

The Mandatory Advising Program: Key Advising Milestones

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*The Mandatory Advising Program
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MANDATORY ADVISING PROGRAM (MAP): Key Advising Milestones

OVERVIEW

“Students do not have time for optional.”

(George Kuh quote at 2007 USHE Retention Conference referring to work by Carol Twigg.)

Before Fall 2007, academic advising at the U of U was an optional, decentralized service for students unless their cumulative grade point average (Cum GPA) was below a 2.0 or the student was a transfer student seeking to register for the first time. Modern society places many demands on students. These demands limit students' opportunities to pursue optional activities.

Starting Fall 2007, the University of Utah implemented the Mandatory Advising Program (MAP) to complement the mandatory advising that existed within scholastic standards and the initial transfer point. Later, the term Mandatory was replaced by Milestone. Academic advising is a service that focuses on assisting students in achieving their academic goals and enhancing the undergraduate experience by introducing curricular and co-curricular activities that create an educational experience that is holistic and student-centered.

The MAP points introduced in 2007 were designed so that students connect with academic advisors at strategic points in the undergraduate experience. Strategic points of MAP include:

- **First Year Milestone Advising:** occurring during freshman students' first semester at the University of Utah
- **Second Year Milestone Advising:** for students enrolled fall semester with 2 or 3 prior terms of enrollment and 90 or fewer credit hours
- **Undeclared Student Advising:** for students who have completed at least 60 credit hours and 2 semesters at the University of Utah, who have not yet declared a major or pre-major.

Students are encouraged and welcome to see their advisor more often but MAP guarantees that every student would have **two to three** interactions with their advisor(s). All interactions are documented in PEOPLESOFT, and the Degree Audit assists with tracking degree requirements. In 2009, another technology tool, Graduation Planning Tool (GPS), was introduced to increase academic planning for degree completion.





If you have any questions about the Mandatory Advising Program, please contact the MAP Team, MAP@advising.utah.edu, 801 585-3238.








Twigg, C.A. (2006). *The CAT viewpoint: Freshmen don't do optional*. Retrieved from the website of the National Center for Academic Transformation on March 20, 2007 from <http://www.thencat.org/Newsletter/Apr06.htm>.

MAP: Timeline and Procedures

Students are encouraged to meet with their advisors any time they have questions or concerns regarding their academics or progress toward completion of their degree. **There are three Purposeful and Essential Advising Points** during which a student must meet with an advisor to continue attending classes at the University of Utah. In addition, transfer students are required to meet with an advisor prior to attending their first semester of classes and graduating students also.

Advisors must complete the Advising Technologies training modules and request access to the MAP PeopleSoft panels in order to advise students for the Milestone Advising Program.

