

Miami University Undergraduate Academic Advising Plan

ACADEMIC ADVISING GOALS & OUTCOMES

Developed and approved by the Undergraduate Academic Advising Council in 2013, academic advisors in all academic divisions and on all campuses promote a common set of goals and outcomes. Goals and outcomes are aligned with the advising standards of the National Academic Advising Association.

Advising System Goals	Advisor Outcomes	Student Outcomes
<ul style="list-style-type: none"> • Academic advising is grounded in a clear institutional advisement philosophy (defined goals, objectives); all decisions related to academic advising are consistent with the philosophy • Learner-centered advising goals and learning outcomes are advanced across the institution • The roles and contributions of different types of advisors and academic support personnel is clear; appropriate training and ongoing evaluation for different advisors and academic support personnel is in place • The University-wide advising system is easy to navigate, sustainable and collaborative across advising units, enhancing the student experience with academic advising. • Advising at Miami is assessed on an on-going basis to promote continuous improvement of the advising system. 	<ul style="list-style-type: none"> • Advisors understand the Miami learner-centered advising philosophy, key advising concepts, and best practices for academic advising. • Advisors understand how individual students learn and how social context affects the learner’s understanding of their education. • Advisors understand the advising system and critical resources for student success and provide a seamless advising process for students that validates their individual contexts and approaches to learning • Advisors understand University and Miami Plan requirements, advising policies and protocols. • Advisors leverage critical e-tools (AdvisorTrac, u.direct, interactive DAR) to evaluate, monitor student progress and promote student success. 	<ul style="list-style-type: none"> • Students know their requirements for graduation and use advising tools to proactively manage timely degree completion • Students craft a coherent educational plan based on an understanding of their abilities, aspirations, interests and values, leading to realistic academic and professional goals. • Students understand the advising system and how/where to find answers to questions • Students understand the roles of advisors and academic support personnel and have a personal connection with at least one advisor • Students discover and integrate co-and extra-curricular activities and programs that enhance their academic/collegiate experience and prepare them for their future in a global society.

ACADEMIC ADVISING PHILOSOPHY

To advance the goals and outcomes articulated above, Miami academic advisors follow a shared philosophy of holistic and developmental advising which was approved by the Undergraduate Academic Advising Council in 2013 and is articulated below:

Miami University advances “learner-centered advising” (Lowenstein 2005). In learner-centered advising, the advisor *sees every opportunity the student needs to make a choice as a learning opportunity* and assists students in steadily gaining ownership over the whole college experience. The learning process encompasses students’ cognitive, interpersonal and intrapersonal development.

Being learner-centered is different from being “student-centered”: "Being student-centered implies a focus on student needs. It gives rise to the idea of education as a product, with the student as the customer" (Weimer, xvi). In contrast, "Being learner-centered focuses attention squarely on learning: what the student is learning, how the student is learning, the conditions under which the student is learning, whether the student is retaining and applying the learning, and how current learning positions the student for future learning. The student is still an important part of the equation. When instruction is learner-centered, the action focuses on what students (not advisers) are doing" (Weimer, xvi).

In this approach, advisers and academic support professionals *teach* students and help them develop purposefully, holistically, and intentionally. Through the art of conversation and dialogue, they teach students to value the learning process, apply decision-making strategies, put the college experience into perspective, set priorities and evaluate events, develop thinking and learning skills, gain personal and intellectual maturity, and make informed choices.

Just as one faculty member cannot meet all of students' needs, the adviser and academic support professional must partner purposefully with one another and others across the university to promote student learning and success.

DESIRED CHARACTERISTICS OF ACADEMIC ADVISING

- Vigilant focus on student success;
- Best in class reflecting best practices (NACADA values, Appendix A);
- Mixed model of advisement which makes the best and effective use of the talents and expertise of professional staff advisors, chief departmental advisors, and faculty advisors within each academic division;
- Advising load of approximately 350 to 1 for full-time professional staff advisors;
- Advising load ranging from 15-40 to 1 for faculty advisors (faculty advisors with high loads generally have structured curricular requirements or work with students with less complex needs);
- Effective use of database and software technologies and data-informed decision making processes;
- Additional support for and interventions with students with the highest need;
- Appropriate and required development for all advisors;
- Required UNV 101 course for all incoming first-year students (phased in over next three years) with embedded advising-related modules, informed by Student Affairs expertise, and designed to supplement one-on-one academic advising;
- Required academic advising sessions at key milestones (e.g., first semester at Miami, prior to graduation, when changing majors, during the academic intervention period);
- Seamless integration of academic advisors with other academic support units across all divisions (e.g., residence life, Global Initiatives, athletics, honors, career services, one-stop & student success centers, Rinella Learning Center).

