

Sort	Priority Cluster	Recommendation	Committee
CC7B	1	<p>Advisor Collaboration with Leadership: UVU should visibly demonstrate institutional commitment for advising by providing appropriate and ongoing allocation of resources (fiscal, human, and physical) to support institution-wide advising practices and continuous improvement of advising. For decision making purposes, consideration to be inclusive of advisors (all or representatives from each office) when implementing advising policies or implementing changes that directly affect advisors and advising practices must be considered. At times, policy or advising practices have been implemented without the sincere consideration or input of the advisors only to discover that the new practice can cause either more problems or a different set of problems than the original practice. Leadership transparency is a must. At times, what is said by administration is not what is done, creating a lack of trust. Communication from leadership/administration needs to happen not only when change or rectification is needed</p>	Collaboration & Communication
TE8	2	<p>Create an advising communication plan in coordination with campus-wide efforts to improve student communication. This should include identifying who is responsible for communicating student success initiatives and program changes to advisors and students. (Recommend to the Communication/Collaboration Condition)</p>	Technology Enabled Advising

CC5B	2	<p>System Utilization: Transparency of Digital Transformation process, especially regarding the platforms utilized in advising that do not talk/share data with each other (requiring multiple input points and manual entry for holistic view of student experience). Data-informed advising requires access to trustworthy data. Multiple system with manual entry necessary enhances the distrust. Decisions made from data could be not viewing the entire need. Possible campus-wide CRM (such as Slate or Salesforce) for ease of use and student improvement.</p>	Collaboration & Communication
CC6A	2	<p>Advisor Collaboration with UVU Students: Email communication overall strategic plan is in the process of being created via the student communication taskforce, so students do not receive too many emails, create gaps of information, or give too much overlap in information. Utilize preferred emails instead of UVU emails for student outreach and communication. Specific outreach campaigns for nontraditional student populations like first-generation, adult learners, etc. Physical location/proximity to resources on campus, such as advising, can be a barrier for students. Utilization of existing website landing page (Sources 36, 37, 38, and 39) that could answer the questions related to “Where do I go for ____?” that provides clear answers for who to talk with on campus to decrease student pass-along. If there is a vacancy in your advising team, be sure to have a clear point of contact in the interim.</p>	Collaboration & Communication
CC20A	2	<p>Advisor Collaboration with Transfer Students: UBHE collaboration on transfer agreements. Monthly/semesterly meetings with other UBHE universities for insight. Train advisors to understand the policies and procedures surrounding transfer credit. Transparency to student about an advisor’s role in the transfer credit process</p>	Collaboration & Communication

L7	3	Student Program Curriculum: At the college/school/department level, ensure that advisors participate in curriculum discussions, understand faculty pedagogic approaches, and understand curricular sequences and barriers relative to the programs for which they advise	Learning
O6	3	Ensure that departments are appropriately including advisors in curricula discussions	Organization
PP1	3	Departments/Programs need to involve advisors in curriculum changes and semester/two-year rotation class scheduling	Student Purpose & Pathways

TE4	4	Recommendation for faculty to input grades into Canvas in a timely manner that will allow advisors to utilize CIVITAS data pertaining to Canvas data	Technology Enabled Advising
PP2	5	More transparency in barrier reporting process, including reporting back to the advisor on outcomes, next steps, etc	Student Purpose & Pathways

EID2	5	Establish a clear reporting and resolution process for student barrier reporting (i.e. Jira establishes transparency, updates, and reporting for requests related to data requests, IT support, etc.).	Equity, Inclusion, & Diversity
CC19	6	Budgeting: Inclusion/transparency in budgeting discussions. Bolstered advising presence within departments, colleges, and schools especially regarding budgeting and representation to the larger campus community	Collaboration & Communication

CC4C	7	<p>Advisor Morale: Acknowledgement that advisor morale affects advisor turnover which directly affects student trust. Concrete paths toward improved advisor morale. Prioritize advisor health and wellness. Creating space in schedules for exercise, meditation, outdoor time, collaboration with other teams and across campus. Ability to have scheduled breaks on the calendar. Enforcing that the time is not used for emails, etc. Ensure each department/area has access to unique needs while maintaining advising basics. Differences between the First-Year Advising Center and Advising Departments need to be addressed (hours of operation, work-from-home capability, technology access such as texting capabilities and access to Illume, etc.) (Source 30). Improved transition communication and collaboration needed for students leaving the First-Year Advising Center to Advising Departments (and vice versa).</p>	Collaboration & Communication
CC10A	8	<p>Advisor Collaboration with Campus Partners: Hard deadlines for processes involving students so communication and collaboration can be clear/expected. (Remove the moving target across campus). Frequent/recurring advisor training on campus offerings and resources to service students. Increase likelihood of having a name and email to reach out to for a resource, giving a personal touch/higher likelihood of utilization. More information, collaboration, communication, and transparency to advising from academic affairs and student affairs. Recurring and consistent transparency into why communication options are set up the way they are across campus. For example, the utilization of the service desk is more efficient than directing students into a voicemail that is potentially underserved in a department. Semesterly updates from Enrollment Management, Financial Aid, etc. Not just once a year</p>	Collaboration & Communication

CC10C	9	<p>Advisor Collaboration with Campus Partners: Hard deadlines for processes involving students so communication and collaboration can be clear/expected. (Remove the moving target across campus). Frequent/recurring advisor training on campus offerings and resources to service students. Increase likelihood of having a name and email to reach out to for a resource, giving a personal touch/higher likelihood of utilization. More information, collaboration, communication, and transparency to advising from academic affairs and student affairs. Recurring and consistent transparency into why communication options are set up the way they are across campus. For example, the utilization of the service desk is more efficient than directing students into a voicemail that is potentially underserved in a department. Semesterly updates from Enrollment Management, Financial Aid, etc. Not just once a year</p>	Collaboration & Communication
CC15	10	<p>Advisor Collaboration with Admissions Recruiting: Advisors need transparency with Admission Recruiting to know what prospective students are learning, the timelines being shared, the deadlines being emphasized</p>	Collaboration & Communication
CC18	11	<p>Social Media: Consistent social media presence for each advising area</p>	Collaboration & Communication

CC11	12	Advising Collaboration with Faculty/Department Chairs: Regular advisor/faculty/department chair meetings for shared knowledge and increased trust. Students that approach faculty/department chairs for advising should be directed to advisement for greater insight for the path toward graduation	Collaboration & Communication
CC20B	13	Advisor Collaboration with Transfer Students: UBHE collaboration on transfer agreements. Monthly/semesterly meetings with other UBHE universities for insight. Train advisors to understand the policies and procedures surrounding transfer credit. Transparency to student about an advisor's role in the transfer credit process	Collaboration & Communication
CC14	14	First-Year Advising Center Presence in High Schools: Leadership connections to school districts within UVU's service region to help students begin their advising journey with the First-Year Advising Center before high school graduation. School district/school counselor liaisons for incoming freshmen for UVU's service region	Collaboration & Communication

CC3B	15	<p>Advisor Collaboration with Other Advisor: Advisor Forum should be a place for all advising units to share successes and give updates. Overall, advising needs to meet more often as a community. Advising townhalls and newsletter should be instituted. Regular meetings for advisors (not in an area) to join team/area meetings and share knowledge and updates (not just to leadership). A standard of consistent, detailed notes required in Banner for appointments and outreach should be instituted</p>	Collaboration & Communication
PP6	16	<p>The Advising Community needs to create connections with departments across campus more intentionally to build relationships and share information to best assist students in different populations</p>	Student Purpose & Pathways