

**First-year Advising Center**

**Date: July 2020**

Mission Statement: The First-year Advising Center is committed to assisting every student in their successful transition to Utah Valley University through engaged and holistic academic counseling.

Objectives	Link to UVU objective	Current Assessment Summary	#	Strategies	PBA Request	Start Year	End Year
1. Proactively encourage students to intentionally select and complete 30 credits in their first year at UVU.	ACHIEVE - Objective 1 and Completion Plan 2.0 - completion strategies: General Education 3.4 and Stackable Credentials 5.5	According to 2018 Student Departure Survey - Strongly Agree Statement: I developed a plan of which courses to take and I know what classes to register for next, both increased slightly from 2017 but still fall under the 70% range.	1.1	Create purpose-first mindset and confidence and confirmation of major selection by encouraging completion of 9 credits in the area of focus		2020	
			1.2	Adopt a Momentum Year mindset for counselors and students		2020	
			1.3	Encourage English & Math requirements to be completed in the first 30 credits		2020	
			1.4	Collaborate with FYESR on 15 to Finish program		2020	
			1.5	Utilize social media as student communication tool		2020	
2. Foster an inviting, safe, and supportive environment and develop positive and engaged relationships with students that open opportunities for us to share resources for student health, wellness, and basic needs.	INCLUDE - Objective 2	Eight of our 19 FAC FT employees have completed at least one FOI training. A total 45 FOI sessions have been completed by FAC FT employees. There are total of 12 FOI trainings (including level 2 and 3 of interreligious). FOI sessions are anticipated to be scheduled for Fall 2020 and will be held over Teams with smaller attendance limits.	2.1	Invite campus resources to present at FAC team meetings		2020	
			2.2	Develop Service Standards		2020	
			2.3	Maintain a current reference list of resources (digital) including contact information and web FAQ		2020	
			2.4	Strengthen team knowledge of student health, wellness and basic needs		2020	
			2.5	Crisis intervention and risk mitigation training		2020	
3. Provide accessible, equitable, and culturally diverse academic counseling experiences and resources for students of all backgrounds, including those historically underrepresented in higher education.	INCLUDE - Objective 3	According to 2018 Student Departure Survey - students listed the top 3 challenges of their first-year in college as 1) Schoolwork 2) Balancing School/Life 3) Adjusting to College Life. Additionally, #1 reason students gave that UVU could improve their first year experience was to have better advisors (14.6%) rated higher than having better teachers by 4%.	3.1	Encourage counselors to participate in diversity trainings offered institutionally and through other academic advising venues		2020	
			3.2	Develop and execute outreach efforts for diverse student population		2020	
			3.3	Leadership executes culturally mindful new counselor trainings		2020	
			3.4	Promote proactive, weekly Civitas use to identify student downward shifts. Operationalize the use of predictive analytics (Civitas) for early intervention and outreach.		2020	
4. Demonstrate a commitment to student success, professionalism, ethics, and accountability through data-informed, holistic academic counseling.	ENGAGE - Objective 3	According to Illume: 58% of non-persisters are in Good Standing or on Dean's List. Persistence rates change once student gets above 42 credits. Very low rate of persistence if student has just one (1) withdraw in the first 30 credits	4.1	Create advising syllabus and appointment curriculum		2020	
			4.2	Develop and implement a plan to increase (by 20%) the 60% student-initiated interactions to 80%		2020	
			4.3	Generate active listening/motivational interviewing trainings		2020	
5. Collaborate with department advisors and campus partners to facilitate successful first-year student transition to second year.	INCLUDE - Objective 3	38% of the UVU students who drop out do so during the first year, more than the attrition rate of all remaining years combined.	5.1	Establish and maintain a transition committee made up of representatives from each college/school/transition committee		2020	
			5.2	Design the full "hand-off" process protocol from FAC to college/school advisors		2020	
			5.3	Participate in College/school information sessions (Academic Affairs)		2020	
			5.4	Participate in engage in campus partner efforts (Student Affairs)		2020	