Student Demand for Advising Services

In an effort to support students and facilitate graduation at California State University, Dominguez Hills (CSUDH) the University Advisement Center (UAC) is establishing close-campus collaborations with each of the colleges to support the unique population of students who have earned and transferred with an AA-T or AS-T degree. The UAC is initiating support services to this population of students by providing interactive online workshops for all SB 1440 students admitted into CSUDH from the Fall of 2013 to the present. The SB 1440 policy that was signed into legislation on September 29, 2010 and implemented at the community college and CSUDH grants students the opportunity to earn a bachelor’s degree within 60 units upon transfer, which includes any lower division General Education (GE) courses, all upper division GE courses, and all major & elective course requirements. Thus, the purpose of the workshops is to allow students the opportunity to receive advising support from their team of academic advisors, while providing them with a breadth of knowledge on the benefits of earning an AA-T or AS-T degree. Additionally, the UAC is working to help facilitate graduation within the 60 unit guarantee, while educating students on what is required in that process. The workshops provide personalized advising, including a review of students’ General Education (GE) and overall graduation requirements. Upon completing their initial workshop, students are followed up with multiple advising support in an effort to review all major requirements, internship and/or volunteer opportunities, graduate school options and overall graduation requirements. Students are also provided with the opportunity to ask questions relating to transferring coursework, the 60 unit guarantee, and overall graduation and academic requirements. While working with their team of academic advisors, students develop their plan for graduation by utilizing a unique tool known as the SMART Planner.

This tool provides students and their respective advisors with a transparent guide to achieving their academic goals and presents students with a tangible understanding of their graduation requirements to reinforce efficiency to degree completion. The SMART Planner also empowers students as they collaborate and take the lead in fulfilling their academic goals within the constructs of University policies. Finally, students are supplied with information on the various campus resources accessible to them to enhance their academic and personal development.

Methods

Students were categorized by the college, and then by their title, as declared and approved SB 1440 majors. Students were then grouped by admit year/class standing. The initial outreach was conducted in Fall 2016 with graduates available to participate in the online workshops. Via the Zoom (videoconference) application available to them on their Student Portal. This unique platform was determined to be the best method of outreach to this population, as many of the students maintain non-traditional standing and require advising support beyond the fixed 8:00am-6:00pm office hours. Additionally, this platform enables adult students which many are working full-time jobs, have familial or other commitments, or various other limitations, such as issues with transportation, and thus, require a different approach to advising.

Students were initially invited via their Transfercloud web accounts (their campus email) and in an effort to ensure maximum participation, students were also notified via phone and text message. Students were only notified by the latter means if they had not registered for the workshop on the first point of contact. The initial email that was distributed to the students, provided the registration link [link: http://bit.ly/2sEX528]. Upon registering successfully, a confirmation email was delivered to each of the participants and provided further instruction related to the workshop. Remote students were informed of the students which would be required to complete prior to their appointment time, including printing and bringing a copy of their Academic Requirements Report (ARR) and any other documents (as requested by a red square) on their audit. To ensure each student’s ability to access their ARR, students were supplied with step-by-step instructions on how to access their degree audit. They were also supplemented with the workshop links and instructions on how to access and utilize the Zoom application.

To optimize on the population size and the need for one-on-one advising support, approximately 10 students per each online advising interaction was determined to be conducive. Each session was approximately 60 to 90 minutes in length. Students who were unable to participate in a scheduled workshop were accommodated by an appointment time that was conducive to their schedule.

To measure advising learning objectives, students were given a pre-and-post survey. Surveys were completed anonymously and were designed to assess students’ understanding of graduation requirements and campus resources. Additionally, the surveys gauged attitudes towards participation in high-impact practices; the pre-workshop survey consisted of one Likert Scale question, a multiple-choice question, and a true/false-type question. The pre-survey consisted of three Likert Scale, four multiple choice, three Matrix-type and open-ended questions, one dichotomous question, and finally, one dichotomous question with the option of open-ended responses.

Results

The UAC cohort included 517 students from the Fall of 2013 to the present. Of the 517 students, 326 students (63%) obtained advising support by the end of the Fall (’17) semester via this outreach. Based on the current data, the greatest workshop enrollment was for recovering sessions at 7:00pm, 7:30pm, 8:00pm, and 9:30pm (52%), while 10% attended the 11:00pm or 12:00am sessions, 36% attended in the 1:00pm, 1:30pm or 2:00pm sessions and less than 1% at the 3:00pm or 4:00pm sessions. Workshops were conducted on any day of the week Sunday-Saturday. Moreover, initial outreach occurred around the weeks Spring 2018 graduation candidates. This cohort of students consists of 49 seniors. Of the 49 seniors (9% of the total population), 47 (96% from the total Sp’2018 candidates) have attended a workshop. For the remainder of the 191 students (37%) who have not completed a workshop, continuous outreach will be made in an effort to conclude the process. Finally, students are supplied with information on the various campus resources accessible to them to enhance their academic and personal development.

- "Thank you so much for all the great info. I’m going to start looking into volunteer work for my graduate application."
- "You were very helpful during our online meeting."
- "I wish I had this when I first transferred."
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- "I wish there was more use of platforms when doing an orientation that can be used in a computer and mobile as well."