Advising Students During COVID Times

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Academic advising is a collaborative, accessible, and transformative teaching and learning experience that empowers students to develop educational plans consistent with their academic, professional, and personal goals; and encourages self-reliant problem solving, critical thinking, lifelong learning, and self-development.
The University Advisement Center at CSUDH is to work in partnership with DH students through a collaborative process that identifies the most comprehensive path towards academic success. The UAC is home to professional academic advisors that are an essential academic resource for every DH student. We strive to advance the campus community’s mission of student-centered services by aiding all DH students to persist and matriculate towards degree completion. We endeavor to achieve this mission by employing academic and developmental advising best-practices that positively contributes to the DH student experience.

“Advising is viewed as a way to connect students to the campus and help them feel that someone is looking out for them.” - Kuh, Kinzie, Schuh, Whitt (2005)
HOW DO WE SUPPORT STUDENTS?

- General Education Advising
- Overall Graduation Requirements
- Registration/Schedule Planning
- Questions about Policies and Procedures
- Academic Probation & Disqualification
UAC STUDENT INTERVENTIONS

• Dominguez Hills First Year Experience (DHFYE)
  • Summer Transition Program
  • Freshman Advising for Successful Toros (FAST)

• Dominguez Hills Transfer Learning Community (DHTLC)
  • Summer Transition Program

• California Promise
  • Thru in Two
  • Finish in Four

• Strategies Towards Educational Progress & Success (STEPS)
  • Supporting students on probation and at risk of disqualification

• Charge On To Graduation
  • Supporting students prepare for graduation

• Returning Toros
  • Supporting discontinued students return to complete their degree

• Sophomore Experience Program

• First Generation Toros Program

• Exploring Toros
  • Supporting undeclared students
STUDENT SUPPORT

**Proactive/Developmental Advisement**
- Advising Student Learning Outcomes (SALO)
- Student Advising Syllabus
- Progress Reports
- Appointment Campaigns
- Intentional Outreach
- Integration with career

**Collaborations**
- Advising Academy Institute
- University Advisor Council
- Faculty Advisor Fellows Program
- Graduation Innovation Team
  - Persistence & Retention Subcommittee

**Virtual & Interactive Videos Workshops**
- FAST
- STEPS
- COTG
- Summer FTF Success Workshops
- Transfer Student Success Workshops

**Successful Implementation of remote work tools**
- Office 365
- MS Teams
- Zoom
- Toro Success Collaborative

**Virtual Front Desk - Social Media Platforms**
- Instagram
  - 7,007 Impressions
  - 5,423 accounts reached
  - Instagram Live

**Special Population Support**
- Advising On The Go
- Toro Dreamers Success Center
- Toro Guardian Scholars
- First Generation Toros
- Students with specific needs

_calibration_notes: None_
Freshmen

students will be able to...

- Identify their general education and major advisors
- Access the Academic Requirements Report (degree audit) and identify the six graduation requirement areas
- Review the academic roadmap with their team of advisors
- Access, navigate, and utilize the information and tools located in the MyCSUDH student portal
- Locate and utilize the University Catalog and Academic Calendar
- Identify and utilize university resources
- Understand financial aid stipulations and how they are connected to grades, units completed, and enrollment
- Make connections between how course curricula prepares them for future career goals and to become lifelong learners
Implementation of Self-Service

- Allows students to schedule an appointment on their own
- Available through my.csudh.edu
- Schedule an appointment with their assigned advisor or first available advisor
- Students receive automatic message with Zoom meeting information
Enrollment Census campaigns are used to gather attendance data early in the semester.

Progress Reports are used to gather feedback from faculty about a student’s academic performance in course.

- Summer 2020
- Fall 2020
Quality of academic advising is the single most powerful predictor of satisfaction with the campus environment for students at four-year schools”
George Kuh (p. 73; 2008)
ACADEMIC POLICIES IMPACTED

- **EO 1037** Grading Symbols, Minimum Standards Governing the Assignment of Grades, Policies on the Repetition of Courses, Policies on Academic Renewal, and Grade Appeals
  - Resolution: AA 2020-02 Spring 2020 Grading Modification in Response to the COVID-19 Pandemic: No Credit and/or Course Withdrawal Options

- **EO 665** GWAR Requirement
  - Resolution EXEC 20-10 Temporary Suspension of GWAR In Response To COVID-19

- **EO 1038** Minimum Requirements for Probation and Disqualification
  - Resolution - Students did not face disqualification
    - Students who have GPA that would have been subject to DQ were supported with workshop intervention and Student Success Plan
WHERE:
Welch Hall (WH) 220

OUR HOURS:
MON 8:00 am – 6:00 pm
TUES - THR 8:00 am – 7:00 pm
FRI 8:00 am – 5:00 pm

HOW TO CONTACT US
EMAIL: uac@csudh.edu
PHONE: 310-243-3538
WEB: csudh.edu/UAC

NOTE: Appointments are scheduled via TSC.

Connect with an Advisor via:
- Zoom
- Phone
- Email
- Appointments