


**Taking Care of Students
Doing the Right Thing for the Right Reasons**

Jonathon A. Cooper – Director, IUP's Department of
Criminology and Criminal Justice Advising Center

Erika Frenzel – Doctoral Coordinator and previous Director of the
Criminology and Criminal Justice Advising Center

John A. Lewis – Assistant Department Chair and previous Director
of the Criminology and Criminal Justice Advising Center

Tammy Manko – Director, Career and Professional Development
Center

 Indiana University of Pennsylvania


Sequence of Events

John – Doing the right thing for the right reasons.

Tammy – Career and Professional Development Center:
Supporting you in doing the right thing.

Jon – Overview of technology: What IUP has made
available to assist you in doing the right thing.


Erika – How to get your department involved in doing the
right thing – A consolidated advising center model.

 Indiana University of Pennsylvania

Doing the right thing for the right reasons

Please take this back to your next faculty meeting.

If there was a consolidated advising center on campus for
all undeclared students, how many faculty members in
your department would be willing to volunteer a few
hour a week throughout the semester (as service) to
assist those students with advising, career orientation,
and exploring different programs/majors?

 Indiana University of Pennsylvania

Doing the right thing for the right reasons (Self Reflection)

Why is accurate Academic Advising important?
 How do you perceive your role as an adviser?
 What is the difference between prescription advising and developmental advising?
 What are the benefits of developmental advising?



Doing the right thing for the right reasons

National Survey – 48% to 72% of faculty disagreed with the following statements:

Advising is adequately rewarded.
 Advising is considered when assessing merit raises.
 The role of advising is considered in promotion and tenure evaluations and decisions.



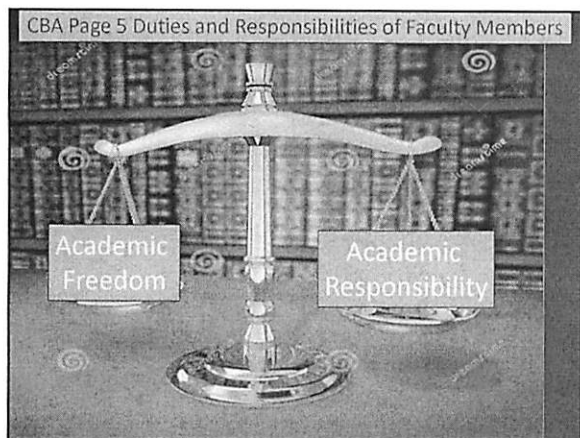
Doing the right thing for the right reasons

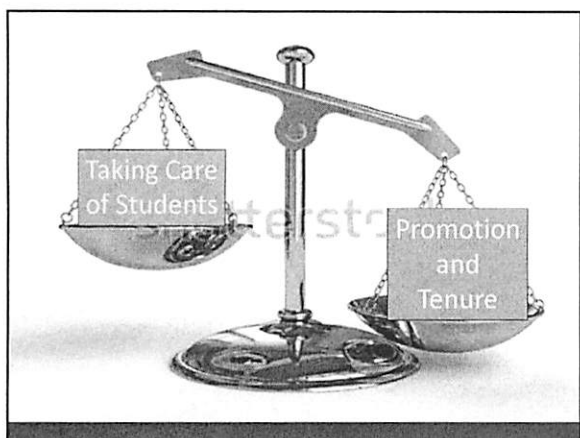
National Survey of students - Academic advising is the most used but lowest rated campus service

Faculty justification for poor advising:

lack of information, changing information (PHIL 221 – LSPR)
 inadequately rewarded
 lack of appreciation
 increase in amount based on student load, diversity, first generation students
 the better I do, the more students who come to me for advising








Doing the right thing for the right reasons

Failure to do the right thing (taking care of students) with developmental advising being a major component, leads to:

- Loss of students to other departments, other colleges, other universities, or out of academics.
- Loss of revenue for the department, the college, and the university; plausibly resulting in less hiring, retrenchment, loss of programs, and reduction in prestige, impacting future enrollment (downward spiral).

 Indiana University of Pennsylvania

Doing the right thing for the right reasons

The Right Reason for doing the right thing:

Most important to everyone involved, discounting all the impacts to the university, the college, the department, and the faculty; we are educators – sharing and disseminating information – about academic topics and life choices, we are dealing with young men and women entrusted to us, they deserve to be treated as people and not just as a source of income or job security.

If you were unfamiliar with the academic environment, how would you want your daughter(s) and/or son(s) treated by their faculty advisers?

 Indiana University of Pennsylvania

Tammy Manko – Director, Career and Professional Development Center

How the Career and Professional Development Center can support you as an adviser in doing the right thing.

 Indiana University of Pennsylvania

Jon – Overview of technology: What IUP has made available to assist you in doing the right thing.

What technology IUP has made available to assist you in doing the right thing. (Hands on (accessing) and explaining the various programs (academic success center web page, degree works, SSC Advisor platform and training, etc.).


<http://www.iup.edu/success/>

 Indiana University of Pennsylvania

- IUP's Department of Criminology and Criminal Justice's solution:

A Centralized Department Advising Center with a Department Faculty member trained as an undergraduate student subject matter expert.

