

Undergraduate Academic Advising at Utah State

Undergraduate Advising Structure at Utah State University

Advising at Utah State University is decentralized and takes place in satellite advising centers. Under the direction of the **Office of the Vice President for Student Services**, the **Office of University Advising (UA)** oversees the University advising program. John Mortensen is the director and Stephanie Hamblin is the associate director. John is currently serving as interim registrar, so Stephanie is the main contact in the interim.

UA provides academic advisement information and services to students, faculty, and staff. Services and materials provided by UA include publications such as the *Advisor Handbook*, *Advisor News* newsletter, and other printed resources. UA also disseminates information to advisors through advising conferences and workshops, a monthly Advising Coordinating Committee meeting, and an e-mail distribution list.

UA also oversees the **General Studies Program**. Students who do not meet the admission requirements of the seven academic colleges are enrolled in the General Studies Program. In addition, UA provides advising for Undeclared majors. More information about the Office of University Advising is available on pages A3-A4.

Each of the seven academic colleges has its own unique advising structure. Some colleges rely heavily on faculty advisors, while others use full-time professional advisors. Some colleges use a combination of each. Below is a breakdown of how undergraduate advising is organized within each college. Please note that some advising offices make use of peer advisors, which are not mentioned in the descriptions below.

The **College of Agriculture** has made changes to its advising structure. The Department of Agricultural Systems Technology and Education relies on faculty advisors, whereas the other departments have made the transition to professional advisors. Lisa Allen, Staff Assistant and Advisor, is the undergraduate advising contact for the College of Agriculture.

Within the **College of Business**, some students are admitted directly into the college, while admission for other students who do not meet the college admission criteria is competitive based on available space in the college. Completion of a specific core of classes, along with ACT score and GPA requirements, qualify students for admission to the college. Admitted students will now have the same advisor from admission into a major through graduation. Ruth Harrison serves as the Director of the Career and Education Opportunities (CEO) Center.

The **College of Education and Human Services** relies mostly on professional advisors. Most departments have one or more professional advisors. However, the Department of Communicative Disorders and Deaf Education; the Department of Health, Physical Education and Recreation; and the Department of Secondary Education have faculty members who advise. Terri Gass, Staff Assistant, is the undergraduate advising contact for the College of Education and Human Services.

In the **College of Engineering**, students are first admitted into pre-majors. The college has three professional advisors who work with all pre-majors. Students are assigned to a faculty advisor after obtaining advanced standing. The College of Engineering has several faculty members in each department who mentor students who have received advanced standing. Kathy Bayn serves as the undergraduate advising contact in the College of Engineering Advising and Student Service Center.

The **College of Humanities, Arts, and Social Sciences (HASS)** has several professional advisors in the College of HASS Advising Center (CHAC). This center advises College of HASS majors regarding General Education requirements, and has responsibility for the Liberal Arts major. Most departments have faculty advisors assigned to advise students on major requirements. Mary Leavitt serves as the Director of CHAC.

The **College of Natural Resources** relies heavily on one professional advisor under the direction of the Dean's Office. There are also faculty advisors assigned for each of the various majors. Maureen Wagner oversees advisement for the College of Natural Resources.

The **College of Science** has a mixed advising system. Faculty members advise in the Departments of Biology, Chemistry and Biochemistry, Geology, and Mathematics and Statistics. Professional advisors are located in the Departments of Computer Science and Physics, as well as the Dean's Office. Richard Mueller, Associate Dean, serves as the undergraduate advising contact for the College of Science.

USU Philosophy of Advising

Academic advising is a significant part of the University's role in the total process of educating students. Advising is a process that encourages students to become engaged in their education. Advising encompasses development and delivery of accurate, up-to-date information regarding career options, educational programs, courses of instruction, resources, policies, and procedures to aid students in pursuing their educational goals.

The academic advising process involves the interaction between students and many segments of the campus community, including faculty members, student services, counselors, staff, and student peers. Both students and advisors share responsibility for making the advising relationship succeed.

