

**Subcommittee Reports**  
**2010-11 University Undergraduate Advising Council (UUAC)**

**Website/Central Resources:**

Nancy Bernard & Lindsay White (co-chairs), Julie Huff, Nancy McDaniel, Dixie Mitchell; Ad hoc: Jonathan Hallford

*Accomplishments*

- Collaborated with key campus entities including Academic Support, Academic Advisors, Student Affairs, Provost Office, Undergraduate Studies, Educational Support Services and other campus support units to develop a comprehensive list of campus resources under the following categories for the Student tab on the new AU web site. Worked closely with Office of Communications and Marketing to successfully develop and launch this resource for students.



**Academic Success**



**Student Services**



**Campus Life**



**Money Matters**



**New Students**

- Updated the Academic Advising web page under the Office of Undergraduate Studies to comply with the new AU web page template. Developed a plan to enhance page to include more information for students on the front end in an effort to answer general advising questions. Compiled a list of common Frequently Asked Questions (FAQs) to be available on this page. Still in the process of finalizing this information.
- Benchmarked other university academic advising web pages to gain ideas for enhancing the AU advising page.

*Recommendations*

- Finalize the FAQs for the Academic Advising page.
- Continue to add information to Academic Advising page as needed.
- Update the Academic Advising Schedule page to reflect the current advising schedule.
- Develop a process to ensure the Academic Advising page is updated in a timely manner and communicates accurate and current information.
- Check all links from the Academic Advising page to the Schools/Colleges to be sure they link to the appropriate page.

## **Enhancing Advising Through Technology**

Lori McLean (Chair), Beth Ann Mabrey, Kathie Mattox, Constance Relihan, Susan Villaume

### *Goals*

- Identify issues where technology could be used productively
- Identify available technology
- Recommend implementation to the UUAC

### *Activities*

The issues addressed included, time management, paper forms and transferrable coursework available on-line. SARS was the recommended technology to assist with time management and any other needs identified at each college's discretion. The issue of the amount of paper being maintained in each office included two types, excess cost of paper forms and storage of student records. The recommendation for cost-effective forms was to continue to use workflow as often as possible. Transient forms were of great interest because of the time management consumption and cost of providing this service. The recommendation of this sub-committee included developing a website for students to check for transfer courses in the spirit of DegreeWorks and the ability to have a transient form approved entirely on-line. The issue of storing student records electronically continues to be researched.

## **Advisor Support**

Beth Yarbrough (chair), Bob Karcher, Cathie Helmbold, Kathryn Flynn, John Dagley, Jenny Schuessler

The Advisor Training and Development Sub-Committee requested and received a training budget from the Provost's Office in the fall. The budget allowed us to purchase a 5-webinar series on retention from NACADA, provide a day-long training session for advisors, and begin building an advising training library housed in the Undergraduate Studies Office.

The last webinar in the series was held April 27. We were also able to purchase the webinar series in full on DVD for the training library.

The day-long training session was held in December. Sixty-three advisors and student services personnel from across campus registered for the conference. Topics covered were: stress management, conflict resolution, listening skills, time management, students and the global marketplace, and working with at-risk students. On a Likert-type scale of 1 (strongly disagree) to 5 (strongly agree), responses to the question "Overall, the conference was worth my time" averaged 4.41.

In the spring, the committee had a name change to Advisor Support. The Advisor Support Subcommittee continues to advocate for advisor training and development, but is expanded to include advocacy for university-wide issues that affect advisors, as well as resources, policies, or programs to support advisors. This committee is concerned with projects that positively impact advisors (through training and peer advising support, etc.) and helping with university-wide issues that negatively impact advisors. We identified some issues that are concerns, but those issues are currently being addressed through Advisor Caucus Committees.

This committee strongly supports the UUAC goal of developing a communication plan for advising expectations, issues, concerns, and policy changes. There are several different channels for communicating information, and no understanding of which to use in which situation. Clearer communication practices for procedure and policy changes are critical. In addition, clearer communication between advising-related units (Admissions, Registrar) and Associate Deans about expectations and duties for advisors is warranted.