To: Robert A. Snyder, Provost
From: Jená Burges, Vice Provost
RE: Advising Program options

Humboldt State University has a mandatory advising policy that was enforced through the use of registration codes available only from students' academic advisors, until the transition from Banner to PeopleSoft made it impossible to continue that practice.

In the PeopleSoft system, the only way to enforce the advising requirement is to implement a "negative service request" – a hold on students' records that will prevent them from registering until the advisor removes it. When asked whether this mechanism should be adopted for Fall 2009, the first round of registration under PeopleSoft, the Council of Chairs recommended against such implementation, while affirming their support of mandatory advising. They requested that we explore other possible approaches to encouraging student contact with advisors.

The following recommendations are the result of that exploration.

1. **Implement registration holds.**
   The Education Advisory Board prepared, at our request, a custom research brief entitled "Strategies for Increasing Student Participation in Academic Advising," profiling the advising approaches taken by five universities generally comparable to HSU. The brief indicates that "placing a hold on students' registration capabilities until they have completed mandatory student-advisor meetings is the most common strategy used to increase student participation in advising." In fact, four out of the five institutions profiled in the brief use registration holds.

   The decision to implement registration holds, however, is not simple or straightforward. At least two related issues must be addressed:

   - For which students will holds be implemented? In order to ease the workload involved, we should consider implementing the holds differentially across the student levels: e.g., for freshmen only, for freshmen and transfer students only, for freshmen and students not making sufficient progress to degree, etc.
   - Who will be able to remove the holds? Permissions to remove registration holds must be activated by the registrar's office in PeopleSoft. In deciding whom to authorize, it is important to consider who will be available to remove holds in the event that the official advisor of record is unavailable: department ASCs? Designated alternate advisors? Staff of the deans' offices?

   Action steps:

   a. The Council of Chairs will provide a recommendation to the Provost regarding
      - which level(s) of students should be included
      - who should be authorized to remove holds
   b. After receiving this recommendation, the Provost will also consult with the deans, the advising center, and the office of the registrar in implementation of the registration holds.

2. **Have all departments provide two basic advising resources for students and advisors.**
   In order to plan effectively, students and their advisors need to take into account the availability of courses for the student's entire program. Doing so will require ready access to:
   - Accurate course rotation plans on the department's website

   This, in turn, should be used by the advisor and the student to complete:
   - A specific semester-by-semester course map/graduation plan for the individual student

Development of these resources must be coordinated, as each must align with the other. As revisions are made to one, they must also be reflected in the other.

Action steps:

a. Templates for these resources will be developed by the university web office, in consultation with the Council of Chairs, the Advising Center, and the Vice Provost.
b. The office of the dean in each college will work with department chairs to be sure that the resources are available and up to date.

3. Adopt basic University–wide advising milestones that specify what students will have and will be able to do at the completion of each advising level.

Campus-wide agreement on the essential results necessary for advising sessions at each level will provide focus, improve student preparation, and facilitate students' progress toward graduation. The following are suggestions for basic, level-specific university-wide advising outcomes:

- In HOP advising sessions
  - i. **freshman students** will get an appropriate schedule that includes courses from across the GE and major curriculum: One class in each of the four lower division GE areas plus a major course. Included in each schedule are alternatives should classes be closed during registration.
  - ii. **transfer students** will get their DARS, identifying remaining requirements for degree completion
- By the end of the freshman year, students will be able to
  - i. access and interpret DARS,
  - ii. reference their four- year plans, HSU web pages, and catalog for preparation and registration purposes
  - iii. contact campus resources (Advising Center, Learning Center, SDRC) as appropriate
  - iv. complete the "pre-advising" preparation activities listed on the "Look-ahead" checklist, prior to advising appointments
- By the end of the sophomore year, students will be able to
  - i. describe which GE and major requirements they have completed and which requirements remain
  - ii. declare or affirm their majors
  - iii. get their DARS, identifying remaining requirements for degree completion
- By the end of the junior year, students will
  - i. file the major contract
  - ii. discuss with the advisor their post-graduation plans, both educational and professional, and take appropriate initial steps
  - iii. explore possible internships or related experience in their field
  - iv. file for graduation
  - v. get their DARS, identifying remaining requirements for degree completion
- By the end of the senior year, students will
  - i. complete all requirements to graduate.
  - ii. have a plan for the next phase of their education or career.

Action steps:

a. A draft of the advising outcomes will be broadly distributed by department chairs
b. Department chairs will discuss feedback and recommend revisions

c. The revised advising outcomes will be posted on the university website, distributed to students and advisors, and used – perhaps in the form of an advising checklist – to guide advising sessions at each level of a student's academic career in order to facilitate progress toward graduation.

4. Incorporate the University-wide advising milestones into a Zimbra events calendar for advising, including reminders for students and advisors.

- Supplement with email notification of advising events and deadlines
- Post "Look-ahead" checklists with milestones and preparation guidelines for each academic level on the websites of the Advising Center and Registrar's Office
- Add Advisor checklists for each level to the Advising Handbook; distribute to all advisors via email