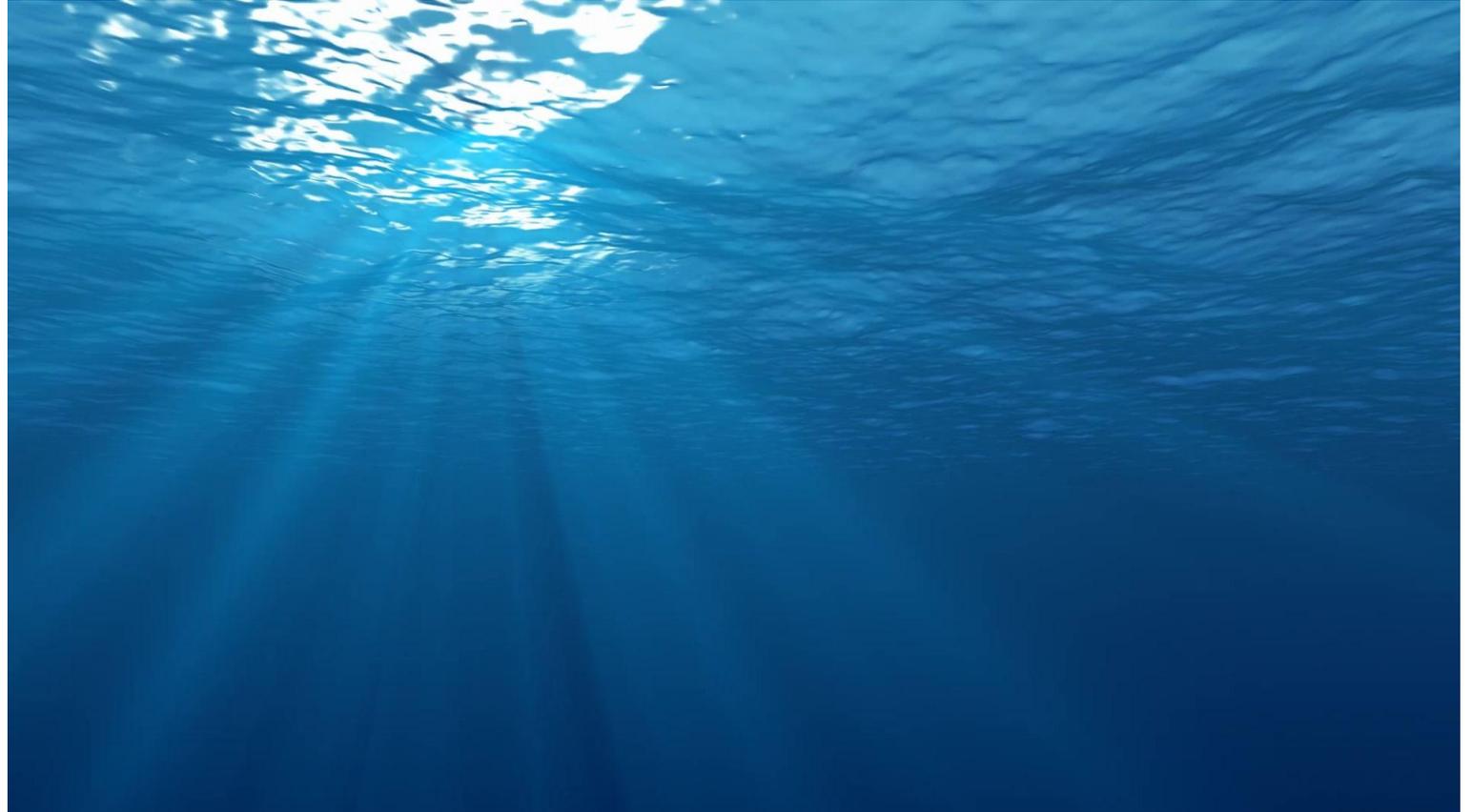


DSS DEEP DIVE: Academic Advising

ANDREA S.D. HAZZARD, ED.D
DIRECTOR OF MĀNOA
ACADEMIC ADVISING
FEBRUARY 27, 2025



Welcome! Why are you here?

"[To] Learn new strategies & solutions to commonly asked questions & recurring concerns from students. Hear first-hand from program experts & deepen your understanding on resources & programs within DSS."

