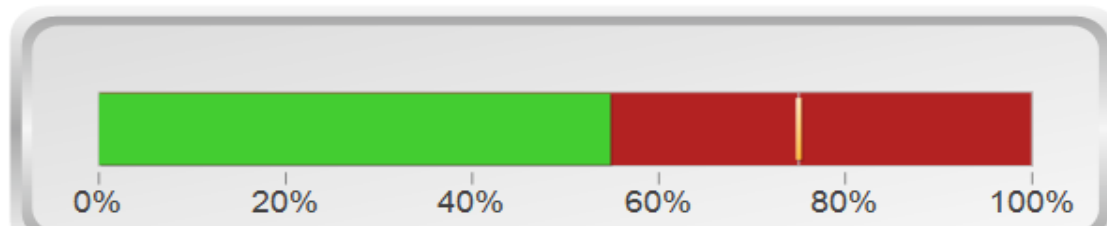
**GREEN PORTION OF BAR = STUDENTS ADVISED BASED ON ADVISING NOTES**

**RED PORTION OF BAR = STUDENTS NOT ADVISED BASED ON ADVISING NOTES**

\*Only single entries are recorded. A student will not be calculated within a Bar more than once.

#1 752(54.81%) of CHAD students who participated in Major Advising AND have Advising Notes out of 1372

Percent Advised = Number of students with advising notes from a designated advisor within the department of the students declared major.



# EAB

## INSTITUTIONAL ANALYTICS

### College Comparison

**8** **30,619**

Colleges Students

#### Selected Colleges:

- Arts
- Business and Economics
- Communications
- Engineering and Computer Sci
- Health and Human Development
- Humanities and Social Sciences
- Miscellaneous
- Natural Sciences & Mathematics

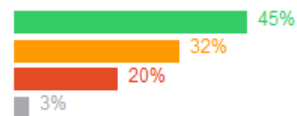
Colleges

Predicted Risk Level: ■ Low ■ Med ■ High ■ N/A

### Arts

[View Majors](#)

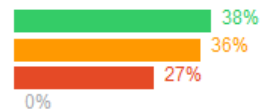
1,921 Students



### Business and Economics

[View Majors](#)

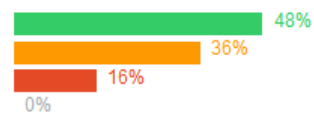
7,441 Students



### Communications

[View Majors](#)

3,298 Students



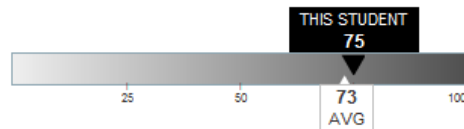
# EAB

## Risk Score Analysis [?](#)

These skill areas comprise the overall risk score and their values as compared to students who successfully completed this major, listed in order of relative weight.

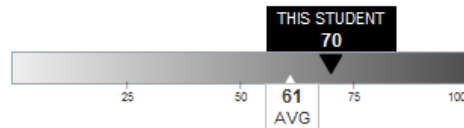
### Science, Technology, Engineering, and Math

Example: Students performance in Biology, Chemistry, Physics, Engineering, Math and Statistics type coursework.



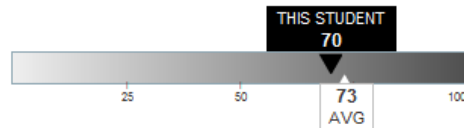
### Business

Example: Students performance in Accounting, Economics, Marketing, Management Information Systems and Computer Science type coursework.



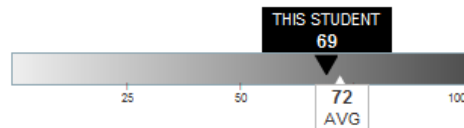
### Fine Arts

Example: Students performance in Art, Music, Theatre Arts, and Dance type coursework.



### Social Sciences


Example: Students performance in Psychology, Sociology, History, Literature, Education, Political Science and Communications type coursework.



