





Advising is central to the mission of teaching and learning and at Berkeley we believe advising matters. In the last several years, our focus on advising through the creation of the Advising Council and Advising Council Executive Committee has created new opportunities for collaboration and coordination and we see many positive and lasting results for students, staff and programs. We recognize that advising, in all its dimensions, is an important part of creating a truly holistic and transformational student experience.

This report is intended to provide a brief overview of the collective efforts of Council sponsored initiatives and programs and to showcase the many exciting, creative and innovative things that are happening in the advising community that represent our culture of excellence.

As outlined in this report, the Council and advising community have much to celebrate.

- The new student information systems replacement project (SIS) will allow us to more efficiently serve students and will provide much needed integration of financial, registration, course planning and advisement activities. Council members are critical contributors to the design of this new system and to helping the advising community transition to new ways of working and advising.
- We are particularly proud of our innovative professional development program, Advancing Practice, which earned national recognition with an award from the National Academic Advising Association (NACADA) for outstanding advising program.
- The UCUES wildcard survey results are for the first time providing baseline information for planning and decision making and will allow us to monitor the student experience of advising.

Looking ahead, there are many important opportunities for progress and collaboration. The Council will continue to take up issues of campus-wide strategic importance including advising intersections with the Undergraduate Initiative, new student orientation, pre-med advising and will continue to use predictive analytics and survey data to guide and evaluate our work. We look forward to launching our new advisor recognition program and are looking at on-boarding strategies for new advisors. We have created closer connections with our professional association, NACADA, and recognize our opportunity to contribute regionally and nationally through Julian Ledesma's new role as Chair of NACADA Region 9. As a Council and community, so much has been accomplished. We look forward to working together to continue to innovate now and in the future.

Sincerely,

A handwritten signature in black ink that reads "Catherine P. Koshland". The signature is written in a cursive, flowing style.

Catherine P. Koshland
Vice Chancellor, Undergraduate Education

UC Berkeley's Advising Council Executive Committee and Advising Council are representative leadership bodies formed in 2012 to better coordinate advising in a highly decentralized environment and to improve the student experience of advising.

The Advising Council Commitment to Excellence

As a council, we:

- Identify opportunities for improvement and collective strategic planning
- Invest in the professional growth and development of advisors
- Keep the advising community informed, engaged and inspired
- Incentivize and reward excellence and engagement
- Support assessment and program level effectiveness
- Engage with and contribute to the wider advising community
- Monitor the student experience of advising

Member Spotlights



Rebecca Sablo, *Assistant Dean of Instruction and Student Affairs*

“Serving on the Advising Council has demonstrated to me the power and effectiveness of collaboration at Berkeley. Engaging in conversation and learning from

such influential and resourceful campus representatives nourishes me as a professional and has reverberating benefits for the advisors I work with and the students we serve.”



Jamie Riley,
Director of the LEAD Center

“Participating as a member of the Advising Council has provided me the opportunity to connect with advising professionals from across campus. As a council we have been able

to identify best practices, establish future collaborations, and create a seamless advising experience for students. It has been a phenomenal experience thus far and I am looking forward to continuing with the council as we commit to enhancing the overall student experience.”



Michele Rabkin,
Associate Director, Berkeley Connect

“At Advising Council meetings I gain valuable ‘big picture’ insights into how the university is working to improve advising and support advisors, and the role advising plays in various

major campus initiatives. The Council brings together an impressive brain trust of subject-matter experts (including staff, faculty, and students); I am grateful for the opportunity to hear and learn from their diverse perspectives.”



Chrissy Roth-Francis,
Director New Student Services

“In the past two years since I have been on campus and a part of the Advising Council, I have witnessed advising services greatly

improve across the campus, and our students are in a much better place because of it. Members of the Advising Council have served in integral roles in CalSO and the advising we now offer for new students has reaped tremendous results”

Meet the Advising Council

Executive Committee

Catherine P. Koshland, Vice Chancellor for Undergraduate Education, Chair

Gibor Basri, Vice Chancellor, Equity and Inclusion

Anne DeLuca, Associate Vice Chancellor, Admissions and Enrollment

Fiona Doyle, Dean of the Graduate Division

Glynda Hull, Chair, Committee on Educational Policy

Bob Jacobsen, Interim Dean of Undergraduate Studies, College of Letters & Science

Harry Le Grande, Vice Chancellor, Student Affairs

Continuing Council Members

Jennifer Chizuk, Manager Talent Development

Maura Daly, Advisor, College of Chemistry

Ivor Emmanuel, Director, Berkeley International Office

Roseanne Fong, Director, L&S Undergraduate Advising

Kristina Gacutan, Advising Functional Lead, SIS

Matt Goren, Graduate Assembly Student Representative

Melanie Green, Communications Lead, Center for Teaching and Learning

Susan Hagstrom, Director, Undergraduate Advising, College of Environmental Design

