

## **Advisors' Council**

December 7, 2016

UC Signal Mountain Room

**Members in Attendance:** April Anderson, Laura Bass, Bradley Bond, Nicole Brown, Sue Culpepper, Amy Davis, Skylar Devlin, Jena Doolittle, Rebecca Dragoo, Yancy Freeman, Diana Fryar, Avalon Gourlay, Jason Harville, Squoia Holmes, Chris Horne, Elizabeth Johnson, Sherrell Jordan, Kayla McAuliffe, Joseph McCauley, Deadra McGee, Amber Noblit, Shana Oates, Nichole Orr, Nikki Ownby, Sumer Patterson, Jessica Pierce, Mary Beth Rayner, Carrie Sherbesman, Samantha Skidmore, Marjorie Whiteside, Kim Wingate, Sandy Zitkus

**Others in Attendance:** Lee Harris (Music Department), Kevin Ford (Music Department)

**Call to Order:** Elizabeth Johnson at 8:49am

### **Minutes:**

A motion was made to approve the minutes by Marjorie Whiteside; the motion was seconded by Jena Doolittle.

### **Announcements:**

Elizabeth Johnson shared the 2017 AIQ Processing Dates; these dates will also be posted in the Advisors' Council UTC Learn group, as well as listed in the upcoming newsletter.

Elizabeth Johnson had the newest Advisors' Council members introduce themselves. Jason Harville is the Director of Student Transition Programs. Kim Wingate is the Teacher Education Program Coordinator.

Elizabeth introduced the two guests at our meeting: Kevin Ford and Lee Harris from the Music Department.

### **Professional Development:**

- Independent Studies Contract Updates: Rebecca Dragoo shared that students submitting an Independent Studies request do not have to submit a separate registration form; the registration component is now on the same form. Also, departments do not need to issue closed class overrides; the Records Office will issue these overrides when the contract form is processed.
- MyMocsDegree Planner – Elizabeth Johnson announced that this will be moved to the January meeting because there were some technological glitches today.
  - a. Avalon asked if the MyMocsDegree Planner would still be rolled out in January.
    - i. Yancy responded that the goal is to have to ready for advisement for the Fall 2017 term.
    - ii. Sandy Zitkus explained that there are technical issues right now that need to get resolved.
    - iii. Marjorie asked if the planner would have capabilities to plan out through graduation.
      - 1. Yancy said it would have this ability; however, he said he wouldn't plan out this far because things change. Rather, the goal of the planner is to help administration determine which classes need to be offered based

on what students have in their planner for the upcoming semester(s). This would be a proactive approach, rather than the reactive approach of how we are currently using waitlists to determine what classes we need.

### Questions/Concerns/Updates:

- Yancy had 5 topics to present on:
  - Re-Enrollment Campaign
    - He mentioned that we will be running a re-enrollment campaign similar to last semester; he wants advisors to contact students that are eligible to register for the spring, but are not currently registered. He said that Stacie will be compiling the list and sending it out soon. He said that advisors should inform Stacie of any issues students are having trying to get enrolled for the spring semester.
  - FLSA
    - He explained that there was a federal injunction that stopped the implementation of FLSA; therefore, it is on hold. He explained that before the injunction occurred, the university was determining the lowest annualized faculty salary to determine the threshold advisors needed to meet in order to remain exempt (it was originally approximately \$42,000, but due to a recent hire, it is now \$36,000). Yancy noted that he is now very optimistic, if/when FLSA does get implemented, it will be a positive outcome.
      - Sue Culpepper asked that if we do need to decide to bridge salaries, will the decision be made as a group of advisors, or by individual departments? Yancy responded that he will strongly encourage the decision to be made holistically.
    - Yancy shared that when they were having budget meetings before the injunction, the Deans were strong advocates that the university take care of advisors.
  - SSB Campus Implementation
    - Yancy explained that having SSB Campus will allow us to have a uniform process/system; we can also use Campus to find gaps and address them. There is a leadership team working on Campus currently and it will start being rolled out in the spring.
  - Career Council
    - Yancy shared that UTC is going to be creating a Career Council that is going to replicate our Advisors' Council. He hopes this will provide a seamless and integrated process where our students can feel supported across the board. He hopes to hire the Director of the new career office in January. He said that we owe these career services to our students in order for them to have the highest level of success possible.
  - Advising Policy
    - Yancy recently attended an EAB conference to gather information on how we can improve our advising processes. He first talked about how there has been a committee looking at holds vs. Alternate PINS; he reviewed the pros/cons of holds (more accountability for who releases the hold; can track who removes

holds; make sure we don't miss anything; con – we have to make sure we remember to release the hold).