- One faculty member is identified by the Department's Chair to be the UG Advising Center Director.
- Department's have doctoral program advisers with release and MA coordinators with release, why not an undergraduate student adviser with release (AWE).

 Indiana University of Pennsylvania

What is in it for me?

Administration:

- Financial gains and better resource allocations.
- Decline in advising complaints from students and parents.
- Standardization throughout advising, all students receiving the same information.
- Improved intra and inter college relations.
- Enhanced recruitment and retention (Enrollment Management).

 Indiana University of Pennsylvania

What is in it for me?

Faculty:

- Release from advising to support research and service.
- Direct students to one faculty member for all undergraduate issues not directly related to class.
- Enhanced class scheduling – department support.
- Best use of department resources.

 Indiana University of Pennsylvania

Some Advising Fallacies

Administration and faculty question AWE for release as advising only becomes important during scheduling (October and March).

Remaining current on a 270 page undergraduate curriculum catalog is not difficult, especially when the material changes during the semester as courses are approved or deleted and administrative rules are changed.

 Indiana University of Pennsylvania

Some Advising Fallacies

Students have all the material to schedule, they need to figure it out for themselves (when you as the adviser, with a Ph.D., and insider information cannot remain abreast of the changes).


My office hours always will coincide with the time a student needs assistance, especially for emotional distress or troubling issues.

 Indiana University of Pennsylvania

Some Advising Fallacies


New faculty are well prepared for advising as they were shown the department checklist, the undergraduate catalog, and attended a class during new faculty orientation "which was more than I received".

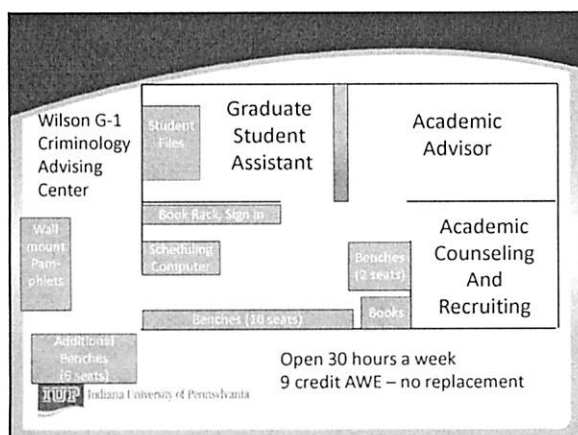
My advisees will not seek out more competent advisers in the department because students never discuss their quality of advising with their peers and family; and if they do go elsewhere, that is less work for me.

 Indiana University of Pennsylvania


So what does IUP's CAC look like?

What do we do?

 Indiana University of Pennsylvania



- Approximately 1,000 undergraduate advisees (N = 1022).
- 198 seniors, 239 juniors, 240 sophomores, 345 freshmen
- 863 BA Criminology, 119 BA Criminology Pre-law
- Double Major /Dual BAC CRIM Primary Major (N = 33)
 - 1 - CRIM/ANTH, CRIM/BIOL, CRIM/CHEM, CRIM/COS, CRIM/ENGL, CRIM/HIST, CRIM/PHOTO, CRIM/PLSC, CRIM/SPAN
 - 2 - CRIM/RLST, 6 - CRIM/PSYC, 16 CRIM/SOC

 Indiana University of Pennsylvania

Double Major/Dual BAC, CRIM Secondary Major (N = 37)

- 1 – ANTH/CRIM, FIN/CRIM, HIST/CRIM, MIS/CRIM
PLSC/CRIM, SOC/CRIM
- 2 – ACCT/CRIM, COSC/CRIM, ENGL/CRIM,
- 25 – PSYC/CRIM
- 3 – International Students

 Indiana University of Pennsylvania

Minors declared by CRIM students (N = 276), plus 48 students from other departments declaring CRIM minor:

1 – ACCT	4 – ANTH	3 – BIOL	8 – BUS ADMIN
13 – CDFR	11 – COMM	5 – COSC	1 – DANC
3 – ECON	4 – ENGL	4 – GEOG	1 – GEOS
4 – HIST	49 – HSEC	5 – HMSV	15 – INAS
1 – JRNL/PR	1 – MATH	4 – PHIL	10 – PLSC
67 – PSYC	1 – RLST	23 – SAFE	24 – SOC
8 – SPAN	2 – THTR	4 – WMST	48 – CRIM

 Indiana University of Pennsylvania

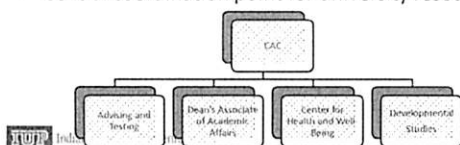
Advising Center Fall 2014 Recruiting

- 512 letters mailed to potential students
- 1169 emails to potential students
- 3 Expos attended (Saturdays)
- Major Fair attended (Tuesday Evening)
- Career Fair
- Options Day – 4 High Schools – Philadelphia County Community College
- 39 Family visits (Monday – Sunday)