Mary Howell, Director of Advising and Policy, College of Engineering

Bob Jacobsen, Interim Dean of Undergraduate Studies, College of Letters & Science

Catherine P. Koshland, Vice Chancellor for Undergraduate Education

Silvia Marquez, Associate Director, Financial Aid and Scholarships

Chris McLean, Assistant Director, University Health Services, Counseling and Psychological Services

Fabrizio Mejia, CE3 Executive Director

Maura Nolan, Faculty Director, Berkeley Connect

Michele Rabkin, Associate Director, Berkeley Connect

Andrea Rex, Assistant Dean, Graduate Division

Chrissy Roth-Francis, Director, New Student Services

Cynthia Schrager, Assistant Vice Provost, Undergraduate Education

Lexi Shankster, Institutional Research Analyst, Office of Planning and Analysis

David Surratt, Associate Dean of Students, Student Affairs

Steve Sutton, Assistant Vice Chancellor, Office of Student Development

Christy Tobolski, Chair, Advising Network Community

Derek Van Rheenen, Director, Athletic Study Center

Erika Walker, Assistant Dean, Haas Undergraduate Program

Yukiko Watanabe, Sr. Consultant, Center for Teaching and Learning

Elizabeth Wilcox, Sr. Learning Consultant, Center for Teaching and Learning, TOP

Walter Wong, Registrar

New Council Members

Thomas Devlin, Director, Career Center

Gary Firestone, Academic Senate Representative, Educational Policy

Christopher Hunn, DAG Representative

Larry Karp, Academic Senate Representative, Graduate Council

Irina Kogel, Graduate Assembly

Denim Ohmit, ASUC representative

Jamie Riley, Director, LEAD Center

Rebecca Sablo, Assistant Dean of Instruction and Student Affairs, College of Natural Resources

Creating a Culture of Excellence:

Identifying Opportunities for Improvement and Collective Strategic Planning

In 2014-15, the Advising Council Executive Committee and Advising Council became standing committees, completing a move from project to operational phase of a change initiative that began in 2012. At its quarterly meetings, the Council came together to share information and collaborate on advising issues of campus-wide importance. A sampling of the issues that came before the Council and their actions and decisions are provided below.

Promoting Exchange, Coordination, Collaboration

Collective Planning for a New Student Information System (SIS)

One of the highest administrative priorities of the campus, the SIS Replacement project, will for the first time offer a nimble and effective vendor-supported system that will include admissions, enrollment, registration, financial aid, students' accounts, and advising. Regular project updates were provided by the SIS advising team, and Council members worked together to better define their roles as change leaders.

Supporting Sexual Violence Prevention

The EmpowerU and Consent Campaign, a system-wide effort to provide education, prevention and response to the issues of sexual assault, dating and relationship violence, and stalking were discussed by the Council. Advisors across campus came together to encourage students to complete the newly created health services requirement and to lend their support to the initiative. Council members were introduced to **Mari Knuth-Bouracee**, the new director of sexual assault prevention and student advocacy and **Denise Oldham**, Director and Title IX Officer, for the Prevention of Harassment and Discrimination.

Exchange of Essential Information and Points of Collaboration

- Re-envisioning Cal Student Orientation
- Enhancing Pre-advising for International and Out-of-State Students
- Supporting Graduate Student Mental Health
- Supporting Student Athletes

Council Actions

The Council

- Sponsored a new travel grants program to support participation in professional conferences;
- Approved a new awards program for advisors.

advancingPractice

“Overall, the program has increased my confidence in my own abilities in working with students. I am more honest with myself as to where I need improvement, acknowledging weaknesses and addressing them.”

—Advancing Practice Participant



I have attended since the first workshop which was terrific and every one after has been even better. This is a great achievement. I have been on campus for 12 years and no other courses or trainings have been as intelligent or practical. You and the team should be very proud.”

—Advancing Practice Participant

Investing in Advisors

The Advising Council in coordination with the Center for Teaching and Learning, and Talent and Organizational Performance (TOP) launched a new two-year professional development program for advisors called *Advancing Practice* in August 2014. The *Advancing Practice* curriculum is open to all advisors and student service professionals and is designed to build competency in five foundational knowledge areas: conceptual, informational, relational, technological and personal knowledge and skills.

- The program received national recognition with a certificate of merit for outstanding advising program from the National Academic Advising Association (NACADA).
- More than half of the targeted job family engaged with the *Advancing Practice* program in the first year.
- A wide variety of subject matter experts served as presenters including faculty, students and advisors in the delivery of 19 unique workshops. Sessions have been offered on a wide range of topics including Stereotype Threat, Developing Resilience and Techno-Advising.
- A number of spin-off learning opportunities were also launched including lunch-and-learns, reading groups, writing groups and even a Facebook page helped expand professional networks.
- Two levels of certification are available to recognize advisor participation in the program.

