

October 19 AACC Meeting Notes

Mission Statement: Representing undergraduate academic advisors from all University of Georgia schools and colleges, the Academic Advising Coordinating Council will provide expertise, leadership, and support for the academic advising needs of the university community. Through best practices in training, mentoring, research, and evaluation, the Council will maintain excellence in academic advising and facilitate student success, retention, and degree completion.

In attendance: Diana Beckett, Maggie Blanton, Misha Boyd, Beate Brunow, Justin Burnley, Julia Butler-Mayes, Laura Clark, Dave Crouch, Jennifer Eberhart, Melissa Garber, Matt Head, Steven Honea, Glada Horvat, Whitney Jones, Amber Juncker, Sarah Kessler, Kelly King, Greg Kline, John Lauckner, Will Lewis, Fiona Liken, Robyn Malone, Heather McEachern, Mike Merva, Diane Miller, Naomi Norman, Ellen Pauloski, Beth Rector, Sharon Shannon, Cara Simmons, Heather Smith, Alton Standifer, Rosh Tahash, Laurie Zielinski. Note-taker: Katherine Field

Career Ladder: Dr. Michelle Cook, Vice Provost for Diversity and Inclusion and Strategic University Initiatives

Former Provost Pamela Whitten initially commissioned the Career Ladder and later requested Dr. Cook's involvement to help move the process forward. Initial conversations included UGA HR and VP for Instruction, Dr. Rahul Shrivastav.

Purpose: to ensure a professional trajectory for people engaged in professional advising at UGA.

Where we are in the process: Deans have not been updated with specifics because there haven't been firm updates to provide. Implementation practices will need to work in tandem with HR policies and procedures (i.e advanced degrees vs years of experience for promotion). To take a look back, Dr. Cook initially co-wrote advisor classifications as Advisor I through IV, expanding from the existing "academic advisor" and "senior academic advisor" classifications to provide opportunities for advancement in the advising profession. The Advisor I through IV classifications paralleled those of Student Affairs Professional I through IV.

Reviewing and adjusting salaries for UGA academic advisors is complex. The Career Ladder is the first and best attempt to move in the direction of better compensation for advisors.

The Career Ladder conversation was put on hold while the CAR process is being completed. CAR results can be used to begin to define advising classifications, responsibilities and titles. The CAR may not provide complete information but will serve as starting point for benchmarks in the profession.

Tentative Timeline:

Spring 2019: The CAR report will be shared with a UGA working group chaired by Vice Provost for Academic Affairs, Dr. Russell Mumper, which will craft a response to share

with the CAR Steering Committee, chaired by President Morehead). Dr. Cook is a member of steering committee and will be a voice for advising. Recommendations will then be sent to USG.

Summer 2019: Review of current and aspirational advising classifications will be undertaken. There may be instances of misalignment between responsibilities and classifications that require increased compensation to appropriately position advising professionals. This will be the time for detailed discussion about concerns, questions and feedback.

Fall 2019- Spring 2020: Career Ladder implementation

Complicating Factors:

- 1) BCAT codes: In 2001, the USG created a unified coding system for employee classifications. Since then, UGA has continued to use a much more extensive system of “shadow codes”. These shadow codes were internally approved and did not have to be approved by USG. When UGA reports information to USG, our shadow codes are translated into the appropriate BCAT codes.
- 2) OneSource: With the implementation of OneSource, UGA must transition fully to using BCAT codes to align with other USG institutions.
- 3) Funding: Compensation may be needed as individuals ‘step on and move up’ ladder, not just for promotion but for salary adjustments to correctly align advisors on the ladder.

Eventually: Dr. Cook will meet with the deans to explain the logic and rationale behind the Career Ladder, and engage in collaborative discussion about implementation.

This will be an ongoing conversation. It is important to note that there has been incredible support from central administration.

Questions: None.

Reminder from Matt: Not everyone is aware of career ladder, so take care in how you talk about this with advisors.

- i. The presentation of the minutes of the last meeting of the Council, their corrections, if any, and their adoption
 - a. Present meeting minutes from September 14, 2018
 - i. Motion to approve and seconded.
- ii. Reports of special committees and discussion thereof
 - a. Reports of Special Committees
 - i. Advising Student Athletes (Will Lewis): Group met Monday and discussed recent NCAA policy changes and implications on advising. Contact Will if interested in hearing more. CAA class offered again this term. If full, contact Will. Class will be held at Rankin-Smith Center.