# EAB

Students Institutional Analytics

Students > [Redacted], [Redacted] Next student ▶



And [Redacted] z  
[Redacted]

ID: [Redacted]  
Age: Unknown  
DOB: Unknown

Overview  
Success Progress  
Term Details  
History

KEY INFO

Email: [Redacted]@csu.fullerton.edu

## OVERVIEW

### ACADEMIC SUMMARY

**Biochemistry** Most recent enrollment  
Natural Sciences & Mathematics **Spring 2014**

COURSE GRADE OF D/F	<b>1</b>	REPEATED COURSES	<b>1</b>	COURSE WITHDRAWALS	<b>0</b>	Cum GPA	<b>3.1</b>
MATH150A Grade: D Spring 2013		MATH150A Grade: B Fall 2013 Grade: D Spring 2013		<i>There were none in this student's history</i>		Notifications	<b>0</b>

Total Credits **124.00**  
Senior

### RISK

Current risk **LOW**

### MAJOR SELECTION

Currently  
Biochemistry  
Bachelor of Science  
Fall 2012


### ADVISING

Next follow-up: None  
Last profile edit: Never


STUDENT


## No Action Taken

I want to...

Change student status 

Email student

Remind me to follow-up 

Add a note on this student 

Browse student majors

# EAB

Students Institutional Analytics

## STUDENTS

Search: All Students

Work List (57) Watch List (0)

Show all students in institution      Displaying Students 1-25      1 of 3 pages

Risk	Student name ▲	Cum. GPA	Notifications	Last edit to profile
	<b>[REDACTED]</b> ID: [REDACTED] Major: Biochemistry <a href="#">Add to watch list</a>	3.1	None	Never Student Status: No Action Taken
	<b>[REDACTED]</b> ID: [REDACTED] Major: Pre-Business <a href="#">Add to watch list</a>	2.58	None	Never Student Status: No Action Taken
	<b>[REDACTED]</b> ID: 001000000 Major: Computer Engineering <a href="#">Add to watch list</a>	2.91	None	Never Student Status: No Action Taken
	<b>[REDACTED]</b> ID: 000000000 Major: Pre-Business <a href="#">Add to watch list</a>	3.0	None	Never Student Status: No Action Taken
	<b>[REDACTED]</b> ID: 000000000 Major: Biological Science <a href="#">Add to watch list</a>	1.68	None	Never Student Status: No Action Taken

