Shared Advising Model Agreement
Between
The Center for Academic Advising
And
The UW-Superior Academic Departments

New Freshmen
New freshmen via SOAR and students with fewer than 60 credit hours, regardless of major, will be advised by a professional advisor in the Center for Academic Advising or Student Support Services until they reach 60 credits and declare a major. This advisor will be the primary advisor in PeopleSoft. If the student has chosen a major, a faculty advisor in the student’s department will be assigned as the secondary advisor. Professional advisors will lead Advisement & Registration at SOAR.

New Transfer & Readmitted Students
New transfer and readmitted students, regardless of major and number of credits will be advised by a professional advisor in the Center for Academic Advising, in consultation with the academic department chair, until all transfer credits are evaluated, the student is registered, and has declared a major. They will also be assigned a faculty advisor as secondary. Transfer students will be reassigned to faculty as primary at the start of the semester, once all credit is evaluated and transferred and the students are registered for their first term.

Readmitted students will be required to comply with an academic success plan outlined by their professional advisor. This plan will be loaded into PeopleSoft so that both the primary and secondary advisor can reference it.

Undeclared Students
Professional advisors in the Center for Academic Advising will be responsible for advising all undeclared students regardless of credit hours.

Associate Degree, Auditing, & Non-Degree Seeking
Professional advisors in the Center for Academic Advising will provide advisement for these students, unless the associate degree is housed in a particular department. In which case, the academic department and professional advisor will work together to develop degree plans.

Declared Upperclassmen
Faculty advisors will be the primary advisor for students with more than 60 credit hours and a declared major (unless they are new transfers or readmits). The professional advisor that the student worked with for the first 60 hours will remain the secondary advisor for the student.
Effective Fall 2016

**Caseload Limits & Department Assignments**

Ideal advisor to student ratios:

- Professional advisors—up to 250 students on-campus or 150 students online
- Faculty advisors—up to 40 students on-campus or 20 online

Proposed Professional Advisor Department Assignments:

- Kristen Jasperson—Music, WLLC, WLS, HHP, Visual Arts, Science
- Ben Onyango—Business, Math
- Mike Raunio—Communicating Arts, HBJD, Social Inquiry
- Beth Christopherson—DL programs
- Sandy Wallgren—DL programs, DL Elementary Education
- Sharyn Boothe—DL programs, DL Elementary Education
- Taylor Walkky—Elementary Education
- Mike Buncher—Elementary Education
- Amy Flaig—Elementary Education
- Kim Kelly—HHP, Arts SSS
- Kristen Riesgraf—Math, Business, Education SSS
- Jason Ihlenfeldt—Bridge, Science SSS
- Jess McCullough—Communicating Arts, HBJD, Social Inquiry SSS

A professional advisor will be assigned to each department to ensure that the advisor is properly trained on the degree requirements, department-specific practices, and course sequencing nuances. The advisor will attend department meetings and trainings and share information with the following departments. Similarly, if the department already has a staff advisor (Education, International) those advisors will attend advising staff meetings and be included in communications and trainings.

All professional advisors will serve undeclared, associate degree, non-degree seeking, IDS/IDM, and major-changing students.

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**Advisor assignment will be done in the Center for Academic Advising, based on parameters set by departments.**

**Memorandum of Understanding (MOU) Option**

The Center for Academic Advising will develop MOUs with each program or department, as needed to ensure that the specific needs of each area are being met. This document will be the standard agreement if an MOU is not established.

**Professional Advisor Responsibilities**

Professional advising staff will be responsible for advising undeclared, declared with fewer than 60 credit hours, newly readmitted, newly reinstated, pre-admitted/prospective, special circumstances, and new transfer students. They will hand off traditional students once they reach 60 hours and declare a major. They
will hand off readmitted, reinstated, and transfer students during their first semester assuming the student has reached 60 credit hours, is declared, and is making progress toward their degree (good or improving academic standing). This enables students to begin working with faculty during their first semester advisement period.

Professional advisors will do degree planning and course sequencing using newly updated degree pathways and check lists. These documents will be shared in PeopleSoft Notes for review by faculty advisors.

**New Student Orientation**

Professional academic advisors will host Advising and Registration at SOAR to assist new student in registration. The Director of Academic Advising and the advising team will do a one hour presentation to teach new students and their families about general education requirements, academic planning basics, the structure of academic advising at UWS, and a tutorial on using E-Hive to enroll in courses. *For the remaining 1-2 hours, students will sit at computers and their assigned professional advisor will determine course placement using test scores and transcripts. The advisor will then help the students register for courses themselves. Students will not leave the computer lab until their schedule has been approved by an advisor.*

**Case Management**

Academic advisors in the Academic Advising Center and Student Support Services will use a case management model to monitor their students’ progress. Early alert, ASSIST, and advisor notes will all aid advisors in developing meaningful and holistic relationships with their students. Understanding the full picture of a student’s experience will allow advisors to give the best possible advice and make meaningful referrals. Case management will also make the handoff from professional advisor to faculty advisor a seamless transition for students because both advisors will be sharing information with each other and communicating with the student.

**Academic Success Plans**

In conjunction with the Registrar’s Office and the Credits and Reinstatement Committee, academic improvement plans will be required for readmitted, reinstated, and probation students. These plans will be developed and administered by the student’s professional academic advisor in The Academic Advising Center or Student Support Services and will be stored in PeopleSoft Notes.

