

AAC Meeting Minutes: November 11th, 2021

In attendance: Amelia Noel-Elkins, Mindy Kinney, Clint Smith, Derrek Drenckpohl, Jess Ray, Lana Cunningham, Soemer Simmons, Sarah Roth, Janet Tulley, Wendi Whitman, Gabby Haskell, Amy Hurd

I. Chair's remarks

- a. Working on the AAC election timeline
 - i. November 15- Send out nomination email
 - ii. November 23- Form will close
 - iii. December 1- Elections will begin
 - iv. December 3- Elections will end
 - v. December 6- Election results announced
 - vi. Tell anyone who is up for election when the December AAC meeting is so they could hold that time in their calendar. Then invite new members to December 9 meeting.
 - vii. 1 University College advisor to replace Jazmyn
 - viii. 2 departmental advisor positions to replace Shanna/Derrek's term and Brent/Mindy's term
 - ix. Review email- Need to update years and open positions.
 - x. How are SPAN advisors considered? University College or Special Population? Can current SPAN advisors run as University College advisors this election?
 - i. This should perhaps be a larger conversation within U College moving forward. Currently, we think the SPAN advisors are experienced and knowledgeable enough to represent general UC advisement concerns.

II. Secretary/Treasurer Report

- a. Approval of minutes
 - i. Motion by Mindy, second by Lana.

III. Old Business

- a. Work From Home Policy
 - i. AP Council is developing a survey to gather more data regarding AP and Civil Service employees' perceptions about the policy. Could AAC have more of an advocacy role in this? Some momentum in various areas for this, and we know some advisors want more work from home options. At the next AAC meeting Amy can attend, can we outline what we want that to look like?
 - ii. A work group is working on overall ISU work environment recommendations- results will be sent in January to the President's Office. Academic Affairs is working on a staff success survey. Timing it with the COACHE survey for faculty satisfaction. Considering whether to add an open-ended remote work question to that survey.

- iii. Some advisors are reporting 60-80% of students this semester want virtual appointments. Anecdotally, less of a no-show rate as well. Many advisors reported that students at the beginning of the semester wanted face-to-face appointments, but more wanted virtual appointments as the semester went on.
- iv. Should use “remote work” not “work from home” because you could be working at home, or you could be working somewhere else off-site.

IV. New Business

- a. Student Counseling Presentation – Dr. Carrie Haubner (see PPT)
 - i. Working on online scheduling, which should be coming soon, but it’s a big process.
 - ii. Students get a text message and email reminder of their appointment. Forms should be completed prior to their scheduled appointment time or they need to reschedule. Student Counseling Services (SCS) shifted from a 60 minute intake to a 30 minute triage appointment.
 - iii. Triage appointments are happening virtually. Students are able to select their preference for virtual or in person for ongoing appointments moving forward.
 - iv. SCS is a brief treatment facility. Some ongoing presenting concerns are best suited to long-term care for continuity of treatment. Comparison made that SCS is in some ways similar to an urgent/prompt care center.
 - v. Group counseling is as effective as individual therapy and has specific benefits. Students can have an assumption that they pay for and are guaranteed sessions in the center; they are guaranteed they will leave the triage session with a recommendation that is specific to their needs.
 - vi. Planning to bring back Feel Better Workshops- historically not well attended, but want to try again- experimenting with both virtual and in person options.
 - vii. WellConnect has clinicians, students receive 5 free sessions per concern per year. WellConnect can be an access point- clinicians can connect with a student within 24-48 hours, they offer case management services and can make referrals to counselors in the community.
 - viii. Currently, SCS triage appointments are out several weeks- it really depends on the time of the semester. SHS psychiatrist seeing high-level or complicated disorders, while general anxiety can be seen by other SHS staff.
 - ix. Students can schedule an appointment with SCS staff specifically for help with a referral to a community provider. Integrity Counseling is a community based organization that works on a sliding fee scale. SCS is currently short 4 ½ positions out of 22-25 roles.

- x. At this time, there is not a connection between Student Access and Accommodation Services and SCS. They often refer students to SAAS.
- b. Preview 2022 Presentation – Corey Burgess
- i. Shared draft Preview schedule and planned changes- would like our input. Orientation has been meeting with stakeholders across campus since Preview ended. Want to focus more on engaging with students and not so much on information overload- they sit through a lot of PPT presentations and get overwhelmed with information. Want to keep putting content in the pre-Preview modules so when students are on campus, we can focus on engaging them, answering questions, getting them connected to each other and staff, departments.
 - ii. The big change happening to department/school meeting is 15 additional minutes. Hoping that time can be utilized. Focus on connecting them with current students in those majors, how the student can interact with college/department in their first semester or year vs. longer term conversations with information that often isn't retained after Orientation. How can they stay connected with department knowing they'll be meeting with UC/Honors advisor in the first year?
 - iii. Recommendation that depts/schools collaborate with UC/Honors advisement to know what their sessions are, and the best way to connect the two.
 - iv. Can treat them as a current student who has decided to come to ISU, not a prospective student who is still exploring options, making their decision.
 - v. Helpful to gather feedback from various areas- is it the advisor who presents or someone else? Are current students utilized? The goal is for students to leave and feel excited and ready to come back, rather than leave feeling overwhelmed, uncertain, scared they're not ready for this.
 - vi. Changes to UC advisement session- logistically can't continue the one on one format they utilized last year, but want to get as close to that as possible.
 - vii. Prior to that, they worked in partners with 16 students total and parents. Now it would be 1 advisor per room and just students, so a smaller group and some one-on-one time. UC Leadership (Brian) may lead the advisement session for parents/guests.
 - viii. The content covered before the D/S session is going to be done mostly before Preview, virtually, as part of the modules. Then reviewed in person during the UC session, flipped model. D/S presenters should know what UC covers so the transition between the sessions can be as seamless as possible. It would be great for D/S advisors to communicate with their Liaisons- want to divide and conquer the

