

College of Natural Sciences

College of Natural Sciences Professional Advising Center (PAC) 2020 SSI Annual Report

University Division:: Academic Affairs

Name of person Responsible for overseeing SSI project/activities:: Dr. Lisa C. Guzman

Email Address:: Lisa.Guzman@csusb.edu

Title:: Director of Advising

Funding Type: Recurring funding

Extension:: 74560

Total SSI amount allocated this year:: \$175,474

Total SSI amount expended this year:: \$176,176

Number of unique students served (July1-Winter Quarter): 1347

SSI Program/Project Overview :

The College of Natural Sciences (CNS), Professional Advising Center's (PAC) primary purpose is to provide academic support services to undergraduate students who are currently enrolled in a CNS major or are interested in pursuing a CNS major. The Center sees all CNS students and is available to serve any CSUSB student interested in declaring a major within any of our nine departments. Because academic planning is essential to academic success, professional advisors are trained with updated advising information and the latest technological tools to assist the quality of advising throughout the academic year. With this knowledge, professional advisors are prepared to help students navigate the institution by assisting them with developing educational plans (myCAP), interpreting campus policies and procedures, sharing both campus and off-campus resources, and exploring possibilities for post-graduate education or future careers.

This year advising for the upcoming quarter to semester conversion has been vital to ensuring students are receiving the proper guidance and advice for timely academic progress and program completion. CNS PAC has played a crucial role in advising and informing students about how the conversion may potentially impact them. Graduating prior to conversion or continuing through the conversion, students visiting PAC are assured they will receive the guidance and support necessary to ensure that all necessary requirements are being completed and their academic path is toward a timely graduation. With the academic changes and challenges, professional advisors are able to stay updated and informed by participating in various committees related to Q2S advising. In addition, with advising efforts tied to GI 2025, PAC has launched various advising campaigns utilizing EAB's Student Success Management System, Navigate. Utilizing this technological platform, advisors are able to outreach to specific majors or student populations. Further, it supports our collaborative efforts with the College's Graduation Retention Specialists on campaigns related to retention and graduation.

SSI-Funded Activities :

- CNS PAC hired a new professional advisor this year: Stacey Ortiz, September 2019. While only two full-time professional advisors are allocated to the Center, two additional full-time, professional advisors also support PAC.
- CNS PAC had several students supporting the Center throughout the year. The current student is now joined by non-SSI funded students also supporting the Center. Additional students will be hired in the coming year to add additional support to our professional advising staff, which will improve upon the total of 6 that currently do assist PAC with their needs.
- CNS PAC is open for advising appointments Monday through Friday 8am-5pm, with limited evening and weekend hours made available throughout the year.
- CNS PAC's location underwent a recent renovation that has centralized offices assigned to conduct individual advising sessions and expanded areas for additional group activities, events, and workshops. The addition of a dedicated advising conference workroom has enabled PAC to provide a greater range of support services locally, while providing greater awareness of PAC's location and breadth of services.
- PAC advises students in each of the nine majors within the College of Natural Sciences. Currently CNS is the largest college on-campus with approximately 6,072 students (IR, Fall 2020). As a result, it serves a high volume of students each quarter, both students that are required to be seen due to department registration holds and those without. Due to the large volume of students, PAC has adopted a hybrid assigned advisor model. While students can receive support from any professional advisor, advisors are assigned an equal caseload of students by department that helps with dedicated outreach efforts, such as appointment scheduling campaigns or the graduation check review process.
- CNS peer students assist with several activities that support the overall functioning of the Center. While working the front desk, they are responsible for appointment scheduling by phone or walk-in and can provide general information about the services offered at the Center. They are available to provide information on programs, advising services, and academic departments. They work with advisors to create informational fact sheets and advising brochures, which are used to promote PAC at tabling events and outreach activities. They further assist advisors with workshop presentations and flyers.
- In addition to one-on-one advising, PAC sponsors a variety of advising events, workshops, and information sessions. Several of these events are in collaboration and partnership with other advising units and student support services on campus. These include, but are not limited to: Orientation, Coyote Advising Week, International Student Orientation/Advising, Coyotes Connect, Counselors Day, PAES Preview Day, Coyote One Stop, Kinesiology myCAP Advising Workshops, New Student Convocation, Commencement, Q2S Advising Tools Training (both in group and individual settings), Classroom presentations, and CNS Advising Open House.

Progress Toward Outcomes/Cumulative Findings::

GOAL 1: Timely Graduation

Outcome 1.1: Students will establish a realistic graduation date.

Measure 1.1: Q2S Information Page

Data Point: Currently, 3229 CNS students have confirmed Quarter or Semester status (CSUSB Dashboards, 2020).

Currently, there are 1518 CNS students who have a projected graduation term established (CSUSB Dashboards, 2020).

Outcome 1.2: Students understand their academic requirements.