- ii. Advisor Award Selection (Julia Butler-Mayes): Met last week and again in a week. Preparing to submit proposal to Naomi for
 - i. revision of review process: proposed two-tiered process, still including student committee and adding committee made up of professional colleagues
 - ii. consideration of additional awards, keeping two existing awards (as they align with nacada awards), with goal of having one new award this year. Deadlines likely to remain the same as currently in practice
- iii. Communications subcommittee (Matt Head): Purpose is to discuss listservs and to address information flow for updates. Membership interest low. Matt sent around sign-up sheet.
- iv. Community Service and engagement: Dave Evans will chair and Matt will provide reports. Mission: “The community service and engagement subcommittee will provide resources for advisors who wish to engage with the campus and ACC communities through community service. The subcommittee will coordinate some community service efforts and engagement opportunities for advisors on campus.” The committee plans to review existing clearing-houses for resources for community engagement, and would like to send out occasional newsletters.
- v. Mentoring subcommittee (Ellen Pauloski): Group met 2 weeks ago to discuss vision for mentoring program among academic advisors at UGA. They are brainstorming, reviewing well-established programming at other institutions (ex: Temple University), considering mentoring within and across departments, chain of command, training, how formal or informal of structure.
- vi. Professional Development (Mike Merva):
 - i. Brown Bag scheduled for 10/24 to include student resources: Bulldog Basics, Student Pantry, Franklin Fridge, School Supply Closet, FACS Get into Career Gear. Tentative for Spring: Student panels
 - ii. Certificate Program: Capstone projects in progress, perhaps by Spring. T&D restructuring registration and tracking process and will hopefully take over this process. New home on web: advising.uga.edu and has new generic email address. Considering revamping basic advising certificate program as the AACC Training Subcommittee is working on online training modules for onboarding new advisors, perhaps making T&D core CAA courses obsolete. Open call for teachers for certificate classes. Contact Shannon Perry or Mike.
 - iii. Advisor Workshop: Tuesday, November 27th: 8-12 lunch will not be included, but breakfast and morning programming will be provided by Career Center. In addition, DAE talk on metacognition, and National Institute for the Study of Transfer Students (NISTS) speaker.
- vii. Training Subcommittee (Jenny Patrick): Meeting next week for a workshop to complete development of content for training modules as well as learning outcomes. T&D will come talk about methods and forms of presentations.
- viii. Transfer Subcommittee (Justin Burnley): Meeting in November. NISTS Transfer Student Week this week with various colleges and units celebrating. Transfer

- Handbooks: working to include Double Dawg information. Final report and recommendations of Transfer Working Group forthcoming.
- ix. Retention/Professional Development Circle (Jenny Patrick): deep dive into retention, no articulated specific goals but hope to eventually provide feedback to AACC about incorporating retention best practice into advising.
- iii.
 - i. Unfinished business: Matt: Topics of upcoming meetings: changes to academic area meetings at orientation, Sage intake survey options, and bulletin worksheets
 - iv. New business
 - a. Orientation Consultant's Report (Alton Standifer): Consultant observed and reviewed orientation practices and programming, and spent significant amount of time with advisors. Report included five major themes:
 - i. Centralizing communication: More common, standardized messaging. This is not to eliminate individual messaging, but to increase shared awareness, knowledge about timing and content of messaging with the hope of not overwhelming communication channels for incoming students.
 - ii. Additional assistance with Registration process on day 2 of orientation.
 - iii. Direct communication about who is and who is not present at an orientation session for assignments and scheduling. Orientation working on pilot information portal for Spring, showing which students have checked in for Orientation. Alton considered Athena solution but it wouldn't be real time so less helpful for this purpose.
 - iv. Ability to see full roster of students registered for orientation.
 - v. Timeliness of area meetings, specifically at first year sessions where a speaker going over allotted time may cause significant delays. Orientation is discussing scheduling area meeting bookends that don't pull people away from programming. (Ex: College Browse scheduled but participants using that time to go get snack.)
 - vi. Additional Comments: additional training of OLs, maintain practice of assigning students to specific colleges, which has worked well.
 - b. Registration Assistance at Orientation (Jennifer Patrick): For previous 3 years, Jenny has been on 4th floor of MLC assisting with registration on all day 2 orientation sessions. Most common ways she assists registration students: clear advising holds, identify special sections (reserved sections for specific populations), assist with decisions about registration based on advising perspective, identify AP credit equivalencies, refer to accurate departmental contacts, explain and identify pre and co-requisite courses, help with alternate course options, advising for epiphany major changes, debunk myths, answer questions about UGA testing, make contacts with other offices/units, answer transfer and dual enrollment questions, serve as calming presence, reassure/affirm.
 - i. Fiona's office's also supplied trained registration assistants
 - ii. Matt passed around a sign-up sheet for registration assistance for upcoming orientation sessions.

- iii. November 1st: admitted students can begin registering for orientation. Advising offices can view these rosters on November 2nd.
 - c. Updates from the Office of Academic Advising Services (Julia Butler-Mayes):
 - i. Hiring for Sydney's position. Decision finalized by early next week and in place by early November. Julia acknowledges Sage question delays as she juggles many responsibilities without someone in Sydney's position.
 - ii. Orientation updates re academic area meetings: Some flexibility around timing. Primary focus is content and structure changes. Eventual Qualtrics survey to AACC for feedback and ad hoc committee to discuss and plan. Exploring student intake form to streamline and standardize communication.
 - iii. Sage notes template: A group of UGA professionals recently attended the USG Academic Advising Academy, centered around the concept of momentum year and students in transition. An idea out of our work is a Sage notes template, with prefilled text to serve as prompts for information. Would be particularly useful during orientation and to standardize the information noted by advisors.
 - d. Matt: registration ticket emails to be sent late next week (Oct 25 or 26)
 - e. Fiona's office: Glitch: students were able to apply for graduation for future term. College representatives and Registrar's Office are aware and are working with students to correct.
 - f. Pink advising took place and was fun.
 - g. Communication subcommittee: Matt's not sure there is enough interest to warrant a full committee, these issues could be reviewed in large AACC meetings. To be determined.
 - h. Kelly King: re registration assistants. What is long term solution? Jennifer E: exploratory center explore advisors may be able to assist on transfer days. Seems a fragile structure. Matt: Let's continue to discuss.
 - i. Fiona: Banner 9 training has been well attended, and she is receiving positive feedback. Should go live the weekend after fall break. Contact Fiona's office with questions about Double Dawgs. She's heard some advisors are discouraging students from participating in Double Dawgs. If advisor is unsure about how a student can complete, refer to Double Dawgs website.
- v. Adjournment
Meeting adjourned at 11:22.

The next AACC meeting is 10-11:30, Friday, November 16 (Peabody Board Room)