Highlights and Best Practices

• Communication timelines
• Admissions providing departments with admit and accept data
• E-VAC
  – Open to all departments
  – Colleges standardized open dates and location
• Colleges share orientation content on Confluence
Highlights and Best Practices

• Departments create/maintain transfer student specific webpage and New Student Site major page
• Petition workflow

Documents posted on Confluence ➔ Academic Advisors Handbook ➔ Transfer Students
Workgroup discussed the challenges presented when communicating with new transfer students:

- Transfer Equivalency vs UC Transferability
- Transfer Equivalency vs Major Substitution
  - Which department reviews which request?
  - Update in ISIS or DARS?
Petition workflow proposed to help advisors respond to transfer student requests based on students’ specific needs

• Workflow expanded to include all undergraduate petition requests (not just specific to transfers)

• Reviewed by colleges and a handful of department advisors
  – Posted on Confluence
# Petition Workflow

## Undergraduate Student Petition Workflow for Advisors

(not to be distributed to students)

<table>
<thead>
<tr>
<th>Type of Petition</th>
<th>Petition Request</th>
<th>First Review</th>
<th>Second Review</th>
<th>Third Review</th>
<th>Fourth Review</th>
<th>Action (upon approval)</th>
<th>Processed By:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Articulation</td>
<td>Transfer Equivalency</td>
<td>Department offering equivalent course</td>
<td></td>
<td></td>
<td></td>
<td>Student record updated in ISIS</td>
<td>Department offering course</td>
</tr>
<tr>
<td>Major Exception</td>
<td>Substitution of Major Requirement</td>
<td>Student's Major Department</td>
<td></td>
<td></td>
<td></td>
<td>Student record updated in DARS</td>
<td>Student's Major Department or DARS admin</td>
</tr>
<tr>
<td>(Follow some track for Minor Exception with Minor Department)</td>
<td>Waive Major Requirement (even if relevant course is offered by another department)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Grade/Unit Exception to Fulfill Major Requirement</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>College Exception</td>
<td>Substitution of GE Requirement</td>
<td>Student's College (even if relevant course is offered by another department)</td>
<td></td>
<td></td>
<td></td>
<td>Student record updated in DARS</td>
<td>Student's College or DARS admin</td>
</tr>
<tr>
<td></td>
<td>Waive GE Requirement</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Grade/Unit Exception to Fulfill GE Requirement</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Enroll in Course for 3rd Time</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Preauthorization entered in ISIS</td>
<td>Student's College</td>
</tr>
<tr>
<td>University Exception</td>
<td>Exception to Maximum P/NP Requirement</td>
<td>Student's College</td>
<td></td>
<td></td>
<td></td>
<td>Student record updated in DARS</td>
<td>Student's College or DARS admin</td>
</tr>
<tr>
<td></td>
<td>Exception to Course Repetition (GPA)</td>
<td>Department offering equivalent course</td>
<td></td>
<td></td>
<td></td>
<td>Student record updated in DARS</td>
<td>Student's College or DARS admin</td>
</tr>
<tr>
<td></td>
<td>Retroactive Add or Retroactive Drop with &quot;W&quot;</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Retroactive Incomplete</td>
<td></td>
<td></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Retroactive Change of Grade Option</td>
<td></td>
<td></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Extension of Incomplete</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Retroactive Withdrawal From Quarter</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td></td>
<td>Retroactive Reinstatement of Courses</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
What did we accomplish?

- Opened E-VAC early for New Transfer Students
- Made E-VAC available to all Departments
- Standardized the Online Advising section of the New Student Site for all six colleges
- Identified and trained Subject Matter Experts from each Departmental Division
- Surveyed students about E-VAC
E-VAC Satisfaction Survey Results

E-VAC Survey Details

• Dates of administration: 8/16/2013 - 9/17/2013
• N = 391 (respondents from all six colleges and various departments)
• Response rate = 13%
I understood how to use Online Advising via the New Student Site.

- Strongly Agree: 230 (50.88%)
- Agree: 82 (18.14%)
- Neutral: 43 (9.51%)
- Disagree: 25 (5.53%)
- Strongly Disagree: 10 (2.21%)
E-VAC Satisfaction Survey Results

I was satisfied with how quickly I received a response to my questions.

<table>
<thead>
<tr>
<th>Opinion</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>198</td>
<td>(43.81%)</td>
</tr>
<tr>
<td>Agree</td>
<td>89</td>
<td>(19.69%)</td>
</tr>
<tr>
<td>Neutral</td>
<td>67</td>
<td>(14.82%)</td>
</tr>
<tr>
<td>Disagree</td>
<td>20</td>
<td>(4.42%)</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>16</td>
<td>(3.54%)</td>
</tr>
</tbody>
</table>
The answers I received were clear and helpful.

- **Strongly Agree**: 187 (41.37%)
- **Agree**: 84 (18.58%)
- **Neutral**: 68 (15.04%)
- **Disagree**: 24 (5.31%)
- **Strongly Disagree**: 27 (5.97%)
E-VAC Satisfaction Survey Results

My overall experience with Online Advising through the New Student Site was positive.

- Strongly Agree: 197 (43.58%)
- Agree: 97 (21.46%)
- Neutral: 46 (10.18%)
- Disagree: 29 (6.42%)
- Strongly Disagree: 21 (4.65%)
E-VAC Satisfaction Survey Results

94 Students also Commented on the E-VAC:

• Satisfaction with the Advising Process and/or Response(s) - *convenient, helpful, fast, friendly*

• Dissatisfaction with the Advising Process and/or Response(s) - *unavailable, unresponsive, unclear, generic information*

• Technical Issues - *unanswered questions, blank responses*
Where do we go from here?

• Recognize and fix procedural issues and technical difficulties

• Gather feedback from staff (colleges and departments) – currently in progress

• Create another workgroup!
  – Departments
  – Colleges
  – Admissions
  – Transfer student
Questions/Discussion

Contact **Clare Harrington** at **charrington@ucsd.edu** to schedule a feedback session