

William Paterson University of New Jersey
Advisement and Registration Council Meeting
Minutes for April 28, 2011, Cheng Library, Amy Job Room

Present: Michael Boroznoff, Jyoti Champanerkar, Tom Fallace, Esther Martinez, Victoria Wagner

Absent: Elizabeth Birge, Jean Fuller-Stanley

Guests: John Martone, Vice President for Student Development; Sharon Rosengart, Director of the Career Development and Advisement Center; Glen Sherman, Associate Vice President and Dean of Student Development

The meeting was called to order at 10:36am.

Martone provided an overview of the counseling, career development and advisement services supported by the Office of Student Development. He noted that faculty advising is an essential component of retention and once a major is declared, a student working with a faculty member may begin to bond, deeply commit, and mature as she completes her studies. Additionally, a recent student survey indicated that 98% of students are satisfied with the services offered at the Advisement Center.

According to Martone, the Provost's and President's Offices were unaware of the Advisement and Registration Council's role in working on advisement and registration issues for the Senate and in cooperation with the administration. Martinez expressed surprise about this given the Provost's attendance at Faculty Senate meetings and her involvement in the Senate Executive Council last year, where advisement issues were discussed. Martone also noted that there is no liaison representative of the Advisement Center to the council. Council members agreed that it would be appropriate and Rosengart indicated an interest in attending future meetings when the topic would include advising.

Martinez stated that she sensed from the recent Faculty Senate meeting that members of the faculty are interested in learning more about the two new professional advisors to be hired by the Advisement Center. How will they be trained and hired? How will they be incorporated into the advisement process? How will they interface with faculty advisors?

Martone and Rosengart further explained the role of the Advisement Center (AC) including the new hires. By fall 2011, seven full time staff members will advise approximately 1300 students four times per year. They work a 12 month schedule, advising during academic semesters and in summer and winter months. Advisors are trained to be intrusive and follow up with no-shows, conduct multiple meetings with individual students, and engage students in ongoing conversations about their major, career options, with a view to retention. The AC works with undeclared first and second year students, and transfer students with fewer than 24 credits.

Rosengart explained that all AC staff members are fully trained in career counseling and advisement. The center routinely meets with department chairs to discuss changes to the curriculum or new programs. AC staff also met with the UCC council. Rosengart stated that the AC has paper curriculum

control sheets based on department program details which will be available online soon. Her staff is working to create UCC control sheets.

Martinez noted that certain processes take longer than expected – there is a lag between the time when students change their major and when the new advisor is assigned, which impacts registration. Degree audits are often not updated in a timely manner.

Martone explained that with the creation of the Office of Student Services, members of the registration staff, originally located at College Hall, were transferred to assist the Financial Aid office. Boroznoff mentioned that the Registrar's Office is short-staffed and assists poorly advised declared majors along with the workload of registration duties. Martone agreed that this will be addressed as they assess this new program and see where to go next.

Fallace is interested in meeting with Banner programmers to discuss improvements within WPCconnect for advising. Sherman and Martone recommend working with Brian Fanning or Joe Elia. We will invite them to our next meeting.

Members of the A & R Council will reach out to Information Systems and determine if we could meet with a Banner expert in the coming weeks. A meeting date/time will be coordinated via email.

The meeting adjourned at 11:45am.

Respectfully submitted,

Victoria Heenan Wagner

May 5, 2011