1: PROJECT GOAL

A: The goal of this project is to better implement the existing “major-specific” academic advising process. Each department has a plan as to how, and by whom, students are to be advised. The department or school secretary coordinates the plan. The role, capabilities (database), and expectations of the secretaries should be consistent across departments. Plans should take into consideration, and better prepare for, the last-minute “rush” of student registrations experienced prior to the onset of each semester.

2: REASON FOR UNDERTAKING THIS PROJECT

A: In order to meet the needs of new, returning, and transfer students, Rio must improve the ease and efficiency with which advising takes place, issues are resolved, and questions answered. By doing so, student and faculty satisfaction with the process will improve and overall retention rates will increase.

3: ORGANIZATIONAL AREAS AFFECTED

A: Academic schools and departments, including departmental secretaries, full-time faculty, chairs and deans. Administrative offices including the New Student Advising Office, and the Offices of Admissions and Records.

4: KEY ORGANIZATIONAL PROCESSES

A: Academic advising, scheduling, registration, transfer credit evaluation, and major declaration.

Specific areas this project will address include:
1. Determining when students should declare a major
2. Developing and enforcing registration deadlines
3. Improving program and processes training for faculty advisors.

5: PROJECT TIMEFRAME RATIONALE

A: A two-year project period will allow for review and evaluation of processes – new and revised – at the end of multiple academic periods, including two Fall and Spring terms.

6: PROJECT SUCCESS MONITORING

A: A working committee of representatives from all areas mentioned above will be formed. As with all Action Projects, Rio’s AQIP Steering Team will oversee the Seamless Advising AP team.

7: PROJECT OUTCOME MEASURES

A: The Seamless Advising AP team will further define the following measures as the project progresses:

1. Increase the percentage of students who register by the due date.
2. Increase the number of faculty trained and using the advising log module of the Student Information System.
3. Implement a deadline for major declaration (possibly the end of "Gateway to Success" course).
4. Reduce the number of returning and undeclared major students in the New Student Advising office.