



CSU—Data Summit From Collection to Action

Thursday, February 13, 2020

Renaissance LAX Hotel

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Advising Strategy – Data to Findings to Action for the 11am Session:

Fall 2018:

- CSUEB's first semester term, implemented new semester curriculum and EO 1110--A2 and B4.
- DID NOT schedule enough freshmen classes, including A2 and B4 classes.
- Realized that we had a serious issue in July/August 2018 and scrambled to add classes before the semester started.
- Complied with EO 1110, but we needed better advising and enrollment strategies for our freshmen.

Fall 2019:

- Goals:
  - All incoming freshmen (approximately 1500) would be enrolled in classes by July 1, 2019.
  - Each freshman would be assigned an academic advisor, a member of the newly created Freshmen Advising Success Team (FAST). Caseload per advisor varied from 100 for EOP and special cohort to 500. Unevenness in caseload was caused by an advisor resigning and a redistribution of this advisor's students.

*We were successful in meeting these two goals.*

- FAST enrolled them in their courses each semester and locked their schedules down. In some cases, students could add, but they could not drop without permission.
- All STEM and business majors were enrolled in B4 for the Fall 2019 semester and non-STEM, as space allowed. Any STEM or non-STEM who still needed B4 were enrolled in Spring 2020 as well as those freshmen who needed to repeat B4.
- For A2, sufficient seats were offered to accommodate our freshmen for Stretch English during Fall 2019. Some freshmen who just needed one semester of A2 did postpone until Spring 2020. Again, if a student needed to repeat A2 or Stretch, they did so in Spring 2020.
- Freshmen enrollment went pretty smoothly. Departments met the need for freshmen classes, freshmen and their parents knew exactly who to contact.
- These advisors will continue as their sophomore advisors. Sophomores will be able to enroll themselves in courses.
- CSUEB has developed four-year roadmaps that are consistent in format for students and the campus community.
- Fall 2019 freshmen also had access to Pioneer Chat (AdmitHub AI platform).

Proposed for Fall 2020:

- Rebrand the FAST team to the FASST (Freshmen and Sophomore Success Team). Approximately 16-20 advisors will be assigned 150 freshmen and 150-200 sophomores for academic advising. This team is mostly SSP IIIs with a few SSP IIs.
- Refine business practices and communications between APS and departments for course enrollment.
- Freshmen who have earned 60 or more units (AP or community college credit) will be assigned a major advisor.