*"Guiding Lights: Excellence in Academic Advising
Acquire effective academic advising techniques to enhance student success."*

Agenda: Tiptoeing through Tidepools!

- Advising Terminology & UH Mānoa's Advising Context
- Commonly Asked Questions & Recurring Student Concerns
- (Possibly) New Strategies & Academic Advising Techniques
- Excellence in Academic Advising at UH Mānoa





Before we wade in. . .



WORKING DEFINITIONS, CAVEATS, REMINDERS

What is Academic Advising?



*Cool Tips, Facts, Things you might not have know!
Look out for these!*



Academic Advising involves . . . [UH Mānoa Catalog]

Assisting students to:

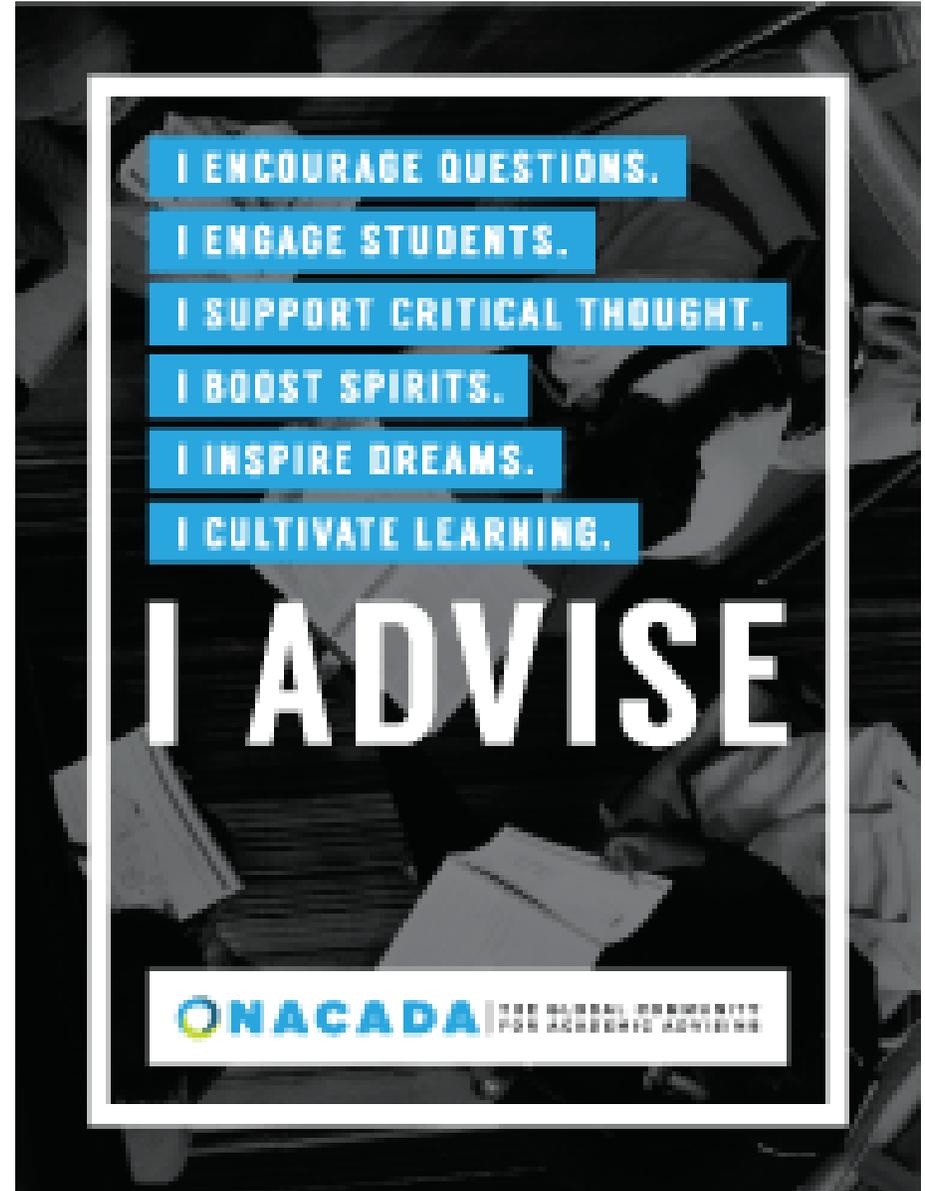
- ✓ Clarify, articulate, and attain **academic and life goals**
- ✓ Facilitate **adjustment to the campus**
- ✓ Develop **educational plans** assess their **academic progress**
- ✓ Understand **requirements, policies, and procedures**;
- ✓ Thinking about **roles and responsibilities**
- ✓ Locate and access **resources and engage** in the **UH Mānoa community**
- ✓ Address **personal issues** impacting **academics**

Serving as advocates and mediators for students.