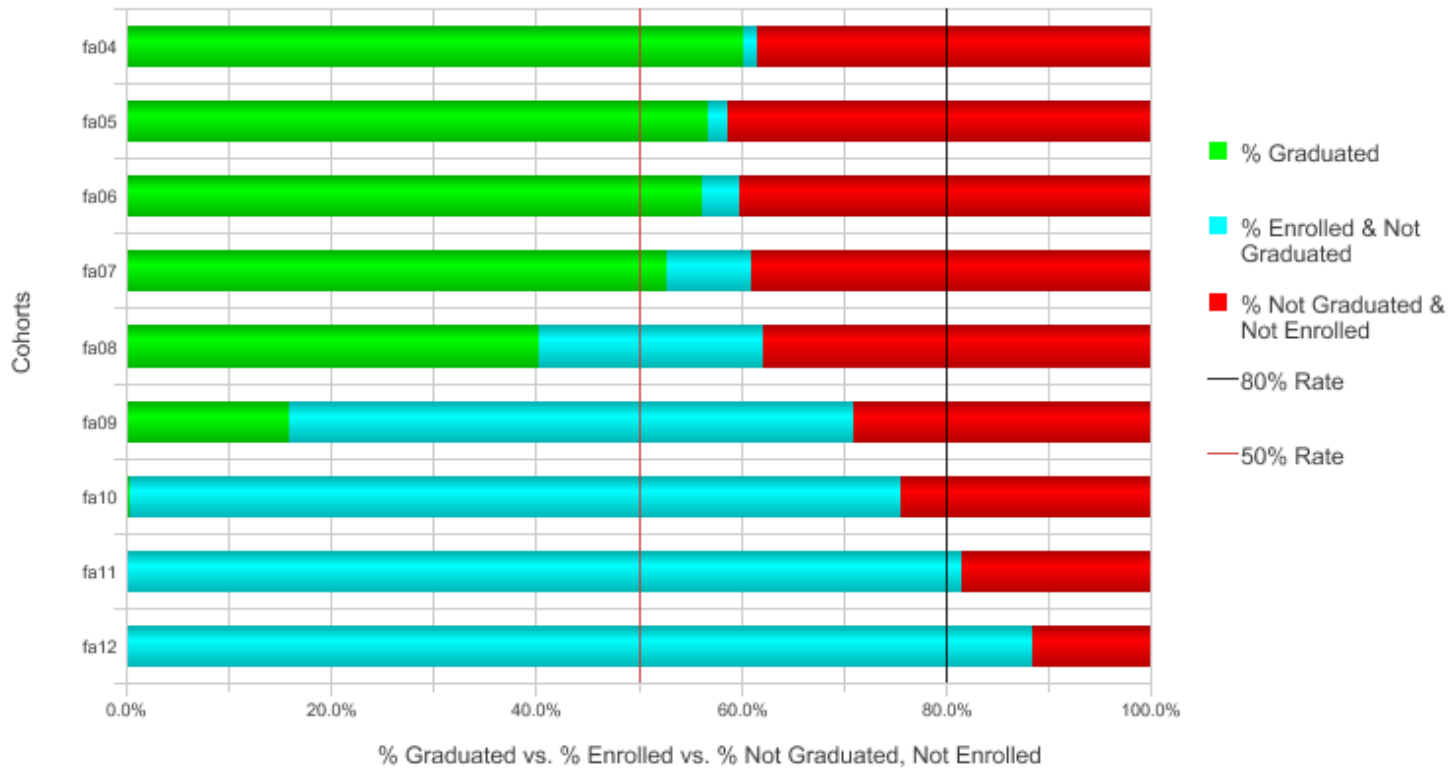
# STUDENT SUCCESS DASHBOARD

Fall 2004 through Fall 2012 First-time Full-time Freshman Cohort  
Statuses as of start of day 8/25/2013