PARTICIPANT RESULTS FROM ADVANCING PRACTICE MID-PROGRAM OUTCOMES SURVEY



Informing, Engaging and Inspiring

The Advising Council supports a growing formal communications infrastructure including a website and newsletter that regularly reaches over 800 advising partners across campus.

Advising Matters Website

The Advising Matters website has become the “go to” resource for information on community events, professional development opportunities, and a wide range of advising resources.

Among the exciting recent additions to the Advising Matters website are a wide range of resources for advisors including tips for using social media in advising, and information on the importance of writing a personal statement of advising philosophy.

Advising Matters Newsletter

Features in the Advising Matters newsletter help connect, inform and offer new tools and resources to the advising community. A feature on Susan Hagstrom, Director of Undergraduate Advising at the College of Environmental Design, created a wonderful link to our powerful campus wide tool Cal Answers and inspired the community with a story of how the use of student data led to significant improvements in service for students.

Advisor Spotlights

Among the most popular of all of our communication efforts is the regular feature on inspiring advisors. This feature acts to highlight best practice, build community, and recognize individual contribution and accomplishment.

Advising matters

Tools and Resources

Are you a Data Activist?



Susan Hagstrom, Director of Undergraduate Advising, turned to data to garner resources to make a difference in her students' lives. Learn more about how she leveraged data, with the help of Cal Answers, to provide context to make a case for change.

[Read more >>](#)

Inspire

Spotlight on Nicole McIntyre

Nicole McIntyre is one of the first recipients of the Blue Certificate Level for the **Advancing Practice** series. Read what she has to share with the advising community.

[Read more](#)



Inspire

Christopher Hunn

Using Facebook to reach students is just one of the many ways in which EECS Associate Director of Undergraduate Matters, Christopher Hunn, is impacting the advising community and keeping up with the next generation of students.

[Read more >>](#)



Inspire

Advisor Spotlight: Donna Vivar and Eva Wong-Moy



Berkeley advisors, Donna Vivar and Eva Wong-Moy, share their advising career stories and their temporary volunteer jobs in logistics

planning for the NACADA conference coming to Berkeley in March.

[Read the interview >>](#)

Inspire

Advisor Spotlight: Lorena Valdez



Lorena Valdez of Transfer Student Services talks about what inspires her, where her advising career has taken her, and the role of transfer students at Cal.

[Read the interview >>](#)

Inspire

Spotlight on Emerald Templeton

As the first Director of Career Services at the School of Social Welfare, Emerald Templeton has taken on the role of preparing students for life after college and impacting their career decisions. However, she also aspires to make a difference in the lives of her fellow advisors as well.





CERTIFICATE RECIPIENTS LEARNING CIRCLES

R. Harumi (Quiñones) Austria
Nohemy Z. Chavez
Laura Frakes Demir
Amber Dillon
Cassandra J. Dunn
Leah Clark Flanagan
Alicia Hayes
Mitzi Iñiguez
Laura Jimenez-Olvera
Maire Lanigan
Ken Mahru
Anayancy Paz
Ginnelle Perez
Melissa Pon
Ana Martin Romay
Ginnie Sadil
Nadine Singola-Hutton
Anatole Soyka
Dewey St. Germaine
Donna Vivar

ADVANCING PRACTICE BLUE LEVEL CERTIFICATE RECIPIENTS

Heather Levien
Nicole McIntyre
Nadine Spingola-Hutton
Breanne Tcheng

Incentivizing and Rewarding Excellence and Engagement

National

New Travel Grants Program

As a result of a new travel grants program initiated by the Council, ten Berkeley advisors were able to present at the National Academic Advising Association (NACADA) Region 9 conference in Honolulu, Hawaii. Grants of \$500 were made to each individual and were matched by the home department.

Grant Supported attendees included: **Susan Hagstrom, Carolyn Clark, Deborah Martinez, Donna Vivar, Amber Dillon, Maire Lanigan, LaShonda King, Anne Meyers, Christina Rojas, and Lorena Valdez.**

More Regional and National Awards



Marjorie Ensore, Academic Advisor for graduates and undergraduates in the Department of Geography, was recognized by NACADA with an award for outstanding advising. **Susan Hagstrom**, Director of Undergraduate Advising at the College of Environmental Design has been recognized for the past two years for best Region 9 conference presentation, and the *Advancing Practice* team, **Elizabeth Wilcox, Amber Dillon, Donna Vivar** and **Maire Lanigan**, were recognized with a certificate of merit for outstanding advising program.

Berkeley

New Advising Awards Program

The Advising Council endorsed a new recognition program for advisors to be initiated in Fall 2015. Two award categories are being introduced, individual and group. Individual awards will be given to a select group of outstanding “new advisors”, “advisors” and an “advising administrator, manager, faculty advisor or Dean.” A group award will also be given to an outstanding “advising team”. Awards will recognize advising excellence and creativity consistent with the Berkeley vision for advising.

