SURVEY RESULTS

Academic Advising Implementation Team / Undergraduate Academic Advising Council

RESPONDENTS:

Departments/Programs --- 52
Colleges --- 41
Total -- 93

PAYROLL TITLE:

Administrative Analyst--2
Assistant Student Affairs Officer--- 10
Other-- 14
Program Representative--5
SAO I -- 37
SAO II --- 19
SAO III --6

EXPERIENCE:

Less than 2 years ---9
2-5 years--- 29
6-10 years--- 22
11-20 years -- 20
21-30 years ---5
More than 30 years --2

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QUESTION 1 - DO YOU HAVE SUGGESTIONS FOR MORE EFFICIENT/EFFECTIVE WAYS TO SHARE VITAL INFORMATION WITH THE VARIOUS UNITS ACROSS CAMPUS?

- A central blog or webpage might be nice. That way colleges and departments could all have access to new information.
- A website with working links of everything advisors would want to know. Or a knowledge base. National University developed a knowledge base, any question you can think of would bring up all the links. We all know how not useful the UCSD BLINK page is!
- All should be using the college portal system
  Academic depts should be involved with transfer orientation.
- An centralized website where colleges and depts can post updates. VAC access for all depts and colleges

- Common internal web page, perhaps associated with the VAC where all advisers could access information
- Create a set of protocols or standard operating procedures for information distribution. Make sure it reaches the advisors, not just the provosts, vice chairs or MSOs of each division. Information is not automatically distributed out to the advisors, who are the ones who work directly with the students.
  Create a website that has announcements with a twitter-type feed on these announcements.
- Current reliance on voluntary membership in groups or mailing lists must be replaced with mandatory participation in at least mailing lists if not quarterly or more often meetings.
- depending on the topic, face to face, or via email
- Easier access to College advisers. It would be great to have phone extensions for them, as it is difficult sometimes to be advising a student and need to call and have to go through a phone tree only to get to the front desk person.
- Email (3)
- Ensure dept contact list on Blink is updated frequently; monthly e-newsletters via listserve regarding sharing updates and announcements between depts and colleges. Also, ensuring that colleges and depts have a "voice" in meetings with other campus administrators/units.
- Establish a committee or committees of advisers who will be charged with identifying areas/topics where colleges and departments need to collaborate and communicate and establish protocols and calendars for efficient/effective communication and fulfillment of the academic advising mission at UCSD (creating a mission statement would be meaningful). Share technology if/when appropriate and create an internal website for information sharing, resources, etc.
- Forum or sharepoint site
- Hot Topic Link or Discussion Board Link on the BLINK page so that what ever the latest discussion is we can check it out.
  I AM LOOKING FORWARD to using ECONOMIC's PROGRAM for scheduling, book orders, TAs and more.
- I think that we should create a wiki page to share important information about advising.
- I think the Advising ListServe is a great idea.
- I think the blink updates are really helpful, but many are unaware of those resources. A annual review of the resources available at a meeting might be helpful.
- I would find it helpful to have an electronic newsletter/bulletin that provided updates on a regular basis. A tool that allowed advisors in both the college and department to see/understand the weekly time-lines we all operate from and staffing changes etc.
- Intranet with contact info for all advisors and admissions staff.
  System/protocol for sending out new information on changes to policy, procedure, new staff, etc. Maybe a website to house all the info.
- It may be useful to establish some sort of online community where people can exchange information. It seems my inbox is always flooded with emails that don't necessarily apply to me.
- It would be helpful for students and for the colleges if the depts. could communicate their program changes by updating their 4 year plans each year. It would be helpful for depts. to have access to the Virtual Advising Center so colleges and depts. could share their notes regarding students.
- Listservs are being created which can be an efficient way to communicate information to a large group of people. Continued utilization of these listservs will be great.
- Maybe a listserv of weekly updates or a once a month email noting all significant changes. Getting all depts on the Staff Portal.
- No
- Odapa is GREAT -- good for immediate information. Quarterly advisor meetings are good too, it's good see the others in person
- One Stop Site with quick links to each dept. and college for updates.

