

Provost's Academic Advising Council Annual Report:
2013-2014

Missouri State University

This report details the actions, activities, and continuing projects of the Provost's Academic Advising Council during the 2013-2014 academic year.

As outgoing AAC chair, I would like to thank Dr. Rachelle Darabi, Associate Provost for Student Development and Public Affairs for her ongoing support and guidance; Kathy Davis, Director, Academic Advisement Center for her advice, valuable feedback, monthly consults, and continuing support; and the members of AAC for their dedication and enthusiasm to provide students with the best advising support possible. For 2014-2015, Josh Smith will serve as chair.

Further documentation of AAC's activities, including meeting minutes, is available upon request. Please contact me at 417.836.8343 or traceyglæssgen@missouristate.edu.

Sincerely,



Tracey Glaessgen
Assistant Director
First-Year Programs

Table of Contents

AAC Charge and Membership.....	2
AAC Main Actions and Achievement.....	3
Subcommittee Accomplishments and Activities.....	4
Unfinished Business for 2014-2015.....	7

AAC Charge and Membership

Charge 1

The purpose of the Provost's Academic Advising Council (AAC) 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 AAC will identify current advising practices that are successful and encourage those practices among more advisors.

Charge 3

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

Charge 4

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

Membership

Membership of the AAC represents Missouri State University's colleges and academic units. Members for the 2013-2014 council are listed below in alphabetical order:

- Standing Members
 - Tracie Burt, Instructor/Advisement Coordinator, Psychology (CHHS)
 - Sandy Culver, Director, Business Advisement Center
 - Rachelle Darabi, Associate Provost for Student Development and Public Affairs
 - Kathy Davis, Director, Academic Advisement Center
 - Gail Emrie, History, Secondary Education
 - Nathan Hoff, Registrar's Office
 - Dan Raines, Dr. Mary Jo Wynn Academic Achievement Center
 - Tom Tomasi, Associate Dean, Graduate College
- Rotating Members
 - Steve Berkwitz, Religious Studies, CHPA, member through May 2015
 - Randy Dillon, Communication, COAL, member through May 2014
 - Tracey Glaessgen, Student Development and Public Affairs, member through May 2015
 - Diane Leamy, Criminology, CHPA, member through May 2014
 - Brittany Lescano, Business Advisement Center, professional academic advisor representative, member through May 2015
 - Carol Maples, Theatre and Dance, COAL, member through May 2015
 - Hillary Mayes, CHHS, member through May 2014
 - Judy Pickering, Professional Education Advisement Center, member through May 2015
 - Joshua Smith, Biomedical Sciences, CHHS, member through May 2015
 - Diann Thomas, Chemistry, CNAS, member through May 2015

A list of nominated new AAC members will be forwarded to the Provost's Office. These new members will serve two-year terms for 2014–2016 to continue the balance of rotating and standing members.

AAC Main Actions and Achievements

Because accurate information is vital for advisors, AAC continued to develop and maintain university relationships by inviting campus representatives not only to share and update AAC members but also to collaborate upon different initiatives.

Contact with University Officials and Groups

The following individuals/groups were invited to share ideas with AAC members during the 2013-2014 year:

- Dr. Chris Craig, Provost's office (attended Aug. 29, 2013): Dr. Craig provided an explanation of the status of the Senior Advisor position, which was not approved by Human Resources. This topic was a focus of the Faculty/Staff Concerns subcommittee during 2012-2013 and continued during the initial part of 2013-2014.
- Ms. Kristie Reynolds, AAC 2012-2013 summer intern (attended Sept. 24, 2013): Kristie provided a detailed overview of the Advising International Students' online module that she created with content provided by Academic Advisement Center and International Programs. This topic was a focus of the Faculty/Staff Concerns subcommittee during the 2012-2013 year and concluded with the completion of the online module during 2013-2014.
- Mr. Jonathan Talley, Director, Adult/Non-Traditional Student Resources (attended Nov. 18, 2013): Jonathan detailed resources that Adult Student Services provides for students. Because non-traditional students continue to be a focus for AAC, this session allowed for brainstorming and exchanging ideas in order to offer better support.
- Dr. Keri Franklin, Director; Ms. Kelly Cara, Assessment Research Coordinator, Office of Assessment (attended Jan. 24, 2014): Keri and Kelly discussed current NSSE results pertaining to advising. AAC's Assessment subcommittee continued to focus upon spreading advising assessment information to advisors in order to search for ways to make advising on Missouri State University's campus even more effective.
- Ms. Kirby Williams, Director of Academic Affairs, Student Government Association (met with Chair, Tracey Glaessgen, Feb. 14, 2014): In order to maintain students' involvement with advising practices, Tracey met with Kirby to receive feedback on current university advising practices. Kirby indicated that students are pleased overall with the advising they receive.
- Dr. Frank Einhellig, Provost (attended Feb. 20, 2014): Dr. Einhellig continued to be an active supporter of academic advising across campus. The purpose of this meeting was to provide Dr. Einhellig with an opportunity to meet current AAC members, ask questions, offer insight, and provide input for the current focus of AAC subcommittees.
- Mr. Ross Hawkins, Transfer Advisor, Academic Advisement Center (attended March 18, 2014): Ross informed AAC of current Transfer Advisor committee representatives and recent/future events, including transfer advisor forums, OTC/Missouri State University annual meeting, Transferration, and a transfer living-learning community. This topic is a continuing focus for AAC and its subcommittee, Faculty-Staff Concerns.

