Missouri State University's Provost's Academic Advising Council

Annual Report for 2018-2019

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Purpose

The purpose of this report is to document the actions, accomplishments, and efforts of the Provost's Academic Advising Council (PAAC) for the fall 2018-spring 2019 academic year.

PAAC Website: http://www.missouristate.edu/advising/83845.htm

The website is housed under the Academic Advisement Center website. Updates to the PAAC website can be coordinated through Christina Bowles in the Academic Advisement Center.

Council Charge

Charge 1

The purpose of the Provost's Academic Advising Council (PAAC) is to evaluate the administration and delivery of advising services to all students at Missouri State University and to make recommendations for improvements.

Charge 2

The PAAC will identify current advising practices that are successful and encourage those practices among more advisors.

Charge 3

The PAAC will work to enhance consistency and quality within the advising system and support student development initiatives.

Charge 4

The PAAC is available for consultation as policy decisions are made that affect academic advising practice at Missouri State University.

PAAC Membership

Membership is made up of standing members and rotating members. Rotating members represent different colleges, advisor types, or related areas and serve two-year terms. The chart below contains a membership list for 2018-2019 that contains the member's name, area of representation, and term expiration information. Kathy Davis and the incoming PAAC chair typically coordinate nominations of new PAAC members. Upon selection of candidates, the potential member's names are forwarded to Dr. Chris Craig in the Office of the Provost for recommendation.

Fall 2018-Spring 2019 Provost's Academic Advising Council Membership			
Members	**Position**	**Represents**	**Term Expiration**
Amy Marie Aufdembrink	Academic Advisement Center (Chair)	SDPA	May 2019
Karmen Brewer	College of Business	Professional Advisors	May 2019
Ken Brown	Economics	CHPA	May 2019
Zachary Burt	Kinesiology	CHHS	May 2019
Sandy Culver	Business Advisement Center	Business Advisement Center	Standing
Rachelle Darabi	Associate Provost for Student Development & Public Affairs		Standing
Kathy Davis	Academic Advisement Center	Academic Advisement Center	Standing
Tracey Glaessgen	Center for Academic Success and Transition	Academic Success and Transition	Standing
Douglas Gouzie	Geography, Geology & Planning and Provost Fellow	Graduate College	Standing
Brian High	Chemistry	CNAS	May 2019
Nathan Hoff	Associate Registrar for Degree Programs and Achievement Support	Office of the Registrar	Standing
Leonard Horton	Media, Journalism & Film	Faculty Advisors	May 2020
Kurt Killion	Mathematics	Secondary Education	May 2020
Juli Panza	Education Advisement Center	COE	Standing
Dan Raines	Dr. Mary Jo Wynn Academic Advisement Center	Dr. Mary Jo Wynn Academic Advisement Center	Standing
Jaime Ross	Adult Student Services	Adult Student Services	Standing
Robyn Rowe	Communication	Faculty Advisors	May 2020
Rhonda Stanton	English	COAL	May 2019 (now 2020)
Lacy Sukovaty	College of Agriculture	Agriculture	May 2019 (now 2020)
Mike Wood	Career Center	Career Center	Standing

PAAC Primary Administrative Actions, Accomplishments, Efforts, and Guests

The following page contains highlights of the actions, accomplishments, and efforts of the PAAC for the 2018-2019 academic year. Administrative actions are defined as specific actions completed by the PAAC. Accomplishments are defined as initiatives introduced by the PAAC that led (or could lead) to the introduction of a related action by the University. Efforts are defined as items where the PAAC attempted to measure, initiate, or improve a process or ideas that may be yet incomplete or not able to be measured.

PAAC Administrative Actions

- In coordination with the Curtis P. Lawrence Excellence in Advisement Awards, the PAAC selected Jessica Silvey in the Office of Student Development and Public Affairs for the Excellence in Advisement Support Award. Maile M.B. Goss Graduate Assistant in the English Department received the Excellence in Advisement Graduate Student award. Jessica Bendure was selected as the winner of the Curtis P. Lawrence Excellence in Advising professional advisor category, and Daniela Novotny was recognized in the faculty advisor category.
- The PAAC asked for volunteers to extend their two-year term for a third year to re-estabilish a balance in the membership rotation. Because some members had to end their service on the committee early, the PAAC membership had seven new members in odd numbered years and just three new members in even numbered years. The COAL representative, Rhonda Stanton and the DARR Agriculture representative will continue to 2020, giving the PAAC five openings for membership each year. This should help balance the committee giving it a consistent basis of historical knowledge and participation as well as new membership, new enthusiasm and new ideas.

