

Undergraduate Advising Council

Thursday, January 17, 2019

3:30-4:30 140 Rinker Hall

1. Welcome
2. Approval of December Minutes
 - a. Minutes are approved.
3. Chair Updates
 - a. No updates
4. Committee Updates
 - a. Campus Affairs- no updates
 - b. Professional Development
 - i. UAC Conference is February 22nd
 - ii. Dr. George Steele is the keynote
 - iii. Thanks again to DCP and DSO for their support!
 - iv. Please register! 101 of 135 slots have already been taken, so please register ASAP!
 1. Please indicate dietary restrictions on the registration.
 - c. Communications- Let Nicole know if you have any updates to the ufadvising.ufl.edu page.
 - d. Preeminence- Still looking for additional members!
 - e. Formal call for nominations for Chair, Communications Chair, and Professional Development chair.
 - i. Communications and Pro Dev chairs are two year commitments
 - ii. Chair is currently a yearlong position.
 - iii. If you have any questions about these positions, let the current position holders know!
 - iv. Written details for the bylaws are on the UAC website.
 - f. The elections will be held at the March meeting, so let your voting members know.
 - i. Let Allison know if you have any updates to your UAC members.
 - ii. Newly elected chairs will start in July.
 - g. Send any nominations for these positions to Allison.
5. Compass advisory group update
 - a. Concerns about recertification and Spring certification were discussed today, and stay tuned for additional updates.
6. UF Online
 - a. UF Online is now ranked #5 by US News and World Report
 - b. New positions for UF Online: Associate Director for Academic Advising and Student Success, and an Assistant Director for Communications.
7. Dr. Lindner and Dr. Hass
 - a. Dr. Hass Updates
 - i. 1. Q & As sent to the Deans regarding the NACADA report.
 1. February 1st is the deadline for the Deans to submit responses to Dr. Hass.

2. So far, the colleges generally support good progress with submitting responses.
 - a. If you have feedback you'd like to share privately, reach out to Dr. Hass.
3. Once all of the feedback has been received, Dr. Hass would like to work with UAC to disseminate the feedback across campus.
- ii. Students and student groups are experiencing issues when they go by a name other than what is listed as their legal name.
 1. There has been progress to help students have their chosen name show as their preferred name.
 - a. If there are systems/places where you see this as being an issue, let Dr. Hass know, so we can identify all of these places.
 - b. Send Dr. Hass examples of where student's names are visible in Compass.
 - i. Question: if a student provides their chosen name in an email, but not their UF ID, will the system allow us to search by chosen name?
 - ii. You should be able to search using their GatorLink username.
 - c. It is also important to make sure that the lobby management system reflects their chosen name instead of their legal name.
- iii. Professional development: Dr. Hass is working with Shay Potts in HR to pre-screen for HR courses that would be beneficial to the advising community, and then compared those with NACADA.
 1. Next, they'll look for a group of advisors to look more deeply into each course to see if it would be relevant to advisors.
 2. After that, they'll look at what is available in Lynda.com, which everyone already has access to, and includes over 30,000 courses.
 3. If you have interest in working on this, let Dr. Hass know.
 - a. Allison will also send out more info to the UF Advisors listserv.
- b. Dr. Lindner Updates
 - i. The repeat course policy
 1. The new policy is now in effect
 2. They are working on moving the petition online
 - a. The current approval.ufl.edu system is being used as a model for the online repeat course petition process.
 3. This online petition will likely be available in Fall.
 4. Currently, colleges have an internal process for approval, and then email the Registrar's office so they can add permission for students to register for that course.
 5. The goal in the future is to move additional paper processes online.
 6. More updates to come, and advisors will have ample time to review and pilot the process, and provide feedback.

7. The student's college will make the decision on whether or not to allow a repeat, rather than the department which offers the course.
 - a. The department offering the course will not need to give permission for the repeat.
 8. Initially, this online process would be through a separate website, not through myUFL.
 9. If you have any thoughts, please let Dr. Lindner know!
- ii. Advising evaluation survey
1. These questions have been sent out to various UAC members.
 2. The Board of Trustees has mandated that we implement a campus wide advising evaluation, to assess the customer service being provided (all units on campus are doing this).
 3. The surveys will be part of the lobby management system and results will be collected by a central office.
 - a. If you are using the lobby management system, you will be able to access the survey feedback.
 4. Survey will ask if the appointment was face-to-face or remote.
 5. Questions currently on the survey for face-to-face:
 - a. Easy to meet with advisor?
 - b. Advisor was professional?
 - c. Advisors was knowledgeable?
 - d. Referred to appropriate resources?
 - e. Advisor helped me make progress towards resolving issue?
 - f. Advising office was physically accessible for me?
 - g. Advising met or exceeded my needs?
 - i. Each question includes Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree, and Not Applicable/Don't Recall.
 6. Questions for the remote survey are the same except it asks if the method of communication was accessible instead of the office being accessible.
 7. Concerns about "advisor helped me make progress towards resolving issue" question.
 - a. Many times, advisors must be the bearer of bad news, and this question doesn't account for that.
 - b. Could students be asked a follow up based on their response to this question, asking why the issue wasn't resolved?
 - i. Dr. Lindner will consider this but wants to keep the survey short, as all offices across campus are introducing these surveys.
 8. Others propose a yearly advisor survey, which is being considered, but the Board of Trustees is looking for evaluation in each advising interaction.

- a. This survey is not designed to evaluate the advising environment on campus, it is meant just as a snapshot of each interaction.
 9. The Provost will report the broader results to the Board of Trustees.
 - a. It is meant to be a general survey, not a close evaluation of each advisor/unit.
 10. Will we be able to discern if the student is in an advisor's major or not?
 - a. That will depend on how they build the system.
 11. While this process will evolve with advisor feedback, the evaluation system has already been approved by the Provost and will be implemented.
 12. Question: Do students have the option to opt out of the survey?
 - a. No, but there is no penalty if they do not respond.
 13. Question: can we revise the question: "My academic advisor helped me to make progress towards resolving my issue."
 - a. Can it be revised instead to: "My academic advisor helped me to make progress towards the purpose of my visit."
 - b. Dr. Lindner asks for feedback in revising this question.
 14. Question: how will the evaluation/lobby management system capture phone appointments?
 - a. TJ and the Salesforce team are aware of this and working to incorporate this in the future.
 15. Question: for departments that do not use the lobby management system, will it be mandated, and will it be purchased on the dept's behalf?
 - a. The provost has mandated it and TJ is working on implementing it for each department.
 16. Question: can we better capture, through these questions, if the students had a good experience with advising.
 17. In general, advisors want to make sure it is conveyed to the Board that the feedback may be skewed negative with students frustrated by not getting what they want.
 - a. Advisors are an extension of UF and UF's policies.
 18. Proposed question to add: "My advisor clearly explained why this issue was not resolved."
 19. Advisors suggest having a qualitative response to allow students to provide written feedback.
 20. The survey would, ideally, be sent out immediately after the advising appointment ends.
 21. If you have more feedback on the survey, please feel free to send to Allison, or Dr. Hass and Dr. Lindner directly.
8. There will be no February UAC meeting.