Enrollment Type  
First-time Full-Time Freshman

## Cohort Comparison Summary

Cohort Comparison

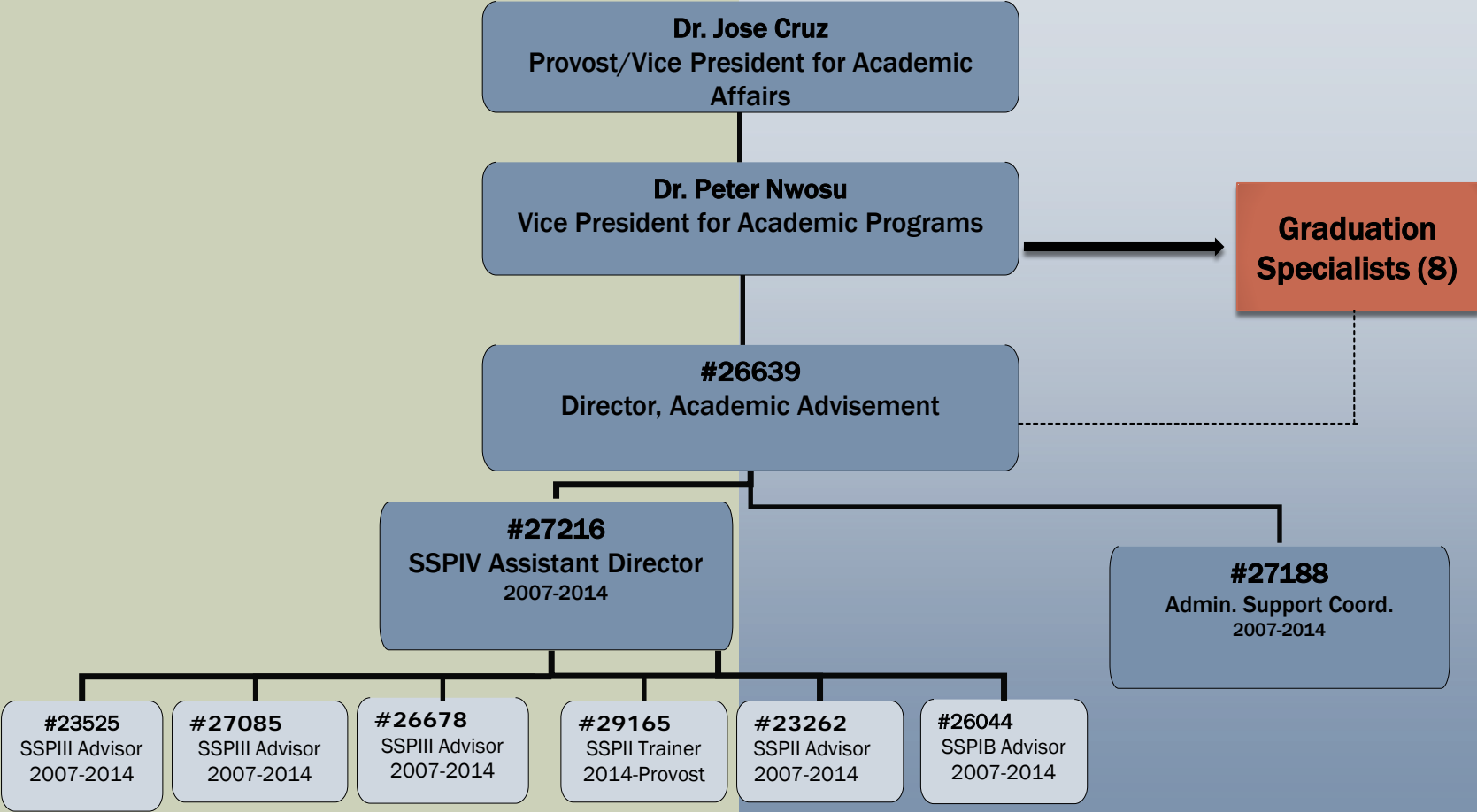


# RESOURCE CONSIDERATIONS

- **Staffing needs (Graduation and Retention Specialists)**
- **Faculty re-assigned time/stipend**
- **Student Success Teams**



# CURRENT ORGANIZATIONAL CHART: AAC



# GRADUATION SPECIALISTS

## Colleges

- COTA
- MCBE
- COMM
- ECS
- HHD
- HSS
- NSM
- Irvine
- AAC (Training Specialist)

## Specialists

- Stephanie Smith
- Ashley Stilley
- Tammy Rogers
- Elizabeth Gomez
- Mary Lehn-Mooney
- Brittney Hofer
- Lillybeth Sasis
- Hsuli "Shelly" Hsu
- Randy Montes

# GRADUATION SPECIALISTS: FUNCTIONS AND ROLES

## Centrally-managed

- 30% of functions
- Direct reporting to AVPAP; and dotted line reporting to Dean
- Monthly meeting with AVPAP
- AAC Director provides oversight for GS functions
- Uniform, periodic advising training and evaluations
- Oversight for performance outcomes and accountability measures

## Locally-directed

- 70% of functions
- Direct reporting to Associate Dean for daily advising functions within colleges.
- Conduct major and GE advising to support graduation and student success
- Provide support to college for meeting performance outcomes and accountability measures

# PROFESSIONAL DEVELOPMENT & ANNUAL REPORTING

- **Role of the Academic Advisors Professional Development Committee (AAPDC)**
  - **Quality Assurance (review of TDA data and Student Survey)**
  - **Training**
  - **CSUF Annual Advising Report**
- **Fall & Spring training for Undergraduate and Graduate Advisors**

# COLLEGE-BASED STUDENT SUCCESS TEAMS

- **Serve as clusters of accountability**
  - **Assistant Deans**
  - **Associate Deans**
  - **Graduation Specialists**
  - **Retention Specialists**
  - **Career Specialists**
  - **Faculty and Staff Advisors**

# STUDENT SUCCESS PLAN

**Academic**

**Career**

**Personal  
Development**

**Tasks &  
Resources**

Major Requirements  
G.E. Requirements  
Electives  
Academic Internships  
Research  
Graduate School  
Exploration & Preparation

Career & Major Exploration  
Career Goals  
Preferred Job Functions  
Attractive Industries  
Preferred Location(s)  
Internships  
Student Employment  
Graduate School  
Exploration & Preparation

Student Clubs &  
Organizations  
Community Service  
Student Leadership Institute  
Athletics  
Club Sports  
Recreation

**Tools:**

Titan Degree Audit  
Major Exploration Program

Personal Career Plan  
Career Assessments  
Career Information

Titan Student Involvement  
Center  
Emotional Intelligence  
Inventory

# CURRENT ADVISING STRUCTURE: DUAL ADVISING MODEL

MATRICULATED MASTERS AND DOCTORAL STUDENTS

## Colleges

- Program Advising
- Academic Planning
- Prepare Study Plans
- Careers & Internships
- Doctoral Preparation
- Grad Check