Population	Timing	Advising Topic Summary	PeopleSoft Steps
NEW TRANSFER Any newly admitted transfer student who has never attended the U	Prior to first semester	<ul style="list-style-type: none"> • Discuss how major courses transfer to the U • Discuss how all other courses (General Ed, BS/BA, total hours, upper division hours) transfer to the U • Talk about schedule planning • Declare the student in major or pre/intermediate major status, as appropriate • Discuss resources and opportunities in their major department • Confirm attendance at transfer student orientation 	<ol style="list-style-type: none"> 1. Mark the Advisor Meeting Panel (Select "OrientTran" from list) <ul style="list-style-type: none"> • U of U Student Applications> Academic Advising Center> Use> Advisor Meetings-SA1094. Click (+) to add a row, if needed. Select "OrientTran" from the drop-down menu. . Click "Save." Selecting "OrientTran" records the required meeting with an advisor. • To add notes, click the "Notes" button. Click "Save".
FIRST YEAR MILESTONE ADVISING Any student admitted as a new freshman and who is in their first semester of enrollment at the U of U (summer starters are seen in the fall)	First semester fall & spring	<ul style="list-style-type: none"> • Explain the purpose of First Year Milestone Advising and other MAP points. <p>Learning Outcomes:</p> <ul style="list-style-type: none"> • Student can generate a Degree Audit • Student can interpret a Degree Audit • Student builds an appropriate class schedule • Student understands Leave of Absence policy (added FA23) • Department/Major Learning Outcome • Advisor Goal/Learning Outcome 	<ol style="list-style-type: none"> 1. Check eligibility Service indicators on any PeopleSoft Panel <ul style="list-style-type: none"> • Click the  and  to view. • Look for Reason: Freshman Priority Registration and/or Freshman Advising 2. Mark the Advisor Meeting Panel (Select "MAP Fresh" from list) Which Will Give Priority Registration <ul style="list-style-type: none"> • U of U Student Applications>Academic Advising Center> Use> Advisor Meetings-SA1094. Click (+) to add a row, if needed. Select "MAP Fresh" from the drop-down menu. Click "Save." • <i>By marking and saving the "MAP Fresh" meeting type, students who are eligible for priority registration for 1000 and 2000 level courses will automatically receive it. Remember to tell the student they have priority!</i> • To add notes, click the "Notes" button and mark the Learning Outcomes you covered. Click "OK". Click "Save". 3. Remove Negative Service Indicator (Hold)  <ul style="list-style-type: none"> • Click on the Negative Service Indicator  or go to: • Campus Community> Service Indicators> Person> Manage Service Indicators. Click on "VMA". Click "Release". Click "OK". 4. Check Freshman Appointment Assigned <ul style="list-style-type: none"> • Records and Enrollment> Term Processing> Appointments> Student Enrollment Appointment. Check for "0002."

Population	Timing	Advising Topic Summary	PeopleSoft Steps
SECOND YEAR MILESTONE ADVISING Students with 2-3 prior terms of enrollment and 90 hours or less of completed coursework	Fall to spring semester of the student's second year	<u>Learning Outcomes:</u> <ul style="list-style-type: none"> • Student knows how to declare their major • Student knows requirements for graduation • Student begins to build an academic plan toward graduation • Student knows how to get information about options and resources to enhance their undergraduate experience • Student engages in at least one activity outside of the classroom that contributes to their development 	<ol style="list-style-type: none"> 1. Check Service Indicators on any PeopleSoft Panel <ul style="list-style-type: none"> • Click the  and  to view. • Reason: Second Year Advising 2. Mark Advisor Meeting Panel (Select "MAP 2nd Yr" from list) <ul style="list-style-type: none"> • U of U Student Applications> Academic Advising Center> Use> Advisor Meetings-SA1094. Click (+) to add a row, if needed. Select "MAP 2nd Yr" from the drop-down menu. Click "Save." • To add notes, click the "Notes" button. Add notes and mark the Learning Outcomes you covered. Click "OK". Click "Save". 3. Remove Negative Service Indicator (Hold)  beginning in March <ul style="list-style-type: none"> • Click on the Negative Service Indicator  or go to: • Campus Community> Service Indicators> Person> Manage Service Indicators. Click on "VMA". Click "Release". Click "OK". If students meet with advisors prior to March and the Advisor Meeting Panel is marked, the student will not receive a hold. 4. Declare students in their major (CIS employee tab)
UNDECLARED Students with 60+ credit hours and at least 2 prior terms of enrollment who are undeclared and have not yet declared a major or pre-major	Every spring semester after 60 credits earned until declared	<ul style="list-style-type: none"> • Discuss major exploration or declare student in chosen major (or pre/intermediate status as appropriate) • Explain degree requirements • Review General Ed, BS/BA, total hour, upper division hour, and GPA requirements and make recommendations related to their major • Discuss schedule planning and course approval (as necessary) • Discuss opportunities and resources in their major department • Discuss career/graduate school interface • Discuss internships, study abroad, and student exchange opportunities • Discuss when to apply for graduation 	<ol style="list-style-type: none"> 1. Check Service Indicators on any PeopleSoft Panel <ul style="list-style-type: none"> • Click the  to view. • Look for Reason: Undeclared Major Advising 2. Mark Advisor Meeting Panel. (Select "MAP Undecl" from list) <ul style="list-style-type: none"> • U of U Student Applications> Academic Advising Center> Use> Advisor Meetings-SA1094. Click (+) to add row, if needed. Select "MAP Undecl" from the drop-down menu. Click "Save." • To add notes, click the "Notes" button. Click "Save". 3. Remove Negative Service Indicator (Hold)  <ul style="list-style-type: none"> • Click on the Negative Service Indicator  or go to: • Campus Community> Service Indicators> Person> Manage Service Indicators. Click on "VMA". Click "Release". Click "OK". 4. Declare students in their major (CIS employee tab) *hold will return for students who remain undeclared

