

# Advising and Student Initiatives

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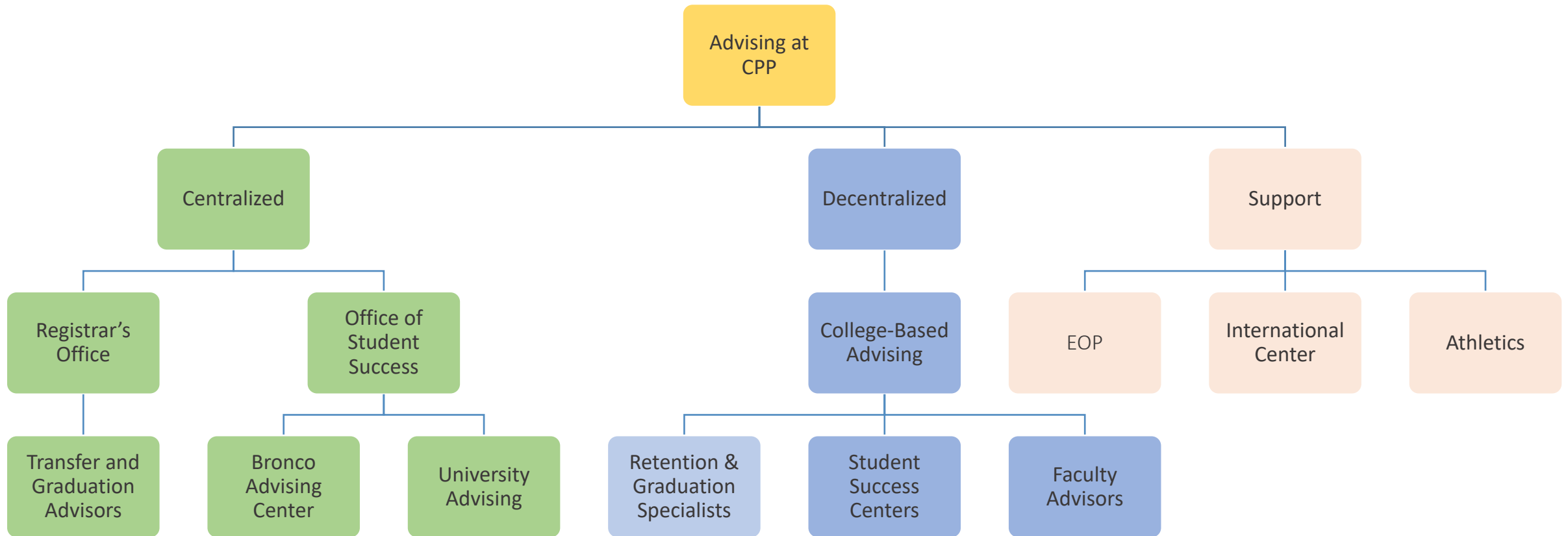
# Agenda for Today:

- Overview of CPP Advising Structures and Advisors
- Advising Requirements and Expectations
- Advising Initiatives



# Introduction to CPP Advising Structures and Advisors

# CPP Advising Structure



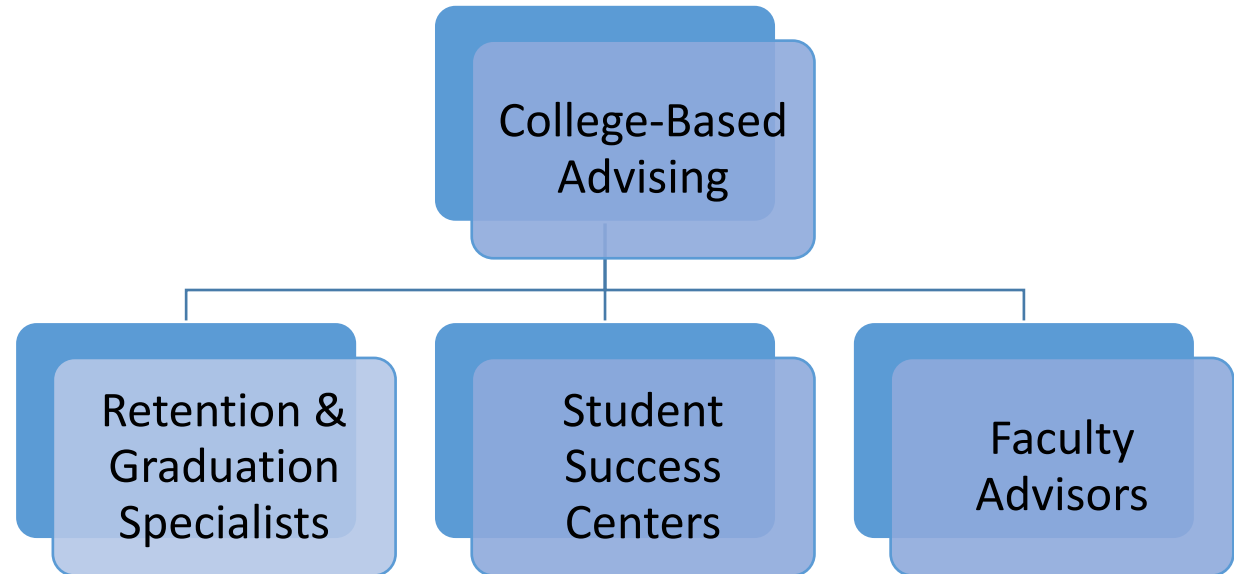
# CPP Advising Structure- Centralized Services