*Decentralized*

## Office of Graduate Studies (OGS)

Academic  
Career  
Personal

- Graduation Requirements
- Probation
- Disqualification
- Petitions
- Non-traditional Students
- Specialized Advising
- Mentoring Program

*Centralized*

# GRADUATE ENROLLMENT (FALL 2013) BY COLLEGE

## Total Graduate Degree-Seeking Enrollment Fall 2013

<b>ARTS</b>	<b>146</b>
<b>CBE</b>	<b>749</b>
<b>COMM</b>	<b>178</b>
<b>ECS</b>	<b>877</b>
<b>EDUC</b>	<b>762</b>
<b>HHD</b>	<b>919</b>
<b>HSS</b>	<b>771</b>
<b>NSM</b>	<b>215</b>
<b>Grand Total</b>	<b>4613 (includes self-support)</b>



# PROPOSED ADVISING PATHWAY: ALL GRADUATE STUDENTS

## Step 1

New Grad Student  
Orientation—Program  
& OGS

Grad Adviser: 1<sup>st</sup> semester  
Advising &  
Registration

## Step 2

1<sup>st</sup>-2<sup>nd</sup> semester  
study plan drafted by  
13<sup>th</sup> unit: Grad  
Program Adviser

## Step 3

Study Plan submitted by  
Grad Program Adviser  
to OGS for classification

## Step 4

**Culminating Experience  
Advising: normally by  
2<sup>nd</sup> year**

## Step 5

**Grad Check advising:  
Grad Program Adviser**

## Step 6

\*OGS advising: for  
students in GRAD  
700 continuing  
enrollment (after 2<sup>nd</sup>  
semester)

Special Populations Advising

0-12/18 units

13/19-24/36

36+ units\*

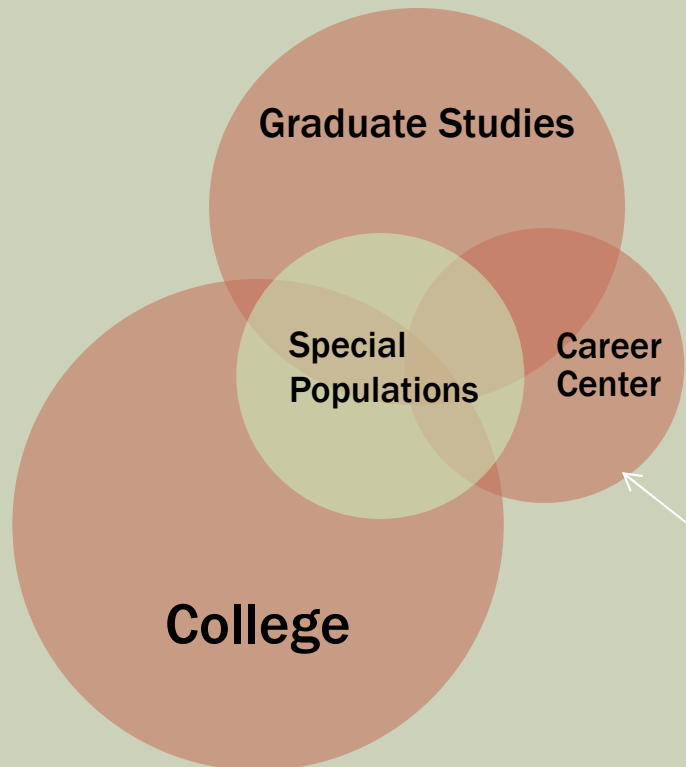
OGS supports all grad program advisers with resources, technical tools (queries, reports), training, advice in individual students, etc.