Recognition for Learning and Development

The initiative to engage in formal professional development activities is now recognized through certification for sustained participation in the *Advancing Practice* professional development program. In its pilot phase, 20 certificates of recognition were awarded to advisors who participated in the Learning Circles program. Two levels of recognition are available in the *Advancing Practice* program – Blue Level certification requires attendance at eight workshops and the completion of a personal Statement of Advising Philosophy; Gold Level participation requires attendance at 16 workshops and a culminating project.

Supporting a Culture of Continuous Improvement

Sponsored by the Advising Council and the Center for Teaching and Learning, the Advising Council Fellows Program is a year-long learning community for staff advisors to develop their expertise in program evaluation and assessment and to initiate or strengthen assessment activities in advising units. The program provided participants with an opportunity to reflect on and examine their programmatic activities with the overall goal of improving student learning and development.



"It is creating a shift in our unit where we are moving from data for data's sake and being more intentional about what we do with data over time once it is collected. Now we can create a plan."

—Fellow

Projects

In addition to hands-on workshops, Fellows initiated individual assessment projects. For example,

Grace Kim (Career Center) conducted a student needs analysis to inform Career Center workshops and outreach activities.

Luke Kreinberg (Haas Career Management Group) created a diagnostic tool for students to self-assess their career profile.

Cristina Rojas (Sociology) developed a method for coding student opinion data from the senior exit survey and conducted a trend analysis.

2014-15 Fellows

Phenocia Bauerle
(Multicultural Sexuality and Gender Centers)

Meaghan DeRespini
(Fall Program for Freshman)

Luis Hernandez
(Cal Veteran Services)

Grace Kim (Career Center)

Luke Kreinberg (Haas Career Management Group)

Kathleen Pera (City and Regional Planning)

Harumi Quinones
(Psychology)

Cristina Rojas (Sociology)

Michael-David Sasson
(Electrical Engineering and Computer Sciences)

"The highlight of participating in the program was meeting new colleagues I normally would not in my daily work, gaining assessment skills & knowledge that can be directly applied to my work, and developing a curious mind for assessment. I feel that I benefited immensely because I can now evaluate my own work and my department, share data, and have transparency to inform decisions."

—Fellow

Engaging With and Contributing to the Wider Advising Community

NACADA's Executive Director, Charlie Nutt, visits UC Berkeley

In collaboration with UC Davis, UC Berkeley was honored to host a special visit by the Executive Director of NACADA, **Charlie Nutt**. Charlie spent the day meeting advisors, our directors of advising, Advising Council members and learning about Berkeley's new initiatives and special advising programs. The day provided a unique opportunity to showcase Berkeley's advising strengths and to develop a closer relationship with our professional association.

NACADA Annual Conference Adventures in Advising: Explore, Discover, Collaborate, Transform

More than a dozen advisors from UC Berkeley attended the national conference in Minneapolis Minnesota in October 2014. Among the points of Berkeley pride at this event were presentations by our "Best of Region 9" winner **Susan Hagstrom** and first-time conference presenters **Marie Dutton** and **Elinor Gregorio**.

NACADA One-Day Conference Advising as a Social Justice Practice

UC Berkeley, in collaboration with UNLV, teamed up with NACADA Region 9 to offer an exciting one-day conference on the theme "Advising as a Social Justice Practice". Twenty-seven Berkeley advisors participated in the conference in Las Vegas and the keynote address was delivered by **Meng So** and **Ruben Sanchez** of the Undocumented Students Program. The conference was made possible by the dedication and commitment of CE3, NACADA and UNLV leadership.

NACADA Region 9 Conference – Advising with Aloha

More than 20 Berkeley advisors attended NACADA's Region 9 conference in Honolulu Hawaii. Berkeley advisors provided conference presentations on a wide variety of topics including self-care strategies for advisors, working with faculty to support academic success, and strategies for supporting foster youth.



Julian Ledesma 2015-17 NACADA Region 9 Chair



As chair, I hope to tap into the collective wisdom of the Region 9 membership to create professional development opportunities that are innovative, inclusive, and responsive to the needs of the diverse students we serve.

My strategic goals as Chair include launching a new mentoring program, creating new steering committee roles in the areas of diversity, and research and professional development, and expanding and engaging a diverse membership.

Jenny Cornet-Carrillo 2015-2017 NACADA Emerging Leader



Being a part of the Emerging Leaders Program is providing me the opportunity to become more familiar with and be more involved in the NACADA organization. My personal goals during this program are to present at an annual conference (this October!) and to

become more involved in Region 9 leadership and in commissions and interest groups, as well as working with campus staff to make NACADA more accessible to advisors across campus.

