

# Academic Advising Strategic Plan 2023-2024

A university-wide plan to enhance student success- maximizing positive outcomes for first-generation, limited income and racially minoritized students benefiting all students.

- There is an Outcomes and Assessment Plan that is being finalized that aligns with the University Academic Advising Strategic Plan Implementation.

## Priority 1- Provide equitable academic advising

### Goal 1- Center Diversity, Equity, Inclusion and Social Justice (DEISJ) in ASC/Advisor hiring, training, evaluation, recognition, and retention

Strategies	ASC/Advisor	College/Dept. Coord/Assoc. /Asst. Deans	University Academic Advocacy Leadership	University Training and Prof. Dev.	University Advising Leadership
<p>Continue to engage with ASC/Advisors, supervisors, Dept. Heads, Advising College/Dept. Coordinators, and Asst./Associate Deans to integrate equitable hiring practices (i.e., share job descriptions, recruiting strategies, and interview questions that integrate DEISJ); and best practices for requiring DEISJ training and on-going DEISJ work integrated throughout the ASC/Advisor responsibilities.</p>	<p>Integrate DEISJ practices in the hiring and onboarding processes such as during interviews.</p>	<p>Compile DEISJ best practices for equitable hiring practices to share with supervisors &amp; hiring authorities.</p>		<p>Throughout the Training and Prof. Development Program- DEISJ framework will be integrated into Town Halls, Network Meetings, the use of Navigate, advising communication (i.e., weekly updates promoting DEISJ campus training, advising website), and creating specific advisor training sessions.</p> <p>Offer training and prof dev. sessions/resources during the advising summit in collaboration with OEO on equitable hiring practices for staff who serve on hiring committees.</p>	<p>Continue to compile DEISJ best practices for equitable hiring practices and share with College Advising Coordinators.</p>

<p>Partner with OIE, HR, and OEO to implement equitable hiring practices that align with the Commission on Diversity and Inclusion recommendations</p> <p><a href="https://col.st/s8D5k">https://col.st/s8D5k</a></p>					<p>Work with OIE, HR, and OEO staff to develop an Equitable Hiring Toolkit.</p>
<p>Ensure integration of DEISJ within the university-wide and college/department academic advising onboarding, training and professional development processes and resources.</p>	<p>Integrate DEISJ into college/dept. onboarding and training.</p>	<p>Integrate DEISJ into college/dept. onboarding and training.</p>		<p>Implement university-wide asynchronous academic advising onboarding process to more fully center equitable academic advising for all new ASC/Advisors. Include Office of Inclusive Excellence DIE definitions, competencies, and Principles of Community that align with ASC Competencies and Advising Mission and Vision. Facilitate onboarding/training sessions regularly to provide this opportunity within three months of the hiring date.</p> <p>Continue DEISJ training/prof. dev opportunities with learning outcomes and include discussions in Network meetings- (i.e., creating equitable advising session, providing Navigate related materials and events).</p>	
<p>Activate the ASC/Advising Tiered Advancement based on Advising Competencies that integrate DEISJ work, and competencies.</p>					<p>Work with Provost to support implementing the Tier Advancement process.</p>

Learn and implement ways to support the work of racially and ethnically diverse ASC's/Advisors		Share feedback on ways to support racially and ethnically diverse ASC/Advisors.		Include all members of the Advising network. -using the Principles of Community to outline our meeting guidelines. On the Advising and CSU onboarding page- integrate existing campus resources that support diverse identities within the advising network.	Summarize feedback on ways to support racially and ethnically diverse ASC/Advisors to determine next steps.
Explore new ways to enhance equitable hiring practices such as more consistency of job responsibilities, onboarding, training, and evaluation processes.	Share feedback about ways to enhance equitable hiring practices.	Share feedback about ways to enhance equitable hiring practices.		Share feedback about ways to enhance equitable hiring practices	Implement a University Academic Advising Program Evaluation with external reviewers to gather feedback about equitable academic advising and provide recommendations.

**Goal 2-Utilize Culturally Engaged Advising as a common theoretical framework to enhance equitable advising practices at CSU**

<b>Strategies</b>	<b>ASC/Advisor</b>	<b>College/Dept. Coord./ Assoc./Asst. Deans</b>	<b>University Academic Advocacy Leadership</b>	<b>University Training and Prof. Dev.</b>	<b>University Advising Leadership</b>
Continue to offer training and discussion on Culturally Engaged Advising to implement humanized, proactive, and holistic advising approaches.		Integrate discussions about culturally engaged advising as part of the College Advising meetings.	Support training efforts and incorporate emphasis on Culturally Engaged Advising practices in outreach materials.	Continue to coordinate sessions on Culturally Engaged Advising as part of Advising Summits and Advising Network meetings.	