KEY ASSESSMENT MEASURES

Miami 2020 Goal: *Miami will achieve a 6-year graduation rate of 85% (4-year graduation rate of 75%).*

Measures:

First-to-Second-Year Retention and Six-Year Graduation Rates

Student and Advisor Surveys, conducted in-house at least once every four years and focused on the advisor or student outcomes listed above

Advising-Related Questions on the National Survey of Student Engagement

Success Rates as Measured by the Student Success Collaborative & Other Early Alert Systems

Standard Advisor-Advisee Ratios

LEADERSHIP AND COMMITTEE RESPONSIBILITIES

Associate Provost: Chairs the Undergraduate Academic Advising Council and oversees the charge for the Academic Intervention Committee; oversees and coordinates the vision and strategic planning for academic advising at Miami University. Oversees advising-related communications to all advisors and students across all divisions of the University; coordinates comprehensive advisor development; coordinates University-wide assessment of advising; ensures that complaints related to advising that come to the Provost Office are addressed appropriately; ensures coordination of AdvisorTrac; oversees the advising-related materials in major publications such as the General Bulletin and new student guidebook; assists with UAAC meeting preparation; and, in collaboration with Student Affairs, coordinates UNV 101 instructor orientation and development, assessment, and scheduling.

Undergraduate Academic Advising Council: Provides input on advising related policy and procedures; facilitates advisor development, university-wide advising assessment, advising-related awards, and advisor communications

UNV 101 Coordinators (Associate Provost & Associate Dean of Students): Ensure the quality and consistency in advancing critical student success outcomes across all sections and divisions; provide orientation and development for instructors; conduct assessment of UNV 101 and make improvements based upon assessment findings

Academic Interventions Committee: Using data provided by the Division of Enrollment Management & Student Success, oversees intervention and support processes and programs for students who may have difficulty achieving academic success, including interventions with students who receive low midterm grades, are in danger of or on academic probation or suspension, who are in or returning from academic suspension.

ACADEMIC ADVISOR ROLES AND RESPONSIBILITIES

To ensure that Miami meets the advising system goal that the “roles and contributions of different types of advisors and academic support personnel [to be] clear,” we have articulated the different types of persons responsible for academic advising as well as their general advising-related responsibilities.

Note: Although each academic division/campus may have some variations on the roles and responsibilities, all of them generally will follow the descriptions below.

Unit/Group	Responsibilities
Assistant Dean, Director of Student Services, & Regional Directors of Advising	<ul style="list-style-type: none"> • Oversees and coordinates the policies, procedures and administrative functions relating to advisement within the academic divisions, in alignment with University-wide guidelines • Serves as member of UAAC and makes sure that chief departmental advisors and professional staff advisors are trained and kept abreast of advising functions and issues and that advising is delivered consistently and in a high quality manner across the division • Serves on Interdivisional Committee of Advisors and considers petitions • Coordinates academic advising activities in Summer Orientation for new first year students, incoming transfer students and international students • Oversees graduation certification • Oversees divisional assessment of academic advising • Oversees the assignment of advisors to students • Coordinates divisional academic intervention processes, and collaborates with Student Success Center to provide midterm interventions • Offers additional support to faculty advisors who are advising students with difficulties that extend beyond academic issues (e.g. psychological and medical issues, personal crises, etc.)
Chief Departmental Advisor	<ul style="list-style-type: none"> • Ensures that faculty advisors are trained in policies and procedures and advising protocols and guidelines • Assigns student advisees to faculty advisors • Serves on divisional petition committee • Supports or implements divisional and university initiatives • Facilitates DARs exceptions and graduation checks/certifications • Facilitates meetings with students who have academic difficulty or special circumstances • Oversees assessment of advising in the department • Teaches UNV 101 (optional)
Faculty Advisor	<ul style="list-style-type: none"> • Works one on one with students on their academic plans which include Global Miami Plan, major and other curricular and experiential learning choices • Completes annual academic advising development • Provides internship and career counseling as appropriate • Assists students with major declaration • Refers advisees to others as appropriate • Teaches UNV 101 (optional)
Professional Staff Advisor in Academic Divisional Advising Offices	<ul style="list-style-type: none"> • Provides one-on-one academic advising to designated students who are at higher risk or need additional support • Provides additional support to students prior to graduation to ensure timely degree completion • Assists with new student orientation advising • Assists with academic interventions • Sends proactive advising information to all chief departmental advisors and students