A key element of the advising process is the advisor-student relationship. In this relationship, a faculty, professional, or peer advisor helps a student to select, plan, and complete his/her educational goals in a friendly, helpful, and professional atmosphere that will allow students to:

- become correctly informed about educational options, graduation requirements, academic policies, and procedures.
- clarify educational goals.
- plan educational programs consistent with their interests, abilities, and career goals.
- evaluate progress toward their degrees.
- utilize the resources available at USU.
- develop decision-making skills.
- become independent learners.

Guidelines for Academic Advising

Responsibilities of the Student

- a. Ensure that any academic records from other colleges and universities are transferred to and received by the Admissions Office for evaluation.
- b. Develop his/her social, academic, and career goals and examine how these goals will affect his/her life.

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- c. Become familiar with Career Services, located in University Inn 102, and other resources at USU and discuss his/her long range goals, career opportunities, and the selection of a major or minor with career counselors, faculty, his/her academic advisor, and other resource people.
 - d. Keep current on academic policies, procedures, and requirements by reviewing the current *General Catalog*, *Schedule of Classes*, and major requirement sheets.
 - e. Know basic University, college, and departmental graduation requirements of a chosen major or minor well enough to plan his/her own progress toward completion of these requirements.
 - f. Assume final responsibility for his/her academic choices.
 - g. Maintain personal copies of a tentative degree plan, progress reports, University Studies evaluations (including General Education and Depth Education), and transfer credit evaluations until an official graduation application is processed.
 - h. Know his/her advisor. (For information and assistance, contact the academic department, the college academic service office, or the Office of University Advising in TSC 304.) A listing of advisors is available on the University Advising website: www.usu.edu/ats
 - i. Seek help from his/her advisor when needed. It is the student's responsibility to initiate this meeting. Students should schedule appointments a few weeks in advance, as it is unrealistic for most advisors to meet with students who just drop in. Students should be prepared with accurate information and relevant materials (e.g., the *Plan Now* worksheet, notes from previous advising sessions, etc.) when contacting the advisor. Major requirement sheets, the *General Catalog*, and other advising resources are available on the University Advising website (www.usu.edu/ats).
 - j. Initiate any changes of major by completing the appropriate paper work and obtaining the required signatures.
 - k. Update local address and telephone number through the Registrar's Office, either in-person or by using the Access registration system. The student is also responsible to activate and regularly check his/her University e-mail account.
 - l. Complete an application for graduation and schedule an appointment to obtain the required signatures a few weeks prior to the application deadline. Students are to return the application to the Registrar's Office.
- d. Assist students in the development of a course of study, including the selection of electives, which reflects the student's academic background, course prerequisites, and educational goals.
 - e. Help students to understand the expected standards of achievement and likelihood of success in certain areas of study. Provide students with information about alternatives, limitations, and possible consequences of academic decisions.
 - f. Refer students to available campus resources to meet individual needs.
 - g. Encourage students to review with their advisor their progress toward a degree to assure early detection of problems.
 - h. In collaboration with the Office of Career Services, become knowledgeable about and provide students with information regarding career opportunities and choices, workshops, internships, campus interviewing opportunities, career fairs, and other career resources.
 - i. Review, verify, and sign the student's application for graduation.
 - j. Participate in advisor training sessions provided by the University.

Responsibilities of the Advisor

- a. Maintain and have access to an up-to-date file containing each student's appropriate records.
- b. Provide students with correct up-to-date academic information about University, college, and departmental graduation requirements for the student's selected degree program.
- c. Where possible, know each student well enough to be aware of individual academic or educational needs and know how these needs affect the student's educational career goals.

Responsibilities of the Departments and Colleges

Note: The manner in which the various colleges and departments handle advising responsibilities will vary to meet special needs of students and programs.