PAAC Accomplishments

- The Finish in Four subcommittee worked with a design team and created a graphic and provided training on the topic. The logo can be obtained by contacting Tracey Glaessgen.
- Signal Vine messaging platform was purchased for the 2019-2020 academic year for a limited 5000 participants. The PAAC's subcommittee contributed insight and feedback for the selection process of this messaging system. The committee conducted a survey of academic advisors about current texting /scheduling practices as well as desired tools and features for texting and scheduling software. There is hope to expand the contract in the future to be used by a larger number of advisors and reach additional students/advisees. Appointment scheduling tools are still of significant interest to advisors and additional research is needed for this to evaluate software/platform options and integration with Banner and Signal Vine.

PAAC Efforts

- PAAC members created a list of ideas to increase the awareness of Advising Council as well was ways to increase awareness of advisors and advising.
- PAAC members and the subcommittee on messaging and scheduling software are interested in continued efforts to add scheduling and appointment reminder tools. As a result, Amie Squibb in Enrollment Services is continuing to explore scheduling options and integration with Banner and Signal Vine.
- The PAAC generated a lengthy list of potential Advisor Forum topics for the 2019-2020 academic year that connect with the NACADA Core Competencies. Kathy Davis will use this list to create the schedule of Advisor Forums and Advising Workshops for the coming year.

PAAC Guests

- **Amie Squibb** (Enrollment Services System Coordinator) -Visited to discuss text message utilization for advising and the results of the advisor survey regarding messaging and appointment scheduling software. (December 2018)
- **Rob Moore** (Financial Aid) – Presented on "Paying for College Student Financial Aid." This presentation addressed the common issues students encounter with financial aid as well as broad rules and deadlines. Many advisor questions and concerns were addressed during this presentation and there was strong interest in asking Financial Aid to participate in an advisor forum or visit departmental meetings. (January 2019)

PAAC Unfinished Business and Future Opportunities

- Participate in the evolution of the Student Educational Planner (SEP) template tools as students as well as academic advisors and departments have access to this tool.
- Evaluate the impact of messaging on advising at MSU for Advisement Centers and advisees. This information can be used to potentially advocate for messaging to the broader student and advisor populations.
- Continue to research scheduling software/platform options and advocate for those tools as mentioned earlier in this report.
- Discuss opportunities for advising and advising related resources as they affect opportunities to retain students as well as recruit-back students who have not finished a degree as a mechanism to support student enrollment/retention goals of MSU.
- During our initial goal-setting meeting for this academic year, there was discussion about supporting academic advising scholarship and research. This could take many forms: discussion groups reflecting on advising publications, writing teams collaborating on practitioner based articles or research articles, and more. MSU has a long-standing reputation of excellence in the field of academic advising and this would continue that

excellence and foster growth for advising at MSU and in the broader advising community.

PAAC Chair Outgoing Wrap-Up

Serving on this council has been amazing. Sharing ideas, resources, and goal setting with a set of faculty and staff who truly care about students has been a highlight of my year. I am proud of the hard work of the PAAC and their endless energy for providing quality advising to students and enhancing advising at MSU. Each member of the PAAC has my gratitude for your contributions to our discussions, your research into ongoing advising issues, your work on subcommittees, and more. Each member contributed differently, but all contributions were of value! I look forward to seeing what comes out of the council in future years.

With gratitude,

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Appendix: PAAC Meeting Agendas

Wednesday, Sept 26, 3:30PM to 5PM, UNVH 113

Agenda:

1. Introductions
2. Review of Membership
3. Updates:
    a. Nathan Hoff -
        1. INB to Administrative Banner final switchover reminder,
        2. Core 42 progress update,
        3. SEP template/4 Year Plan update,
        4. YouTube Video updates and deletions, and
        5. Advising Notes updates
    b. Kathy Davis -
        1. Advisor Forum Schedule
        2. General Report
    c. Finish in Four – Logo

4. Review of Subcommittees
5. Texting System
6. Appointment Scheduling System
7. Brainstorming
8. Set meeting time for academic year

Wednesday, Oct 24, 3:30PM to 5PM, UNVH 113

Agenda:

