

**Transforming Academic Advising:  
Building a Case for Change**



THE UNIVERSITY OF  
TENNESSEE  
KNOXVILLE  
BIG ORANGE. BIG IDEAS.™

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**TODAY**

- Introductions
- Case Studies: University of Tennessee, University of Cincinnati, University of South Florida
- Panel Discussion
- Open Q&A

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**INTRODUCTIONS**

**Ruth Darling**  
Associate Provost  
University of Tennessee

**Tara Stopfel Warden**  
Assistant Vice Provost  
University of Cincinnati

**Serena Matsunaga**  
Strategic Planning and Analysis Advisor  
University of Tennessee

**Travis Thompson**  
Designer, Researcher, Instructor  
Former Role – Senior Director for Academic  
Tracking and Advising  
University of South Florida

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### UNIVERSITY OF TENNESSEE – PROFILE

- Tennessee State Flagship and Land Grant
- Carnegie Classification: Doctoral University; Very High Research
- 9 Undergraduate Colleges; 360+ Programs of Study
- Undergraduate Enrollment: 22,317
- First-time Freshmen: 4,896
  - Ave. GPA: 3.9
  - Ave. ACT: 27
  - Out-of-State: 20%
  - Underrepresented Minority: 21%
- Retention Rate: 86%
- Graduation Rate: 70%

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### UNIVERSITY OF TENNESSEE - ADVISING ISSUES

*Vol Vision 2020 Strategic Planning Process – Student Feedback*

- **Inconsistency** – Some students report excellent advising experiences, while others claim misinformation or ineffective appointments
- **Access/ Scheduling** – Difficulty scheduling appointments in some cases
- **Career/ Professional Exploration** – Students recommend more and earlier focus on career/ graduate school options
- **Engagement in the Discipline/Faculty Mentors** – Faculty are desired as mentors, but charge of academic planning, interventions, and administrative tasks can be problematic
- **Transition/ Coordination** – Issues arise with double majors/dual degrees, students in transition (working with two colleges), and transfer students not accepted into major of choice

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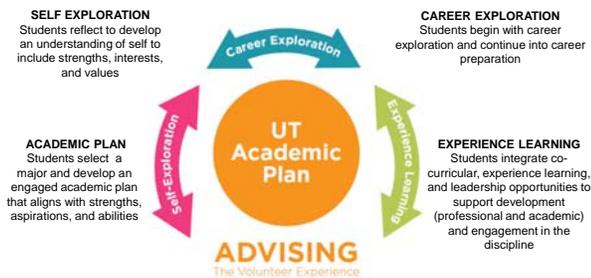
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### ADVISING: THE VOLUNTEER EXPERIENCE

A new academic advising model that integrates self exploration, career development, experience learning and engagement into an academic plan.




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## University of Cincinnati Profile

- A Top 35 Public Research University; Founder of Co-op in 1906
- Carnegie Classification: Doctoral University; Very High Research Activity
- 11 Undergraduate Colleges  
9 on Main Campus + 2 Regionals
- 379 Programs of Study + 236 Minors/Certificates
- Total Enrollment: 44,783;  
Undergraduate Enrollment: 34,187
- First-time Freshmen: 5,400
  - Ave. GPA: 3.6
  - Ave. ACT: 25.7
  - Out-of-State: 25%
  - Minority & International: 31%

- Retention Rate: 86%
- Graduation Rate: 68%



Cartoon credit: <https://blog.vanillaforums.com/community/dots-making-changes-community/>



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## University of Cincinnati Advising Strategies

- Advising Practice & Student Needs
  - Continuity of advising across program, intrusive advising model, career advising
- Quality
  - Advising ratios, reinforce specialized advising (esp. exploratory, transfer, international), diversity & inclusion, advisor training & professional development, advisor career path
- Coordination
  - Partnerships among advisors, integrated orientation, shared SIS documentation
- Modeling
  - Assigned full-time advisor + faculty mentor (relationship development model)
- Technology
  - Student Success Networks, Early Alert, advisor dashboard, academic planner tool, web-based advising portal
- Assessment
  - Data tracking, assessment of advising, advisor effectiveness



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## University of Cincinnati First Year Outcomes

- \$825K permanent funding allocated + \$50K one-time
- Hiring of 10 additional academic advisors to meet advisor-student ratio targets
- Alignment of advising positions within career ladder structure
- Shift to a fully assigned advisor, relationship development model
- Increasing diversity of advising staff
- Creation of a new Center for Pathways Advising & Student Success
- Development of an online Advising Portal for students and advisors
- Implementation of an Early Alert system
- Systematized, shared advising documentation university-wide
- Creation of an online advisor training program
- University-wide advisor training and development on career advising
- Advising administrator training on diversity leadership (grant awarded)
- Professional development support for a four-person team (annually) to attend NACADA Assessment Institute
- Development of a university-wide advising assessment plan is underway



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### PANEL DISCUSSION

- What was the impetus for change in advising at your institution?
- How did your process promote buy-in with advisors, key partners, and faculty?
- What was your approach to addressing funding issues?
- How did you incorporate use of data and technology in advising efforts?
- What are your main lessons learned for your peers?

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### REFERENCES

University of Tennessee  
<https://advising.utk.edu/>

University of Cincinnati  
<http://www.uc.edu/advising>

University of South Florida (Tampa)  
<http://www.usf.edu/undergrad/advisors/>

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### OPEN Q&A

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