



Request for 2019-202 Funding Services and Activities Fee Committee

BUDGET PROPOSAL CONTACT INFORMATION

Department Name: University Academic Advising

Create Date: 04/22/2020

Due Date: 05/15/2020

Submitter Name: Jennifer Wilson

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Department Head Approval:

Department Head: Lorraine Dinnel

Requested Amount: **\$42,308**

Departmental Information

SPECIAL ALLOCATION CRITERIA

University Academic Advising's (UAA) Student Advising Mentor (SAM) program has been an indispensable function of the department since its inception in 2013. This biennium UAA became aware that funding for this program was previously subsidized through temporary funding that is no longer available. Although we received some emergency funding from Academic Affairs and the NSEOF, those will only help cover past expenses, the remainder of FY20, and the projected FY21 wages for our Office Assistants (2), but are not enough to sustain our Student Advising Mentors (4). Without additional SAFC funding, UAA will have to shut down this program immediately and lay off four student employees currently serving in this role.

STUDENT UTILIZATION

These funds will benefit students by allowing UAA to continue its peer mentoring program. Student Advising Mentors work in partnership with academic advising staff to offer drop-in advising support Monday- Friday, from 9 am - 4 pm. These student leaders contribute to the intellectual and personal growth of students by offering their insights into academic issues and the Husky Experience. Student Advising Mentors foster student development while simultaneously gaining valuable leadership experience.

In addition, Student Advising Mentors provide "just-in-time" advising to students, collectively serving the equivalent of a professional advisor's caseload (approximately 350 students). Student Advising Mentors respond to departmental advising calls, emails, and instant messages for UAA, including answering many questions for students broadly, as well as how to access other crucial student success services across campus. Student Advising Mentors conduct workshops for students at New Student Advising & Registration events and offer programming to support students in navigating and utilizing advising technologies such as MyPlan, DARS, Time Schedule, and MyUW. Finally, Student Advising Mentors work as front office support for the entire GWP 102 suite, which includes providing reception support for UAA, OUE, OGA, SIAS advisors, campus Completion Coaches, and CSF partners.

STATEMENT OF ASSURANCES

The funds requested will provide gap funding that will allow UAA to continue to employ the current Student Advising Mentors, as well as provide funding to sustain this program throughout the upcoming academic year. Since the budgeted amount for hourly employees has already been depleted for the current FY and is projected to be 79.5% overspent at the end of the biennium, these funds would be implemented immediately.

CORE VALUES/MISSION ALIGNMENT

Student Advising Mentors work in direct support of the retention and persistence of students, delivering support in a cost-efficient and pedagogically-sound way that is integral to the success of UW Tacoma's Strategic Plan and can be successfully linked to each goal, specifically:

- **Students**
 - Student Advising Mentors allow greater flexibility in "the range and depth of UAA's support for students and the quality of experiences available to them outside the classroom" by enabling us to expand our presence across campus and increasing students' accessibility to services. As frontline support, they're able to "increase student awareness of and satisfaction with the availability and accessibility of UW Tacoma resources, support, and infrastructure" by being available on a drop-in basis to provide information on campus resources and make appropriate referrals to support services as necessary. Additionally, they provide our department with the capacity to participate in pathway programs for K-12 schools and community colleges, with minimal impact on advising services for current students.
- **Growth**

- **Employing Student Advising Mentors permits UAA to meet anticipated enrollment growth, continue high-impact outreach and programming efforts, and to maximize advising support beyond the physical location of the department while maintaining recommended advisor caseloads. Since Autumn 2018, UAA student staff have enabled the unit to increase enrolled students using advising services by 23% and growing. Additionally, by Student Advising Mentors absorbing some of the general advising workload, advisors are better equipped to focus on intentional outreach and institutional retention efforts.**
- **Equity**
 - **SAMs are a reflection of the diverse student population not universally reflected across campus faculty and staff, allowing us to “embrace the changing demographics of higher education”. Connecting with peers in a mentorship capacity that models themselves helps foster students’ connection to campus and “improve the satisfaction of traditionally underrepresented students, especially racial/ethnic minority students, with the UW Tacoma experience”.**

SAF-FUNDED PROGRAM OR SERVICES GOALS AND OUTCOMES

The work UAA does across campus to increase student success is complex and cannot be done in isolation. By collaborating with campus partners, UAA has been able to embed academic advising services within various departments, such as the residence hall, Library, VMRC, and CEI. Student Advising Mentors also represent the department at campus-wide events - Admitted Student Day, Student Involvement Fair, Orientation, Freshman Preview Day, and various resource fairs. Not only are the Student Advising Mentors gaining valuable professional experience, but they also contribute by serving on interview committees (internal and external to UAA), student panels (e.g. Transfer Advisor Workshop), campus workshops (e.g. Husky Success Series, Orientation), and student success survey outreach in response to COVID-19.