- Ms. Sarah Gray, Assessment Program Coordinator; Ms. Kelly Cara, Assessment Research Coordinator; Mr. Joe Morris, Director, SOAR (attended April 22, 2014): Sarah, Kelly, and Joe discussed administering the Beginning College Survey of Student Engagement (BCSSE) to all 2014 SOAR students. AAC shared feedback and ways to make using the BCSSE more effective for advisors and students.

Subcommittee Accomplishments and Activities

Continuing the subcommittee structure created by previous chair, Tracy Dalton, the AAC continued to reach out to the university community in order to strengthen its relationships with faculty and staff advisors through the following four subcommittees:

- Recognition and Rewards—members worked to create ways to recognize and honor advisors and those who support advising.
- Assessment—members worked to assess advising practices across campus and to suggest future advising goals.
- Advising Awareness—members worked to share the importance of advising across campus.
- Faculty and Staff Concerns—members worked to present possible solutions to advising barriers.

What follows is a more detailed list of the subcommittees’ accomplishments and activities:

Recognition and Rewards

Charge: The Provost’s Academic Advising Council recognizes that the success of academic advising at Missouri State University depends on the contributions of many individuals across campus, both official academic advisors and other supporters. This subcommittee exists to recommend ways to recognize the contributions of advocates who are not official assigned advisors. Additionally, the sub-committee supports efforts to recognize participation in activities that support advisor education.

- **Excellence in Advising: Graduate Student Contribution Award**
The Recognition and Rewards subcommittee developed the Excellence in Advising: Graduate Student Contribution Award by establishing the criteria and application process for the award in order to recognize an individual graduate student’s demonstration of outstanding academic advisement or significant contribution to an academic advising-related project. The inaugural recipient of this honor is Kristie Reynolds. This award will continue as part of the Master Advisor Excellence in Advising Awards series, which also includes the Excellence in Advising Support Award that was created in 2012-2013.
- **Current Initiative (Summer 2014):**
Reorder website for Master Advisor Certificates
From 1997 to 2005, many faculty and staff completed the Master Advisor Workshop when the university was Southwest Missouri State University, and other advisors might have lost their certificate. AAC, through the Academic Advisement Center, has opened a reorder website for Master Advisor certificates.
- **Projects for future consideration:**
Reinstitution of the “featured advisor” program
Development of the Advisor Certification system into a printable “advisor education transcript” (contingent upon funding)

Assessment

Charge: The AAC will identify current advising practices that are successful and encourage those practices among more advisors. Further, the AAC will work to enhance consistency and quality within the advising system and support student development initiatives. The Assessment subcommittee focuses on these initiatives by developing assessment tools and by analyzing collected data.

AAC's Assessment subcommittee finalized a two-year program evaluation project that explored Missouri State University's advising program theory and impact. Data from AAC surveys of freshman and senior samples were analyzed along with documents guiding advising practice at MSU (i.e., Advising Mission Statement and Best Practices for Advisors). Findings and related recommendations were presented in a full program evaluation report, Executive Summary, and in a May 2014 presentation to the Academic Leadership Council. The project resulted in creation of an empirically supported Assessment Plan Draft for MSU advising. The Assessment Plan Draft and college-specific data summaries may be reviewed on the AAC's website.