Monitoring the Student Experience of Advising

As part of the Council’s commitment to supporting advising excellence, the Campus will be using the University of California Undergraduate Experience Study (UCUES) wildcard module (administered every other year) to determine if we are achieving our collective goals of offering more supportive, discovery-based, goal-oriented, personalized and accessible advising at both the College and department levels. Starting in 2014, the wildcard advising module was randomly assigned to half of all UCUES respondents. The information captured in the 2014 survey will be used as baseline for student satisfaction with advising going forward.

Advising Satisfaction Snapshots

Overall, 77% of respondents were “satisfied” (strongly satisfied, satisfied and somewhat satisfied) with college advising and 80% of respondents were “satisfied” with department advising. With respect to cross-campus advising, fewer students (63%) “agreed” (strongly agree, agree and somewhat agree) that academic advising is coordinated across campus in ways that make it easy to get things done only slightly more (69%) “agreed” that they received consistent information from academic advisors across campus.

Cross Campus Advising

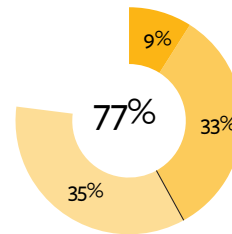
Students were asked to focus on specific areas of advising. In the two charts at right, students responded to questions of coordination in advising across campus, and the consistency of information received from various sources. Only 27% of students strongly agreed or agreed that academic advising is coordinated across campus in ways that make it easy to get things done and only 34% strongly agreed or agreed that they received consistent information from academic advisors.

To view all UCUES results, visit: opa.berkeley.edu

OVERALL SATISFACTION

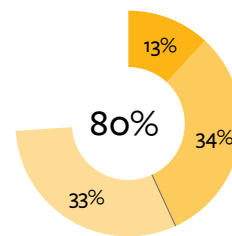
COLLEGE ADVISING

77% say they are somewhat to strongly satisfied



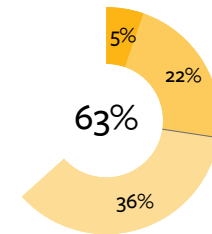
DEPARTMENT ADVISING

80% say they are somewhat to strongly satisfied



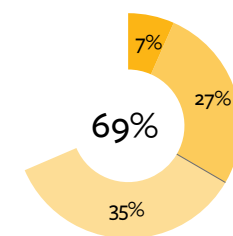
COORDINATED ADVISING

63% thought academic advising is coordinated across campus in ways that make it easy to get things done.



CONSISTENT INFORMATION

69% received consistent information from academic advisors across campus.



Monitoring the Student Experience of Advising

Core Functions

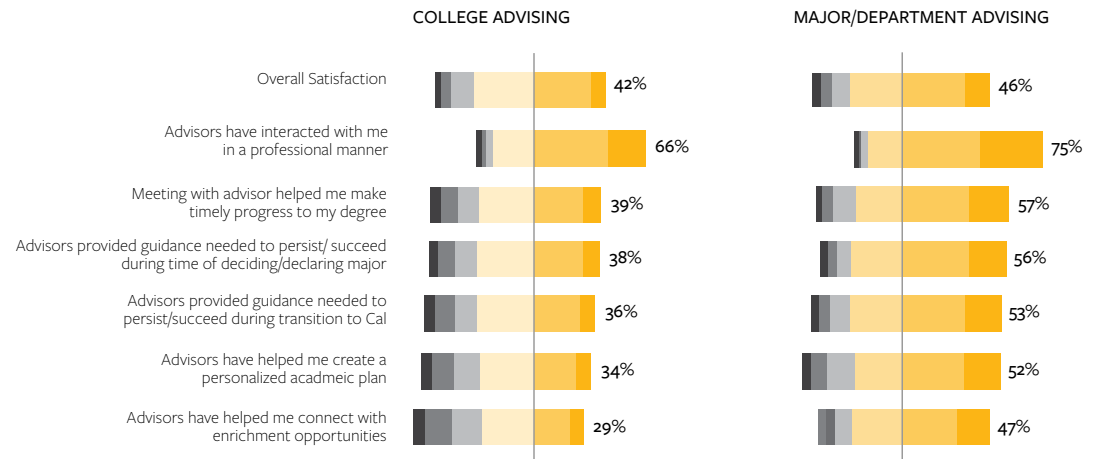
In terms of “core functions” (timely progress, guidance to persist, personalized planning, connection with enrichment opportunities) more survey respondents “agreed” (strongly agree and agree) that core functions in major advising were “helpful” than in college advising. The advising community may wish to continue to discuss the results for college advising on “guidance to persist”, “personalized” planning and connecting students with “enrichment” opportunities.