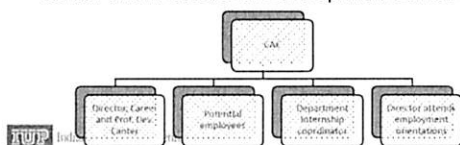
 Indiana University of Pennsylvania

Retaining Unprepared Students

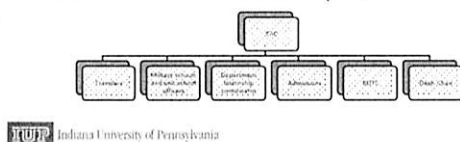
- Advising Center open 30 hours a week on walk-in basis.
- Central point for parents to contact advising center.
- Parents may know what advisers do not.
- Academic bi-weekly counseling for academic at-risk.
- Central coordination point for university resources.

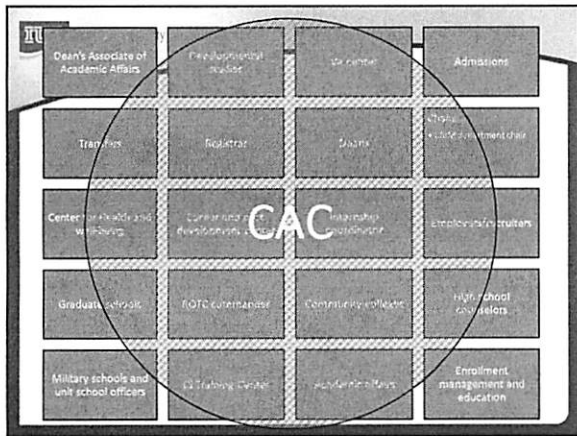
**Advising and Career Exploration**

- Advising Center hosts recruiters (e.g., PSP, metro police departments, corrections, courts, alternative to incarceration treatment centers, etc).
- Advising Center coordinates Spring career fair with Career and Professional Development Center.

**Transfer Students and Veterans**

- Reviews and recommends articulation agreements.
- Reviews Joint Service Transcript (JST) to maximize credits accepted.
- Completes ROTC 104R, AR/NG forms, and VA degree material for VA financial aid requirements.





What makes for a good advisor?

The IUP CAC Approach in a nutshell

IUP Indiana University of Pennsylvania

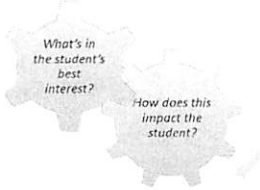
"The four imperatives of higher education"

- Students are not nuisances
- Students are not pawns
- Students are not currency
- Students are persons, to whom you have dedicated your career and vocation

IUP Indiana University of Pennsylvania

IUP Indiana University of Pennsylvania

The questions that guide our advising:



What's in the student's best interest?

How does this impact the student?

IUP Indiana University of Pennsylvania

Additional Duties

Appendix

IUP Indiana University of Pennsylvania

IUP Indiana University of Pennsylvania


Additional Duties

- Next semester UG classes to Chair (55 – 63 sections).
- Graduation Checklists completed (annually 250 – 300).
- Junior year reviews completed (annually 230 – 250).
- Minor verification for graduation (annually 20 – 30).
- Assign Adviser in Banner to all Criminology students.
- Track class enrollment during scheduling.
- Complete D/F repeat forms.
- Schedule advising meetings for classes and generate pins.

IUP Indiana University of Pennsylvania


Additional Duties

- Maintain working file for each student.
- Complete Department and LS course substitutions.
- Complete Military Financial aid graduation projection forms and review/sign ROTC FM 104R.
- Update faculty and Chair at monthly faculty meeting about UG issues.
- Coordinate with Registrar's office for Degree Works issues.

 Indiana University of Pennsylvania


Additional Duties

- Complete Change of Major forms for those coming into Criminology.
- Complete request for minor forms for those electing Criminology.
- Coordinate with COSC (INAS minor) and PLSC (Homeland Security minor) for CRIM classes required.
- Discuss guidelines with students for Pass/Fail forms.

 Indiana University of Pennsylvania

Additional Duties

- Approve and submit all class overrides for CRIM classes.
- Coordinate with other departments for class overrides.
- Complete request for maximum credit override forms.
- Complete exceptions to add/drop deadline forms.
- Approve individualized instruction and independent study requests.
- Initiate scheduling time conflict forms (ROTC and MLSC).

 Indiana University of Pennsylvania

Additional Duties

- Meet with Admissions admin assistance about campus visits for perspective CRIM students.
- Meet with parents and perspective students.
- Contact perspective students at least twice by email and one by letter about attending IUP.
- Contact students who have deposited to congratulate into new class and about scheduling questions.
- Discuss with seniors potential for graduate studies (not necessarily for IUP).

 Indiana University of Pennsylvania

Additional Duties

- Coordinate with McNair Scholarship Coordinator and other programs to assist students.
- Ensure checklist on line and in office for UG requirements remains current.
- Coordinate with Enrollment Management and Communications for joint recruiting events.
- Attend HHS enrollment Management meetings.
- Attend external recruiting events and site visits.
- Ensure UG site on internet is current.

 Indiana University of Pennsylvania