FIRST YEAR MILESTONE ADVISING

DESCRIPTION

First Year Milestone Advising was implemented in 2007, and was built on the success of the voluntary Freshman Advising Program which was developed in 1999. The purpose of First Year MAP is to connect students to an advisor early in their academic career.

The learning outcomes for First Year MAP are:

- Student can generate a Degree Audit
- Student can interpret a Degree Audit
- Student builds an appropriate class schedule
- Student understands the Leave of Absence policy
- Department/Major Learning Outcome
- Advisor Goal/Learning Outcome

LOGISTICS

Student Selection

- All first term students admitted as freshmen (regardless of credit hour count) will be selected for first year advising.
- Advisors will see a Positive Service Indicator (★) and a Negative Service Indicator (⊘) on their PeopleSoft record.
- Once the student's regular registration date has occurred, the Positive Service Indicator will be removed. First year students will still be required to participate in advising to have the registration hold removed.

Notifying Students

- **Emails to New First Year Students**
The Academic Advising Center (AAC) sends emails to first-year students in fall and spring semester. The fall email is sent in September to students who started their studies in either summer or fall, and the spring email is sent in March to students who started their studies spring term. These emails inform them of the advising hold on their registration. The email also states that if a student meets with their advisor before the first day of registration, they will receive early registration for 1000 and 2000 level courses for the next semester (spring starters will receive early registration for fall semester).
- **Other forms of Notification**
To make sure that students are informed about this program in a number of ways, in addition to the email they receive, additional techniques are employed to make students aware of the advising requirement, including:
 - Class announcements are made in Writing 1010 and 2010, and in LEAP classes.

Who Advises Whom

- Students declared in a major and pre-major meet with their **departmental advisor**.
- Undeclared students meet with an **AAC advisor**.
- Students in the **Honors College** must meet with an Honors Advisor in addition to a departmental or AAC advisor.

General Timeline

September:

- Students are selected for first-year advising (service indicator assigned in PeopleSoft).
- Email is sent to students informing them of the registration hold.
- The hold becomes active in PeopleSoft.

September-November:

- Advise students and take necessary PeopleSoft actions.

November:

- Early registration for first-year students begins.

Required Student Actions

- Students meet with their designated advisor during their first semester of enrollment (summer starters will meet with their advisor during fall semester).

Required Advisor Actions

1. Review student information in PeopleSoft prior to student arrival.
2. Advise students.
3. Mark the "MAP Fresh" meeting on the Advisor Meeting panel and save the record. **If the student is eligible for priority registration for 1000 and 2000 level courses, marking this panel will automatically give fall students priority for the following spring semester, and spring students priority registration for the following fall semester.**
4. Make advisor notes in the Advisor Meeting panel and mark the Learning Outcomes you covered.
5. Remove the registration hold. Inform student of other possible holds that impact registration. Give referrals to departments involved with other holds.

