

# Undergraduate Advising Council Meeting

September 21, 2023

3:00 PM - Little Hall 237

---

## Minutes

### **Welcome**

### **Approval of Minutes**

- A motion to approve the minutes of the August 17, 2023 meeting was made by Nicole Young. Seconded by Larah Doyle.

### **Chair Updates:** Allison Gatsche, UAC Chair

- Qualtrics survey results led to the decision to have in-person meetings to encourage active engagement vs. passive attendance, but willing to take feedback for possible changes. If there are individuals who need a Zoom option, please reach out to Allison to let her know. Conversely, if you prefer fully in-person, let Allison know – the more feedback, the better.

### **Steering Committee Updates:**

- Allison passed along updates on behalf of Amanda Jackson for the Campus Affairs Committee – Amanda is working on setting up tours of campus offices for small groups of advisors to learn about the resources available to students and how we can partner with those offices. More info to come.
- Danielle Shu for the Professional Development Committee – If you are interested in getting involved in professional development across campus or assist with the UAC Conference in spring, let Danielle know. The first meeting of semester is tomorrow (9/22) at 2PM via Zoom – reach out to Danielle if you are interested in attending.

### **Nigel Richardson, Senior Director of Advising**

- Thanks to units that have reached out to connect with him and invite him to visit their meetings.
- Advisor training/onboarding workgroup – Creating a new workgroup to focus on training-related projects such as development of an onboarding toolkit that advising units can use as a reference when new advisors are hired, coordination of specialized workshops, creation of a centralized online resource, and hosting discussion forums. This group will have a hybrid meeting format with a monthly commitment. Let Nigel know if you are interested. Thanks for Nicole Young for sharing the work she has already been doing with HR in this area.
- Preview planning team – Thanks to CLAS Academic Advising Center's efforts to plan and coordinate Preview in the years past. Creating a new university-wide group that will assist with projects such as advisor selection, Preview session logistics, post-Preview communications, Small group 1 and 2 assessment, Preview advisor training, Staffer training, and Preview workbook. Want to identify areas where greater university-wide support would be helpful, enhance communication strategies to advocate for needs of students/advisors/campus partners, and maintain open communication between Preview Planning team and UF advising leadership. In-person meetings are preferred for this group, but Zoom is possible as well. There will be weekly fall/spring meetings and extensive participation during the summer. He is seeking those who want to look at shaping and developing Preview moving forward, even beyond Preview 2024. Let Nigel know if you are interested.

### **Hunter Williams, Interim Senior Associate Controller, Bursar's Office**

- The Bursar's Office is launching a new system called Flywire AR Collect, which is geared toward facilitating debt payments for former students who are no longer enrolled at UF (no current or future registration) and who owe a balance. They currently only send a monthly email on the 27<sup>th</sup> of each month to their UF email address and many students do not know they have a balance. Flywire is an automated communication & payment platform (texting, emails, paper letters), which allows former students to enroll in customizable payment plans. The communication plan allows emailing to non-UF email addresses to increase the likelihood that they will receive the messages. There is a one-time enrollment fee of \$15.00 that is sent to Flywire. They are conducting a 90-day pilot program with 230 previously enrolled UF students, beginning last week. They anticipate a full roll-out by early spring 2024. Any students with a balance of \$10 or more on their account will receive information about this program and be eligible to enroll. Students will have a Flywire positive service indicator if they enroll in this. There are about 5,500 former students who still have a balance that has not been written off, but they will probably focus on a smaller subset of these students.

### **Items from the Floor**

- Introduction of new advisors – Shannon Kelly and Sierra McVeigh, new transition advisors in Student Success Office; Sharon Karackattu in Biology; Mike O'Malley, now in Honors; Racheal Croucher in CLAS, and Marina Culbertson in the Hawkins Center.
- National Transfer Student Week is October 16-20, 2023 – this is a good opportunity to feature programming and resources for your transfer students if interested.
- Jason Mastrogiovanni – the first meeting of the Student Success Collaborative will be next week: Sept 26, 11:00-Noon via Zoom
- Richard Blake – the First-Gen College Celebration day will be Nov 8. The Machen Florida Opportunity Scholars Program is hosting a kick-off event 11:00-2:00, and they welcome offices to table at the event. Let Richard know if you are interested in tabling at the event. Even if you can't come to the event, encourage your entire office to wear green that day – it represents growth & opportunity and is the chosen color to represent first-gen. They will be sending out a media kit that has digital designs to use.
- Allison Gatsche asked about topics we want to see discussed in future UAC meetings – suggestions included: getting lists of international students who are not in compliance *sooner* so there is more time for outreach; the cancel for non-payment process; the timing of emergency contact holds being placed right before the start of the term – it was requested to place them sooner, but Diana Hull from Registrar's Office explained that they are purposely placed at that time to spur students to update their new contact information.

### **Adjournment**

#### **Upcoming UAC Meetings**

October 19

November 16 (via Zoom)

December – TBD

*All meetings will be in person unless otherwise noted.*

*Meeting format and location will be provided with advance notice.*