Who does Academic Advising and how is it structured?

What does “I met my advisor” mean?



Advisor Categories



Primary Academic Advisor

- “Graduate” the student and/or guide through major & degree requirements
- Within colleges/schools or campus-units [OVPAE – IS, DSS – MAC]



Supplemental Academic Advisor

- “Support” special populations, programs and/or aspirations



Confirm who student met with. Primary Academic Advisor are usually best source for degree-related questions.

Supplemental Academic Advising Units

Honors Program



TRIO [First-generation
College]

Student-Athlete Academic
Services



Mānoa Transfer
Coordination Center
[UHCCs → UH Mānoa]



Pre-Health/Pre-Law
Advising Center



Supplemental unit advisors are a great resource for general questions about our >99 undergraduate majors!

Advisor Types



College/School/Unit
Advisor



Major
Department/Program
Advisor



Increase students' awareness of term 'advisor'.



An Advisor's Encouragement to Students . . .



Cool Tip!

Check in with students to see when they last saw their advisor and when they plan to again. Find out if they truly understand that advisors are there to help!

“Advising is like a class – if you don't talk to the advisor – we can't advocate for you – we need to know so we can help you.”

“If you don't know the answer, just ask an advisor.”





Commonly asked questions & Recurring student concerns. . .



AND SOLUTIONS (HOPEFULLY!)

“How do I find/contact my advisor?” – Everyone

Refer student to [The Advising Guide](https://manoa.hawaii.edu/advisingguide/) <https://manoa.hawaii.edu/advisingguide/>



USE: 'uhm advising guide' in web browser = Advising Guide!

NOT: 'uhm advising' = Mānoa Advising Center (for Exploratory [Undecided] Majors)



UNIVERSITY of HAWAI'I® at MĀNOA

The Advising Guide

Welcome to the Mānoa Undergraduate Advising Guide!

Home Undergraduate Majors A-Z List of Majors, Minors, Certificates

The Advising Guide URL has changed. Please update your saved links.

Find your academic advisor







UNIVERSITY of HAWAII® at MĀNOA

The Advising Guide

Welcome to the Mānoa Undergraduate Advising Guide!

[Home](#) [Undergraduate Majors A-Z](#) [List of Majors, Minors, Certificates](#)

[Home](#) > [Mānoa Advising Center](#)

Mānoa Advising Center

You have selected a major from the...

Mānoa Advising Center (MAC)

Location	QLC 101
Phone	(808) 956-7273
Email	macadv@hawaii.edu
Website	manoa.hawaii.edu/undergrad/mac
Book Appointment	https://manoa.hawaii.edu/undergrad/mac/about-mac/scheduling/

Appointment Scheduling:

All current Exploratory students can sign up for an advising appointment through STAR Balance.

All non-Exploratory students who wish to

- schedule a Major Exploration appointment will need to email macadv@hawaii.edu from their @hawaii.edu email address to request an appointment.
- declare an Exploratory pathway can email macadv@hawaii.edu from their @hawaii.edu email address to do so.

How advising works:

MAC students include students in the various Exploratory paths; on STAR, their major starts with EX (see list below).

Exploratory Freshmen typically work with peer advisors for most major exploration, registration, course selection and scheduling services. If, however, they need to have forms signed, they must work with academic advisors.

All other Exploratory students work with academic advisors for their major exploration, registration, course selection and scheduling services.

Exploratory students are required to clear mandatory advising every semester.

