

Minutes, 8/27/14
University Undergraduate Advising Council
1303 Shelby Center
August 27, 2014 (10:30-11:30)

Present: Anna Burchett ; Christian Demyan; Constance Relihan; Mary Couch (for Dixie Mitchell); Edward Loewenstein; Francine Parker ; Joni Lakin; Judith Sanders; Kathryn Flynn; Melissa Adams; Nancy Bernard; Sarah Crim; Steve Duke

1. Steve Duke explained resources of the conference room.
2. The responsibility for taking minutes will rotate. Duke will assign the responsibility for future meetings.
3. The committee reviewed the charge of the UUAC. Our goal is to look for ways to promote continuous improvement in undergraduate advising. The UUAC is advisory to the Academic Affairs Committee and the Provost's office.
4. Introductions of members. A student member is still needed. [Post-meeting note: Logan Powell has agreed to serve.]
5. Approval of minutes. In the future, minutes will only be distributed by email. The May minutes were unanimously approved.

6. Old Business--Advisor Compensation committee (see handout)

A meeting occurred late last spring between the chair of the Advisor Compensation Subcommittee (Dr. Susan Hubbard), Constance Relihan, and Chuck Gerrards. Gerrards clarified that from an HR perspective there is not any clear disconnect between our pay rates for academic advisors and national averages. No clear reason to add another grade level without additional information. Susan Hubbard gathered information to support an additional grade level explaining possible reasons for creating one.

The Subcommittee was comprised of the following members: Susan Hubbard, Ed Loewenstein, Katie Lackey, and Krista Diehl. The Subcommittee wanted to pursue a 4th level and a revision of what is required for the dossier. The Subcommittee should make a recommendation as to specific recommendations related to creating an advisor 4 and clarifying dossier requirements. The subcommittee did also consider the amount of promotion bonus. The amount of work to prepare the dossier is not commensurate with the work required. Duke will ask Hubbard to chair one more meeting of the small group to set forth a recommendation to the UUAC as a whole so it may move forward in this area.

7. New business

- A. 2014 advising survey results. Judy Sanders presented by Powerpoint. See Sanders if you need a copy of the full report. Student GPA was pulled from Banner this year, not self-reported. There was a 9% increase in senior participation. Very slight increase in number of students who have taken 30 hrs. Still a good number of students who don't know how to take transient classes; a good number of students don't understand the gap policy. The Office of Undergraduate Research continues to be something students are unaware of. Student Counseling Services awareness is also on the low side. Slight increase in use of DegreeWorks and the AU Career Center. Comments about problems with DegreeWorks (the survey was conducted before

summer revisions had been made). Comments about problems with appointment systems and walk-in wait times were also notable. We need colleges to encourage more student participation in the survey. We also need to improve customer service skills, help students understand role of advisors, fully use DegreeWorks, develop hybrid appointment/walk-in services, provide more consistent application of policy and clearer information to students, and increase awareness of campus services. Not much change in other areas. Some specific areas for improvement in the survey itself: a. get clear information about number of hours students are taking and why; sort out the data regarding GAP and transient to make sure we are focusing on the students who need the information instead of all students. A small number of students are aware of the Office of Undergraduate Research. A small group of the UUAC needs to look at the questions prior to administering the survey in Spring 2015. We may also need some new videos about how to use DegreeWorks. The OTR will look into those videos.

- B. Advisor Professional Development schedule was distributed. It has been distributed to caucus. Sanders documents attendance to add to dossier.
- C. Repeat course policy revision. There was support for a proposal to limit the number of times a student may earn a D or F in a course. Some concerns about implementation and blocking banner registration.
- D. Continuous improvement--prior to next meeting we will be asked to identify the one thing our constituents believe this group should work on. We should also have a "back up" item of concern in case someone else identifies our item. (E.g. Working on how to improve international student advising). These will form the basis of the UUAC's work this year. It may take a few meetings to narrow down the list of topics we will work on.