9. Updates & Reports:
    a. Nathan Hoff –
        • Registration Sequence Begins Tuesday, October 30
        • SEP Template Update
        • Core 42 Resources Update
        • Advising Notes Upgrade Update
        • Course Link Update
    b. Kathy Davis - General Report
    c. Tracey Glaessgen – First Generation Student Advising Initiative
    d. Amy Marie Aufdembrink –
        i. Mission Diploma
        ii. SalesForce CRM demo
10. Brainstorming

Wednesday, Nov 28, 3:30PM to 5PM, UNVH 113

Agenda:

Updates & Reports:

1. Nathan Hoff – **Office of the Registrar Updates**
   a. Proactive Registration/Bear Return Reminder
   b. College Scheduler Upgrade
   c. Advising Notes Update with Attachments Update
   d. Commencement Ceremony Changes
   e. CORE 42 Resource Update Demo
   f. Graduation Application Indicator for Degree Audit Demo
2. Kathy Davis - General Report
3. Kathy Davis & Jean Cobban – Advisor Survey/Assessment
4. Amy Marie Aufdembrink –
   a. Recognition and Valuing Academic Advising
   b. Texting and Appointment Scheduling Committee Update

Monday, Dec 10, 3:30PM to 5PM, UNVH 113

Agenda:

Updates & Reports:

1. Nathan Hoff –
   a. Proactive Registration Update Related To Advisor Release
   b. Update About Four-Year Plan Page Remodel
2. Kathy Davis - General Report
3. Amy Marie Aufdembrink –
   a. Recognition and Valuing Academic Advising
   b. Schedule of PAAC Meetings for Spring
4. Amie Squibb – Student Communication Survey Results

Wednesday, Jan 16, 3:30PM to 5PM, UNVH 113

Agenda:

Guest: Rob Moore, Financial Aid

Wednesday, Feb 27, 3:30PM to 5PM, UNVH 113

Agenda:

11. Updates & Reports:

a. Nathan Hoff –
- Pre-registration Pilot Program Update
- Projected Course Offerings Update
- Revision to the Closing of the Graduation Clearance Process
- College Scheduler Upgrades as Related to Degree Works SEP Plans
- Degree Works CourseLink Update
- Degree Works Upgrade from 4.1.6 to 5.0.1 (Monday, March 11)
- Degree Works-Changes to the Way the Audit Will Read Curriculum Records
- SEP Template Implementation Update

b. Kathy Davis
- Advising Awards
- Upcoming Advisor Forum Sessions
- Master Advisor Reception – March 21, 2019
- On-campus Advising Conference with NACADA's Wendy Troxel – March 29

12. New Business:

Amy Marie Aufdembrink
- New Readmission Web Page
- "Recruit Back" initiative and advising related issues

Wednesday, March 20, 3:30PM to 5PM, UNVH 113

Agenda:

13. Updates & Reports:
   A. Nathan Hoff –
   - Update on Degree Works 5 upgrade from last week
   - Review Degree Works class history template change (would like to pull this up on the computer)
   - Advisor non-attendance notification feedback
   - Advising Notes information on what "current" semester means and related PAAC feedback
   B. Kathy Davis
   - Upcoming Advisor Forum Sessions
   - Master Advisor Reception tomorrow with PAAC Photo at 3:45PM in PSU Balllroom
   - Volunteers Needed for On-campus Advising Conference with NACADA's Wendy Troxel – March 29
   C. Amy Marie Aufdembrink
   - Texting and Scheduling Software
   - PAAC committee member terms of service
   D. Finish in Four Logo

Wednesday, April 24, 3:30PM to 5PM, UNVH 113

Agenda:

14. Updates & Reports:
    E. Nathan Hoff
       - Degree Audit Class History Update
       - SEP template updates
       - Advising notes document type drop-down addition
    F. Finish in Four Subcommittee - logo and discussion
    G. Amy Marie Aufdembrink
       - Texting and Scheduling Software
       - PAAC committee member terms of service
2. New Business:
    - Career Center – Self-assessment

Monday, May 6, 3:30PM to 5PM, UNVH 113

Agenda:

15. Updates & Reports:
    Nathan Hoff

       - Core 42 Updates from the State of Missouri
       - Missouri Civics Exam Implementation Update
3. New Business:
    Kathy Davis
       - Advisor Forum topics for 2019 – 2020 academic year