List of Exploratory Paths

Exploratory (EX)

Exploratory Arts & Humanities (EXAH)

Exploratory Business (EXB)

Exploratory Health Sciences (EXHS)

Exploratory Social Sciences (EXSS)

Exploratory STEM (EXST)

“Who can see an advisor?” – Student

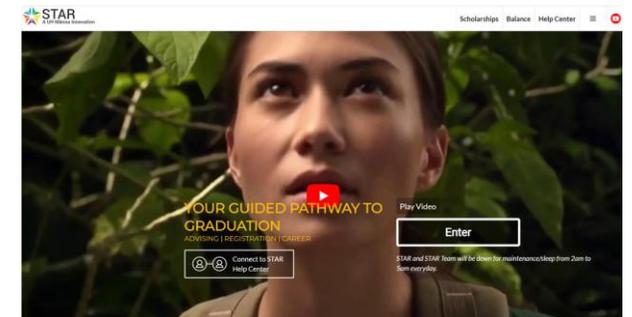
- Prospective students - high school, transfer, community
- Newly admitted students - still-deciding & committed (incoming)
- Returning students - stopped out and wants to return
- Current (continuing) students; dual-enrollment students



Advisors availability fluctuate based on the Academic Calendar and meeting current major students' needs. Contact them if needed.

“How do students schedule to see an advisor?” – Everyone

- Refer to [Advising Guide](#) for scheduling info
- Go to [College/School/Unit's 'Student Academic Services'](#) website to schedule
 - STAR Balance tracks appointment data, sends reminders, and follow-up
 - Analysis of STAR's appointment data
 - students' engagement with advisors via 1:1 meetings
 - vary in length of session and effectiveness/satisfaction



If students don't remember what an Advisor said, they can check out Advisor's Notes section in STAR Academic Essentials! Advisor's email address is also there in case student needs to send follow up question!

“Can students see an advisor without an appointment?” – Everyone

- [Drop-in advising](#) (scheduled ala 'office hour')
- ['Walk-by/Stop-by advising](#) (unscheduled ala 'outside of office hour')
- [Text](#) (asynchronous advising)
- [Email](#) (asynchronous advising)
- [UNIV courses taught by MAC and SAAS advisors](#) (synchronous informal before/after class)



If students don't remember what an Advisor said, they can check out Advisor's Notes section in STAR Academic Essentials! Advisor's email address is also there in case student needs to send follow up question!

“How up to date is information advisors provide?” – Student

- Advisors are experts in one or more college/school/unit's programs
- Council of Academic Advisors (CAA)
 - Representative body of advisors across colleges/schools & campus-wide units
 - Monthly meetings, includes presentations, committee reports, discussions, action items
- [CAA News](#) (email list-serv) is one way information is communicated to and from the advising community!



Cool Tip!

To have an event or announcement to go out via CAA News, email caanews@hawaii.edu

“What is mandatory advising?” – DSS Colleague



From 2024-2025 Catalog:

“All students will benefit from two major academic policies related to advising. **First, they will receive mandatory advising every semester for their first two years.** Second, students are strongly encouraged to declare their major prior to the start of their junior year to develop an efficient academic plan and graduate in a timely manner. These policies were introduced to encourage early identification of potential majors, support efficient graduation, and promote each student’s engagement in his or her academic journey.”



Cool Fact!

5.303 Mandatory Advising Policy: *“Incoming freshmen will receive mandatory advising every fall and spring semester for their first two years.”*

“What if a student doesn't do mandatory advising?”

– Everyone



Registration hold is usually placed and student cannot register for classes.

Time-to-degree (Completion) & Academic Achievement Impact:

- Potential delays in degree completion due to 'not optimal self-registration':
 - Combination of courses do not complement students' available time and/or ability to be successful
 - Registered for courses not ideal for program course sequencing and/or satisfying prerequisites
 - Not registered for courses optimal for intended change of major



Cool Fact & Tip!

Each college/school/unit handles mandatory advising in different ways. Spread the word to students!.

A Student's Perspective . . .



Cool Tip!

Check in with students for ideas. Make space to hear their voices. Look for what resonates with 'best practices' and research-supported ideas. Give 'out of the box' and 'new to you' ideas a chance!

"I think mandatory advising first two years is helpful. . .

Maybe assigned advisors too? Choice also nice!

