



UNIVERSITY  
of HAWAII  
MĀNOA

Office of the Vice Chancellor for Academic Affairs  
Office of the Assistant Vice Chancellor for Undergraduate Education  
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MĀNOA CHANCELLOR'S  
OFFICE July 16, 2009

MEMORANDUM

TO: Reed Dasenbrock  
Vice Chancellor for Academic Affairs

FROM: Ronald E. Cambra *Ronald E. Cambra*  
Assistant Vice Chancellor

SUBJECT: Report on Mandatory Academic Advising

Attached please find a detailed report regarding the status of mandatory academic advising on campus among the various colleges. From my review of the submitted reports, I am pleased to summarize that all colleges have either implemented or will begin shortly implementing a policy of mandatory advising. My task this next year will be assisting colleges in assessing the effectiveness of their mandatory advising, and the impacts on retention, and in a few years, on graduation.

The exciting part is that from these reports it is fair to conclude that our incoming class of first year students, freshmen and transfers, are receiving a solid first step in clarifying our expectations and their need for direction and focus. The next part of our journey will address our second new academic policy, a declaration of a major by the end of the sophomore year. Since our first cohort began in Fall 2008, we will see the results of that policy in Fall 2010, and we will be asking for reports from advising offices dealing with general students or undeclared.

I would be pleased to answer any questions.

Enclosure

MANDATORY ADVISING  
SPRING 2009

College/School	Total number of students served by mandatory advising	Level advising implemented on: college/school/department	Names of individuals or units providing advising	Description of methods of advising delivery (e.g., individual appointments, group sessions, workshops, presentations)	New strategies your college will employ to meet mandatory advising policy or expand policy.
<b>Arts and Humanities</b>	About 1140	Department	Each department has an undergraduate coordinator or chair who coordinates, most departments have all faculty do advising.	Mostly individual appointments, some group sessions, some have email appointments.	All departments reported satisfaction with their current systems.
<b>Asian Studies</b>	Since policy put in place this semester, about 25 ASAN majors (ongoing) come in once a semester.	Department Specifically ASAN Program	ASAN - Pattie Dunn	Individual appointments Group sessions at college career fairs, Rainbow Bridge, NSO Currently participate in AS college career fairs	Considering putting holds on student accounts until they come in for advising. Pre-majors are sent to us by Mānoa Advising Center.
<b>Architecture</b>	110	School	David Rockwood, Interim Associate Dean  June Lee, Director Communications  Full Time School of Architecture Faculty	<ul style="list-style-type: none"> <li>- Group advising sessions</li> <li>- Individual advising with Associate Dean, Director Communications, and faculty by appointment</li> <li>- Advising/Registration info emailed to students</li> <li>- All-school meeting covering advising and registration procedures</li> </ul>	<ul style="list-style-type: none"> <li>- Group advising for all first and second year students to be continued</li> <li>- Additional optional individual advising with Associate Dean, Director Communications, and faculty to be continued</li> <li>- All student assigned a faculty advisor to be continued</li> <li>- Distribution of expanded advising/registration info packet</li> </ul>
<b>CASSAS (Coll. of Arts &amp; Sciences Student Academic Services)</b>	None.	Mandatory advising in the Colleges of Arts and Sciences takes place entirely in the colleges at the departmental level with the major advisors. The colleges each implement the initiative slightly differently, but the net effect is that the colleges are responsible for their majors.			CASSAS supports the efforts of the colleges with General Education and special problem advising, academic actions, and special programs.
<b>Education</b>	76	College	Office of Student Academic Services: Niki Libarios Denise Nakaoka Melvin Spencer (Part-time advising in addition to Acting Director duties.)	<ul style="list-style-type: none"> <li>- Individual Appointments: In-Person, Phone, E-mail, SKYPE</li> <li>- Express/Open Advising (walk-ins)</li> <li>- Satellite Advising at Community Colleges</li> <li>- Information Workshops</li> </ul>	<ul style="list-style-type: none"> <li>- Elluminate (virtual office)</li> <li>- Facebook, Twitter</li> <li>- Video Marketing</li> <li>- On-Line Appointment Scheduler</li> <li>- You Tube</li> </ul>
<b>Engineering</b>	513 (103 freshmen)	Department Advising is also provided for pre-engineering students at the college level.	All engineering faculty provide advising during Advising Week each semester. Tep Dobry provides advising throughout the semester.	Individual appointments	The College of Engineering has required mandatory advising every semester for all engineering students for many years.

