

First-year Advising Center

Date: September 2021

Mission Statement: The First-year Advising Center is committed to assisting every student in their successful transition to Utah Valley University through engaged and holistic academic counseling.

Objectives	Link to UVU objective	Current Assessment Summary	#	Strategies	SA impact area	Start Year	End Year
1. Proactively encourage students to intentionally select and complete 30 credits in their first year at UVU.	ACHIEVE - Objective 1	According to 2018 Student Departure Survey - Strongly Agree Statement: I developed a plan of which courses to take and I know what classes to register for next, both increased slightly from 2017 but still fall under the 70% range.	1.1	Create purpose-first mindset and confidence and confirmation of major selection by encouraging completion of 9 credits in the area of focus	2, 4, 5	2020	Ongoing
			1.2	Adopt a Momentum Year mindset for counselors and students	1, 2, 5	2020	Ongoing
			1.3	Encourage English & Math requirements to be completed in the first 30 credits	1, 2, 5	2020	Ongoing
			1.4	Collaborate with FYESR and UFLC on "Think 30" campaign	5	2020	Ongoing
			1.5	Utilize alternative student communication strategies, such as SignalVine text messaging	1	2021	Ongoing
			1.6	Regular supervisor check-ins with counselors to further commit to strategy 1.3	1, 2, 5	2021	Ongoing
2. Foster an inviting, safe, and supportive environment and develop positive and engaged relationships with students that open opportunities for us to share resources for	INCLUDE - Objective 2	Eight of our 19 FAC FT employees have completed at least one FOI training. A total 45 FOI sessions have been completed by FAC FT employees. There are total of 12 FOI trainings (including level 2 and 3 of interreligious). FOI sessions are anticipated to be scheduled for Fall 2020 and will be held over Teams with smaller attendance limits.	2.1	Invite campus resources/partners to present at FAC team meetings	2, 4	2020	Ongoing
			2.2	Develop Service Standards	2, 3	2020	2020
			2.3	Maintain a current reference list of resources (digital) including contact information and web FAQ		2020	Removed
			2.4	Strengthen team knowledge of student and employee health, wellness and basic needs	3	2020	Ongoing
			2.5	Crisis intervention and risk mitigation training	3	2021	New
3. Provide accessible, equitable, and culturally diverse academic counseling experiences and resources for students of all backgrounds, including those historically underrepresented in higher education.	INCLUDE - Objective 3	According to 2018 Student Departure Survey - students listed the top 3 challenges of their first-year in college as 1) Schoolwork 2) Balancing School/Life 3) Adjusting to College Life. Additionally, #1 reason students gave that UVU could improve their first year experience was to have better advisors (14.6%) rated higher than having better teachers by 4%.	3.1	Encourage counselors to participate in diversity trainings offered institutionally and through other academic advising venues	2, 3	2020	Ongoing
			3.2	Develop and execute outreach efforts for diverse student population	2, 3	2020	2020
			3.3	Leadership executes culturally mindful new counselor hiring and trainings	2, 3	2020	2021
			3.4	Promote proactive, weekly Civitas use to identify student downward shifts. Operationalize the use of predictive analytics (Civitas) for early intervention and outreach.	2, 5	2020	2020
			3.5	Focus efforts for continuous training on the value and use cases for Civitas and the product's impact	2, 5	2021	New
4. Demonstrate a commitment to student success, professionalism, ethics, and accountability through data-informed, holistic academic counseling.	ENGAGE - Objective 3	According to Illume: 58% of non-persisters are in Good Standing or on Dean's List. Persistence rates change once student gets above 42 credits. Very low rate of persistence if student has just one (1) withdraw in the first 30 credits	4.1	Create advising syllabus and appointment curriculum	2	2020	2020
			4.2	Develop and implement a plan to increase (by 20%) the 60% student-initiated interactions to 80%	2, 4	2020	2020
			4.3	Generate active listening/motivational interviewing trainings	1, 2	2020	2021
			4.4	Expand the advising curriculum in a way to better institutionalize in practice and design a supplemental curriculum for exploring students	1, 2, 5	2021	New
			4.5	Regular supervisor check-ins with counselors to further commit to strategy 4.2	1, 2, 5	2021	New
5. Collaborate with department advisors and campus partners to facilitate successful first-year student transition to second year.	INCLUDE - Objective 3	38% of the UVU students who drop out do so during the first year, more than the attrition rate of all remaining years combined.	5.1	Establish and maintain a transition committee made up of representatives from each college/school/transition committee		2020	Removed
			5.2	Design the full "hand-off" process protocol from FAC to college/school advisors	2, 3, 5	2020	2021
			5.3	Actively partner with college/school advising centers to remain current on curricular change and support as relevant	2, 5	2020	NA
			5.4	Strengthen partnerships with key partners in Student Affairs and integrate key campus partner services into our work	1, 2, 3, 4, 5	2020	Ongoing