



Student Services Annual Highlights 2013-2014

Department Name: Academic and Career Advising

Dash Board Indicators:

Student Contacts	June 2013-May 2014
In person contacts (Walk-ins, Appointments)	55,276
447 Transfer Events & Attendance	6,734
Career Advising (Career Clues, Fair, Assessments & Classroom Presentations)	1,042
President's & Dean's Lists Receptions Invited & Attendance	570
Academic Standards Interventions	2,582

Academic and Career Advisors provide advising sessions through different modalities. They meet students in-person (walk-ins and appointments), and by phone, text messages, emails, and chat. All these channels of communication are available to serve students either face-to-face or through technology.

According to AdvisorTrac, a system that tracks student intake, and advisor reports, students prefer to meet the advisors face-to-face (55,276), by phone and text (13,980) and contacts with email and chat (26,266). From June 2013 through May 2014, advisors had 95,522 students. This number may include repeat visits to an advisor from the same student.

Academic and Career Advising provides several services to students for their academic progress. Some of these services are: Group presentations and workshops (4,071), transfer events (6,734), academic standards (2,582), Financial Aid satisfactory progress (1,698), Continuation of Funding Appeals (1,664) and Career Exploration/Assessment (633).

The months with the highest student intake are: January, April, May, July, August, and November. August is the busiest month of the year. With students seeking assistance with their academic standing to release their registration holds (369), request forms to be filled out to meet Financial Aid requirements (602) and request guidance with career development (68).

A larger number of students are using online advising and chat to communicate with an advisor. In January 2013, there were 2,486 students served through email and chat. In January 2014, there were 2,932 students, an increase of 15%. During the past six months alone, the number of student intakes through chat and email was 2,361. The increased online services may be a result of referrals from a phone and mail campaign to boost our enrollment.

Programming or Service Highlights:

- Completed the Academic Advising 5-year Program Review action plan for the next three years.
- Integrated into Academic and Career Advising seven advisors from the School of Applied Technology. It included the revision of their job description, setting up their offices in one area, updating their office electronic systems, providing training on how to use AdvisorTrac, Nolij, Jabber, Career Exploration, etc. Presented an open house to promote the new Advising area among faculty, staff and students.
- Consolidated funding from SAT and Academic Advising hourly budget to hire a full-time receptionist at South City Campus. This person is now accountable for providing efficient and effective service to students and advisors, managing parking validations requests, keeping updated information for students on the bulletin boards, and making sure that AdvisorTrac is available to students and advisors.
- Revised and promoted Academic Advising mission statement and goals.
- Implemented the Advisor Training and Certificate of Achievement Award Initiative. It included training for staff through their first 10, 30 and 60 days at work and an evaluation.
- Reclassified personnel according to the new Talent Management System.
- Created Front Desk Training Manual and assessment.
- Reviewed hourly budget to offer an equitable wage to part-time front desk staff.
- Changed structure of staff meetings and complemented in-service training with a weekly online information page *Announcement and Updates*.
- Presented, in collaboration with Career and Student Employment, a Fall semester Career and Job Fair with 907 students attending the event. Presented, in collaboration with School Relations, a Spring semester Majors to Career Fair.
- Contributed to the design and implementation of DegreeWorks; including training for all staff, and beta-testing.

- Completed implementation of AdvisorTrac, and researched possible implementation of student online appointment option.
- Implemented student online appointment system, "*You Can Book Me*".
- Managed the enrollment of students in high impact programs from the English Department (Accelerated Learning, Supplemental Instruction).
- Developed career exploration modules as an online resource for students.
- Presented a Career Exploration Workshop, in collaboration with AVPSS and Career and Student Employment with more than 60 attendees from different areas of the College.
- Presented 55 Placement Test Preparation workshops serving 302 students.
- Developed online training in *Understanding the College Placement Test* for the Summer Bridge Program.
- Black Student Union students and advisor hosted the *Expect the Great* event with 90 students in attendance.
- Organized the first African/African American College Day 2014.
- Participated in Faculty and Adjunct Faculty Conferences by staffing information tables and offering door prizes.
- Participated in the annual Native American Youth Conference in October 2013.
- Presented 11 Academic Success Workshops with 60 students attending.
- Presented the President's and Dean's Lists receptions with support from the Academic Administration and Faculty Association. A total of 570 students attended the event.
- Advising continued its participation in the Teaching Recruitment Scholarship program. Eight students graduated and transferred to a four-year institution; that is the highest number of students that have graduated at one time from this program.
- Participated in the creation of a partnership between SLCC-USU-U of U for education majors 1-8 which includes an ESL endorsement. Pre-requisites are completed at SLCC, 1-8 classes are done at USU-SL and ESL endorsement done during the Summer with the U of U.

- The Business advisor was critical in providing guidance to changes being made in various business program Certificates of Completion. Programs such as Accounting (2 Certificates: Beginning and Advanced), Business Management (Beginning and Advanced), Finance (Introductory and Advanced), each with several new classes.
- Extended advising services to American Express employees via a collaborative effort between the Accelerated Business Degree Program and the SLCC School of Business to assist employees in an accelerated General Education and Business program.
- Contributed to the development of policies and procedures such as the Curriculum Committee Handbook, Graduation, Experiential Learning, and Exceptions Policy.
- Provided community service by stocking and organizing the new food pantry for students at South City Campus.
- SAT advisors visited Davis Applied Technology College to identify best practices and programs they offer to students in Davis County, April 2014.
- Eight advisors presented at professional national, regional, and local conferences (NACADA National and Regional, Utah Advising Association, League of Innovation).
- Assisted with the opening of the Arts, Communication and Media Center.
- Finished up the Digital Arts grant after assisting hundreds of students.
- Received the 2013-2014 Excellence in Innovation Award, second place, for the Peer Mentoring Program, "Una Mano Amiga". The program enhances, promotes and encourages Hispanic students to support each other through tutoring, social activities, community involvement, cultural awareness, etc.
- Assisted with the development of a website for students who are undocumented. Presented about the subject in the High School Counselor Conference in March, 2014, Utah Advising Association, and Student Services Conference.

June, 2014