- Online bulletin board to share information
- Opportunities for advisors in the departments and colleges to meet and gather annually (if not more frequently). Perhaps something like a Sharepoint site where relevant information and updates can be posted.
- Our office (Math Testing and Placement) meets annually in the spring to discuss math placement procedures and issues with all of the Colleges' Academic Advising departments. We also have developed a computer portal for college academic advisors to request math pre-authorizations and to ask questions. Frequent and open communication is vital to ensuring that accurate information is shared among advisors and eventually delivered to students.
- Quarterly meetings
- Send out a quarterly/bi-quarterly e-newsletter with announcements from all over the campus, including policy/procedure changes, personnel change(s) announcements, curriculum changes, etc.
- Sharepoint site, quarterly college/department meetings
- The new Academic Advising Council should help in this arena.
- To have staff education classes available on how to use applications such as cdportal or 4 yr planner or ISIS, etc.
- UAAC meetings should be for committee reports (when committees are formed) and networking first and foremost. Having one guest speaker would be fine but refrain from inviting too many guests speakers at once; otherwise, we just go back to having college/departmental meetings with speakers, powerpoint presentations and no time for information sharing. I also would like to have round table discussions on different topics to be determined by the advisers' areas of expertise/interest. The meetings need to encourage advisers to be pro-active; advisers need to know they will be heard, and assured they will play an active role in the shaping of advising on campus. The experience needs to be meaningful.
- VAC is expanding constantly among depts etc which is very helpful
- VAC or a system like it to be able to connect all advisors whether it is college, dept, or admissions.
- Virtual advisor
- Web-based clearinghouses
- Websites updated often, eg for policies with constant updates

QUESTION #2 - WHAT DO YOU FIND TO BE THE TWO GREATEST CHALLENGES IN PERFORMING YOUR DUTIES?

- (1) Budget
  (2) Keeping up-to-date on new or changing policy/procedures
- *Too few staff including lack of computer support.
  *Not enough classrooms.
- 1) Lack of time
  2) No degree in Psych counseling
  1. Four year plans that are not updated by depts.
  2. ASSIST no longer updated by Admissions.
- 1. Too many responsibilities/too little time;
  2. Feeling as though I have to justify my job to higher administration -- something particularly stinging after giving a lot of time effort every single day.
- Advising has no presence on the UCSD website; hence, a lot people at UCSD ranging from faculty to business managers and others have no understanding of what advisers do or have great misconceptions about the advisers' roles on campus. In addition, the duties and responsibilities are very complex and different whether you are a department adviser (specialist) or a college adviser (generalist). Academic Advising is a profession and most advisers hold advanced degrees, yet they are very seldom consulted on matters related to students' academic

experience and how decisions made at higher levels (including policies) impact students and advising in general. It seems we have to justify our jobs and our presence on this campus. It is disheartening and it hurts morale. I would like the Chairs and Vice-Chairs, the MSOs and other managers on campus to read the section about academic advising programs in the CAS Professional Standards for Higher Education. Most of us belong to professional organizations such as NACADA (National ACademic ADvising Association) and abide by the core values of academic advising; we are responsible to the institution, the academic community and to the students we serve.

- Balancing the advising students with the various administrative duties and deadlines
- Bureaucratic Nightmare! The CEP needs to stop micromanaging the petition process and allow the departments and the colleges to make the final decision on the petitions. We are the ones in the trenches with the students and we know which ones have real issues and which ones are trying to pull the wool over our eyes. The CEP is so out of touch with the students and they don't care!
- Campus on line programs
- Compassion fatigue
- Controlling my work day - multiple deadlines and interruptions
- Decreased staff to handle increased enrollments.
- Demand from student's for more individualized attention
- Encouraging incoming students to have their college and university math transcripts and AP Calculus scores submitted on time.
- Finding enough time
- Getting students to think open minded about major options.
  Helping academic probation students.
- Having set policies to enforce fairness and having motivation when no raises are in sight.
- I am in a department that tends to re-create the wheel often or finds out what others do then do the opposite. It would be helpful to report to a main advising officer position. That said I am in a department that has a Student Affairs Manager position but that has resulted in hiring a person who was better equipped to assist the MSO and not the advising staff. The second challenge is faculty who are too involved with research to read/know policy. I spend about a third of my time telling faculty/instructors the same things every quarter.
- Interruptions
- Keeping updated on changes in departments, senate regulations, and registrar procedures.
  Managing increasing demands from larger numbers of students with fewer internal and campus resources.
- Lack of communication with entities outside of Odapa who fail to share pertinent information that affects our job duties and the students we serve. Lack of consistency with rules/regulations.
- Lack of efficiency regarding how to use campuswide databases.
- Lack of faculty interest in undergraduate education.
- Lack of information disseminated
- Lack of resources, personnel specifically
- Lack of student initiative in understanding requirements
- Limited Resources. We had a hiring freeze that prevented us from filling a position that was vacated in our office. We heard that this position will now be deleted as a result of the budget cuts. My colleagues are stretched thin. It takes us longer to respond to our students and their parents--there are less of us, more of the students. We receive more complaints about the length of time it takes to help/respond because it takes longer to provide. We cannot do outreach to students who need it the most because of this. Additionally, it would be nice to have technology (computers) that actually work. Our systems are so disconnected and slow--it's ridiculous that we have to use three separate programs/websites to advise students. Can't we invest in better technology?
  Misinformation given to students.