- Bronco Advising Center
  - Advising Tools
  - General Advising
  - Petitions
  - Enrollment Services
- Student Communication
- E-Advising
- Graduation Pledge Programs
- Undeclared Advising Program



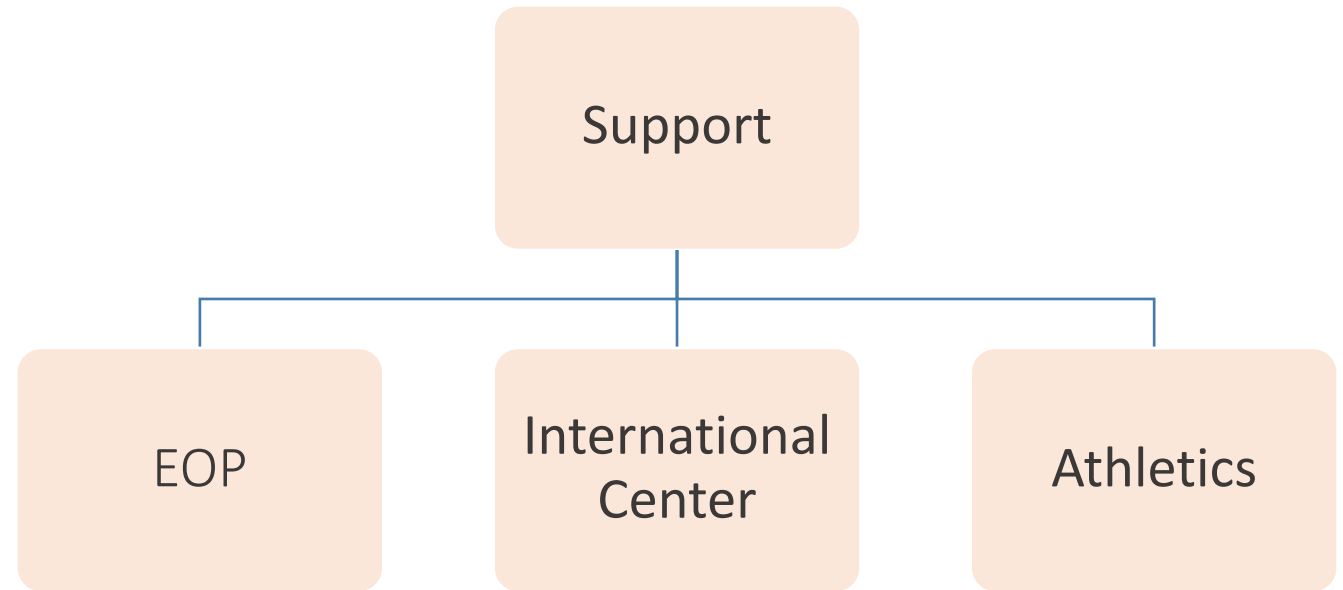
# CPP Advising Structure

- Models vary by College
- Faculty Advisors:
  - Mentoring
  - Curriculum-specific
  - Career
  - Research
- Student Success Center:
  - General advising
  - Holds
  - Petitions
  - Some curriculum support



