Academic Advising Action Plan – June 2025

Program Review Implementation – Revised with Leadership Team – August 2025

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1. Scope of Work

Goal	Action	Start Date	Progress
1.1 Clearly define academic advisor roles	Define distinct job descriptions for SLTC and UG Advisors and market them to departments	Spring 2026	Not Started
1.2 Reassign non-advising responsibilities	Shift tasks related to Admissions, Orientation, and the Registrar to appropriate offices	Fall 2025	Not Started
1.3 Establish advising caseload standards	Implement caseload benchmarks per NACADA and reassign leadership duties to Assistant Directors		Pending additional resources

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2. Career Ladder

Goal	Action	Start Date	Progress
2.1 Develop an advising career ladder	Create tiered career pathways for advancement	Spring 2026	Not Started
2.2 Ensure equitable promotions	Standardize promotion criteria across all advising levels	Spring 2026	Not Started
2.3 Reduce direct reports for ADs	Limit direct reports to <10 or revise Assistant Director job scope		Pending additional resources

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3. Assessment

Goal	Action	Start Date	Progress
3.1 Expand platform access	Grant super user access to Assistant and Senior Directors in MySuccess and related tools	May 2026	In Progress

Goal	Action	Start Date	Progress
3.2 Track advising interactions	Implement a system to log calls, emails, texts, and appointments	June 2025	Complete
3.3 Incorporate student feedback	Adopt NACADA-based advising feedback surveys and create Student Learning Outcomes	December 2025	In Progress

4. Data Tracking

Goal	Action	Start Date	Progress
4.1 Standardize note-taking	Train advisors in SOAP method and establish consistent note practices	June 2025	Complete
4.2 Centralize documentation	Consolidate advising notes into a single system (MySuccess or DegreeWorks)	June 2025	Complete

5. Marketing / Awareness

Goal	Action	Start Date	Progress
5.1 Clarify web-based student referrals	Update website language to direct inquiries appropriately, not defaulting to advisors	March 2026	In Progress
5.2 Increase advising visibility	Create a Canvas module on advising services with Provost support	June 2025	Complete

6. Collaboration

Goal	Action	Start Date	Progress
6.1 Improve department collaboration	Assign ADs to attend monthly academic department meetings	September 2025	Complete
6.2 Educate campus stakeholders	Launch training sessions for faculty and staff on advising's role	January 2026	In Progress
6.3 Collaborate with Concurrent Enrollment	Assign AD over training to onboard CE Advisors and align with academic pathways	Spring 2026	Not Started

7. Appointments

Goal	Action	Start Date	Progress
7.1 Expand in-person availability	Increase face-to-face appointment slots and align modalities with student needs	Complete	Complete
7.2 Strategize peak-season service	Adopt a walk-in "all hands on deck" approach during Rush periods	January 2026	Planning
7.3 Align advisors with program sites	Relocate program-specific advisors to designated campuses	December 2025	Complete

8. Training & Development

Goal	Action	Start Date	Progress
8.1 Build onboarding infrastructure	Create a formal onboarding program with assigned AD oversight	June 2025	Complete
8.2 Establish year-round training	Launch annual calendar of trainings covering advising content and team development	January 2026	In Progress

9. Software & Technology

Goal	Action	Start Date	Progress
9.1 Optimize tech usage	Evaluate and train advisors on DegreeWorks and Starfish to maximize utility	June 2025	Completed

10. Leadership Advocacy

Goal	Action	Start Date	Progress
10.1 Advocate at executive level	Encourage VP/AVP to prioritize Academic Advising in institutional planning	Ongoing through 2025–26	In Progress

Monitoring & Review

- **Quarterly Reviews** will be scheduled with the advising leadership team to evaluate progress.

- **Annual Report** to be presented in Summer 2026 summarizing implementation outcomes and next steps.