- More information shared between departments and colleges during peak times such as enrollment of freshman and transfers. Sometimes information on contacting/drop in hours within certain departments is hard to find or not listed even for advisors.
- Not enough staff (2)
- Not enough time
- Not enough time and not enough staff
- Not enough time or resources to create programs. (workshops, seminars, etc.)
- Not enough time to do projects, Not enough time to think, develop and cogitate over advising issues, new programs, etc.
- Not having consistency or open communication.
- Numbers of students/enrollments
- One challenge is the undergraduate student petition form. It is not comprehensive enough to gather needed information from the student for minor programs. Needs to be re-vamped. Also, it would be great for it to be put online for faster response as faculty respond faster to email than paper forms.
- Out of date information to use in advising students—
- Out Of Touch Administration. It's a shame that the administration takes the academic advisors for granted. We play a huge role in the retention of students and yet very little money is invested in the academic advising staffs. We heard that academic affairs were subject to huge budget cuts and layoffs, yet student affairs was subject to none. Where is the priority?! Invest in training and professional development for advisors across campus. Start implementing hiring freezes on the higher ups and start investing more resources ($) into the academic advisors.
- Red tape, and department advisors and college advisors not having the same access to data or training in data extraction.
- Scheduling classes
- Some of the challenges that I have are campus scheduling and OSD issues.
- Supervising hiring and scheduling of TAs and managing course approvals
- Systems not functioning properly (Blink being down)or are difficult (ISIS).
  Changing rules from CEP/ Staying current with requirements
- The disconnect I feel from the college advisers sometimes.
- Time time time, lack of leadership in areas of communication
- Time to be able to spend with students because of all the admin duties. And supervisor/faculty support.
- Time to complete tasks
- Time, too much to do, not enough resources
- Training on campus systems and processes. Clarity on the duties/roles of various Student Affairs and Academic Affairs staff.
- Understaffed across campus.
- Waiting for people to respond and lack of resources (namely, time and money)
- When random questions occur, for example an exchange student trying to take a class, he/she gets sent from office to office because no one knows the answer or where or who to get the answer from.
- When students do not read and don't quite accept the concepts that they read or that you tell them. Too many duties at once is the biggest challenge.
- Workload/time

QUESTION #3 - WHAT IMPROVEMENTS COULD BE MADE TO ASSIST YOU IN PERFORMING YOUR DUTIES?

- A main campus orientation dept that coordinates the bulk of the FALL orientations in terms of logistics etc. freeing up the colleges to design/conduct their portion in terms of academics and student affairs information
- A review of how students communicate with us (walk-ins, appts, etc.) and how effective that is for us and the student.
- Ability for very specific data queries/extraction for targeted purposes (i.e. targeting students with certain GPA to promote honors, pulling up a list of ONLY transfer students to disseminate info to, etc.)
- Additional staff.
  When new buildings are created, they should have to include classroom space for general-use.
- Adequate training. I would love to participate in advisors training and also have additional training on ISIS
- Allow us to hire more advisors and invest in the tools needed to do a better job. Need better computers, need to invest in training and professional development. What happened to the training certificate program? Why don't we get rid of CEP in the petition process? It's a waste of time/money for the staff and the students!
- Alternate work schedules; 9-80, 4-10, etc.
- An advising assistant
  More rooms on campus
- Approval to have well trained and confidentiality conscious students help with student info and data.
- Automation; clear policies and procedures that is used by all on campus; clear policies and procedures from CEP (posted on web page); advising presence on UCSD web page
- Better communication with outside entities. More automated systems.
- Communication with departments, particularly those who have not been easy to get to the table to talk or collaborate in the past; 2) consistent training of all staff so that we all understand how to collaborate and discuss our duties; 3) opportunities to collaborate across colleges and departments to share expertise and resources.
- Conflicting information given to students from their colleges about their major. It would save me a lot of time if the college advisor stopped advising my students.
- Electronic student file w/ e-petitions
- Have depts. update their 4 year plans each year. Have Admissions continue to update ASSIST. Have a more up to date computer system than ISIS.
- Hire an intake advisor; Get a degree in Counseling
- Hire more staff
- Hiring more staff to meet student needs.
- I'm looking forward to the new scheduling program as well as the course approval process going on-line.
- Improved campus on line programs
- Incentives for productivity.
- Increased automation across campus (e.g., electronic petitions, college approval forms, more department joining the VAC).
- Let the experts (advisers) determine what needs to be done with the support of the AVCUE's office. A business model is not appropriate for running an advising unit and although some processes can be helped by technology, our jobs revolve around student learning and development (refer to CAS).
- More resources.
- more staff
- More training for advisors
- More trainings--use of DARS, undergraduate policies, etc.