Personalized Advising

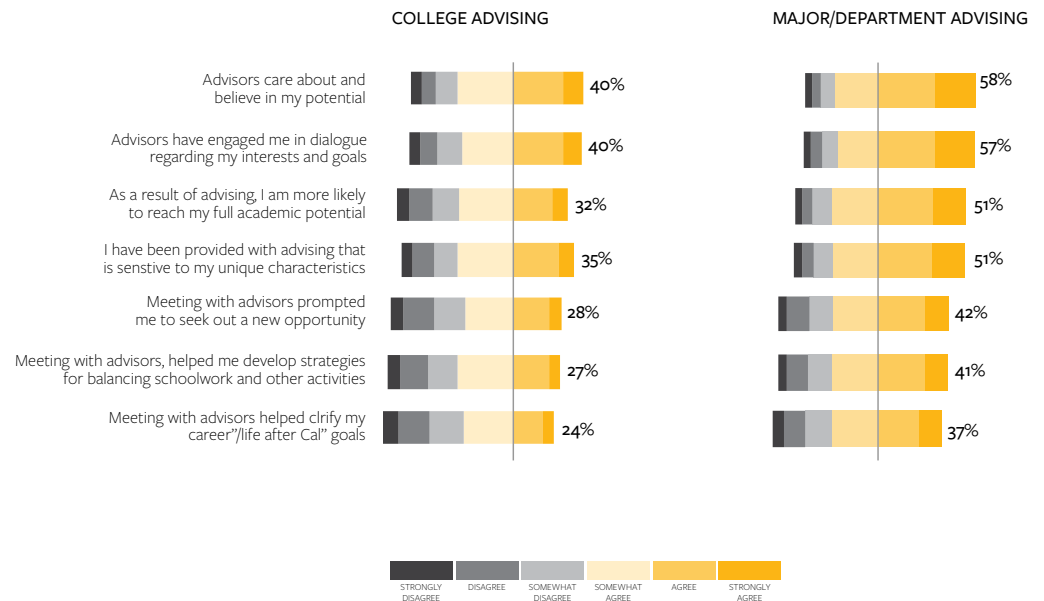
In terms of “personalized advising” (belief in potential, interest and goals, sensitive to unique characteristics, reaching full academic potential, prompted to seek out new opportunities, strategies for balancing schoolwork, other activities, clarifying life after Cal goals) more survey respondents “agreed” (strongly agree and agree) that major advising was more “personalized” than college advising. The advising community may wish to continue to discuss the results for college and major advising in the areas of “prompting to seek out new opportunities”, “balancing schoolwork, other activities” and “clarifying/ life after Cal” goals.

To view all UCUES results, visit:
opa.berkeley.edu

CORE FUNCTIONS: COLLEGE AND MAJOR ADVISING



PERSONALIZED ADVISING: COLLEGE AND MAJOR ADVISING



Monitoring the Student Experience of Advising

Information & Access

More survey respondents “agreed” (strongly agree and agree) that major advisors were “accessible”, the information they received was “accurate” and that they allotted enough time to make the “advising experience a fulfilling one” as compared to college advisors.

These “baseline” UCUES results provide the Advising Council and community an opportunity to collectively reflect on our core responsibilities and objectives and to continue to refine advising practices to best support students.

Student Support Services

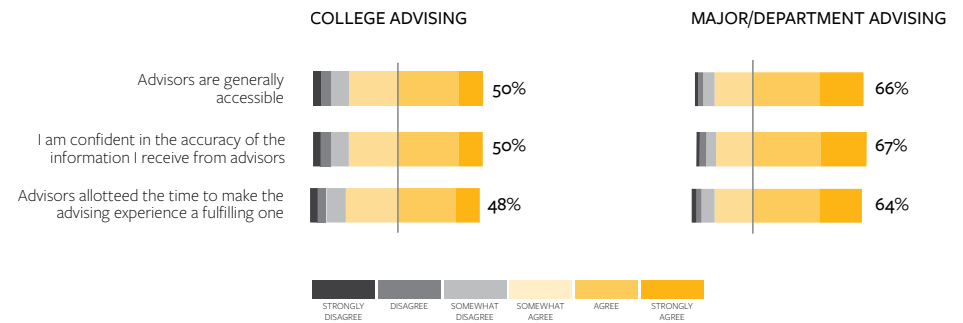
Students found New Student Services, the Student Learning Center, Recreational Sports Facility, Career Center, Tang Center and Residence Hall Staff to be the top 6 “used and helpful” support services. Resources students are most familiar with include the Career Center, Student Learning Center, Tang Center and New Student Services.

To view all UCUES results, visit:

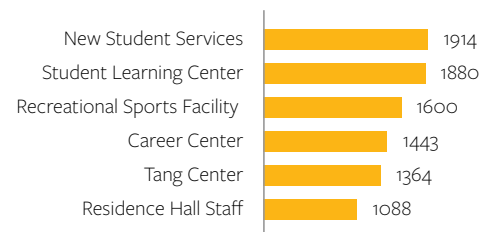
opa.berkeley.edu

UCUES Wildcard Response Rates: College of Letters & Science (53%); College of Engineering (10%); College of Natural Resources (9%); Haas School of Business (3%); College of Chemistry (3%); College of Environmental Design (2%). N/A: I have not received advising from a College/School advisor (19%).