<p>Provide opportunities for the advising community to understand how they can best collaborate with Student Diversity Programs and Services, Community for Excellence, and Academic Advancement.</p>			<p>Intentionally incorporate support networks in outreach initiatives.</p>	<p>Create ongoing opportunities through Lunch &amp; Learns, and other training sessions.</p>	<p>Invite support network staff to advisor lunches during Orientation to get to know each other.</p> <p>Gather feedback from Campus Partners as part of the Program Evaluation process.</p>
<p>Assess where we are at with integrating a culturally engaged advising framework into advising practice.</p>	<p>Share feedback on equitable academic advising as part of the Program Evaluation.</p>	<p>Share feedback on equitable academic advising as part of the Program Evaluation. Review external reviewers recommendations on equitable academic advising.</p>			<p>Report on data (NSSE Advising Module and ASC/Advisor feedback in the University Advising report) that assess Culturally Engaged Advising practices. Review external reviewers recommendations on equitable academic advising with the Academic Advising Student Success team and CSU administrators.</p>
<p>Gather student feedback about their advising experiences with a focus on student identities.</p>	<p>Gather feedback on the focus group questions for student feedback.</p>	<p>Gather feedback on the focus group questions for student feedback. Review summary data collected.</p>			<p>Implement student focus groups working with various student organizations on campus. Report on data collected.</p>

## Goal 3- Implement Strategic Caseload Management

Strategies	ASC/Advisor	College/Dept. Coord./Assoc. /Asst. Deans	University Academic Advocacy Leadership	University Training and Prof. Dev.	University Advising Leadership
Share the definition of Strategic Caseload Management that was created in 2022-23. Gather strategic caseload management efforts from each college and Exploratory Studies that centers equitable academic advising.	Share strategic caseload management efforts from each college/dept.	Compile strategic caseload management efforts from respective college/dept.	Share overall framework for utilizing strategic caseload management strategies within proactive outreach and intentional coordinated care efforts.	Continue to incorporate strategic caseload mgt during training and professional development activities and include as part of the onboarding process. Highlight examples of college and department strategic caseload initiatives as part of training activities.	Share finalized definition of strategic caseload management.
Continue to implement strategic caseload management in collaboration with the Advising College/Dept. Coordinators, University Committee on Advising, ASC/Advisor supervisors, and Advising Network.	Share how you are implementing strategic caseload mgt. and learn from others about their strategic caseload mgt. practices.	Highlight promising practices in depts. within College/Dept. Advising teams to more fully implement strategic caseload mgt.	Provide examples of strategic caseload management as it related to outreach and advocacy efforts.	Share examples of strategic caseload mgt. integrated with advising competencies on the advising website- link to resources from Navigate and NACADA/others.	Create and share document that summarizes strategies of institutional and department strategies in implementing strategic caseload mgt. Explore wider usage of Canvas for Advising Syllabi to provide more on-line advising resources for all students.
Increase efficiency and impact of strategic proactive outreach by continuing to use EAB Navigate Support Priority. -Support priority offers more comprehensive data (i.e., EPF Not yet meeting expectations and Students Recommended for Support. -Using one factor (high support priority) as a starting point will streamline identifying students for outreach rather than running multiple lists.	Utilize the EAB High Support Priority in doing strategic caseload management.	Promote utilization of the high support priority in strategic caseload management.	Promote utilization of the high support priority in strategic caseload management. Report on the advising contacts with high support priority students.	Continue to include support priority and the application for caseload management as part of training and professional development and include as part of the onboarding process.	

**Goal 4- Prioritize advising by providing sufficient salary, advancement opportunities, and institutional resources**

Strategies	ASC/Advisor	College/Dept. Coord./Assoc. /Asst. Deans	University Academic Advocacy Leadership	University Training and Prof. Dev.	University Advising Leadership
Propose permanent base funding for the Tiered Advancement.		Endorse university-wide base funding			Work with Provost on to gain base funding.

**Goal 5- Provide additional advising support to maintain consistent student outcomes**

Strategies	ASC/Advisor	College/Dept. Coord./Assoc. /Asst. Deans	University Academic Advocacy Leadership	University Training and Prof. Dev.	University Advising Leadership
Continue the graduate intern initiative to provide academic support for ASC/Advisors.	Work with the Graduate Student Interns to best supplement your advising responsibilities.	Determine how best to utilize interns within the College/Dept.		Include communication about the graduate student intern initiative in advising meetings and newsletters.	Support ASC's to oversee the Intern initiative and implement Academic First, an academic support drop-in service at LSC.

**Priority 2- Refine and adopt the academic advising model to an ASC/Advisors and Faculty Student Success Framework**

**Goal 1- Institutionally share, refine, and adopt the Student Support Framework**

Strategies	ASC/Advisor	College/Dept. Coord./Assoc. /Asst. Deans	University Academic Advocacy Leadership	University Training and Prof. Dev.	University Advising Leadership
Share and gain support from Provost Office, and administrators. Share framework with advising leadership and network.		Be aware of the revised framework and next steps of review.		Provide space and opportunity for the advising community to learn about the ASC/Advisor and Faculty Student Success Framework.	Along with the Advising Student Success subgroup, present the framework to the Provost and CSU Administrators
Gather feedback from Faculty Council and the Department Chair Council to determine next steps for moving forward with this framework.				Utilize EAB research to facilitate a training about ways Advisors and faculty to work together to support student success.	Work with Academic Advising Student Success small group, VP for Faculty Affairs, Exec. Dir of Tilt, and Faculty Council Chair on the process of gathering additional feedback on this framework.