POSSIBLE SCENARIOS / SOLUTIONS

1. Student calls the first day of early registration and says that they are unable to register for classes.
 - Check to make sure that you followed all the steps in PeopleSoft, including hitting the save button.
 - Check to make sure the student has no additional holds preventing them from registering (student health, missing admission credentials, Honors, etc.).
2. Student is upset that they are required to come in for advising.

- Explain the purpose of mandatory advising at the U.
 - Let them know that if they come in during their assigned time for first year advising, they will receive early registration for 1000-2999 level courses.
3. Student did not take care of the first year advising hold when they were required to and is coming to meet with you much later.
- Make sure to cover all the same things that you would normally cover during a first year advising appointment.
 - Follow the steps in PeopleSoft to remove the hold and mark the advisor meeting panel.

ADVISING CONSIDERATIONS FOR NEW FIRST YEAR STUDENTS

1. Issues new first year students might be facing or concerned with:
 - Adjusting to new environment and assimilating into the college community
 - Being away from home for the first time
 - Adjusting to a new academic environment and expectations
 - Social concerns
 - Limited or unrealistic expectations of college
 - Academic under-preparedness; not doing well in school
 - Uncertainty about a major
 - Lack of understanding of what classes to take
 - Questioning the relevancy of college curriculum to real life
2. Advising Strategies
 - May need to provide more structured, intrusive advising
 - Give small, specific assignments
 - Let them know they can check back with you when they have problems, questions
 - Help students recognize that they are ultimately responsible for own education. Provide them with options and let them make final decisions
3. What do First Year Students want in an advising relationship?
 - Caring and Competence
 - A proponent for the student as they explore academic/career options
 - Uninterrupted and undivided attention of advisor
 - Respect for their dignity and self-worth
 - Non-judgmental responses focusing on students' strengths

Principles of Good Practice in Academic Advising for First-Year Students

(Gardner, John. First Year Academic Advising: Patterns in the Present, Pathways to the Future. Monograph Series Number 18. National Resource Center for the Freshman Year Experience & Students in Transition and National Academic Advising Association, 1995)

- Show respect: give undivided attention; don't take phone calls during appointments
- Practice active listening
- Refer when necessary

- Give accurate information
- Make positive predictions of your students
- Urge your advisees to join a group and spend more time on campus
- Incorporate career planning in your advising

RECOMMENDATIONS FOR THE FIRST YEAR MILESTONE ADVISING APPOINTMENT

Based on advisor input on the goals and learning outcomes of First Year MAP, the following are some topics to cover during your First Year Advising appointment.

1. Check service indicator, make sure student is eligible for early registration!
2. Getting to know the student – how are things going at the U?
 - How are classes going and what classes are you taking? (make sure they did not register for all CR/NC classes by mistake)
 - What is your favorite class, why?
 - Have you met with the professor during office hours?
 - How much are you working?
 - If living away from home, how is that going?
 - What has been the best thing about college so far?
3. Explain first year early registration and advising.
4. Focus on First Year MAP Learning Outcomes:
 - Student can generate a Degree Audit
 - Student can interpret a Degree Audit
 - Student builds an appropriate class schedule
 - Department/Major Learning Outcome
 - Advisor Goal/Learning Outcome
5. Explain Leave Of Absence – if necessary.
6. Inform student of other possible holds.
7. Invite students to return if they have any questions or concerns.

SECOND YEAR MILESTONE ADVISING

DESCRIPTION

Second Year Milestone Advising is the second point of Mandatory Advising. The purpose of Second Year Milestone Advising is to ensure that second year students connect with their MAJOR advisor to discuss their academic plans and goals.

The learning outcomes for Second Year MAP are:

- Student knows how to declare their major
- Student knows requirements for graduation
- Student begins to build an academic plan toward graduation
- Student knows how to get information about options and resources to enhance their undergraduate experience
- Student engages in at least one activity outside of the classroom that contributes to their development

LOGISTICS

Student Selection

- Students enrolled fall semester with 2 or 3 prior terms of enrollment and 90 or fewer credit hours are selected for second year advising in November.
- Advisors will see a Positive Service Indicator (★) on their PeopleSoft record.

