

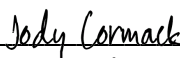


CALIFORNIA STATE UNIVERSITY, LONG BEACH
VICE PROVOST FOR ACADEMIC PROGRAMS

Memorandum of Understanding

This MOU has been read and approved by:

Acting Dean, College of The Arts :  Date: 4/25/2022
Anne D'Zmura

Vice Provost Academic Programs:  Date: 4/25/2022
Jody Cormack



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College of the Arts Undergraduate Academic Advising
Academic Affairs
March 2022

This Memorandum of Understanding outlines the consensus reached by the College of the Arts (COTA) Undergraduate Academic Advising, and the Division of Academic Affairs, based on the recently conducted program review (Self-study in June 2021, external review virtual site visit in October 2021, and UPRC report in March 2022). It describes the goals to be achieved, and the actions to be undertaken by all parties to this MOU to achieve these goals, during the next program review cycle. Progress toward goals is to be addressed in an annual report.

The goals of COTA Academic Advising Academic Support program are to offer a range of advising services to support undergraduate student's academic planning, assist with registration processes, address special interests and needs, and connect students to referrals and support services when appropriate. The structure of the advising team is decentralized within the college, with dedicated advisors within one department or shared between two departments. This is the first review for this academic support program, therefore there is no previous MOU.

A number of strengths were identified in the reports.

- The program has clear priorities for the future, which include: 1) hiring of additional staff support, 2) increased engagement with students through new modalities, 3) increased outreach activities and recruitment, 4) professional development opportunities for advisors.
- The program has successfully served an increasing number of students. The total number of advising appointments increased from 2,819 in AY 2016-2017 to over 6,000 appointments in AY 2017-2018 and reached over 9,000 in AY 2020-2021

Opportunities for Development were noted in the reports.

- The current student to advisor ratio in COTA is roughly 600:1, which is significantly higher than national norms.
- Academic Advising is not currently implementing assessments to evaluate its own program. This limits the ability for the program to improve based on data. There is an opportunity to develop a strategic assessment program that includes review of their new SLOs, a rubric for advising appointments to be used for training purposes, and data collection.
- Once assessment and analysis of data is incorporated in the advising center, there will be an opportunity to support student success by offering targeted advising to students that are underperforming based on data. For example, data reveals that male-

identifying students have significantly lower retention students than female-identifying students, and that Pell-eligible students have a lower graduation rate than non-Pell eligible students in COTA.

- Although advisors remain current with knowledge and skills, there is opportunity for future professional development (e.g., NACADA/NASPA memberships, conference attendance) and recognition of excellence in advising (e.g. development of an Outstanding Advisor Award).

It is therefore agreed that the Program will:

1. work with the college and university to develop a hiring plan for additional staff advisors based on available resources. In addition, it is recommended COTA Academic Advising carefully considers re-structuring the decentralized advising structure to include a centralized coordination/leadership non-advising position while allowing decentralized implementation as suggested by the external reviewer.
2. Implement a strategic rollout of SLOs that align with equity and assessment needs. Modify COTA Advising's mission and goals to align with State of California employment and civic needs and update the information on the website. Provide an annual assessment report (due June 1) including progress made towards the actions agreed to in this MOU to the Dean of the College of Arts, the Vice Provost for Academic Programs, and the Coordinator of Program Review and Assessment. The review cycle will be from 2021-2028. A comprehensive self-study will be due June 2028 for 2028-2029 Academic Year program review process.
3. Study the assessment infrastructure of other colleges and create a quick-start assessment infrastructure by 1) embedding survey links for each advising interaction; 2) defining COTA's high-impact advising practices and breaking these down into elements for assessment; 3) embedding survey links for each interaction with an online tool, and 4) identifying patterns in student language in a series of open text-fields (as they relate to surveys in items 1 and 3 above).
4. Explore and strategize potential equity and opportunity gaps in terms of retention and graduation rates for targeted advising.
5. Explore professional development opportunities for staff and ways to recognize exemplary advising.

It is therefore agreed that the College of the Arts and the CSULB Administration will:

1. Provide resources to support COTA Undergraduate Academic Advising in their hiring plan and assess the opportunity of restructuring staff responsibilities for more efficiency.
2. Support the Undergraduate Academic Advising to develop and implement assessment plans and integrate technology to reduce workload of staff advisors.
3. Explore resources to assist the staff advisors with additional professional development activities.