# CPP Advising Structure

- Support Programs for Specific Student Groups:
  - International Students
  - Athletes
  - Students with Disabilities



# Guiding your Transitioning Student:

## Pre-Admission Advising

Connect with Office of Outreach, Recruitment, and Educational Partnerships

One-on-one advising

Prior to summer before enrollment, as needed

## Advising at CPP Orientation

Connect with College and department advisors

Group advising

Summer prior to enrollment

## Advising after CPP Orientation

Connect with your faculty advisors and advisors in the Student Success Centers

One-on-one advising

Fall of enrollment through graduation



# Advising Requirements and Expectations

# Advising Requirements and Expectations

## Advising is mandatory when:

- Students have below a 2.2 GPA
- Departments want to connect with students about their academic plan
- Students want to make major curricular changes

## Advising is strongly encouraged when:

- Students aren't sure about their academic path
- Students aren't sure what classes to take to stay on track
- Students are struggling in class

## Advising is optional when:

- Students feel confident in their path but would like confirmation that they are on track

# Advising Approach: Advising as Teaching

<b>Effective Teachers</b>	<b>Effective Advisors</b>
Expert in their subject matter	Possess accurate information about policies, resources and programs
Plan, organize and prepare materials for the classroom	Prepare well for advising sessions
Engage students actively in the learning process	Engage advisees in the advising process by providing options and fostering exploration
Provide regular feedback, reinforcement and encouragement	Provide timely feedback, reinforce learning and celebrate student successes
Help students learn independently	Encourage advisees to be self-directed learners
Teach students how to evaluate information	Help advisees evaluate their progress toward personal, educational and career goals
Provide problem-solving tasks to students	Provide tasks that will require information-gathering, decision-making and problem-solving skills

# Advising and Student Success Initiatives

## E-Advising: CPP Connect

- Appointment notes sharing
- Appointment scheduling
- Strategic interventions and proactive advising
- Reports (data)
- Early Alerts
- Progress Reports

CPP  
CONNECT  
CAL POLY POMONA

# Shared Networks

## Advising

College Advising Centers  
Bronco Advising Center  
International Center  
PolyTransfer  
Student Support & Equity Programs  
Undeclared Advising  
Cultural Centers  
Early Start Program  
Kellogg Honors College  
Athletics  
CLASS Coaching  
Library  
Faculty Advising

## Tutoring


Learning Resource Center  
Reading, Advising, & Mentoring Program  
Achievement, Retention, and Commitment to Higher Education Success  
Maximizing Engineering Potential

## Wellbeing


Disability Resource Center  
Integrated Care Network  
Poly Pantry

# Outcomes

- Approximately 180 professional staff users
- Approximately 200 student staff users
- 47 different offices or centers using CPP Connect
- More than 46,400 advising appointments reported
- More than 15,600 tutoring appointments reported



*"CPP Connect is so cool. It was so hard for me to call to make an appointment. Now, it's so much better!"*



*"It's great and easy to be able to schedule an appointment via the campaign link!"*