	<ul style="list-style-type: none"> • Offers additional support to faculty advisors • Serves as liaison with residence life staff for transitional support • Teach UNV 101, when possible • Undergoes annual development and refers students as appropriate
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ACADEMIC ADVISOR PROFESSIONAL DEVELOPMENT

All academic advisors are required to undergo advisor development that includes the introduction and modules 1-4 described in the chart below. Academic advisors are encouraged to complete the optional modules on special topics. Academic divisional advising offices are responsible for delivering the introduction and modules 1-3 for the academic advisors within the division. The introduction and modules 1-3 can be delivered in online, hybrid or online formats. Module 4 is offered in a face-to-face format, is delivered centrally, and includes advisors from across the University.

REQUIRED MODULES

Module 1: Overview of Academic Advising, Curriculum & Resources	Introduction to Academic Advising at Miami University <ul style="list-style-type: none"> • Academic Advising Philosophy • Academic Structure and System Curriculum Structure <ul style="list-style-type: none"> • Global Miami Plan Foundation • Divisional Requirements Print Resources <ul style="list-style-type: none"> • Guidebook for New Students • General Bulletin • Student Handbook E-Resources <ul style="list-style-type: none"> • Advisor Trac • Interactive Degree Audit Report • Transcript • One Stop 	
Module 2: Overview of Advising-Related Policies	<ul style="list-style-type: none"> • Grades and GPA Calculations (Bulletin) • Audit (Student Handbook 1.2.I) • Credit/No Credit (Student Handbook 1.2.H) • Academic Grievance • Course Repeat (Student Handbook 1.2.C.3) • Withdrawals • Course Withdrawal (Student Handbook 1.2.C.1) • University Withdrawal (Student Handbook 1.2.D.1) 	<ul style="list-style-type: none"> • Unofficial Withdrawal Medical Leave of Absence • Academic Action (Student Handbook 1.3.D) • Warning • Probation • Suspension • Dismissal • Re-Enrollment • Fresh Start • Petitions
Module 3: Advisor Trac & Note-Taking	<ul style="list-style-type: none"> • Logging In • Searching for Student Information • Entering Notes • Taking Effective Notes 	
Module 4: Effective Advising Skills	<ul style="list-style-type: none"> • Advising Conversations (First Year Through Fourth Year) • Vignettes (Videos) & Table Discussions • List of Professional Development Resources (Handout) • Additional Readings 	

OPTIONAL MODULES & OPPORTUNITIES

Two excellent modules are available through Student Counseling Services and Student Affairs:

- Safe Zone Training for LGBTQ Issues
- Dealing with Mental Health Issues

Optional online modules and face-to-face workshops will be developed on the following topics:

- Understanding Student Development
- Fostering Students' Career Development
- Advising Diverse Students
- Advising Student Athletes
- Advising High-Ability Students
- Advising International Students
- Advising Transfer and Relocation Students
- Advising Students with Learning & Other Disabilities
- Supporting Students With Financial Need
- Advising Undecided Students (University Studies)
- Assisting Students with Study Abroad

ADDITIONAL ACADEMIC SUPPORT

The advising system on all campuses consists of a community of Miami faculty, administrators and staff who understand that their primary responsibility is ensure the success of students. The advising system consists not only of those responsible for direct academic advising of students but also a host of different resources and people that support students at different points during their undergraduate experience.

Below is a table articulating the key players and responsibilities in Miami's academic support system.

Unit/Group	Responsibilities
Career Services Staff	Provides career development mentoring for students as well as training for faculty on career development and career development resources
Global Initiatives Staff	Provides information, and support to international students, including programming, workshops, mentoring; oversees faculty development to help them work more effectively with international students; provides guidance on study abroad and international fellowships (Fulbright, Boren, etc).
Honors Staff	Provide information and guidance on honors requirements as well as programming relevant to high-ability students, including support for domestic and UK prestigious fellowships (Truman, Rhodes, Marshall, etc.)
Residence Life Hall Directors and Graduate Assistants	(AY 2014-2015) First-year resident directors hold one-on-one meetings with students who are not completing the UNV 101 course. The conversations in these meetings would focus on the key topics and goals of the UNV 101 course (AY 2015-2016 and beyond) Provides co-curriculum programming and support (in one-on-one and group settings) to assist students in making healthy lifestyle choices, planning activities outside of the classroom that advance students' academic and personal goals, and cultivating a sense of belonging at Miami University
Rinella Learning Center Staff	Provides academic support to all Miami University students through academic counseling, coaching, tutoring, and other support programs. Oversees support for students with disabilities, students admitted through the Scholastic Enhancement Program (SEP), and students who are part of the Access Fellows program. Using guidance from UAAC, coordinates academic intervention processes.
Student Athlete Academic Support Staff	Provides support to student-athletes, including additional study skills, mentoring, and workshops. Serves as liaison with academic advisors in the divisions
Student Counseling Staff	Provides mental health counseling on an as needed basis
Student Success Center Staff	Collects and disseminates predictive and other data relating to advising; manages special student cases and situations such as students who have stopped out, have registration holds, failed to register for an upcoming term, or have other high-risk factors. Collaborates with academic divisions to provide midterm interventions. Communicates with academic advisors and academic support specialists to ensure a coordinated, consistent response for each student.