- a. Formulate and direct the academic advising program within its academic units to meet the student's needs.
- b. Provide for the maintenance of individual student record files at the college and/or departmental level, including progress reports and transfer credit evaluations.
- c. Assign advisors within academic units and provide students with information about the advisement program, including who they can see for academic advisement and the best times to contact advisors for appointments.
- d. Provide faculty advisors with accurate up-to-date information concerning graduation requirements of academic programs within the college or department.
- e. Transfer student's folder to a new college, when needed, if a student changes his/her major.
- f. Review, verify, and sign the student's application for graduation.
- g. Provide information about departmental and college advising resources available on the web.
- h. Make information available to students about undergraduate research opportunities, professional clubs and organizations, graduate school options, scholarships and fellowships, and other academic opportunities provided by the college or department.
- i. Encourage advisors to participate in advisor training sessions provided by the University, and make necessary accommodations to allow advisors to attend.

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Responsibilities of the Office of University Advising

- a. Provide students, faculty, and administrators with academic information concerning University programs, policies, procedures, and services.
- b. Assist the administration, colleges, departments, and service offices in developing and maintaining accurate, up-to-date academic information materials.
- c. Coordinate the delivery of University academic information and services to students, prospective students, faculty, and staff.
- d. Assist colleges, departments, and service offices at the University by providing information for advisors and service personnel to include:
 1. Updating and distributing an annual *Advisor Handbook* to colleges, departments, and service offices on campus.
 2. Distributing the *Advisor News* newsletter each semester.
 3. Maintaining and updating advising resource materials on the University Advising website.
 4. Maintaining and using an e-mail distribution list to disseminate information to advisors in a timely manner.
 5. Conducting monthly Advising Coordinating Committee meetings.
 6. Providing training for academic advisors and peer advisors through advisor orientation and development workshops and conferences.

Approved by the Educational Policies Committee
January 10, 2002

Resources Offered by the Office of University Advising

The Office of University Advising (UA) creates both printed and web-based versions of many publications for students, faculty, and staff.

The **Advisor Handbook** is available to all academic advisors at USU and is updated each semester by the *Advisor News*. The contents of the *Advisor Handbook* are updated annually.

The **Advisor News** is a newsletter that is distributed each semester to the academic faculty and staff of the University. It contains up-to-date academic information from Utah State's colleges, departments, and service offices, which is needed by academic advisors and staff who are involved in the advisement process.

Plan Now is a USU individual student program of study planning and progress guide, which enables students to plan their entire program with their advisor and check their progress.

Advisors who need additional copies of any of these resources should contact the Office of University Advising at 797-3373.

The **UA website** is an excellent resource for students and advisors. It includes links to many of the publications listed above. It also includes links to an advisor contact list, minutes from the Advising Coordinating Committee meetings, and other resources. The website is located at www.usu.edu/ats.

Professional Development for Advisors

The Office of University Advising (UA) provides accurate and up-to-date academic advisement information and resources to advisors, faculty, and staff. Services and materials provided by University Advising include the following:

New Advisor Orientation

New Advisor Orientation will be provided for new professional advisors and faculty members who have recently taken on an advising assignment. Seasoned advisors are welcome to participate, but the agenda is geared toward new advisors.

The agenda includes an introduction to the USU Advisement program and resource materials. Representatives from various service offices will introduce advisors to their services, so that advisors may be more knowledgeable in referring students. The orientation also includes an introduction to using the Banner student information system and an overview of important University policies and procedures. New advisors will also receive helpful tips from other advisors.

New Advisor Orientations will be scheduled in August, December, and May of each year. In addition to the scheduled orientations, new advisors may contact Stephanie Hamblin in the Office of University Advising to schedule a one-on-one appointment to review some of the material listed above.

USU Advising Conference and the Advising Workshop Series

The Office of University Advising will host an annual USU Advising Conference. The advising conference is intended to benefit all advisors. Where possible, it is hoped that all faculty, professional, and peer advisors will attend.

Advising Coordinating Committee (ACC)

The Advising Coordinating Committee is comprised of representatives from each college academic service center, academic advisors representing various departments, representatives from various extension sites, directors of many service offices on campus, and a representative from ASUSU. The meetings are open to anyone who wishes to attend.