\* 20% of grad programs are more than 30 units

# PROPOSED INTEGRATED ADVISING STRUCTURE

## Graduate Students

- Graduate Writing Requirement
- Study Plan
- Concentrations
- Probation/Disqualification
- Petitions
- Internships
- Grad Checks
- Graduation Requirements
- Careers
- Preparation for Doctoral School
- Mentoring
- Culminating Experience



## Graduate Students

- Probation/Disqualification – [Required meeting w/ Grad Studies]
- Petitions
- Specialized Advising
- Non-traditional Students
- Graduate Writing Requirement
- Classification
- Grad Checks
- Graduation Requirements
- Mentoring Program
- Workshops

## Master's Students

- Resume
- Interviewing
- Job Searches
- Internship & Career Expos

ADDITIONAL SUPPORT FOR STUDENTS WITHIN SPECIAL POPULATIONS: International/Students w/ Disabilities

- Compliance

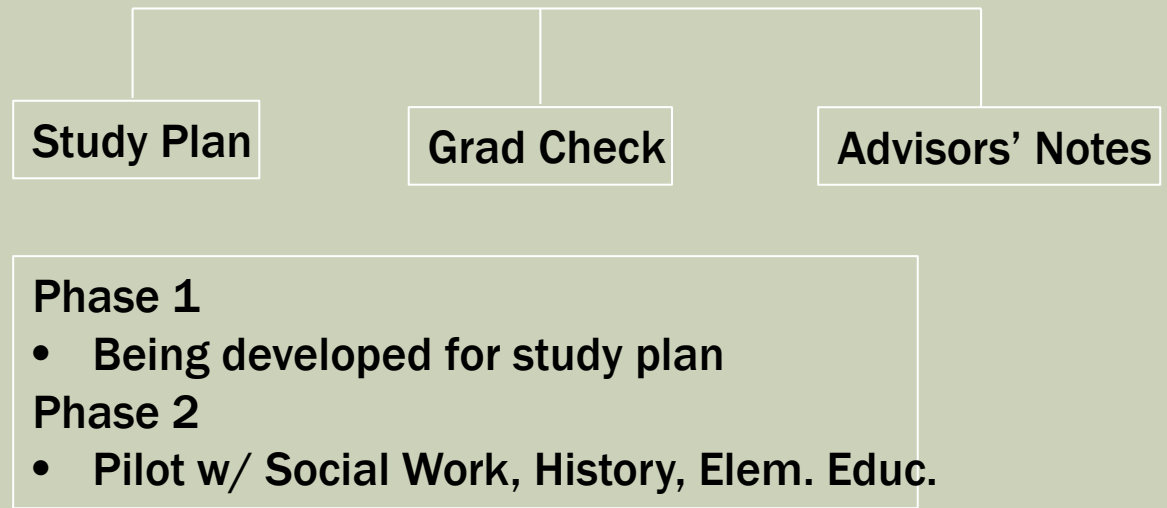
# COMMON COMMUNICATION SYSTEM

\*\*

## Titan Advisors Network & the ~~Advising Note System~~ \*\*



### TDA for Grad Student



**\*\* ADVISING NOTES TIED TO TDA, DOES NOT SERVE GRADUATE STUDENTS**

**GRADUATE STUDIES OFFICE**

Director

**Dr. Katherine Powers**

Evaluator  
**Lynn Winter**

Evaluator  
**Yessica Peñate**

Academic Support  
Coordinator  
**Sonya Felton**

Thesis  
/Dissertation  
Reader  
**Debbie Stewart**

Admissions  
Evaluator  
**Daphne Jones**

**EPOCHS**

Co-Principal Investigator  
**Dr. Katherine Powers**  
Project Director  
**Catalina Olvera**

Student  
Assistants

Graduate Student  
Assistants

Graduate Learning  
Specialist  
**Gina Armendariz**

Administrative  
Specialist,  
EPOCHS  
**Pam Migliore**



# UNIVERSITY-WIDE ADVISING: CONVERSATION POINTS

- President's Cabinet
- Provost's Cabinet
- Student Affairs' Leadership Team
- Student Affairs—Assistant Deans, Career Services, NSO
- Academic Senate
- Academic Senate Executive Committee
- Academic Senate Student Academic Life Committee
- Academic Senate Graduate Education Committee
- President's Strategic Plan Task Force on Advising
- Academic Advisors Professional Development Committee
- Council of Deans
- Council of Chairs
- Academic Program Directors
- Admissions and Records—CMS
- Student Organizations (e.g. ASI, ICC)
- Associate Deans
- Assistant Deans-Student Affairs-assigned to colleges
- Graduate Program Advisors
- Undergraduate Academic Advisors
- International Programs
- Irvine Campus