ACADEMIC ADVISING TIMELINES

TIMELINE FOR ADVISEE

May 1-beginning of fall semester	Welcome letter/email from division	Explains divisional mission and general tips for a successful first year
	Summer Orientation	One-on-one advising sessions and sessions providing critical information on student success and course selection based on academic goals and preparation.
First semester	UNV 101 or other approved FYE course	Student success course for all students which promotes student success outcomes and prepares students for the one-on-one academic advising sessions with their academic advisors. Instructors challenge students to go to at least one faculty member's office hours each semester.
	Mid-term grades	Staff in Student Success Center, divisional advising offices and Office of Residence Life reach out to underperforming students.
	Spring course scheduling/advising	Academic advisors meet with first year students to focus on developmental needs and course scheduling.
Second semester	Advising contact to underperforming students	Professional advisors reach out to underperforming students.
	Fall semester course scheduling/advising	All students contacted to inform of upcoming registration period and encourage connection with advisor.
Sophomore and Junior year	Advising contact, each term, to underperforming students	Professional advisors reach out to underperforming students.
	Course scheduling/advising	Students contacted, each term, to inform of upcoming registration period and encourage connection with advisor.
Fourth year	Advising contact, each term, to underperforming students	Professional advisors reach out to underperforming students.
	Course scheduling/advising	All students contacted to inform of upcoming registration period and encourage connection with advisor.
	Senior Checks	All degree candidates encouraged to participate in senior check appointment; follow up provided, by professional advising staff, for students with issues

TIMELINE FOR ADVISOR

Term	Task
Spring 2015	Complete required advisor development modules 1-4 (first year of academic advising); or, complete annual advising development update (in subsequent years).
Summer 2015	Summer Orientation Advising (optional)
Fall 2015	Contact all advisees welcoming them to the new academic year, informing them of winter and spring registration dates, and informing them that they are required to meet with you prior to spring registration and how they can schedule the appointment. Focus on understanding student's goals and creating an academic plan aligned with student's goals and aptitudes. Record notes in Advisor Trac. Refer advisees as needed, using referral guide.
Winter 2016	Complete additional optional advisor development modules as they are available.
Spring 2016	Send email to all advisees notifying them of summer and fall registration dates, and asking them to meet with you prior to registration. Focus on internship, study abroad and other experiential learning opportunities that are aligned with students' goals. Refer advisees as needed, using referral guide. Complete additional optional advisor development modules as they are available.

REFERRAL GUIDE FOR ACADEMIC ADVISORS

Issue	Refer to:
Academic interventions (students on probation, suspension for academic reasons)	Rinella Learning Center
ACCESS initiative support	Rinella Learning Center
Advising Policy and Procedures	Associate Provost
Advisor Development & Resources	Associate Provost; Assistant Deans
Assessment & Evaluation of Advising (University Wide)	Associate Provost
Career guidance and development	Career Services
Disabilities, Learning and Other	Rinella Learning Center, Student Disabilities Services
Emergency or Crisis Situations	Dean of Students (Students of Concern hotline)
Socio-Emotional Support & Transition Issues	Residence Life Staff
UNV 101 Course	Associate Provost
Graduation	Professional staff in academic division advising offices
International student support (outside of academic advising)	Global Initiatives
Mental Health Concerns	Student Counseling Services
Midterm Grades	Registrar (for information about grades) Divisional Advising Offices, Student Success Center, and Residence Life directors for interventions with students
Orientation (New Student)	New Student Programs (Student Affairs)
Prestigious Fellowships Advisement	Honors staff for domestic and UK fellowships: Global Initiatives for international fellowships
Student-Athletes, NCAA regulations	Student-Athlete Academic Support staff
Study Abroad Guidance	Global Initiatives
Tutoring in academic subjects	Rinella Learning Center
Tutoring in writing	Howe Writing Center staff
Undecided Students	University Studies Program (CAS Advising Office)