The committee is chaired by the Associate Director of University Advising. Meetings are held monthly during the fall and spring semesters to facilitate the dissemination of information and to discuss the implementation of changes in academic policies and procedures, in coordination with various offices across campus.

Agendas will be e-mailed in advance. The meeting dates and times are listed at: www.usu.edu/ats/foradvisors/acc/index.html

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University Advising (UA) Advisor E-mail Distribution List

UA maintains an e-mail distribution list to keep advisors informed of important information in a timely manner. Through this list, advisors are informed about meetings and changes in academic policies and procedures. Many offices on campus will ask UA to forward important messages to advisors who are on this list. Typical messages may include information about new course offerings, canceled classes, new or unadvertised opportunities for students, or other issues that may impact advisors.

The list currently includes more than 235 professional and faculty advisors, as well as directors of various service offices. Anyone desiring to have their e-mail address added to or removed from this list should contact Stephanie Hamblin (stephanie.hamblin@usu.edu).

Utah Advising and Orientation Association (UAOA)

The mission of the Utah Advising and Orientation Association is to provide professional development opportunities for college and university personnel who advise students or who are involved in student orientation. UAOA also serves as a vehicle to promote collaboration between representatives of institutions throughout the State of Utah.

UAOA sponsors an annual conference each spring, usually in May after graduation. A planning committee consists of representatives from each institution in the State of Utah.

National Academic Advising Association (NACADA)

The National Academic Advising Association grew out of the first National Conference on Academic Advising in 1977, and now has more than 6,000 members representing all 50 states, Canada, Puerto Rico, and several other countries. Members represent higher educational institutions across the spectrum of Carnegie college classifications and include professional advisors/counselors, faculty, administrators, and students whose responsibilities include academic advising.

NACADA's primary purpose is to promote quality academic advising in institutions of higher education to ensure the educational development of students. NACADA provides a forum for discussion, debate, and the exchange of ideas pertaining to academic advising through numerous activities and serves as an advocate for effective academic advising.

NACADA strives to enhance academic advising by providing:

- * Publications (refereed journals, newsletters, and monographs)
- * Advisor Training Video
- * Academic Advising to Foster Retention Video
- * Conferences (regional and national)
- * Commissions/Interest Groups (subgroups to address specific advising interests)
- * Awards
- * Scholarships
- * Research Grants
- * National Clearinghouse for Academic Advising (repository and distribution center for information)
- * Member Career Services

- * Consultants Bureau (assistance to institutions interested in enhancing advising services on campus)
- * Active Involvement/Leadership Opportunities
- * Networking and Professional Identity
- * ACADV (electronic listserv for worldwide discussions on advising issues)

Conferences

NACADA sponsors several conferences, including a national conference each fall, ten regional conferences in the spring, a Summer Institute, and an Advising Administrators' Institute. Dates of these conferences are available at: www.nacada.ksu.edu

While the national and regional conferences are for all advisors, the Summer Institute is designed for individuals or teams who have responsibility for academic advising such as:

- * Teams of individuals from an institution desiring to redesign campus advising services.
- * Individuals with career goals of advising administration.
- * Academic advising campus task force members.
- * Advising program directors.
- * Campus administrators.
- * Deans or vice presidents with responsibility for advising.

NACADA Commissions

NACADA members may choose to affiliate with up to two of the following commissions:

- * Advising Administration
- * Advising Adult Learners
- * Advising Business Majors
- * Advising Education Majors
- * Advising Graduate and Professional Students
- * Advising Student Athletes
- * Advising Students with Disabilities
- * Advising Transfer Students
- * Advisor Training and Development
- * Assessment of Advising
- * Engineering and Science Advising
- * ESL/International Student Advising
- * Faculty Advising
- * Lesbian, Gay, Bisexual, Transgendered, and Allies Concerns
- * Liberal Arts Advisors
- * Multicultural Concerns
- * Small Colleges and Universities
- * Technology in Advising
- * Two-Year Colleges
- * Undecided/Exploratory Students

NACADA Interest Groups

NACADA also represents the following interest groups:

- * Advising Fine Arts Students
- * Advising High-Achieving Students
- * Canada
- * Distance Education Advising
- * First-Generation College Student Advising
- * Health Professions Advising
- * High School to College Advising
- * Native American and Tribal College

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- * New Advising Professionals
- * Peer Advising and Mentoring
- * Pre-Law Advising
- * Probation/Dismissal/Reinstatement Issues
- * Study Abroad Advising
- * Theory and Philosophy of Advising

For more information, contact:

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Evaluation of Advising at Utah State University

Currently, there is only one universal method of evaluating advising across the University. This assessment is administered through the Office of Analysis, Assessment, and Accreditation. Specific questions related to advising are included in the Graduating Student Survey. This survey is given to all students as part of the packet they receive when applying for graduation. A similar survey is given to a sample of freshman and sophomore students.

In 2006, the number of questions related to advising was greatly reduced.

Advising Questions Contained in the Graduating Student Survey

For the following questions, students may choose:

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

- Q. My USU advisors gave me good advice.
- Q. My advisors cared about me as an individual.
- Q. I often had difficulty getting an appointment with an advisor.
- Q. I am satisfied with my advisor.
- Q. Overall, I am satisfied with the advising system at USU.

Advisor Recognition

Advisors at USU may receive recognition at both the institutional and national levels. The same criteria are used at each level. An individual must have received an advising award at the institutional level in order to be considered for a national advising award.

Criteria

Selection committees will evaluate nominations on the evidence of qualities and practices that distinguish the nominee as an outstanding academic advisor. Such evidence may include:

- * Strong interpersonal skills.
- * Availability to advisees, faculty, or staff.
- * Frequency of contact with advisees.
- * Appropriate referral activity.
- * Use and dissemination of appropriate information sources.
- * Evidence of student success rate, by advisor or department.
- * Advisee or unit evaluations (summary data).
- * Caring, helpful attitude toward advisees, faculty, and staff.
- * Meeting advisees in informal settings.
- * Participation in and support of intrusive advising to build strong relationships with advisees.
- * Monitoring of student progress toward academic and career goals.
- * Mastery of institutional regulations, policies, and procedures.
- * Ability to engage in, promote, and support developmental advising.
- * Participation in and support of advisor development programs.
- * Perception by colleagues of nominee's advising skills.

USU Advising Awards

There are currently three awards that an advisor may receive at the institutional level. Advisors are recognized at the annual USU Robins Awards. There are two categories of awards: Faculty Advisor of the Year and Professional Advisor of the Year. Typically, there is one individual from each college who is nominated for the Faculty Advisor of the Year Award. The number of nominees for Professional Advisor of the Year will vary.

In addition to the Robins Awards, a new award is given to an Outstanding New Advisor. Only those advisors with less than three years of advising experience are eligible.

Past winners in each of the categories are listed below.

Faculty Advisor of the Year

1985	Joan Bowden—Elementary Education
1986	Chuck Lutz—Administrative Systems & Business Education
1987	Harold Kinzer—Communication
1988	David Walker—Plant Science
1989	Joseph Morse—Chemistry & Biochemistry
1990	Thomas Hilton—Business Info. Systems & Education
1991	Ted Andra—English
1992	Lloyd Bartholome—Business Information Systems & Education
1993	Gary Straquadine—Agricultural Education
1994	Vicki Allan—Computer Science
1995	Jim Bame—Intensive English Language Institute
1996	Helga Van Miegroet—Forest Resources
1997	Grant Vest—Plants, Soils, & Biometeorology
1998	E. Helen Berry—Sociology, Social Work & Anthropology
1999	Stan Allen—Animal, Dairy & Veterinary Sciences
2000	Noreen Schvaneveldt—Nutrition & Food Sciences
2001	Isela Chiu—Languages & Philosophy
2002	Mary Jo Blahna—Management & Human Resources
2003	Chris Luecke—Aquatic, Watershed, & Earth Resources
2004	Lyle G. McNeal—Animal, Dairy & Veterinary Sciences
2005	Doran Baker—Electrical & Computer Engineering
2006	Susan Dudash—Languages, Philosophy, & Speech Comm.

