



## Student Success Bulletin

Student Success Task Force

Fall 2006

### Background

In 2002, President John Welty appointed and charged the Student Success Task Force with identifying strategies that would improve student success at Fresno State. The task force was co-chaired by the Provost and the Vice President for Student Affairs and comprised of faculty, staff, students and administrators. This task force recommended, and President Welty approved, several initiatives to improve campus retention and graduation rates. The task force continues to work on implementation of these initiatives with substantial progress having been made in all of them.

### New Student Orientation

In fall 2005, 97 percent of new, undergraduate students participated in an orientation program as a result of the expectation for them to have an orientation experience prior to enrollment.

### Early Major Declaration

Effective with the 2005/2006 catalog, Students are now required to declare a major no later than the semester in which 60 units are completed. This requirement was successfully implemented in spring 2006.

### Mandatory Advising

Students under the 2005 catalog are required to have an advising session with a major advisor to review the degree roadmap by the completion of the 75th unit. In spring 2006, this requirement was piloted by the Craig School of Business and the Departments of Criminology and Music.

### Academic Roadmaps

Roadmaps which outline degree requirements have been prepared for every undergraduate major and are posted online ([www.csufresno.edu/degreeroadmap/](http://www.csufresno.edu/degreeroadmap/)).

### Learning Communities

Two dozen Learning Communities were launched in fall 2005. General Education courses in English and Communication or English and University 1 were paired and offered to freshmen as clusters.

### Mentoring Program

The Faculty Mentoring Program name has changed to the Mentoring Institute. The ultimate goal is to reach every new student during his or her first semester via one-on-one contacts and/or Bulldog Connection which sends a series of electronic messages to new freshmen.

### Exit Interview for Withdrawing Students

Academic Enhancement Services (AES) in the Division of Student Affairs conducts a brief, one-on-one interview with students withdrawing from the university.

## *The New Mandatory Advising Requirement*

### *What is it?*

Mandatory academic advising requires students entering the university in 2005 and thereafter to have an advising session with a major advisor before completion of the 75th unit to review degree requirements

(academic roadmap).

This requirement will ensure that all students have at least one advising session with a major advisor during their undergraduate studies. This requirement will be fully implemented in fall 2006.

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**All students entering Fresno State starting in 2005 are now required to have their degree roadmaps reviewed by a major advisor *before* completing 75 units.**

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The process to encourage student compliance with mandatory advising will involve the following steps:

- Students with 60-74 units completed will receive a warning that a registration block *will be* placed after 75 units.
- Students with 75+ units will have a registration block placed preventing them from registering for spring 2007 classes. Students who have a block must meet with a major advisor to review the degree roadmap for the major.

## What is an academic roadmap?

An academic roadmap is a chart specifying all course requirements for the bachelor's degree in a particular major on a semester-by-semester basis. Faculty and professional advisors are expected to meet with students to review their roadmap to graduation. As needed, students may be referred to the Office of Advising Services for General Education and other advising needs.

Academic roadmaps can be found online at [www.csufresno.edu/degreeroadmap/](http://www.csufresno.edu/degreeroadmap/)

## What is an advisor expected to do?

Faculty and other professional advisors are expected to review degree requirements with students and record the session on the Advising Session screen in PeopleSoft. The roadmap is a tool that can be used in this session along with the DARS report. When the roadmap is discussed, the advisor will clear the requirement in the Advising Sessions screen (see sample). At that point, a positive service indicator is set indicating that the requirement has been met. This is a *one time occurrence* for each student. Even if a student changes her/his major afterward, the

mandatory advising requirement has been met. When the major is changed, the assumption is that an advisor in the new department has reviewed the requirements for the new major.

Remember, the mandatory advising requirement can be met at any time in a student's academic career at Fresno State – even during his or her first semester.

## Where can I find assistance with the Advising Session Screen?

Advisors need to know how to access the advising session screen in PeopleSoft and how to input information to indicate that the advising requirement has been completed. A complete online tutorial is available at the Teaching Learning Technology (TLT) website and workshops are also available. <http://training.csufresno.edu>

## Sample Advising Session Page

Log in to <http://my.csufresno.edu> and select **Advisor Portfolio** to access the advising session screen below.

The screenshot shows the 'Advisor Portfolio' web application interface. The main content area displays a form for recording an advising session. The form includes the following fields and options:

- Major:** Fm Con Sci-Clothing & Textiles
- Campus UE:** 101.000
- Total UE:** 101.000
- 2nd Major:** (empty)
- Campus GPA:** 2.822
- Cumulative GPA:** 2.822
- Minor:** Classical Studies MINOR
- Last Completed Term:** Fall 2005
- Session Date:** 02/14/2006
- Begin Time:** 9:15AM
- End Time:** 9:45AM
- Comments:** Reviewed degree roadmap with student and helped her select appropriate classes for next semester. Referred her to Advising Services for help with her questions about G.E. and "other" degree requirements.
- Checkboxes:**
  - Roadmap Discussed?
  - GE Requirements
  - Major Requirements
  - Graduation Requirements
  - Credential Program
  - Other Educational Goals
- Communication Completed:**
- Session Completed Date:** 02/14/2006

Buttons at the bottom of the form are OK, Cancel, and Apply.

