

Mission and Goals

Gateway Student Success Center

First-Year, Undeclared, and B.U.S. Academic Advising

Provide advising services and programs for First-Year, Undeclared, University College, Premed, and Pre-Law students, as well as any student transitioning between majors in a supportive, positive, student-centered learning environment with efficiency, collaboration with campus partners, and a commitment to advising outcomes, best practices and innovation.

Academic Advising Objectives

1. Influence student learning and development through self-reflection and teaching.
2. Positively impact student success, retention, graduation, and degree progression.
3. Serve diverse populations of students and foster a supportive environment of inclusivity.
4. Facilitate academic planning, exploration, and informed decision making.
5. Help students connect to NAU and positively contribute to the student experience.

Desired Outcomes

GOAL Increase efficiency.

Remove unused back up, decreasing unused calendar hours by 28% in S15. To date, more students seen in Enrollment Advising (2948 F14 to 3111 in S15), with fewer appts / day (from 8-10* in F14 to 5-6 in S15), allowing for flexibility and more follow up with high-risk students.

*Adjusted to reflect calendar with walk-in shifts and other advisor duties.

GOAL Develop First-Year Academic Advising Learning Outcomes (AALO), & related teaching and assessment tools. AALO assessment plan launches F15, BBLearn Shell Academic Advising 101 goes live to in-coming students May 2015, data on AALO available Spring 2016.

GOAL Campus collaboration to enhance student success. Gateway is a leader in cross campus collaboration in areas such as CSP, PMT, Transfer Process Improvement, Undeclared resources, math placement transition, course capacity management and has representation on over 36 campus committees and work groups.

Program Scope and Structure

First-Year, Undeclared, and B.U.S. Academic Advising

- First-Year and Undeclared Flagstaff Mountain students.
- Students declared in Bachelor of University Studies (B.U.S.) or UC minor.
- Required Academic Advising for First-Year and Undeclared students.

Scope and Scale

Academic Advising Populations

First-Year	Undeclared	B.U.S.
6,095	646	56

Academic Advising Visits 13-14 AY

Orientation	Enrollment Advising	Walk-In Advising	iAdvise	Other Advisement
4813	8405	6009	335	2367

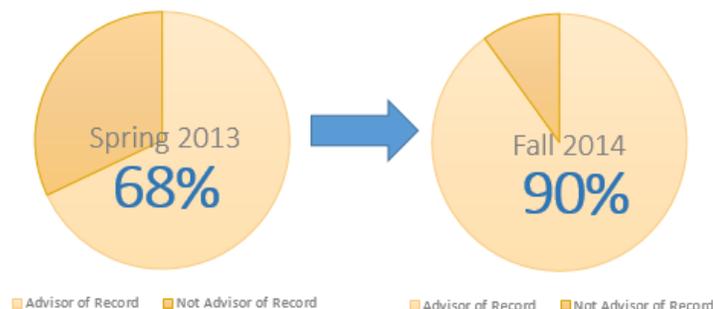
During AY 2013-2014:

80% of students visited more than once per term

Program Impact

Connecting students to one Academic Advisor

Connection to campus and faculty or staff is well documented as strongly correlated with retention and student success. Improvements to advisor assignment policies and processes strongly impacted a student's connection to one advisor, increasing Early Enrollment Advising appointments with Advisor of Record from 68% in Spring 2013 to 90% in Fall 2014.



Student Perspective

What our students are saying

"Jamie is very helpful, knowledgeable, and kind! I will miss coming to Gateway next year. It is a great place for freshman to learn more about requirements and online tools."

"The advisors in Gateway Student Success Center are committed to aiding you in furthering your career both academically and socially"

*Taken from Early Enrollment Advising Survey:
"97% of students said they thoroughly or mostly understood Liberal Studies following their advising appointment during Fall 2013"*

"95% of students agreed they were more knowledgeable about their major and career options after their advising appointment during Spring 2014"



Faculty perspective

Astrid Klocke, Ph.D.

Associate Professor in CCS

B.U.S. Faculty Steering Committee Chair

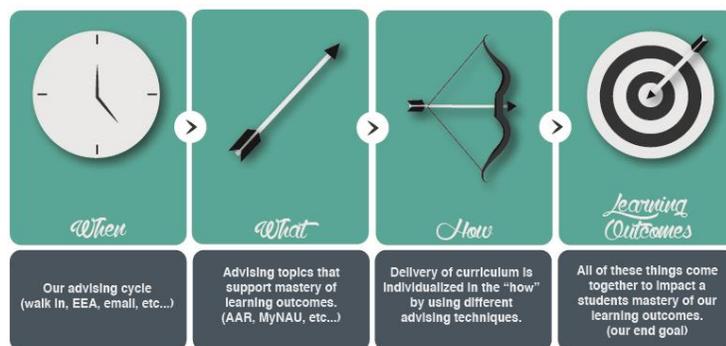
"Gateway Advisors and their expertise and consistent messaging about the B.U.S. degree have been invaluable to developing and growing this interdisciplinary program. The Faculty Steering Committee has been able to rely on Gateway Advisors to guide students toward this degree program, and helped the faculty committee and mentors shape the processes, forms, and feedback mechanisms that let student develop individualized plans. Without Gateway's support the B.U.S. program would not be serving our students as well as it was designed."

Future Program Goals and Directions

Continuous Improvement

- New assessment processes to strengthen program assessment, planning, and continued efficiency.
- Application of 9 First-Year Academic Advising Learning Outcomes. Tracking of student mastery begins in fall 2015, data available spring 2016.
- Blended Advising to support student mastery of learning outcomes: BBLearn shell *Academic Advising 101* goes live for all in-coming students May 2015.
- Begin development and implementation of BUS Academic Advising Learning Outcomes.
- Begin development of Undeclared Advising outcomes.
- Increase efficiencies: scheduling, program delivery, and business processes with use of data and technology.
- Develop the University Advising community to collaboratively support student learning in advising.

Clarifying our Advising Model



Academic Advising is an ongoing process and an integral part of an NAU student's experience. We believe in empowering students to become self-directed learners, armed with the skills and knowledge needed to navigate the university experience. At the heart of advising is teaching and the holistic development of the student; advisors strive to engage and encourage students to take ownership of their education experience and provide guidance for informed decision making.