- More web-based forms, especially with the registrar's office. E-mailing Excel spreadsheets back and forth is insane. Also a better integrated learning management system like EEE at UC Irvine.
- N/A
- OSD exam accommodations process needs to be centralized.
- PofC/ Area Study tool on degree audit- where students could input.
- Shared task/responsibilities with colleagues or streamlining faculty admin duties.
- Support of peers, boss, and colleagues across advising services.
- These meetings seem like a great step in the right direction. Look forward to seeing the collaboration.
- Timely response to requests for things like long term plans, information on changes to programs with a deadline of May 1 for implementation to allow better advising to new students.
- Updated lists of college advisors/contacts for queries - who to contact re a degree audit, petition etc. The OPAPA list has been useful.
- Use of technology to streamline manual or time intensive processes
- Virtual Advisor for all Advising units.
- Well, it seems like there should be someone managing advising outside of the departments. My frustrations stems from supervisors who have told me they have no idea what my job is while micro-managing assigned tasks and supervisors who have no advising experience expecting me to serve a student in a matter of minutes who will have no questions or follow up.
- When department/programs., colleges, CAPE, summer session, the Registrar ask the same information because everyone has their own database or Excel spreadsheet. Asking to confirm your identity for everyone's list does take up a lot of time. It would also help if that master contact list http://blink.ucsd.edu/instructors/resources/advisor-lists/departments.html had a send to Excel would be time saving too.

QUESTION #4 - WHAT IMPROVEMENTS HAVE BEEN IMPLEMENTED IN YOUR UNIT THAT MIGHT BE OF USE TO OTHERS ACROSS CAMPUS?

- Always train at least 2 people on how to do specific tasks/procedures. One person is the primary contact and the other is the back-up.
- Blocking set times for paperwork, walk-ins, appointments, etc., and ensuring that everyone on staff sticks to the plan.
- Can't think of any
- Cross-training
- Group advising freshmen on popular concerns/topics.
- Hmmm - we've actually been working on trying to do more with less resources.
- Instructional management system
- I've just taken over book orders to ensure that they are completed and submitted on time. I've also had instructors confirm their teaching schedule for the entire year in spring for the upcoming year so that I have the info I need for schedule builds.
- More computerization in college to dept processes for ease and speed. There is some precedent already in place.
- Multiple staff members and virtual advising center.
- My department has adopted practices from others.
- None (2)
- Online TA evaluations
- Really enjoy being able to work with departments on the Virtual Advising Center. Hope that more departments are open and willing to migrate to this system as it becomes available to more departments. A very helpful way of communicating with students.
- Restructuring of duties

- Role based e-mail account for students to utilize regardless of staff changes.
- See #1 above.
- Staff members participate in staff development classes, workshops and conferences as much as possible (if resources are available). Retreats are held twice a year and staff members are encouraged to brainstorm, be creative and participate in the development of new programs; basically, advisers are invested in the success of the unit. The advising unit holds weekly meetings and the leadership of the meeting is rotated weekly among all staff members.
- The VAC is new to our department and will be very helpful when it actually is accessible
- The Virtual Advising Center should be available for all depts. so communication could more easily be shared.
- Undergraduate blog for announcements - reduced emails to students not related to department business
- Updated Counselor handbook. Taking out old info and updating it with new info.
- Use of technological tools; looking at streamlining procedures; making internal policies/procedures
- Use of the Virtual Advising Center ;-)
- Virtual advising system
- We added a policy log on Excel of dates changes in policies were approved. Asside from our advising duties, we work on projects in teams.
- We are beginning to experiment with group advising around themes such as pre-health, exchange programs, etc.; 2) the use of online advising in orientation and during the year -- this has been implemented in many departments, but this may be something we can all work on more.
- We have streamlined many areas in our unit making it more efficient as we have fewer people
- We haven't been able to do much in the way of improvements because of all the budget cuts/hiring freezes. If anything, we've regretfully cut our services to students and limited our participation in campus-wide initiatives that would drain our resources. We could implement some improvements if we had more advisors.
- We work in groups and we assist each other with our duties/meetings. We also created a policy database of when decisions were made and outcome - excel file- easy to use
- Weekly staff meetings

QUESTION #5 - WHAT WOULD YOU LIKE TO SEE INCLUDED AT THE MONTHLY CAMPUS-WIDE ACADEMIC ADVISING MEETINGS?