*A **study space** for each college by advising office. . . . Appreciate **newsletters and workshops***

*Drop-in advising is great. . . **student ambassadors** can help spread the word about advising services.*

*. . . **updated websites w/opportunities** is also key!"*

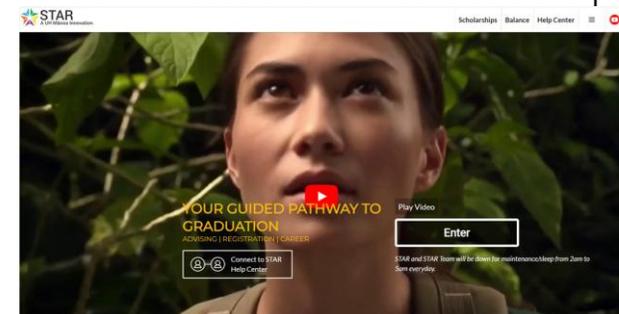
“How do students change their major?” – DSS Colleague



Cool Things to Know (if you didn't already)!

BACKGROUND

- Students declare their major: apply
- Admissions can change a student's initial major
- A student's major determines what they see in STAR
 - STAR: Major's Four-Year SAMPLE Plans Students' financial aid is based on what is considered part of their Course Program of Study (CPOS)
 - Lingo: 'In Plan' and 'Out of Plan', also reflected in STAR



“How do students change their major?” – DSS Colleague



Cool Thing to Know (if you didn't already)!

The process is changing!

CURRENT:

- Students go to their college/school/unit's Student Academic Services website and follow their process.
 - Multiple forms and processes across campus; slower processing time

COMING SOON:

- Students go to Registrar's page (link will be featured on each college/school/unit's page)
 - One form and process; faster processing time

“Do changes that faculty make to major requirements get shared with advisors?” – SAC Student

- CAA’s Program Modification Review Committee & OVPAE collaborate
- Academic Program Modifications approved by OVPAE are shared with CAA



Cool Thing to Know (if you didn't already)!

- Advisors serve and are involved in:
 - General Education Board, Campus- and UH System-wide Meetings & Committees
 - OVPAE Assistant/Associate Dean Meetings; Academic Excellence Student Success Committee (AESSC)

“Do advisors know about major specific resources, clubs on campus they can share with their advisees?” – SAC Student

- [Advisors](#) are knowledgeable about ‘major specific’ high-impact practices and opportunities within their college/school/unit AND campus-wide or community opportunities
 - study-abroad, community engagement, undergraduate research, internships, student employment.
 - clubs, workshops, events
- [CAA](#) provides professional development to advisors featuring campus-wide services



Cool Fact & Tip!

Students can do Study Abroad and National Student Exchange. Seeing an advisor is vital to stay on track for a timely graduation!

(Possibly) New Strategies & Academic Advising Techniques . . .

FOR YOUR CONSIDERATION



Reflect: Revisit Your Educational Philosophy & Belief

Guiding Questions:

- What do you believe how best to serve the students you engage with?
- What aspirational vision and desired outcomes emerge from your beliefs?
- What specific behaviors align with your beliefs to reach your desired outcomes?
- What theoretical framework(s) unpin or align with your beliefs?

Appreciative Advising Framework



 **Disarm**

Make a positive first impression with students, to build rapport and create a safe and welcoming space.

 **Dream**

Inquire about students' hopes and dreams for their futures.

 **Deliver**

Students deliver on the plan co-created during the Design phase, and advisers are available to encourage and support their students.

 **Discover**

Ask generative, open-ended questions that help advisers learn about students' strengths, skills, and abilities.

 **Design**

Students and advisers co-create a plan for making students' dreams a reality.

 **Don't Settle**

Students and advisers set their own internal bars of expectations high.

Bloom, J. L., Hutson, B. L., & He, Y. (2008). *The appreciative advising revolution*. Champaign, IL: Stipes Publishing.

Image source: <https://www.appreciativeadvising.net/>

A Student's Perspective . . .



STAR has resources that advisors can share with students to help them. It's good to remember that familiarity helps the learning, so encourage students to periodically look at STAR if they don't already.

"A lot of students just 'don't know where to start', make sure advisors come to the encounter not expecting the student to have a lot of info, etc.

The point of advising is to advise, not just 'ok' or sign a form.

Even navigating STAR for scheduling can be confusing to some students"

A Student's Perspective . . .



Cool Tip!

Consider how you build rapport. Find out how colleagues build rapport. Ask students what helps them feel comfortable sharing.

*“My thoughts on advising revolves more on the experience. . .**how it’s delivered matters.**”*

For some students who are first gen, undeclared, or family declares their major for them, this is maybe their first time to educational autonomy and self determination.

Builds professional rapport is essential. Get to know the student, empower them, help them recognize their strengths they may not know about.”

