

Appendix A – Interview Summaries

Valdosta State University
Valdosta, GA
Total Enrollment 11,211
Undergraduate Enrollment 8,700

As a result of a NACADA visit in 2015, Valdosta implemented a Dual Advising Model. The Dual Advising Model was implemented in Fall 2018 and retention for the class improved by 5.4%.

Reporting to the newly appointed Executive Director of Advising (who reports to the Vice President of Student Success):

1. Each college (6) has its own advising center with a Director and some advisors.
2. There is one “Exploratory” team.
3. There is one “honors” team.

Faculty advisors are called “Mentors,” and report to the Deans of the colleges.

The Dual Model functions as a Primary/Secondary model:

The Professional Advisor is the primary and is automatically assigned first. Student load is 325-375 per advisor.

The Faculty Mentor is assigned once the semester starts. Faculty Mentors assigned by department head; criteria vary by program. Student load is 15-25 per mentor.

Division of labor:

Professional advisors serve in a transactional capacity. They assist students with registration, probation, SAP, etc.

Faculty Mentor serves in an advising capacity. They assist students with curriculum choices, internship and career advice, etc.

Incentives for Faculty Mentors:

Prior to the implementation of the new model there was information in employment documentation referring to “service” as a category included in promotion and tenure review. This included academic advising.

Exceptions:

There are no Faculty Mentors assigned to Exploratory students. They are assigned a Faculty Mentor after they select a major. Nevertheless, the number of students that are purely Exploratory has decreased because they are assigned to schools, as we do at CCSU.

Timeline:

The Office of First Year Programs reports to the Executive Director of Advising.

Prior to registration, student complete the pre-registration survey. 82% completion rate.

Students are called and emailed by professional advisors. In addition, parents are emailed.

They are looking to implement text messaging through Admit Hub and improve communications through Radius.

Technology:

They use Degree Works and have implemented a “Visual Scheduler” to assist students in registering for classes and planning their degrees.

Eastern Connecticut State University
Willimantic, CT
Total Enrollment 5,362
Undergraduate Enrollment 5,171

At Eastern, the advising model was just altered this summer.

The Dual Model:

All advising is now done by professional advisors and faculty advisors for the first 3 semesters or 45 credits, and then becomes faculty only after that.

Students are assigned to their advisors after Orientation. At Orientation, they meet with a professional advisor (all students do), but it may not be their actual professional advisor. Student load is 275-300 per professional advisor. (About 200 freshmen and 75-100 other)

After the first week of classes, the department secretaries assist in assigning students to their faculty advisors. Load varies by program.

FYE plays an important role in giving advisors a platform to talk to students.

Division of labor:

Professional advisors serve in a transactional capacity. They assist students with PIN removal, registration, probation, SAP, etc. They set up intentional referral times to meet with students throughout their first 3 semesters. Constant touch.

Eastern is looking to move away from the “transactional” relationship students have with faculty and move to a more advising type model where faculty assist with curriculum choices, internship and career advice, etc.

Technology:

Currently using “Grades First,” but “CRM Advise” will be rolling out soon. Right now, all feedback on students goes into Grades First and professional and faculty advisors can see it there.

University of Rhode Island
South Kingstown, RI
Total Enrollment 16,895
Undergraduate Enrollment 14,653

Advising models can vary widely by school and program.

The Dual Model:

Freshmen are all enrolled in “University College.” At this stage, students are assigned a professional advisor as well as a faculty advisor.

After the first year, “at risk” students continue to be assigned two advisors: one professional and one faculty. All other students are assigned a faculty advisor only, but the professional advisors still track and monitor progress through PeopleSoft reports.

Division of labor:

Professional Advisors serve in a transactional capacity ie: transfer credit evaluations, SAP, graduation applications. They also monitor continuing students and assign an “advisor holds” to students who appear to be struggling that can only be lifted if the student meets with a faculty advisor.

Faculty advisors “concentrate on the major, curriculum, and course selection” and advise students throughout their entire student journey.

FYE or “URI 101” plays an important role in giving advisors a platform to talk to students. Student mentors also play an important role.

Technology:

Currently using Starfish to track student retention and performance.