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<b>Hawaiian Knowledge</b>	N/A	Departmental level--Hawaiian Studies, Hawaiian Language	Kaiwipuni (Punihei) Lipe, Hawaiian Language--until May 1, 2009  Ululani Oliva, Hawaiian Studies--from May 1, 2009 also, included Hawaiian Language	<ul style="list-style-type: none"> <li>• Individual appointments (primary)</li> <li>• Fall orientation--group session</li> <li>• Spring orientation--goup session</li> </ul>	<ul style="list-style-type: none"> <li>• Implement School mandatory advising policy</li> <li>• Expand Fall &amp; Spring orientations</li> <li>• Integrate "special topics" workshops from majors during the academic year including using STAR academic planning</li> </ul>
<b>John A. Burns School of Medicine/Medical Technology</b>	Approximately 10	Departmental	Dick Y. Teshima	Individual appointment Walk-in advising Group sessions (TSO, NSO) Workshops (MAC, PAC)	Additional faculty advisor to help with sessions.
<b>Languages, Linguistics and Literature: EALL</b>	180	Department CHN 26 JPN 140 KOR 14	Ray Kaneyama and Faculty members	Individual Appointments	This year faculty members were assigned 45 majors to advise.
<b>Languages, Linguistics and Literature: English</b>	Approximately 45 per semester	Department (Undergraduate Program)	Undergraduate Program Director (outgoing: John Zuern; incoming: Todd Sammons)	Individual appointments and group sessions.	We will send out email messages earlier in the semester to all students listed as English majors to instruct them to seek advising.
<b>Languages, Linguistics and Literature: IPLL/Ilokano Lang Program</b>	11	Program/Dept/College Level	Julius Soria Aurelio Agcaoili, PhD	Mandatory individual advising at the beginning and ending of each term.	No new strategies planned.
<b>Languages, Linguistics and Literature: LLEA</b>	Spanish (45) French (27) German (6) Russian (5) Classics (5)		Spanish (Thau) French (all faculty) German (Overstreet) Russian (Brown) Classics (Ball)	All LLEA language divisions advise their majors through personal, individual appointments.	All LLEA language divisions will continue to advise their majors via individual appointments.
<b>Languages, Linguistics and Liturature: IPLL/Filipino Lang.</b>	18	Program/Dept/College Level	Dr. Pia Arboleda Dr. Ruth Mabanglo	Mandatory individual appointments, and student meetings at the beginning of each semester.	No new strategies planned.

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<b>Mānoa Advising Center</b>	approximately 1,243 undecided and pre-major students	MAC	Michiko Bigus, Advisor / Comfort Sumida, Advisor / Megumi Makino, Director / Advisor + assistance from peer advisors	Individual appointments for probationary students, assistance from supplemental offices, student panels, STAR academic planning, Active Explorer assignments, direct referral to departments, Final Chance assignments, Sophomore Experience sessions, online Sophomore Experience assignment (in the Fall, we also run registration workshops for the ACE general education clusters as well as for our students.)	(1) Implementation of large group presentations for sophomores focused on declaring a major in 2009-2010. (2) Expansion of direct referrals to colleges, schools and major departments. (3) Earlier email notification to students (4) Placement of registration holds immediately after 9th week withdrawal deadline (5) Establishment of importance of mandatory advising / declaration of major policies at New Student Orientation.
<b>Natural Sciences</b>		Department	Interim Associate Dean Michael W. Peters to oversee advising issues for the college.	In general, pre-majors receive advising from the Colleges of Arts & Sciences Student Academic Services (CASSAS) office and declared majors receive advising from our departmental advisors. Each department uses methods of advising delivery that works best for the unit and the students.	In order to meet the mandatory advising policy requirements, Dr. Peters is currently working closely with CASSAS advisors to develop a tracking system that will coordinate advising between our departments and CASSAS. We anticipate that this will be in place for the Fall 2009 semester.
<b>Natural Sciences: Biology/Zoology</b>	For 2008 164/18 Biology/Zoology Freshmen majors. Expect more for Fall 2009.	Department level	Joseph Menor, Jr. (Biology Program Student Advisor) John Stimson (Zoology Dept. - Head Student Advisor) Christopher Womersley (Zoology/Biology Chair)	-Group meetings -Individual appointments -Mass emails w/typical 4-year guidelines	Considering putting registration "holds" on student's report if they don't come in or email a response to the main advisor.

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<b>Natural Sciences: Chemistry</b>		Department	Thomas Hemscheidt Oscar Navarro Fernandez Philip Williams	<p>Any student who declares a major or switches a major (either from BS Chemistry to BA Chemistry or from another discipline to either a BA or BS in Chemistry) has to have a form signed by an advisor in chemistry. In these sessions the students receive advising with special emphasis on scheduling of upper division classes and the MATH/PHYS requirements. They are strongly encouraged, but not forced through registration holds, to come in for major advising once a semester to check on progress.</p> <p>This semester, which saw major changes in our upper division curriculum, we have also used blanket emails to all chemistry majors to apprise them of the changes we made and to suggest that they see major advisors.</p> <p>Last, I use any requests from chemistry majors for prerequisite overrides, which all come to me for approval, to review the STAR record of the requestor and to suggest advising if necessary and may withhold approval of the override request until advising has taken place.</p>	
<b>Natural Sciences: Information and Computer Sciences</b>	Since January 1, 2009 to present, 112 individual advising sessions were conducted involving students who were entering UH Mānoa for the first time, transferring into the program from another college or university, or changing their major to a bachelor's degree in either Computer Science or Information and Computer Sciences.	Student advising was on two levels. Every student that met with the ICS advisor was counseled on the differences between the Bachelor of Arts degree in Information and Computer Sciences and the Bachelor of Science in Computer Sciences. This allowed the student to better plan their degree and program to meet their career and academic goals. Through these meetings it was found that some students needed additional advising with their general education requirements for their particular degree and were counseled appropriately.	Currently all students are referred to the department's advisor, Gerald Lau. This provides consistent advising to all the ICS students and allows the department to have point of contact that can immediately respond to student issues with the Arts and Sciences Advising office.	This past semester mandatory advising was implemented through the individual appointments.	The ICS department will continue to conduct individual advising appointments and the advisor plans to conduct group sessions with individual follow-up advising for the Fall 2009 semester.