Excellence in Academic Advising at UH Mānoa

WHERE WE HAVE BEEN AND WHERE WE ARE HEADED



Excellence in Academic Advising Self-Study

- 99 members of the UH Mānoa community
- Phase 1 Report (2019)
- Phase 2 Report (2021)
- 9 Conditions of Academic Advising Excellence

“Conditions of Excellence in Academic Advising. . . establishes the aspirational standards for colleges and universities to evaluate and improve academic advising.”



NACADA'S 9 Conditions of Excellence in Academic Advising

1. Commitment
2. Learning
3. Advisor Selection and Development
4. Improvement and the Scholarship of Advising
5. Collaboration and Communication
6. Organization
7. Student Purpose and Pathways
8. Technology Enabled Advising
9. Equity, Inclusion, and Diversity



National Study (Tyton Partners, 2023):

“What are the top barriers to improving advising?”

ALL STUDENTS (3 TOP)

Caseloads for advisors
are too high (47%)

Low student engagement
with advising resources (35%)

Lack of coordination across
departments (30%)

UNDERREPRESENTED & HIGHER FINANCIAL NEED STUDENTS (TOP 4)

Low student engagement
with advising resources (43%)

Limited understanding of
students' needs (35%)

Caseloads for advisors
are too high (35%)

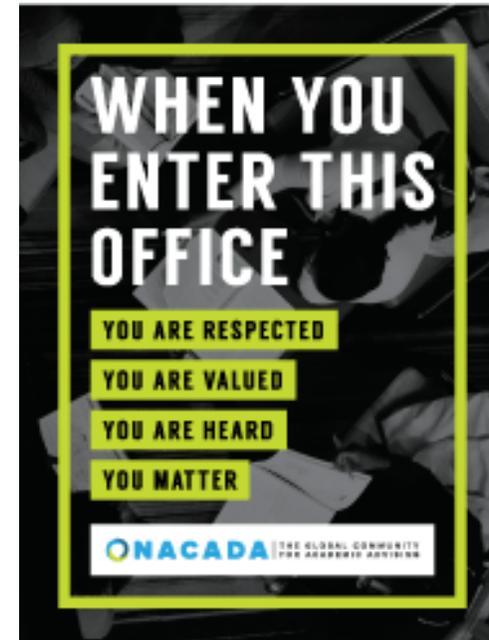
Lack of coordination across
departments (28%)

A Student's Question . . .

“How are advisors connecting their students who belong to minority populations on campus to their community and resources to help support and retain them?”



Using Appreciative Advising Framework:
Examine how you 'Don't Settle' in your role to ensure you are knowledgeable about campus resources and our campus community. How do you use 'Disarm' to be intentional about your advising space?



DSS Colleague's Question . . .



Cool Tip!

*Reflect and discuss with your colleagues.
What types trainings would all advisors
benefit from? Share your ideas forward!*

*What training do the advisors go through
to become an advisor?*

*How are we elevating advising programs
and systems to be more front facing
(student projected, usability, etc)?*

*How are advisors being more aware with
the sensitivity of race, ethnicity, and
culture when talking about specific
disciplines?*

Action and Initiatives to Improve Academic Advising: *Past, Present, & Future*

- Hire Director of Mānoa Academic Advising: Oversee and coordinate undergraduate academic advising (July, 2023)
- Enhanced campus-wide/system partnerships: Admissions, STAR, UH CCs and other UH Mānoa departments
 - introduce and embed advising resources and opportunities earl(ier) students' academic journey (2023 – ongoing)
- Understand and address students' and advisors' needs and challenges (2023 – ongoing)
- Collect and analyze caseload data across college/school/units to assess optimal caseload (2024 – ongoing)

From the Equity-Excellence Imperative:

A 2023 Blueprint for Undergraduate Education at U.S. Research Institutions



*“[R]esearch on student success finds that ‘the **quality of academic advising . . . is the single most powerful predictor of satisfaction with the campus environment for students at four-year schools.**’ Most importantly, students who express satisfaction with their academic advising and their relationship with their academic advisors are **more likely to persist at their universities.**”*

Thank you!

Andrea S.D. Hazzard, EdD

ahazzard@hawaii.edu

(808) 956-4077

Lower Campus, Nagatani
Academic Center, Office 016D

