



UTAH VALLEY UNIVERSITY

YEAR SIX |

Policies, Regulations, and Financial Review (PRFR)
Northwest Commission on Colleges and Universities

AUGUST 2023



2.G.6

The institution designs, maintains, and evaluates a systematic and effective program of academic advisement to support student development and success. Personnel responsible for advising students are knowledgeable of the curriculum, program and graduation requirements, and are adequately prepared to successfully fulfill their responsibilities. Advising requirements and responsibilities of advisors are defined, published, and made available to students.

Academic Advising Program

UVU offers a comprehensive academic advisement program to support student development and success. For undergraduate students, the academic advising program implements a caseload approach based on academic programs and last names of students to provide a proactive, holistic, and data-informed academic advising experience. Upon admission to the university, undergraduate students receive a UVU Student Welcome Packet, which provides them with specific instructions for meeting with academic advisors.

The [First-Year Advising Center](#) serves students with fewer than 30 credits, students who have not yet completed their English and math general education requirements, and students declared in a university studies academic program at the associate or bachelor's level. The First-Year Advising Center is led by a director and includes three assistant directors who each oversee an advising team. Across all three advising teams, the First-Year Advising Center employs 22 academic counselors and six student employees who work as peer advisors.

The [Office of University Advising](#) serves continuing students with more than 30 credits who have completed their English and math general education requirements. The Office of University Advising is led by a senior director of University Advising and includes eight directors who each oversee an advising center located in the schools and colleges and the [Pre-Professional Advisement Center](#). Across all eight advising centers, the Office of University Advising employs 80 academic counselors or advisors and 10 student employees who work as peer advisors. Transfer students are served by either the First-Year Advising Center or one of the advising centers in the Office of University Advising, depending on the number of transferred credits.

Similar to undergraduate advising, a caseload approach is used to provide graduate students with a proactive, holistic, and data-informed academic advising experience. Graduate students are advised by program directors, coordinators, managers, or advisors associated with the academic departments sponsoring the graduate program. Beginning July 1, 2023, all professionals who provide academic advising services to graduate students have a secondary line of reporting to the director of Graduate Studies. This adjustment was made to ensure consistency and uniformity with academic advising processes across graduate programs and to provide ongoing support and training for [advising responsibilities](#) that are distinct to graduate programs.

Academic Advising Personnel

UVU's academic advising program is supported by the Office of University Advising, which provides a comprehensive [training and development program](#) and technical resources to academic advising personnel. The university's internally developed [Advisor Certification Program](#) has been recognized by the National Academic Advising Association (NACADA) as

one of the best programs in the United States. The Office of University Advising offers training opportunities three times a year for academic advising personnel, which include the Fall Professional Development Series, the Spring Professional Development Series, and the annual UVU Advising Conference held in the summer. Information about UVU's Advisor Certification Program and additional training and development opportunities for academic advising personnel are accessible on webpages maintained by the Office of University Advising.

During the first year of employment, academic advisors complete 15 training modules via the [Canvas](#) learning management system (LMS), attend five in-person training workshops, and observe nine certified academic advisors with no more than two observations conducted with certified academic advisors from the same unit. New academic advisors are also observed at least 12 times in their first year by their supervisor, a certified academic advisor, and someone from the Office of University Advising. They are also required to complete written reflections following each observation. Additionally, new academic advisors complete quarterly performance assessments with their supervisors during their first year. During their second and third years, academic advising personnel complete 20 hours of training annually, of which six hours are offered by the Office of University Advising and are aligned with academic advising competencies called the Advisor Learning Outcomes. Each academic advisor is also observed by their supervisor, observes a certified academic advisor outside of their unit, and completes a reflection or action plan following each observation. Beginning in the fourth year, academic advising personnel have a two-year window to complete 20 hours of training.

Advising requirements and responsibilities of academic advisors are defined, published, and made available to students via the Advising [website](#), which is maintained by the Office of University Advising. The landing page delineates both student responsibilities and academic advisor responsibilities. The First-Year Advising Center also maintains a separate website for new student advising that includes a comprehensive [First-Year Advising Syllabus](#) that delineates service standards and the advising curriculum.

Academic Advising Program Evaluation

The Office of University Advising regularly [evaluates](#) the university's academic advising program to ensure its effectiveness. After-appointment surveys are given to each student who meets with an academic advisor, regardless of appointment modality, which may be held in person, by phone, over video, or via email exchanges. After-appointment surveys ask students for feedback on their satisfaction with the appointment and the academic advisor's effectiveness. Student feedback is shared with the academic advisor and their direct supervisor, from which improvements may be made. To assess the effectiveness of the Advisor Certification Program, new academic advisors are asked to evaluate the efficacy of the Canvas LMS training modules and in-person training workshops at the midpoint and conclusion of their first year. Ascertaining feedback from new academic advisors enables the Office of University Advising to identify improvements with training processes. Evaluation surveys are also administered to all academic advisors to determine the efficacy of all Canvas LMS training modules and in-person training workshops.

The Office of University Advising also partners with the Digital Transformation Division to generate system reports from which to evaluate the effectiveness of the academic advising program. System reports from [Civitas](#), [Mongoose Cadence](#), [Ellucian Banner](#), and internally developed programs also provide data and analytics that inform advising practices, processes, and student outreach efforts. Additionally, the Office of University Advising works alongside staff members employed in the Office of Business Intelligence and Research Services to evaluate and address technical problems that may impact the effectiveness of technology solutions used by both academic advisors and students.

UVU’s academic advising program is currently undergoing a comprehensive, standards-based assessment process to promote Excellence in Academic Advising ([EAA](#)). EAA was established by NACADA and encompasses a three-phase process that includes self-evaluation, which results in recommendations for improvement, development of a strategic plan for implementing recommendations, and execution of the strategic plan. Phase 1 of the EAA process began in November 2021 and resulted in the identification of six recommendation clusters in the areas of assessment, communication, organization, outcomes, quick wins, and technology. Phase 2 began in the late summer of 2022 and involves committees developing strategic plans for each of the six recommendation clusters. This work is still underway, with an anticipated completion in the spring of 2024, after which Phase 3 will commence to implement the developed strategic plans to improve student and advisor experiences.

Required Evidence for 2.G.6	
Description of advising program, staffing, and advising publications	<ul style="list-style-type: none"> ▪ Advising ▪ First-Year Advising Center ▪ First-Year Advising Syllabus ▪ Graduate Advising Responsibilities ▪ Office of University Advising ▪ Pre-Professional Advisement Center
Systematic evaluation of advising	<ul style="list-style-type: none"> ▪ Academic Advising Program Evaluation for Feedback ▪ Civitas ▪ EAA Process at UVU ▪ Ellucian Banner ▪ Mongoose Cadence
Professional development policies and procedures for advisors	<ul style="list-style-type: none"> ▪ Advisor Certification Program ▪ Office of University Advising Training
Supplemental Evidence for 2.G.6	
<ul style="list-style-type: none"> ▪ Canvas by Instructure 	