STUDENT UTILIZATION (COMPARISON OVER PAST 2 YEARS)

It is difficult to quantify an accurate number of unduplicated students that utilize our services. Our department serves students in person, over the phone, via email, zoom, and instant messenger. Utilizing reports available through our scheduling system, we’re able to calculate a number of unduplicated students that schedule advising appointments on a quarterly basis, but cross-referencing that data with our other modes of service is challenging, and therefore does not account for advising interactions beyond 1:1 advising appointments.

COLLECTION OF FEEDBACK & IMPROVEMENTS

Our department collectively developed a post-appointment survey to assess whether students’ academic advising experiences align with our intended Student Learning Outcomes. Information garnered from these assessments is utilized to inform our advising practice, as well as to identify areas for opportunity and growth.

Our department utilizes Outlook to track which students benefit from our scheduled and drop-in services, although it does not account for the numerous students that are served via phone or email on a daily basis. We are also able to track the students who utilize the chat service available on our department webpage, including missed chats that are followed up on via email.

SERVICE BENEFITS TO STUDENTS

Academic advisors serve as a link between students and the University community, referring them to resources both on and off-campus, and familiarizing them with supports to help students meet their needs and goals (<http://www.nacada.ksu.edu/Resources/Clearinghouse/View-Articles/Academic-advising-and-residence-life-collaboration.aspx>). UAA academic advisors take a holistic, developmental approach to academic advising. The primary methodologies used in UAA’s advising practice include Appreciative Advising, Strengths-Based Advising, and Motivational Interviewing techniques. Academic advising is a partnership between student and advisor, and students are encouraged and expected to play an active role and take ownership of their education.

Student Advising Mentors are often the bridge between students and professional advisors, commonly referred to as our “triage” advisors. They receive 55+ hours of training, covering topics including but not limited to Relational Basics, Appreciative Advising, Advising vs. Advice (handoff to advisors), and EARS. In addition to performing the responsibilities outlined in their job description, Student Advising Mentors also serve as consultants to advising staff in order to ensure that UAA services are relevant and responsive to student needs.

The benefits are not mutually exclusive and benefit UWT as a whole. Institutions employing students on campus realize multiple benefits including increased student involvement, engagement, and success. It is an effective way to involve students in campus life and increase their sense of identity with the institution. On-campus jobs provide a supportive environment where students learn to meet the public, understand the value of teamwork, develop time management and computer skills, and build self-esteem.

The significance of the meaningful role that Student Advising Mentors play in student success is evident, even if mostly anecdotal. They are recognized leaders on campus, often stopped by students outside of the office for questions or support. They develop a rapport with the students and guests they serve and are regularly requested by name. Student Advising Mentors are also frequently sought out by Executive Leadership, professors, and other departments to support various projects and events. The biggest impact is that their presence and successful execution of their duties ensure that UAA remains a welcoming, student-centered environment that focuses on delivering consistent, quality services to all UW Tacoma students and guests.

ADDITIONAL INFORMATION OF FUND UTILIZATION

Staff Budget Requests

Category	Details	Amount Requested
Student Staff ³	Overage as of Apr 2020: \$22,334.00 Funds received from NSEOF: \$(28,770.00) Funds received from EVCAA: \$(10,000.00) Quarterly Work-Study allocation remaining (Spring): \$(1,315.00) Remaining funds for FY21 (Office Assistants): \$(17,751.00) Projected FY21 funding needs (4 students, \$14 per hour, avg 12 hours per week, 52 weeks): \$34,944.00 E001	
	Student Staff Wages:	\$34,994
	Fringe @ 20.9%:	\$7,314
PERSONNEL TOTAL:		\$42,308

Other Budget Requests

Category	Details	Amount Requested
SUPPLEMENTAL TOTAL:		\$0

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COMPLETE PROPOSAL TOTAL:	\$42,308

Supplemental Documents



UAA SNAPSHOT

This document provides an annual snapshot of what our department accomplishes on an annual basis, including the impact of our Student Advising Mentors who respond to all of the chat messages.



STUDENT ADVISING MENTOR JOB DESCRIPTION

This document outlines the essential duties of our Student Advising Mentors, as well as highlights the high caliber of student employees that we recruit.



AUTUMN 2019 QUARTERLY REPORT

This document provides a breakdown of UAA advising service utilization over a quarter and demonstrates the comparable advising caseload that Student Advising Mentors support.



UAA SLO ASSESSMENT REPORT

This is an example of a report generated from student responses to our advising assessment survey.



STUDENT ADVISING MENTOR ANNUAL SNAPSHOT

This document provides an annual snapshot of how Student Advising Mentors serve students.