Academic Advising Team Expectations

Our Team Ethic: We work as a team supporting each other and our unit to make this a positive place to work. We embrace hard work, relentless improvement, and work-life balance. We each do our share of the work... and sometimes more. We never assume we know it all; we continue to learn and grow each day we work together. We are open to feedback and are willing to examine our behavior and make changes as needed to support our team and our work. We turn negative situations and challenges into teachable moments- coaching each other with positive words, tone, and body language. We support our colleagues and provide improvement strategies as appropriate. We address our hurts and our disagreements, while assuming positive intent and a shared willingness to change. Our teammates include our academic advising colleagues, fellow One-Stop staff, faculty, and administrators.

Our Advising Practice

- All advisors will participate in BearTrax as both lead and back-up on a regular basis, and are responsible for signing up for sessions and updating their calendars accordingly.

- All advisors will present about advising to CPD150 and AAA115 classrooms in support of the project team.

- Refer students to appropriate resources for class registration (e.g. Using self service computers, A&R). Advising is not registration; we need to keep this distinction as clear as possible in students’ minds. Advisors shall not enroll students in classes, with only a few exceptions (e.g. pre-requisite overrides, learning communities, one seat availability).

- Seek to maximize student learning based on his/her developmental level.
  - Encourage use of all student resources such as Learning Commons, Counseling, etc.
  - Explain Math MOOCS to students that are having difficulty in math and encourage them to enroll before placement testing or during summer semester if they are not taking summer classes.
  - Teach students how to use advising and career development tools including, but not limited to: Find a Class, MyMaricopa, Student Center, and PC website.
  - Teach students about curriculum, course sequences, transfer process, and other topics related to educational planning.
  - Teach students financial literacy as it relates to full vs. part time enrollment, time-to-job market, time-to-degree completion, opportunity cost of delayed graduation, financial risks of not completing

- For each student interaction, academic advisors will:
  - Ensure that student’s program and plan(s) are accurate in SIS; change/update when as needed to ensure SIS matches student’s intended degree/certificate/MAPP/etc.
  - Create or update student’s educational plan so plan reflects at least 3 semesters after current semester. A complete educational plan is most desirable. Review with student and upload into SIS Advising Notes.
  - Create or update check sheet for student’s correct catalog year or pull and save current Degree Progress Report PDF. Review with student and upload into SIS Advising Notes.

© indicates consensus was reached by the group on the specified date
o Summarize appointment in SIS Advising Notes, including referrals, milestones, next steps.
  o Follow up with colleagues and other offices as needed to bring student problems/issues to resolution.
chooses to remain in the queue, the advisor will have the Welcome Center update the student’s note in the queue to include that the student has confirmed his/her willingness to wait.

❖ All advisors who are available at 11:40 will check the queue, check with the Welcome Center, and considering their schedule, meet with students still in the walk-in queue.

❖ Between 11:45 am and noon each day, advisors may block out any remaining open appointment slots for that afternoon as needed. The advisor’s calendar shall indicate how the advisor is using that time, for example: answering student e-mails, returning student phone calls, departmental liaison duties, etc.

❖ If an advisor does not block out unreserved appointment slots, they are open to be scheduled with “same-day appointments”.

❖ Each day every advisor will have two 30 minute blocks of time, one at the beginning of their appointment block (prep for appointments) and one at the end of their appointment block (to enter any uncompleted SIS notes).
  o For staff whose shifts start at 7:30am, “note” time will be 7:30am - 8am.
  o Prep includes: looking up student transcripts, updating check sheets and educational plans, reviewing Maximum Time Frame information, meeting with One-Stop staff to prepare for or resolve student issues, work with fellow advisors on tasks, gather needed documents or information, follow up with faculty/department, gather research for appointments.
  o If it is determined that an advisor is not using their prep/note time appropriately, it may be removed from that advisor's calendar and additional appointment slots added in its place.