Through the work of the AAC subcommittee, a mixed methods analyses indicated that Missouri State University's advising practices are empirically grounded and producing desirable results. Findings of this study highlighted individual and programmatic practices that Missouri State University performs well while providing recommendations to enhance future advising assessment efforts. A complete Executive Summary of the Academic Advising Program Evaluation Report may be reviewed on the AAC's website.

Awareness and Advising

Charge: The AAC will create, develop, and implement strategies which reflect the University's advising Best Practices and Mission Statement to increase recognition of the advisement process as a valuable academic component in the Missouri State University experience. This subcommittee works to achieve these goals.

The Awareness and Advising subcommittee developed customized messages for different audiences on campus (students, faculty, staff, and administrators) that could be communicated through multiple venues at various points in time. Members of the subcommittee determined (and members of the AAC agreed) that the student messages should communicate the services and resources advisors can provide as well as promote the importance of the advisement process in students' academic careers. The messages developed for University employees focused on providing information about professional development opportunities related to advisement, communicating the purpose of the larger AAC, and increasing recognition of achievement/maintenance of the Master Advisor status.

2013-2014 accomplishments:

- Creation and distribution of a "Don't Wait" advising flier for posting around campus during fall advisement.
- Publication of an "Ask the Advisor" column in *The Standard* that ran in three editions spanning both semesters.

- Utilize the digital message boards available on campus to “remind” students that advisement is integral to their success on campus. Will continue with the “Don’t Wait” message.

Several goals were established by the subcommittee over the course of the year. They are as follows:

- Promotional flier created as a PDF with the following accent points:
 - How to make the advising appointment
 - How to prepare for the appointment
 - What to do during the appointment
 - What to do after the appointment
 - Will be forwarded to advisors on campus to post on/near their office doors or in their buildings. It will also be posted in numerous locations around campus to serve as a reminder to students that advisement is an essential element of their curricular planning.
- Use “chalking” (writing messages on pathways with sidewalk chalk) to communicate short reminders to students regarding upcoming important dates.
- Use available social media outlets to communicate advising reminders and as well as other information such as awards, updates, etc., to our target audiences. Having a stronger online presence generally is a goal for the future.

Faculty and Staff Concerns

Charge: This subcommittee exists to discuss and address advising concerns of faculty and staff members of Missouri State University.

The Faculty and Staff Concerns subcommittee accomplished several initiatives, including the following:

- **International Student Advising:** Kristie Reynolds interned in Summer 2013 to help get materials updated under Resources on the Academic Advising Center Website focusing on advising international students. Possible module questions for an online training module for advisors were developed. A workshop on advising international students was conducted on March 19, 2014.
- **Senior Advisor status:** After working on a proposal during the 2012-13 academic year, the subcommittee decided to put this on hold due to the lack of support, resources, and questions revolving the implementation of the senior advisor status.
- **Transfer Students:** The major concern of faculty and staff about advising is the issue of advising transfer students. Missouri State University has increasing numbers of transfer students. Ways to effectively encounter the “transfer shock” of these students will need to be continually explored by the subcommittee and the AAC. Possible recommendations to help transfer students include mid-term grades for first semester, queries on significant grade drops for transfer students beyond the first semester, and continued departmental support beyond the first semester. Overall, the mantra WATS “What About Transfer Students?” should continue to be sounded.
- **Best Practices for Graduate Students who advise:** The following statement has been added to the Best Practices guide previously created by members of the AAC.

- Academic advising within each academic department and program is unique. The Provost's Academic Advising Council (AAC) recommends that advisees be assigned to faculty or professional advisors to facilitate development of the advising relationship during a student's time at Missouri State University. However, there may be certain instances in which graduate assistants are assigned to conduct academic advising as part of their assistantship responsibilities. In those cases, the graduate students who serve as advisors should be given appropriate mentoring within the department and should have responsibilities aligned with their training and advisees' best interests. All advisors at Missouri State University are urged to complete the Master Advisor Workshop, to maintain their Master Advisor credentials, and to follow the "Best Practices" developed by AAC.

Unfinished Business for 2014-2015

As noted with the aforementioned reports, each subcommittee has some future projects and ideas to explore further. Under the guidance of 2014-2015 AAC Chair, Josh Smith, subcommittees will examine their future projects to determine feasibility.