*Upperclassmen who are struggling academically or are in poor academic standing will also complete an academic improvement plan with their assigned advisor. Faculty may use these forms if they wish or they may refer students to The Center for Academic Advising for administration and management of an Academic Success Plan.*

**Assessment Plan**

The Academic Advising Office and Student Support Services will implement an advising assessment plan. The plan will include three parts:

1. Online appointment scheduling (using Outlook)
2. Sign-in for appointments (using PeopleSoft event validation)
3. Exit survey of student satisfaction (using Qualtrics)

**With the goal of establishing MOUs with each academic unit, the Center for Academic Advising will participate in regular evaluations with each department and will host a campus-wide evaluation of the MOUs and the model as a whole in May of 2018. The goal of this evaluation will be to assess the effectiveness of the model and to propose changes that may be necessary.**

**Data**

The Center for Academic Advising will also be responsible for keeping data and using queries for pulling data related to advisement. The Center will partner with The Office of Institutional Effectiveness to ensure that queries are run correctly, that advisor caseloads match what they are seeing in PeopleSoft, and other functions as needed.

**Advisor Training and Professional Development**

The Center for Academic Advising will offer new advisor orientation and training, FERPA, PeopleSoft notes, and other trainings to all faculty advisors and campus departments. The Center will also create and maintain a calendar of key touchpoints during the semester and will communicate those dates/times to all advisors on campus (early alert, midterm, advisement, registration, etc.). They will develop this calendar and communication flows with the Registrar’s Office, Information Technology, and Institutional Research. The Center for Academic Advising, in conjunction with The Center for Excellence in Teaching and Learning (CETL), will provide new advisor training for all new professional and faculty advisors. **This training will be mandatory before advisors will be granted access to student records and assigned a caseload.**

In addition, professional advisors will have monthly professional development sessions with various campus departments to ensure that they have the most up-to-date information from areas like Placement Testing, Student Health and Counseling, Admissions, Financial Aid, etc. The CAA also has weekly case management meetings to work through challenging situations and pool resources and referrals. Finally, the CAA is partnering with CETL to provide monthly case management meetings for all faculty and professional advisors who wish to attend.

**Faculty Advisor Responsibilities**

Faculty advisors will be responsible for developing, mentoring, and engaging with students in their major from the first day they set foot on campus. This early relationship will be fostered by professional advising staff who will be trained to encourage students to also meet with their faculty advisor for program or career specific advice.

Faculty will be responsible for advising students who declare a major or minor in their department** and have **60 credit hours or more, transfer students after they have gone through orientation and begin their first semester, and readmitted/reinstated students after they complete one semester at UWS and complete their academic improvement plans.**
Training

Academic Departments will be assigned a professional advisor from the Center for Academic Advising to be trained on the degree requirements, department-specific practices, and course sequencing nuances. The professional advisor will attend department meetings (as appropriate) and trainings and share information. Similarly, if the department already has a staff advisor (Education, International) those advisors will attend advising staff meetings and be included in communications and trainings.

New Student Orientation

Faculty will have an opportunity to meet all of their new majors at SOAR during a one hour lunch period. Students will be assigned tables by major so they can meet each other and their faculty advisors. Faculty may also wish to give short lectures or breakout sessions for their new majors. This will be determined by the department and Admissions.

Communication

The departments will be responsible for communicating with the Academic Advising Center regarding updates to their programs, catalog, or practices. The departments will invite their assigned advisor to department meetings and trainings. They may also choose to invite the advisor to sit in on classes to familiarize themselves with the curriculum of the individual courses.

Faculty will be responsible for utilizing the advisor notes function in PeopleSoft to log pertinent information about advisees to ensure seamless communication and student service between professional and faculty advisors. They will be responsible for sharing any degree plans using this system. This will ensure that professional advisors reinforce the same message to student who may end up in their offices.

Academic Departments will keep degree pathways, check lists, and marketing materials for their majors up to date so that professional advisors can help undeclared students make the best choice when declaring a major.

Assessment Plan

Assessment of faculty advising will be determined by each academic department. They are welcome to use the model of the Center for Academic Advising if desired.

The Handoff

When a student is nearing 60 credit hours, the professional advisor will remind them that the following semester their primary advisor will be their faculty advisor. The professional advisor will inform the student that they will drop to secondary and can still help with some things but that the student should seek academic advice from the faculty advisor only.

Before the new semester starts, the Director of Academic Advising or the Department Chair or Department Support Staff will compile a list of students ready to be transitioned, they will change the primary/secondary designation in PeopleSoft and communicate via e-mail to both the student and faculty advisor to let them know that the new advisor assignment has happened.
The professional advisor will share any information that they have with the faculty advisor using PeopleSoft advising notes. Throughout the entire process both professional and faculty advisors will have access to view and create notes for their students.

Faculty advisors will continue to use PeopleSoft advising notes so that the professional advisor has needed information should the student seek assistance from them at a later date. Faculty and professional advisors will communicate throughout the tenure of their shared student so that when roadblocks, challenges, or opportunities come up, the student has multiple trusted professionals available to help throughout the calendar year.

**Approved by:**

Dr. Faith Hensrud, Provost

Department Chair

Department Associate Chair

Cortney Alexander, Director, Academic Advising

Professional Advisor