

Improve the advising process by including pictures of the students in their My Fresno State portal and make all advising memos digital so multiple advisors can know what information students have already received.

CURRENT CHALLENGE:

Advising! I find advising very challenging yet it is a necessary and important part of my job as a faculty member. What is most challenging is keeping track of each student. At times, I have had 50+ advisees and some of my colleagues have over 100. When a student comes into my office, he/she expects me to know exactly who he/she is, what we discussed 6 months to a year ago, and what actions other faculty members have taken on their behalf (other faculty members submitting advising memos). Often my advisees share very personal information with me and it is disconcerting (and a bit embarrassing) to not be sure of the same student's name the next time I meet with him/her after having discussed something like family issues or pregnancy. I imagine as a student it would be disheartening to feel like the faculty/advisor who is supposed to help guide your college career does not know who you are. While the system in place has improved tremendously over the last few years, there are still gaps that make personalizing advising sessions difficult. Being able to notate an advising session is of great help and is one of the features of our Advisor Center online that I love and use most. However, not everyone (advisors/faculty) utilize that feature; some just notate date and time but nothing about what was discussed or if an advising memo was submitted.

PROPOSED SOLUTION:

I propose two things to allow advisors to have better and more informed interactions with their advisees. First, I believe that we should have a picture of the student in their My Fresno State so that an advisor can see the picture as he/she prepares for an advising session. Just recognizing the face goes a long way. This could be done two ways. One, the student ID photo could automatically load. Or there could be a feature by which an advisor could take a quick picture in his/her office with a tablet and then load it. Second, if advising memos were digital, the entire memo could be accessed through the Advising Center. This accomplishes a couple of things. First, if the student has multiple advisors, we could all see what memos the others have submitted to Evaluations. Additionally, by eliminating the need to send paper advising memos across campus, we use far less paper and lighten the load on campus mail delivery. The system could be set up to accept a digital signature from the advisor when a memo is submitted.

BENEFITS TO FRESNO STATE:

We are here to help students have a meaningful and successful college experience. Being an effective advisor often requires us to really connect with our students. This aids in student retention, quality of advising, and STUDENT SUCCESS. The improvements to the Advisor Center online as well as the GradesFirst have been a welcome improvement, but we need to take it a step further.