Measure 1.2:myCAP Schedule Building

Data Point: Currently, 4753 CNS students have a myCAP on file (CSUSB Dashboards, 2020).

Currently 708 CNS students do not have a myCAP on file (CSUSB Dashboards, 2020).

Outcome 1.3: Students make appropriate course selections by understanding prerequisites, sequencing, and course offerings/scheduling.

Measure 1.3: myCAP Schedule Building

Data Point: Currently, 4753 CNS students have a myCAP on file (CSUSB Dashboards, 2020).

GOAL 2: Knowledge of University Policies and Procedures and Engagement with Resources

Outcome 2.1: Students demonstrate an understanding of relevant university academic policies and procedures.

Measure 2.1: Graduation Check Filing Data

Data Point: Currently, there are 1518 CNS students who have a **projected graduation term** established (CSUSB Dashboards, 2020).

GOAL 3: Continue to increase the number of unique student advising sessions.

Outcome 3.1: Through our outreach efforts, increase the number of student advising sessions.

Measure 3.1: Student Appointment/Walk-in Check-ins

Data Point: As we continue to advance our collaborations with our academic departments, we have continued to see an increase in the number of unique visits to CNS PAC. Below are the number of visits to CNS PAC by the academic year (EAB Analytics, 2020).

- o 2011/12: 637
- o 2012/13: 2551
- o 2013/14: 2596
- o 2014/15: 3742
- o 2015/16: 3099
- o 2016/17: 3236
- o 2017/18: 3261
- o 2018/19: 3543
- o 2019/2020: 1347 (Due to timing of SSI report, does not include Spring 2020)

Goal 4: Continue to increase the number of students we reach via workshops.

Outcome 4.1: Student check-in data from workshops.

Measure 4.1: Through outreach efforts, continue to increase the number of students reached for workshops, events, and panels.

Data Point: Below is a breakdown of the number of students from each event. Unfortunately, we do not have the number of students attending for all events, as some were counted by the departments who hosted the events. Approximations are provided for events where students were not counted and reflect CNS student totals.

- CNS Advising Welcome: 200
- CNS PAC Tabling: 300
- Coyote Connect: 75
- Counselors Day: 175
- Coyote One Stop: 45
- Workshops: 100
- Kinesiology myCAP Sessions: 200
- International Student Orientation/Advising: 30
- New Student Convocation (CNS Breakout): 200
- PAES Preview Day: 65
- SOAR: 1000
- Housing Lunch with Advisors: 10
- Housing Coffee with Advisors: 12
- Declare Day: 45

Recommendations for Continuous Improvement Efforts :

Focus remains on the Q2S transition and supporting CNS students with academic and career development. PAC will continue to collaborate with academic departments on advising efforts. PAC remains committed to continuing to support students by providing one-on-one advising and group advising sessions, as well as dedicating time to developing targeted campaigns and participating in supplemental advisor training for all professional advisors in CNS.

Resources for Continuous Improvement Efforts:

With additional funding, PAC will be able to employ more full-time professional advisors, which will enable more students to be seen and schedule appointments in a timely manner.

Challenges:

PAC operates with four professional advisors and receives assistance from six student assistants. With the large number of students in CNS, students seeking assistance from PAC will be better served if there are more full-time professional advisors on staff. With a larger professional advising staff, advisors will have smaller caseloads and students will find there is more time available to meet with advisors in one-on-one advising sessions. In addition, a larger advising staff will free time to conduct more targeted advising campaigns and provide the resources necessary to develop supplemental academic and professional growth opportunities, events, and services. It is imperative that students are being seen in a timely fashion

and are receiving academic and career preparedness, which requires staff time and availability. PAC has a dedicated professional advising staff that is committed to meeting the needs of all CSUSB students. As stewards of the initiatives of the university, PAC resources directly support advisors in their tasks and duties to better serve our community of students.

Budget Summary:

SSI Allocation	175,474.00
GSI (1x)	1,738.00

Total SSI Budget	177,212.00
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Breakdown

Advisors	103,940.00
Benefits (Advisors)	57,695.00
Peer Advisors	14,541.00
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	176,176.00

Comm	400.00
Duplicating	500.00
Supplies	136.00
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	1,036.00

The Budget Office transferred \$1738 to cover the GSIs awarded in July 2019. In March, the allocated funds were reviewed. It was determined the students were not using as much as planned, so some of the excess (\$1036) was moved to cover operating expenses.

Attached Files

[CNS FY 19_20 SSI Activity by Division through 3.31.20.xlsx](#)

Check-in/Utilization Data:

Information limited to availability as a result of pandemic.

Attached Files

[SSI Usage.pdf](#)

Feedback on Reporting:

The reporting process was very easy to navigate. Questions provide the structure needed to make meaningful changes and focused decision making to planning for the upcoming academic year.

Providing Department: College of Natural Sciences