Notifying Students

- Students are sent emails every month starting in November through March and beyond of the following spring.

Who Advises Whom

- Students declared in a major and pre-major meet with their **departmental advisor**.
- Undeclared students meet with an **AAC advisor**.
- Students in the **Honors College** must meet with an Honors Advisor in addition to a departmental or AAC advisor.

General Timeline

November:

- Students are selected (Positive Service Indicator in PeopleSoft) and sent an email notifying them of the advising requirement.

November-February:

- Students meet with an advisor by the end of February to avoid a registration hold.

March:

- If a student has not met with an advisor by the end of February (as determined by a "MAP 2nd Yr" meeting in the Advisor Meeting Panel in PeopleSoft) a registration hold is placed on the student's record.

Required Student Actions

- Students must meet with an advisor in their major department or in Academic Advising Center if undecided on a major.
- Students in the Honors College must meet with an Honors Advisor in addition to a departmental or AAC advisor.

Required Advisor Actions

1. Review student information in PeopleSoft prior to student arrival.
2. Advise student on declaring major, schedule planning, etc.
3. Mark the "MAP 2nd Yr" meeting in the Advisor Meeting Panel and save the panel. Make "notes" and mark the Learning Outcomes you covered.
4. If registration hold has been placed, remove the hold.

POSSIBLE SCENARIOS / SOLUTIONS

1. Student calls or emails saying they keep receiving emails (or received a hold) about the second year advising requirement, yet they have met with their advisor already.
 - a. Check to make sure that you followed the steps in PeopleSoft, including saving the record. Marking the advisor meeting panel with the "MAP 2nd Yr" meeting type ensures students will not receive a hold or more emails about this requirement.
2. Student is upset that they are required to come in for advising.
 - a. Explain the purpose of mandatory advising at the U.
 - b. Explain the benefits of meeting with an advisor.
3. You meet with a second year students in October before emails are sent regarding this advising requirement. You feel the student is meeting the learning outcomes of second year MAP.
 - a. If you feel the student has met the second year advising requirement, you can mark the "MAP 2nd Yr" meeting type in the advisor meeting panel to prevent the student from receiving the email/hold.

HOW IS SECOND YEAR MILESTONE ADVISING DIFFERENT FROM FIRST YEAR MILESTONE ADVISING?

- Students are selected in November and a Positive Service Indicator (*) is placed on their record to identify second year students. At this point, students do not have a registration hold.
- The registration hold is placed in March if the student has not met with an advisor by this time. Before the hold is placed, marking the "MAP 2nd Yr" meeting in the Advisor Meeting Panel in PeopleSoft prevents a hold from being placed for that student.
- The actions you take in PeopleSoft depend on when you see the student.
- Students who know what they want to major in **must** meet with their major advisor.

FLOW OF STUDENTS

Typically, 50% of students come in for advising between November and February, before the hold is placed in March. Advisors will see Second Year students from November all the way through the following summer and beyond.

DISCUSSION POINTS FOR MANDATORY

ADVISING: SECOND YEAR



1) *Reflect: Where might a student be coming from as a second year student? What might be some of their experiences, questions and concerns? What topics might be important to discuss?*

2) *Come up with some discussion topics that are specifically relevant for a second year advising appointment in **your college/department**. Consider the Second Year MAP Learning Outcomes:*

- Student knows how to declare their major
- Student knows requirements for graduation
- Student begins to build an academic plan toward graduation
- Student knows how to get information about options and resources to enhance their undergraduate experience
- Student engages in at least one activity outside of the classroom that contributes to their development

- _____

- _____

- _____


UNDECLARED STUDENT ADVISING PROGRAM

DESCRIPTION

The purpose of Undeclared Student Advising is to motivate students to move forward in attaining their degree goals. The hold will require students to either declare their major or initiate the major exploration process.