## Student Communications

- BroncoBytes
- Emails
- Text messaging
- Billy Chat





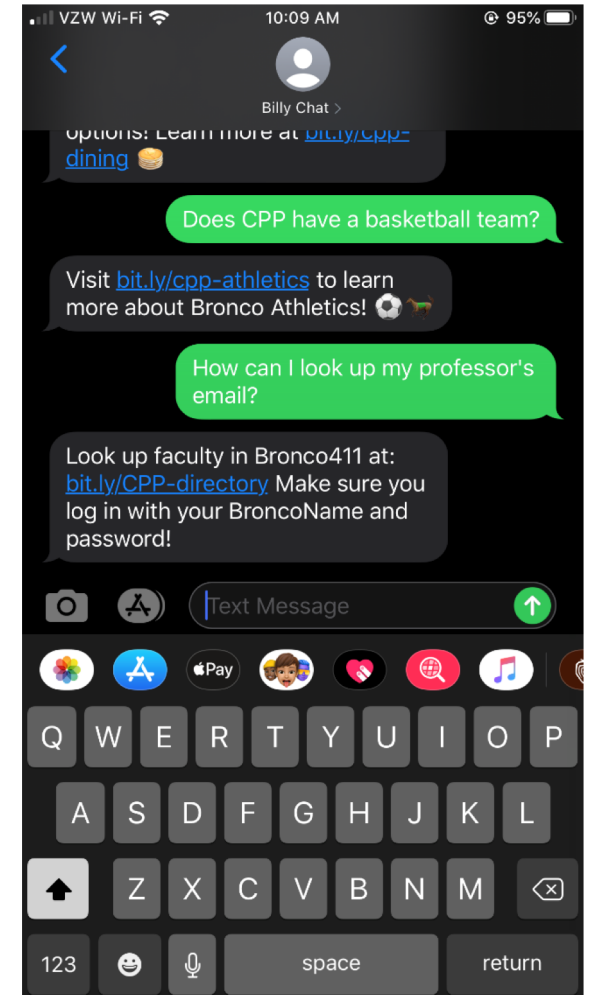
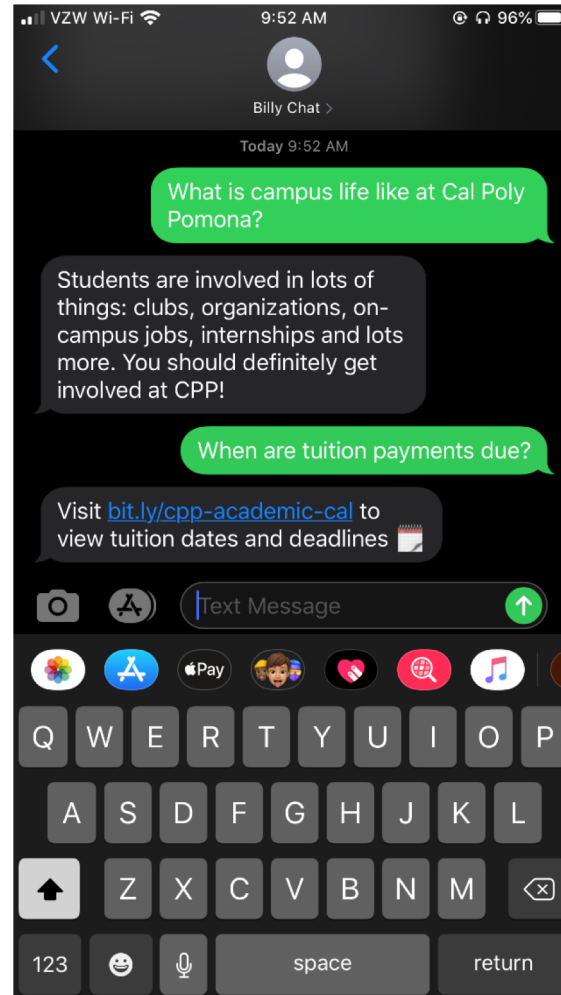
# Billy Chat

- Artificial intelligence text-messaging robot
- Billy Chat is available to all incoming fall 2019 freshmen and transfer students and spring 2020 transfer students
- Students are able to ask Billy questions about CPP and get instant answers
- CPP also uses this as a campaign tool for students



# Billy Chat's Knowledge Base

- Over 1,400 questions in Billy's brain related to all aspects of CPP student life – not just academics
- Instant answers
- We proactively add to Billy's brain on a weekly basis
- Weekly trend reporting



# Billy Chat's Periodic Check-In Campaigns

- Purpose of Check-In Campaigns
  - Assess how students are adjusting to CPP life and hear their concerns
  - Reach out to students to let them know that we care about how they're adjusting
- Check-In Campaigns for Fall 2019:
  - Sent 3 weeks into fall semester (9/11)
  - Sent 10 weeks into fall semester (10/29)

Hi **First Name** ! Now that the semester is underway, I wanted to check in with you and see how things are going

[1]: School is awesome!  
[2]: School is great!  
[3]: School is okay  
[4]: School is not good

1 School is awesome!

Glad to hear that 😊 Let me know if you have any questions! I want you to have a great year 🍀🍀🍀



3 School is okay

Can you tell me a little more about why school's just okay? I might be able to connect you with some resources

- [1]: My classes are challenging  
[2]: I'm having trouble making friends or finding my spot on campus  
[3]: I feel homesick  
[4]: I'm having trouble outside of school  
[5]: I'm not sure about my major  
[6]: Something else

## Undeclared Advising Program

- Advising
- Coaching
- Interest assessments
- Career guidance
- Information literacy
- Major declaration
- Transition to new college



KEEP IN TOUCH



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