ACN Meeting Minutes
May 21, 2013

Members present: K. Barnes, C. Breither, S. Byrne Irwin, C. Clark, P. Cobb, T. Current, T. Danner, A. Datey, T. Deutsch, K. Diener, J. Dvorak, G. Estrada, M. Fero, K. George, S. Gruzis, J. Hayes, J. Hutchings, W. Johnson, S. Kaempfer, M. Knasinski, K. Korinek, N. Krubsack, T. Latona, J. Lockman, A. Lopez, A. Maldonado, E. Maldonado, N. McCoy, I. McLaughlin, C. Morris, B. Mueller, A. Nortrhup, D. Northrup, C. Piercy, K. Powers, K. Prokuski, C. Rasavong, K. Raymond, K. Roosevelt, A. Sadowsky, P. Schoessling, C. Simms, J. Spiess, L. Stark, K. Swetzig, D. Unertl, D. Wallace, B. Warner, R. Washington, A. Wrench, J. Bartel, E. Schultz
52 present

UW Flex Degree – Laura Pedrick, Ericca Pollack & Toby Deutsch
- Ericca and Toby are on the Academic Advising and Student Success and UW Operations Team Committees and have gotten involved in working with the flex degree program
- What is the Flex Option?
    - Portfolio of degrees, certificates and courses drawn from the UW System's existing programs
    - Self paced and competency based
    - Aimed at adult and non-traditional learners - those who already have some college credits and who can benefit from greater flexibility and access to quality education
        - An estimated 750,000 Wisconsin residents and more around the country and world have some college credit but no degree
    - UW Flex is not meant as a replacement for traditional education
    - Current UWM students not eligible for Flex
- Flex Pathways towards a degree
    - Break down our courses into competencies
    - Competency – then students complete/take an assessment; they are being tested on knowledge they already have to meet the competency
- Flex: 3 month terms, start the 1st of every month, 12 terms in 1 year, students can do as many competencies in each 3 month term – it is self-paced so it is up to the student
    - Credit earned by passing assessments that demonstrate competency – will be listed as a course on the transcript
    - Faculty members work with students as part of the individualized learning plan
    - New roles include having an academic success coach
    - Necessitates new strategies for every aspect of student related administrative systems

- Programs being offered through UWM:
  - RN to BSN to Registered Nurses
  - BS in Biomedical Sciences, Diagnostic Imagining Degree Completion Program
  - BS in Information Science and Technology
  - Certificate in Professional & Technical Communication
- November 1st is the anticipated launch date
  - Will launch 2-4 sets of competencies for each program
  - Competencies are already in the works
  - Administrative processes are being developed
- New Roles
  - Admissions
    - Central admission unit to field inquiries, work with prospects, receive and review applications, etc
    - First step to be a "Flex Fit" assessment
    - 2 step process for Admission
      - 1. Admit to flex – general criteria
      - Admit to program (campus and program specific criteria – for example for Nursing program, person needs to be a licensed RN)
    - Will help students identify other options if flex isn't a good fit
- Advising
  - Academic Success Coach
  - Central to each program
  - Intrusive advising – more holistic role
  - Blend of academic and student support
  - Ratio – 1 advisor to 85 students
- Potential impact on UWM
  - Opening up new markets, potential global scope
  - Expansion to other degrees
    - Interest in Health Care fields
  - Gaining national attention
  - 1,400+ prospective students have indicated interested; controlled enrollment in first year
- Higher Learning Commission – UWM part of pilot group for competency based education
- What's Next
  - Control enrollment to ensure we can support these students
  - Higher Learning Commission approval
  - Assessment and pre-assessment development
  - Creation of content
  - Hiring of administrative staff

Questions…

- Question about time to graduation…it depends on how many competencies students do…right now as many have been developed, still developing competencies
  - Students still have to complete 30 credits in residence at UWM – so they would need to complete at least that many credits to get their degree
- Competencies could be as simple as tests – could this person know enough about each of the items to take the test like you have taken the class. It depends on the class in many cases….some items could be papers, project, there could be a face to face evaluation with a faculty member. Because of the structure of this – this is a more high stakes model – need to see if they are ready to complete the assessment.
- If a student fails the competency the 1st time, they get a second chance, if they fail the 2nd time then they have to do an online or in-person course (for this course but the academic success coach should be watching for patterns)
- Hiring for director and success coaches over the summer
- UW Extension is the gatekeeper for the program – phase 1 is the UWM programs, master's in nursing one year out, UW-Colleges associate degrees….other schools – Parkside and Madison may be involved in the future. The first 5 years of implementation and development are in the UW System budget
- All of these programs are available online as well so students could always change to the online program
- Cost: $2,250 per 3 month term
- Academic Success Coaches – not sure where they will be housed quite yet…if they will be within the programs or in a central location
- **www.Flex.wisconsin.edu – any questions you get from students direct them to this website, there is an inquiry form**

WACADA Update – Kristin Roosevelt

- Conference Planning – lots of planning done earlier; starting at end of July we will have a lot more work to do
- Call for proposals has been sent out twice; first one went out a month ago and then the second a few days ago
- Theme of advising from orientation to graduation – would like to see programs from different constituents from others than advisors on campus as well – highlight for others that are coming to the conference so if we have collaborated/worked with other offices on campus encourage proposal submissions
- June 14th is the deadline for proposals – its on the WACADA website
- Registration is being built – June 17th will be when registration goes live to be able to register for the conference