LOGISTICS

Student Selection

- Students with 60+ credit hours and at least 2 prior terms of enrollment that have not yet declared a major or pre-major will receive a registration hold ().
- The registration hold will be placed every spring semester for students meeting these criteria until they declare a major.
- Only students that are listed as “Undeclared” will receive the hold. Students that are declared as “Pre” or “Intermediate” majors will not receive the hold.

Notifying Students

- Students will be notified about the hold by an email.

Who Advises Whom

- Students that are declaring their major will meet with their departmental advisor.
- Students that need to explore majors will meet with an AAC advisor.

General Timeline

November:

- Email sent to students that could potentially receive the hold encouraging them to be proactive and avoid receiving the hold.

February:

- Holds placed on undeclared student’s records.
- Email sent informing students of the hold (includes links to a webpage explaining the hold in more detail).

Required Student Actions

- In order to have the hold removed students must participate in one of the following activities:
 - Declare a pre, intermediate, or full major.
 - Meet with an AAC advisor to initiate major exploration.
 - Enroll in UGS 1050: Major Exploration.

Required Advisor Actions

1. Review student information in PeopleSoft prior to student arrival.
2. Declare student as pre, intermediate, or full major status.
3. Mark the "MAP Undecl" meeting in the Advisor Meeting Panel and make notes.
4. Remove the registration hold.

POSSIBLE SCENARIOS / SOLUTIONS

1. You are talking to a student that is upset about the hold.
 - a. Provide an explanation of the purpose of the hold and what you can do to help.
2. You receive a call or talk to a student who says that they have declared pre/intermediate or full major and need the hold cleared.
 - a. Check major on Student/Program Plan panel to see if declared pre/intermediate or full major.
 - b. If declared, clear the hold and mark the Advisor Meeting panel in PeopleSoft.
3. You meet with a student that really does not know what they want to do.
 - a. Schedule a major exploration appointment with an AAC advisor by calling 801 581-8146.
 - b. Share the Major Exploration Program website as a resource: majors.utah.edu.
4. You talk to a student that is working on pre-requisites for a graduate program and/or a program at another school rather than working on a degree.
 - a. Student can be declared in a pre-major to prevent future placement of holds and the hold can be cleared.

ADVISING CONSIDERATIONS AND DISCUSSION POINTS FOR UNDECLARED STUDENTS

1. Discuss major exploration or declare student in chosen major (or pre/intermediate status as appropriate).
2. Explain degree requirements.
3. Review General Education and Bachelor Degree requirements and make recommendations related to their major.
4. Discuss schedule planning and course approval (as necessary).
5. Discuss opportunities and resources in their major department.
6. Discuss career/graduate school opportunities.
7. Discuss internships, study abroad, and student exchange opportunities.
8. Discuss when and how to apply for graduation.

COMMON HOLDS

That Will Prevent Students From Registering



First Year Advising
801-581-8146

Mandatory advising required before any first term freshman can register for second semester courses. Advising is done by major department advisors, Academic Advising Center and Honors College.

Second Year Advising
801-581-8146

Mandatory advising required for any student with 2 or 3 prior terms at the U of U and 90 or fewer credit hours. Advising is done by major department advisors, Academic Advising Center and Honors College advisors.

Student Health
801-581-6009

Students need to show proof of immunity to measles, mumps and rubella during first semester of attendance.

Admissions
801-581-3096

Missing final transcript from High School or concurrent enrollment transcript from college or university where credit was earned.

Missing High School course requirements; must complete within first 30 hours at the U of U.

Income Accounting
801-581-7344

Balance due on account; student owes tuition.

Residential Living
801-581-6611

Financial Debt.

Undeclared Advising
801-581-8146

For students with 60+ credit hours and at least 2 prior terms of enrollment at the U of U who have not declared a major or pre-major.. Advising is done by major department advisors and Academic Advising Center.