Annotations on the screenshot include:

- A red arrow pointing to the 'Comments' text area with the text: "Advisor may type notes here."
- A red arrow pointing to the 'Roadmap Discussed?' checkbox with the text: "When the roadmap (graduation plan with all major requirements) has been reviewed, check this box. Doing so sets a positive service indicator for the mandatory advising requirement."

## ***How are students notified of the mandatory advising requirement?***

Students are notified about the mandatory advising requirement by three methods:

1. Printed materials (the *General Catalog*, *B.A.R.K. for Freshmen*, and *B.A.R.K. for Transfer Students*)
2. In person during advising sessions and during new student orientation
3. Electronically via email messages

For those who have not met this requirement by the completion of 60 units, a negative service indicator will appear on the Student Portfolio. Additionally, an email message from the Provost and the Vice President for Student Affairs (see sample emails below) will explain the indicator and direct students to their faculty or professional advisor for further information.

Students who have not completed this requirement in a timely manner will receive one of the following messages after Census Date:

### **Text of email to students entering in Fall 2005 and thereafter with 60-74 completed units:**

Date:  
From: Do\_Not\_Reply@csufresno.edu  
Subject: Service Indicator Alert  
To: (Student User Name)@csufresno.edu

Dear (First Name) (Last Name),

Our records show that you have completed 60 or more units and have not met with an advisor from your major department to review your graduation plan. The university requires that students entering in fall 2005 and later must have a graduation plan, or "road map," reviewed no later than their 75th unit. Students who have not had a graduation plan reviewed by their 75th unit will have a registration block.

NOTE: This is a reminder indicator and not a registration block at this time. For further information or assistance, contact your major advisor.

Jeronima Echeverria, Ph.D., Provost and  
Vice President for Academic Affairs  
Paul Oliaro, Ph.D., Vice President for  
Student Affairs and Dean of Students  
California State University, Fresno

### **Text of email to students entering in Fall 2005 and later with 75+ units completed:**

Date:  
From: Do\_Not\_Reply@csufresno.edu  
Subject: Service Indicator Alert  
To: (Student User Name)@csufresno.edu

Dear (First Name) (Last Name),

Our records show that you have completed 75 or more units and have not met with an advisor from your major department to review your graduation plan. The university requires that students entering in fall 2005 and later must have a graduation plan, or "road map," reviewed no later than their 75th unit. Students who have not had a graduation plan reviewed by their 75th unit will have a registration block.

NOTE: This registration block will prevent you from registering for classes next semester. For further information or assistance, contact your major advisor.

Jeronima Echeverria, Ph.D., Provost and  
Vice President for Academic Affairs  
Paul Oliaro, Ph.D., Vice President for  
Student Affairs and Dean of Students  
California State University, Fresno

# Advising Resources

## Office of Advising Services (OAS)

OAS provides a variety of services to help students achieve their educational goals and effectively use campus resources. Assistance to students include:

- **Undeclared Major Advising**
- **General Education Advising**
- **Academic Petitions**
- **Special Major Advising**
- **Four-Year Degree Guarantee Program**
- **Probation and Disqualification Advising**

Assistance is also provided to faculty and professional advisors for the following:

- **General Education Advising**
- **Academic Policies and Procedures**
- **Probation/disqualification Advising**
- **Academic Petitions**
- **Online Advising FAQ's**
- **Reading Degree Audit Reporting System (DARS) Printouts**

**Contact: Barbara Benedict**  
**Email: [barbara@csufresno.edu](mailto:barbara@csufresno.edu)**  
**<http://advising.csufresno.edu>**

## Campus Advisors Network

The Campus Advisors Network (CAN) establishes monthly connections with the campus advising community to disseminate information about pending or new policy developments, share “hot topic” information to enhance services provided to students, and develop professional contacts and camaraderie. All faculty and professional advisors are encouraged to attend as we continue to strengthen campus advising and promote student success.

For more information, please visit our website at <http://can.csufresno.edu/>.

Fall 2006 Campus Advisors Network meetings are held in USU 312-314 from 3 to 4:30 p.m. The dates are September 7, October 5, November 9, and December 7.

**Contact: Kimra Aquino Garcia**  
**Email: [kaquino@csufresno.edu](mailto:kaquino@csufresno.edu)**  
**<http://can.csufresno.edu/default.htm>**

For additional information about the mandatory advising requirement or the Advising Session Page contact:

Dean Christensen, Advising Services, [dchrister@csufresno.edu](mailto:dchrister@csufresno.edu), 278-8336  
JoLynne Blake, Technology Training, [Jblake@csufresno.edu](mailto:Jblake@csufresno.edu), 278-8788  
Maxine McDonald, Academic Enhancement Services, [mmcdonald@csufresno.edu](mailto:mmcdonald@csufresno.edu), 278-5352