- material to help keep students engaged. Could be best practice to build the content together as a team.
- ix. Would it be possible for student ambassadors Zoom in? Presenters can focus on RSOs within the department, involvement opportunities.
 - x. Students who are interested in multiple areas are encouraged to split up so parents/guests attend one D/S session and they go to another. UC/Honors can advise students to text their family to tell them where to go if they do want to split up.
 - xi. This session will be the first time they're back together since they check in. Will students and guests be listening, or will they be chatting about lunch and earlier sessions?
 - xii. Changed format for the last year and a half and a lot of new staff- could we have a session on how to do Preview as an academic advisor? Agreed this is a good idea.
 - xiii. Amelia and Yojanna have information from their meetings with chairs/directors about student success. Could Preview sessions incorporate some of that information (e.g. RSO involvement, careers)?
 - xiv. We still need to figure out what we're going to do about the Welcome Week academic/departmental session. Want to consider that at the same time we're planning Preview.
 - xv. Could we carve out time at Spring Advisor Day for Preview? Let's discuss how to utilize the additional 15 minutes in D/S sessions.
 - xvi. Advisors can walk through the virtual modules from last year to see what they cover. Staff can also shadow the full Preview experience and find it helpful to see the student perspective.
 - xvii. UC/Honors advisors can attend D/S sessions in the first week, and D/S advisors can observe the UC and Honors presentations.
 - xviii. Trying to translate Preview materials into Spanish beforehand. Is Guidebook still available? We don't think so. Campus Maps app has also gone away.
 - xix. Student representative shared more time with the department would be great since that's where you'll spend the majority of your time. D/S advisors think getting student volunteers might be hard, but Zoom could be a good option, or students could record videos and play those. Preview is also considering if we can utilize Preview Guides in a different way.
 - xx. Excited to have both guests and students participate in Multicultural session. Redoing evening session, leading them into a connection to the Day 2 content.
 - xxi. How will student success specifically be featured and highlighted at Preview? If we can determine a definition, it could be helpful to share that finalized framework/definition, but it likely won't be determined soon enough for this year's Preview. Parents/guests want to hear resources and explicit assurances. Currently considering how to weave student success into recruitment and the entire student experience.

xxii. Bird Tracking- Academics and Career Counseling work dovetailing with Preview.

c. Summer & Fall Registration Times – Jazmyn

- i. Will summer and fall registration dates be together, or separated? They are still separate appointments in the system, regardless of our decision.
- ii. Summer opens February 14 and if a department has very heavy summer usage, it's hard to get everyone in the first 2-3 weeks of the semester. Still have some more feedback to collect and work left to do. Business as usual for this year.

d. Delayed WX Date Implications – Mindy

- i. A couple of things have come up since the last time we discussed the W/X date: Students being able to drop a class now is causing issues based on their spring schedule- they are dropping prerequisites. Some advisors report seeing a great deal of impulse drops recently. The later date is very student friendly, and we like that about it, but there is some work to do about how we frame this process to students.
- ii. Students will now have 12 weeks and it doesn't matter if they are dropping one class or all classes. Currently, 14 weeks.

e. Text Messaging System – Clint

- i. Tabled to the next meeting.

V. Campus Solutions/Registration

a. Slowness During Registration – Clint

- i. AAC Tech is discussing this. Tech Solutions said one option is to increase the number of enrollment appointments, but Crystal would need to be an active voice in that conversation. Tech Solutions staff might sit in and observe advisors to witness slowness/errors. Anecdotally, we are hearing that students/staff on campus using ISU internet are having significantly more issues than those off-campus or at home.

VI. Committee Updates

- a. Assessment
- b. Technology
- c. Teacher Education
- d. PDT- Friday, February 4 tentative date for Spring Advisor Day.
- e. Mentoring & Connections
- f. AAC Awards

ii. Need for Nominations & AAC Elections – Soemer

VII. Student Representative Report

VIII. Other Business?

IX. Next meeting – December 9th @ 10 AM in Moulton 102C

Submitted by:
Sarah Roth
November 22, 2021