INFORMATION & ACCESS: COLLEGE AND MAJOR ADVISING

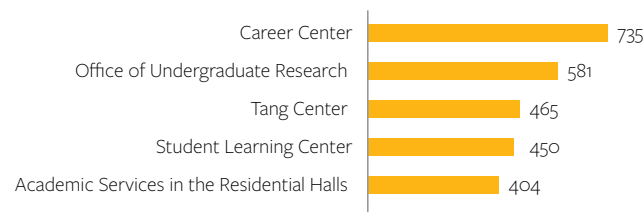


TOP 6 STUDENT SUPPORT SERVICES THAT ARE USED AND FOUND HELPFUL



*For all 25 student support services, when students accessed the services, **over 77%** of students found the student support services helpful*

TOP 5 SUPPORT UNITS STUDENTS NEEDED BUT DID NOT USE



TOP 4 STUDENT SUPPORT UNITS STUDENTS ARE MOST FAMILIAR WITH (95% OR MORE)

1. Career Center
2. Student Learning Center
3. Tang Center
4. New Student Services

Community Features: Spotlight On...

Improvement

The Move-In Ambassador Program

Based on the innovative work of the Welcome Week Think Tank, a subset of the Welcome Week Committee and Residential and Student Service Programs, “move-in weekend” got a modernizing face lift this year. The group initiated the Ambassador Program composed of faculty/staff to welcome parents and students when they arrived at the residence halls on move-in weekend. Student volunteers were drawn from athletic teams, sponsored student organizations, and other groups to assist new students to unload and move their belongings. In addition to using social media and guidebook to communicate new information, professional signage was also added to all residence halls, and move-in times were coordinated to reduce overall traffic and congestion around the residence halls. The results of this group led to a team **Chancellor’s Outstanding Staff Award** and a national award given by the American College Personnel Association.



Connection

New Programs Added to Berkeley Connect

Berkeley Connect, the campus’ innovative academic mentoring program offering students a chance to build relationships with their peers, graduate students, professors, and alumni/ae expanded this year to include African American Studies and will begin pilot programs in Social Welfare and Computational Biology. They also added a number of inspiring videos to their website. There were 2,400 enrollments in Berkeley Connect in 2014-15.



Student Needs

College of Natural Resources

Tele-bears advising at CNR has always been a busy time of the semester when advisors meet with each and every student to review their future course schedule and provide an advisor code. This year, a select number of high-achieving students were given the option of electronic or group advising. The model allowed advisors more time to engage holistically with students needing additional time or experiencing academic difficulty. Satisfaction levels remained high and at the end of the year nearly 90% of graduating seniors agreed that CNR advisors were available and provided adequate time for their concerns.



Coordination

Managing the Withdrawal Process

Cal Student Central, Housing, University Health Services, Berkeley International Office, Veteran Services, CE3 and the colleges are working together to better support the withdrawal process for students so that they understand the full financial and academic implications of the decision to withdraw. Helpful resources for students are now part of Cal Student Central website.



Community Features: Spotlight On...

Creativity

Disco Daily Double and New Student Orientation at the College of Engineering

Think orientation has to be dull? Think it's not possible to get an auditorium full of future engineers on their feet disco dancing? Think again. Advisors at the College of Engineering created an innovative way to engage students in understanding policy, requirements and resources through a jeopardy-like disco themed game show. This is advising innovation at its best.



Expansion

The Success of the Blue and Gold Initiative at CE3

Thanks to students, the "Giving Opportunities and Leadership Development (GOLD)" Fee Referendum will expand CE3 staff, programs, and services that serve non-traditional students such as first generation students, low-income students, transfer students, student parents, re-entry students, foster youth, undocumented students, and student veterans.



Opportunity

LEAD Center Project Gold

First year and transfer students have a new opportunity to build community at Cal while learning about effective leadership through activities, workshops, and discussions facilitated by a professional staff member and a student leader. The program will allow small cohorts of students to engage with each other in an in-depth exploration of leadership once a week for the semester.



Synergy

Assessment Communities of Practice

Assessment Committees are emerging in co-curricular advising units. To consolidate assessment efforts, create synergy, and foster collaboration, the following organizations have formed assessment committees with staff representatives across units in their cluster.

The Center for Educational Equity and Excellence – "CE3 has built a shared assessment language and shared sense of the importance of assessment to the sustainability of the Cluster's innovative and impactful work."

—**Donna Vivar**, The Educational Opportunity Program

Residential Housing Services – "The Assessment Committee not only serves as a place where we share our respective work, but it serves as a classroom to learn about multiple facets of assessment and how others people use it to inform their processes and decisions."

