



EASTERN OREGON
UNIVERSITY

OFFICE OF THE PROVOST

Date: August 22, 2018
Subject: Advising Responsibilities and Related Metrics for 201819
To: Deans, Vice Provost, Executive Director of ROI
From: Sarah Witte, Provost and Senior Vice President for Academic Affairs

Below, please find advising expectations and goals for the upcoming year.

Advising

1. Quality academic advising being managed by dean
 - a. All faculty advisors will have access, license, and training in order to perform duties associated with advising.
 - i. **Metric:** Deans will work with IT to activate and validate CRM license for all tenure-line faculty who are required to carry a caseload of declared majors, with 100% trained in Salesforce and Degree Works technologies in time for hand-off of declared majors to faculty advisors, no later than fall 2018 pre-registration.
 - ii. Deans will charge professional advisors to administer and monitor training in CRM and Degree Works.
 - iii. Request as needed, report from IT showing analytics of CRM use to ensure the system is being utilized, and from ROI a report during pre-registration indicating course need beyond the waiting lists.
 - b. Ongoing professional development for advising and targeted for faculty who need extra advising assistance through coaching from professional advisors.
 - i. **Metric:** 100% tenure-line faculty advisors are responsible for observing the systematic requirements for understanding General Education requirements, institutional requirements (for BA and BS and BAS, as well as UWR and DPD), and program design for students' timely degree completion, with the understanding that faculty advisors are empowered to make appropriate substitutions for program requirements with notation in degreeworks or salesforce for graduation application purposes.



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- ii. Rely on feedback from professional advisors/ROI advisors regarding quality of faculty advising
2. **Metric:** Deans will be accountable for development of a college culture around the philosophy and implementation of Student Life-cycle Advising aimed at 10% increases in retention and graduation rates for each program and at every level (Freshman, Sophomore, Junior, Senior) in order to reach program targets.
3. **Metric:** Deans will be accountable for pulling pre-registration retention rates of 90% for continuing students, by program and level, at the end of the 8th week of a term to ensure that continuing students are being registered during the pre-registration period.
 - a. Develop a report to review and manage registration numbers and install activities to improve early registration numbers.
 - b. Obstacles to student pre-registration need to be communicated ASAP from faculty and professional advisors to the deans, and deans to the Provost so that obstacles can be addressed systematically with appropriate offices.
4. Deans and the Executive Director of ROI will attend Advising Council meetings regularly, provide guidance, and foster a team-environment with within the colleges among faculty, office staff, and advising professionals to enhance enrollments through advising expectations around retention and timely graduation of students.

Per the adjournment of the Advising and Registration group on August 21, 2018, these additional deliverables are expected:

- **Action Plan for communication with Colleges about Student Life Cycle Philosophy and Advising Framework—Draft due September 6 to Provost** for follow-up 1:1 meetings—please delegate this task to your Advising Professionals, who can coordinate with faculty reps who are assisting with the communication roll-out.
- **Assessment Plan for Advising**—delegate to advising council, work with what has been developed, and please keep it simple and useful and aimed at students for an annual monitoring of student satisfaction with advising that can be correlated with NSSE data.