



HLC Accreditation 2016-2017

Evidence Document

Academic Affairs

First Year Advising / OneStop

Additional information:

First Year Advising/OneStop

Description

During their first academic year, a new, undergraduate, degree-bound student who has less than 24 earned hours will be advised through First Year Advising located in the OneStop. After completing the first year, a college academic advisor will be assigned based on the college and major. In the semester the student is scheduled to earn 24 hours, First Year Advising will begin the transition to the student's academic college/department. Beginning in the semester where 24 credits have been earned, the student will be advised through regular college/department advising processes.

OneStop First Year Advisor Responsibilities

- Assist first year students transitioning to college.
- Help students explore interests, abilities, and goals and move them toward academic majors, with goal of declaring a major by 24 credits.
- Assist students in developing a student educational plan (SEP) that satisfies degree requirements.
- Refer students to appropriate support services within the university.
- Monitor academic performance using SSC and other technology tools, and discuss with students the implications of their performance for degree attainment.
- Clarify university policies, regulations, programs, and procedures to enhance success.
- Use the full set of tools available to OneStop advisors for holistic advising.
- Partner with Student Success to use success plans, success resources, and SSC and outreach campaigns to enhance student persistence and goal attainment.
- Assist general students for short term advising needs, including releasing holds, providing OneStop services, and providing spillover relief, when needed.

Action Steps

1. Determine staffing levels necessary to achieve first year advising goals and maintain current OneStop services and responsibilities.
2. Determine space and location suitable for in-person advising processes.
3. Identify current advisors with skill set applicable to holistic, first year advising.
4. Determine process for recruiting/hiring suitable advising staff (through appointment, search, etc.). Requires discussions with deans and advisors.
5. Hire and train new advisors.
6. Develop advising procedures/processes for assigning advisors to students, aligning processes with Admissions, and defining the advising relationship with students.
7. Create triage/spillover procedures to address short-term (holds release, etc.) and long-term (1st year) advising demands. Requires coordination with colleges to handle spillover, short-term advising.
8. Develop process for aligning First Year Advising with Orientation to maximize yield/matriculation.
9. Work with college advisors/deans to create processes for transitioning first year students to college advisors after 24 credits.
10. Create knowledge base, promotional materials and marketing/PR.
11. Make sure that Student Educational Plans are available in Degree Works— departments must have degree requirements and degree plans in place.