- After discussion with the provost, Yancy said he wants to address the question of 'how can we redefine our current processes to move forward?' Yancy wants the advisors to look at a model that looks at risk assessment of students that includes academic performance. He said that there are students that need to see an advisor, but can't be seen due to advisors seeing all students for registration. He shared an EAB model from the conference that is a triage based on risk and student-centered approach.
  - Sue Culpepper shared that she doesn't want our students who are "performing" to feel like they aren't being served. Yancy replied that we can utilize the MyMocsDegree planner to make sure that students are on track; rather than having to meet with these students, it will free up appointment time for students that need it; this will allow advisors more time for "coaching" and elevate conversations with students.
  - Marjorie expressed that advising is more than helping students register for classes, and it is important that we provide our advising services to every student. Yancy responded asking how are we able to see students that need extra services when our schedules are busy seeing all of our students? Marjorie commented that there is a problem with the data from EAB in terms of risk factors, so it might not accurately reflect which students are at risk.
  - Yancy responded that all students don't need the same level of service. Therefore, how do advisors integrate conversations about other things (such as career services) successfully in the midst of other student issues?
  - Joseph McCauley asked if students have the ability to change the MyMocsDegree planner. Yancy responded that they do. Joseph replied stating that this planner will help see which students really need to be advised in order to remove their hold for registration.
  - Joseph also asked if there is a way to adjust risk markers in EAB? Yancy explained that we do have the ability to refine these risk markers.
  - Avalon shared that the survey data indicates that students want advisors to help them direct them to other things such as internships, rather than just focus on registration; students want deeper conversations with their advisors.
  - Yancy said that they have been working through transfer student surveys (will be shared with departments), and they are finding that transfers still want more in terms of time and access to advisors, and help navigating UTC.
  - Jena Doolittle stated that as a new advisor and new to UTC, it would be helpful if advisors had more training on things such as internships, career opportunities, etc., so that they could have these more meaningful conversations rather than referring them to others.

- Yancy shared that when Sue Culpepper lead a taskforce for the new career model, they discovered that everyone was doing something different. Based on this, he wants to know how we can get information so that advisors can have "good walking around sense"
- Marjorie shared that she appreciates that all that has been done, but she also has a strong passion and concern for all of her students.
- Yancy stated that he is not forcing anything on anyone; rather, he wants the advisors to think creatively on how to change the advising process. He said that our current 6-year graduation rate is 44%, and it should be at least 50%; also, our 4-year graduation rate is only 14%. He said that our freshman to sophomore retention rate is 73.5%, compared to our peer institutions that are at 80%. He matches the advisors' passion every day; he said we need to move the needle together.
- Marjorie asked when registration will come back live after it shuts down to process fee payments. Rebecca responded that it will reopen on the 19<sup>th</sup> at 2:00pm; at this time, there will be 24-hour waitlist notifications; the waitlists will be purged either late on the 20<sup>th</sup>, or early on the 21<sup>st</sup>. Rebecca also stated that prerequisite drops will most likely happen on the 19<sup>th</sup>, too, ~~before waitlist notifications are sent out~~ (updated 12/15/16 @ 11:05am: The prerequisite drops will be processed after 2:00pm while the waitlist notifications are being sent out).
- Mary Beth shared that if she was still accepting submissions for the newsletter by the end of the day today.
- Elizabeth shared that our next council meeting will be on January 18<sup>th</sup> in the Signal Mountain Room.
- Lee Harris and Kevin Ford from the Music Department shared information about the music ensembles; they shared two handouts about the music ensembles that non-music majors could register for, as well as data about non-music majors in ensembles. Lee Harris requested help from the advisors to encourage students to register for the music ensembles. Lee shared that Madison Dell collected data on the 6-year graduation rate of non-music majors in ensembles, versus non-music not in ensembles; the 6-year graduation rate was higher for those involved. Lee said that means that it doesn't hurt students to join ensembles; rather, it is a group they can identify early on with and make connections with, which ultimately helps retention.
  - Kevin Ford followed up to what Lee Said by saying that Chattanooga Singers, Concert Band, Marching Band, and Orchestra have the highest number of non-music majors. He also stated that the ensemble becomes a student's support group/family.

**Adjournment:** Meeting was adjourned by Elizabeth Johnson at 9:45am