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Professional Advisor of the Year

1992	Pat Preston—Psychology
1993	Sheri Noble—Elementary Education
1994	Mary Leavitt—Science/HASS Advising Center
1995	Maureen Wagner—College of Natural Resources
1996	Jennifer Tingey—Science/HASS Advising Center
1997	Mary Ann Warren—Elementary Education
1998	Susan Ericksen—Family & Human Development
1999	Moniece Stocker—College of Business
2000	Deborah Reece—Physics
2001	Carol Sainsbury—Student Support Services
2002	Sylvia Robinson—Elementary Education
2003	Jana Kay Lunstad—English
2004	Darcie Peterson—Special Education & Rehabilitation
2005	Sally Peterson—College of HASS Advising Center
2006	Lynne Slade—College of HASS Advising Center

Outstanding New Faculty Advisor Award

2004	Dennis Welker—Biology
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Outstanding New Professional Advisor Award

2003	Susie Maughan—Elementary Education
2004	Stephanie Hamblin—University Advising & Transfer Services
2005	Dawn Dewsnup Black—Elementary Education

Outstanding Advising Program Award

2004	Student Support Services
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National Advising Awards

The winners of the Robins Awards for academic advising may be nominated for a national advising award through the National Academic Advising Association (NACADA). NACADA presents awards for Academic Advising in several categories, with two levels of awards in each category: the Outstanding Advising Award and a Certificate of Merit. Advisors at USU have received more national advising awards and certificates than any other institution in the nation. Past winners are listed below.

Academic Advising as a Primary Role

Outstanding Advisor Award

1990	Karen Peterson—College of Business
1993	Pat Preston—Psychology
2005	Darcie Peterson—Special Education & Rehabilitation

Certificate of Merit

1986	Kathy Bayn—College of Engineering
1986	Judith Odell-Poe—Elementary Education
1987	Mona Higbee—Elementary Education
1994	Sheri Noble—Elementary Education

1995	Mary Leavitt—Science/HASS Advising Center
1996	Maureen Wagner—College of Natural Resources
1997	Jennifer Tingey—Science/HASS Advising Center
1998	Mary Ann Warren—Elementary Education
1999	Susan Ericksen—Family & Human Development
2002	Carol Sainsbury—Student Support Services
2003	Sylvia Robinson—Elementary Education
2004	Jana Kay Lunstad—English
2006	Sally Peterson—College of HASS Advising Center

Faculty Academic Advising

Outstanding Advisor Award

1991	Thomas Hilton—Business Information Systems & Education
1992	Ted Andra—English
2000	Stan Allen—Animal, Dairy & Veterinary Sciences
2005	Lyle G. McNeal—Animal, Dairy & Veterinary Sciences

Certificate of Merit

1986	Nile Meservy—Sociology, Social Work & Anthropology
1986	James Kennedy—Forest Resources
1987	Chuck Lutz—Administrative Systems & Business Education
1988	Joseph Morse—Chemistry & Biochemistry
1989	LeeAnn Rawley—Intensive English Language Institute
2001	Noreen Schvaneveldt—Nutrition & Food Sciences
2002	Isela Chiu - Languages & Philosophy
2003	Mary Jo Blahna—Management & Human Resources
2006	Doran Baker—Electrical & Computer Engineering

Academic Advising Administrator

Outstanding Advisor Award

2004	Mary Leavitt—College of HASS Advising Center (also recipient of Gail Rola Memorial Award)
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New Academic Advisor— Advising as Primary Role

Certificate of Merit

2004	Susie Maughan—Elementary Education
2005	Stephanie Hamblin—University Advising & Transfer Services
2006	Dawn Dewsnup Black—Elementary Education

New Academic Advisor—Faculty Advising

Outstanding Advisor Award

2005	Dennis Welker—Biology
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Outstanding Advising Program Award

2005	Student Support Services
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