- A note-taker so that those who are unable to attend still have access to the information and resources discussed.
- An AA and CEP rep. They are the ones making the policies we have to carry out.
- Best practices (2)
- Deadline reminders.
- Department updates
- Discuss new regulations and how they are being enforced.
- Discussion of processes that cross college - dept lines - so each can understand what the other is processing and checking.
- Housekeeping keeping items, update on which dept and advisors are new or moved.
- I know there is staff turnover, but who to contact in Admissions etc is really helpful.
- I think having a meeting once a month is way too much and in winter and spring quarters, the 1st Tuesday will fall during week 2 which is a terrible time to call a meeting for advisors. I don't see how this will differ from the College/Dept meetings we already have.
- I would like to see more meetings involve the colleges.

- I'd like a presentation from phych services on campus - we had one at the college and department meeting and I got a lot out of it and would appreciate that being done again as a reminder.
- I'd like to have a step by step training on topics we're expected to do. For instance, the Transfer Student Gateway. I would like someone to NOT RUSH THROUGH a training, showing us step by step what we would click on, what would be typed in.... And there should be a PRINTED OUT power point or Word document to show us these steps so we won't be frantically trying to write it all down in the training. Some of us learn better by watching first, then doing it on our own with the notes from the training. I have to admit, at the last all Advisor meeting when they quickly went over this, I took incomplete notes (so I could keep up) and I've never been able to figure out what to do with it. So our dept. doesn't have anything set up.
- I'd like to see more advisors included in these monthly meetings. How can we, as a campus, say that we value the academic advisors and want to recognize their efforts while scheduling these meetings at times that we are busiest? I want to network with my colleagues so I know who to ask for help.
- Information on relevant topics (FERPA/privacy issues are always good), training on technical systems, DARS training/tips, four-year plans training
- Introductions of new staff members, acknowledgment that department and college advisors do have mostly good communication across the campus (that is, I think it'd be a grave mistake to assume that the two entities are at odds), updates about curriculum changes.
- More than just touchy-feely conversation and reiteration of the same information.
- Motivational speakers.
- N/A.
- Networking and information sharing (not lecturing). When committees are formed, the committees should provide progress reports and final outcomes to the group. Conduct an annual (or every other year) assessment to determine if the meetings and committees have successfully fulfilled the expectations and mission expressed by the AVCUE's office when the group was created. Make changes as needed.
- Networking, training
- No! Once a quarter would be enough.
- Not really sure - a great deal of information is already shared. I think people are pretty good at creating an agenda that is relevant and useful. Sometimes it is difficult to attend if there is already a lot on your desk.
- Not sure if monthly meetings are the answer, since the meetings will take us away from serving students. We are already short staffed, so this will also increase our work load when we make up the work from being away.
- Opportunities to collaborate with other entities on campus.
- Perhaps a college/dept/Student Services etc focus, meet the Advisors with a brief overview of the area.
- Presentations on issue relevant to our students and the campus as a whole. (ie admissions, new project, new programs, major revisions to depts., etc)
- Round table discussions on hot topics, or current issues at UC San Diego.
- Sharing of new info and announcing changes to procedures/policy from units that affect all colleges, such as Registrar. (2) Discussing strategies for increasing advisor salaries despite atmosphere of budget deficits.
- Someone to share ideas on how to move up the advising ladder.
- Straightforward updates on the budget cuts.
- The AATCP modules, obviously then those who don't need that training would not go. I think monthly is too often given our workload and ebb and flow of advising calendar.
- Time to network.
- Training and best practices shared between departments. Shared communication between colleges and establishment of boundaries between both areas.

- Training on several topics would be helpful.
- Undergraduate academic policy
- Unknown at this point.
- Upcoming events that are pertinent to share with students.
- Updates
- Updates on course and requirement changes, policy issues, and procedures.
- Updates on various programs/depts. Also, educational seminars as well. Maybe a link with NACADA.
- Updates/communication of information; participation by a majority of advisers on campus; this has to be made a priority of the administration

QUESTION #6 - WOULD YOU BE WILLING TO SERVE ON A COMMITTEE TO DEVELOP AND IMPLEMENT CHANGES TO IMPROVE ADVISING SERVICES AT UCSD?

- Yes (32)
- No (7)
- Maybe (6)