—**Glenn DeGuzman**, Residential Housing Services



Community Features: Spotlight On...

Sharing

Supporting Graduate Student Advisors

The Graduate Division sponsors monthly meetings for the campus' Graduate Student Affairs Officers (GSAO) to share announcements, and updates on procedures and practices. An increased effort was made in 2014-15 to offer monthly "special topics" from across campus. In 2014-15, presenters included the Berkeley International Office, Disabled Students Program, ASUC Student Legal Clinic, SIS Replacement Project, and Graduate Diversity Program. Additional special topics included Fee Remissions in the CSS Environment, Wellness and Resilience for Advisors, and best practices for collaboration between Graduate Degrees and Department GSAOs to ensure student success.

Berkeley Graduate Division

Progress

Improving the Advising Experience at the College of Letters & Science

The College of Letters and Science Advising Initiative was designed to provide students with a high touch collaborative advising experience. Beginning with fall 2014 freshmen, a number of changes were implemented, including: a student caseload model to support lasting advising relationships and a new online appointment system which improved access to advising. In its first year of implementation, the office has recorded successful results: during CalSO more freshmen met with their intended major advisors and more new transfer students met with evaluators who could review non-articulated coursework. In the last year over 6,750 students were served in fall advising appointments – a 31% increase from two years ago.



Innovation

Supporting the Whole Student at the College of Environmental Design

Thanks to a commitment to the whole student experience, **Susan Hagstrom** and **Patty Mead** at CED and **Fabrizio Mejia** and **Julian Ledesma** at CE3 teamed up to successfully request an innovation grant to support a new materials store at the College of Environmental Design, making it easier for students to access a wide range of design materials needed for daily work. The store provides materials at reasonable costs; eliminates transportation issues for students; provides green, sustainable, and quality materials; and helps subsidize undergraduate fee waivers.



Collaboration

The Satisfactory Academic Progress Committee

The Satisfactory Academic Progress Committee, a committed group of financial aid officers, college advising representatives, and student affairs units turned their attention to better supporting the SAP (minimum progress) appeals process. The group provided a number of in-house and large group trainings bringing financial aid specialists and advisors together to learn more about the complex financial aid regulations and decision processes that guide student eligibility for financial aid.



2015-16 Looking Ahead

Looking ahead, a number of exciting opportunities exist for additional progress and collaboration.

Creating a culture of excellence: Promoting Exchange, Coordination, and Collaboration

Among the many important emerging issues the Council will consider, discuss and support are:

- Student Information Systems Replacement Go Live/Change Management/SIS Training;
- The Undergraduate Initiative;
- The Use of Predictive Analytics for Understanding Time to Degree Patterns;
- Coordination of Pre-med advising.

Keeping the community informed, engaged and inspired

- The Advising Matters website and newsletter will continue to provide innovative content and feature inspiring members of the advising community.

Investing in advisors

- The *Advancing Practice* Program will continue into fall 2015 with eight new workshops for advisors.
- The development of an on-boarding program for new advisors is planned for 2016.

Creating a Culture of Continuous Improvement

- The Advising Council Fellows Program will be merged with the *Advancing Practice* Program. We will continue to provide learning opportunities for program level assessment beginning in December 2015.

Rewarding and Recognizing Advising Excellence

- Our first ever annual awards program for advisors will be initiated in Fall 2015 with an award ceremony planned for December 2015. This will better position UC Berkeley advisors for the NACADA national awards nomination cycle.
- The Council will continue to make Travel Grants available to Berkeley advisors who are accepted as presenters at professional conferences.

Monitoring the Student Experience of Advising

- UCUES and related research projects will continue in collaboration with the Office of Planning and Analysis.

Engaging with the wider Advising Community

- UC Berkeley will take an increasing leadership role with NACADA as Julian Ledesma begins his two year term as Chair of NACADA Region 9.

Council Member Recognition



The Council wishes to recognize the many pivotal contributions to the Advising Initiative of **Cynthia Schrager**, Assistant Vice Provost for Undergraduate Education. Cynthia's leadership and support through the project to operational phases of the initiative helped to create many important advances for the advising community including the commitment of resources to a formal communication infrastructure and new assessment and professional development opportunities for advisors. We wish Cynthia the best as she moves on to new professional endeavors.

Going forward, **Elizabeth Wilcox**, Senior Learning Consultant for Advising will provide support to the Advising Executive Committee and Advising Council along with **Melanie Green**,



Communications Lead, and **Yukiko Watanabe**, Sr. Consultant and Assessment Specialist at the Center for Teaching and Learning, and **Lexi Shankster**, Institutional Research Analyst at the Office of Planning and Analysis.

STAY CONNECTED

Advising Matters:

<http://advisingmatters.berkeley.edu/>

Advancing Practice:

<http://advisingmatters.berkeley.edu/advising-resources/training-development/advancing-practice>