- Large group professional development – Kristin and Christine are writing a proposal for conference support; other advising offices are planning to apply to send advisors to WACADA – cost of the conference $70
- Will call out for volunteers as we get closer to the conference date
- Social – 2 of the racing sausages will be at the evening social on Thursday night; at lunch on Friday a Peck School of the Arts group will perform and Pounce will be there
- Thursday the 26th 10:30/11 – UW System sponsors a pre-conference, then WACADA on Friday. Should be an update on Flex Degree on Thursday for the pre-conference, this one is free

Technology and Advising – Toby Deutsch, Jessica Hutchings & Angie Sadowsky
- Presented a session at the NACADA Region 6 Conference, presented at WACADA and then presented at NACADA National Conference, and Jessica & Angie will present in the Netherlands at the International Conference
- Demos of things that SOIS uses in their office – they have business cards in the back, may offer a session on MyDev; visit this website for some of the tools discussed in the presentation: http://digitaladvisingatyourschool.wordpress.com/
- Google Voice:
  o Allows you to get phone calls, text messages….but it is from a number assigned by Google – Toby puts it on his e-mail signature: it looks to Toby like its an e-mail but it is a text from a student since we know students are on their phones all of the time and text more than e-mail
  o If the text messages get to that point of more person information….cut off to say you need to do an e-mail or stop in for an appointment
  o He added that e-mail account to his Thunderbird account so it will come to there like an e-mail
  o Google Voice doesn't cost anything
  o Not using this for commercial communication – does not send out blast messages through this
  o All of these are ways for a student to communicate with advisors, there are other avenues they sent out the e-mail blasts/marketing…trying to reach out to students in new ways. Not meant to replace the traditional face to face meetings, phone calls…etc.
  o Can have your web browser bring each of these tabs and sign you in so it isn't something extra you have to do
- Zoho Chat – use for Advisor Chat for IM message
  o They have a general log in for soisadvisor; they each take a day of the week to be in charge of the advisor chat
  o Free service
  o Advisor chat button is good for prospective student questions

- o Other things you can connect with…Google Circles, Facebook…
- o Zoho saves a history, you can go back and print that communication off and put it in a student file…could see how much traffic you get in Zoho
- o Be clear with Communication…introduce yourself – be approachable…boundaries: work with any student in person or on the phone first before IM, if you are on IM with multiple people…let them know that is why it may take longer to respond
- Jing – screencast program - to actually show a student how to get to something
- #Digitaladvising@Yourschool – website that has these tools listed
- Twitter
  - o Everything is free access – you don't have to be connected to people or friend people to see things
  - o You can search for what is going on – search #uwm or uwm and it brings up things that mention that – can use this to reach to students if we see something to be reached out for…search #Uwm problems
  - o Learn about what students are talking about…what are they taking advantage of…what are they having problems with?
  - o Tweet Deck – could use Google Chrome; it's a nice way to organize things – you can save particular searches and look at. #AcAdv is the Advisor professional tag – it's a national tag to keep a pulse on things – you can respond or you can just be an observer
  - o Tuesdays at Noon is when they have Advisor Chat for networking and professional development – use #AcAdv
  - o Can be used at conferences a lot – can meet people through that – can follow people on Twitter; can be used a professional development tool

Campus Community Reports

- Enhancing Advising
  - o Advising brochures being printed and will be ready for first NSO
- Advisor Manual Workgroup
  - o Have been meeting monthly
  - o Have draft document that deals with searchable database
  - o Haven't gotten to the training piece of this yet; anyone welcome to come to their meetings
- LGBT Resource Center
  - o Thank you to all advisors who helped confirm graduates for Lavender Graduation and to those who volunteered at Lavender Graduation
  - o Will be hosting a discovery summer camp – 14-18 year olds; June 27th-30th for the first time

- Registrar's Office
  - Fill out PAWS class search survey – deadline is Wednesday the 22nd
  - PAWS will be down next Friday, May 30th, upgrade over the weekend
  - Brian Hinshaw will be the new Academic Advisement Coordinator in the Registrar's Office
- PASS
  - Summer Tutoring, Schedule printed – about 90% ready to go; still waiting on Spanish tutoring schedule; have walk-in hours from May 29 – June 20th; there will be another schedule after that; Mary will send it out to the ACN list
  - A few courses are online or by appointment – but for walk-in tutors they could still use online function for any of those courses
  - Looking for fall tutors – there is a link to apply on the website – encourage students to apply
  - Took over Panther Math Prep – over 900 students were sent communication about it for over the summer. There will be a July 8th to August 1st is the in person section; there will be the online ALEKS which is from June 24th – August 1st or July 9 - August 8th and there will be the La Crosse MOOC option as well – starts also on July 8th
- Department of Admissions and Recruitment
  - John Bartel – joined the team, working with Tawney to work with adult and returning students
  - Steering team for recruitment across campus – will be reaching out to each school/college to do some information sharing/training over the summer

Announcements
- ESL – Heidi – had presented about the pilot program for the spring ESL dual enrolled students; 21 passed so the Ext Mural course place holder will be removed from their schedule. Those that didn't pass still have to work with them in ESL or Jenn Singer to select one of the 2 sections
- Thank you everyone for a great year!! Have a wonderful summer! ☺