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<b>Natural Sciences: Mathematics</b>	70	Department	Karl H. Doverman, Associate Chair	Individual appointments	See attached memorandum
<b>Natural Sciences: Microbiology</b>	We have not implemented mandatory advising.		James Douglas, Tung Hoang, Maqsudul Alam, Francoise Robert, Sean Callahan, Hongwei Li, Stuart Donachie, Paul Patek	Individual appointments and walk-ins	We will contact freshman to request they meet with an advisor.
<b>Natural Sciences: Physics and Astronomy</b>	All students listed on the 3rd Week Report.	College of Natural Sciences University of Hawai'i at Mānoa Department of Physics and Astronomy	Dr. Arnold Feldman (Michael Nassir will fill Dr. Feldman's place in Fall 2009)  Dr. Eric Szarmes	All Physics Majors (freshmen to seniors) listed on the 3rd Wk Report are assigned to an advisor. All new Physics majors are sent a letter of introduction with their assigned advisor's contact information. Advising HOLDS for the next semester are placed on all majors' records. Advising includes: (1) details of the physics program and core courses that satisfy the physics degree, (2) answers to any questions that majors may have, (3) review of majors' general academic progress, and (4) planning of courses required and to meet the prerequisites. The HOLDS are not released until the advisor has certified that these items have been satisfactorily reviewed.	The Department of Physics and Astronomy will continue, as it has, to update its strategies and intent to expand its policy to assist all physics majors (freshmen to seniors), including prospective students.

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<p><b>Nursing and Dental Hygiene</b></p>	<p><b>Pre-Nursing:</b> facilitated by the Mānoa Advising Center and Pre-Health/Law Advising Center in conjunction with departmental advising: 400 per semester</p> <p><b>Admitted Nursing Students:</b> once students are admitted into the nursing program, they meet with the advisors every semester. For fall 2009, all 66 admitted nursing students will report for mandatory advising. Every semester, Undergraduate Academic Advisors advise 360 full-time enrolled nursing students.</p> <p><b>Pre-Dental Hygiene:</b> facilitated by DH dept. approximately 120 per semester.</p> <p><b>Admitted Dental Hygiene Students:</b> once students are admitted into the DH program, they meet with the advisors. Total students served during a semester is 58.</p>	<p>Implemented by SONDH Office of Student Services for nursing students and Ann Akamine (faculty) and Donna Fukuda (faculty) for Dental Hygiene students.</p>	<p><b>Brian Akiyama (1.0 FTE)</b> - for Pre-Nursing students</p> <p><b>Tiana Cho (1.0 FTE) and Chetana Acharya (0.5 FTE)</b> - for all current nursing students each semester</p> <p><b>Anne Akamine (Faculty) and Donna Fukuda (Faculty)</b> - for all dental hygiene students each semester</p>	<p><b>Group Prsentation/Workshop</b> - done 1-2x every month, approximately 1.5 hours, with 15 students (average number) at Webster Hall 201A.</p> <p><b>Individual Advising</b> - done almost every day, approximately 3-5 students/day</p> <p><b>Email correspondences:</b> 25 to 45 per day</p> <p><b>Website Informational Sessions &amp; Updates:</b> Monthly</p> <p><b>Phone Inquiries:</b> 40 to 70 per day</p> <p><b>On and Off Campus</b>  <b>On Campus:</b> Approximately 23 events per year, including Manoa Advising Center Presentation, Pre-health/Law Advising Center Presentation, School and College Services, and monthly group informational sessions at Web 201.  <b>Off Campus:</b> Approximately 33 events per year, including UHCC's fairs, New Student Orientation, various High Schools Presentation, and Resource Fairs.</p>	<p><b>Cooperation with the P20 Initiative:</b> a federally funded program, at the UH System level, to work with local high schools</p> <p><b>Coordination with Mānoa Advising Center</b></p> <p><b>Launching Facebook and Twitter sites</b></p> <p><b>Redesign/Reconfiguration of OSS</b></p>
<p><b>Ocean &amp; Earth Science &amp; Technology</b></p>	<p>115 as of Spring 2009; mandatory advising is required of all SOEST undergrads.</p>	<p>Initial advising and requirement tracking are done at the college level.</p> <p>Subject advising is done at the department level.</p> <p>Career advising, undergraduate research, and internship advising and supervision is done at both the college and departmental levels.</p>	<p>Leona Anthony (college level)  Department of Oceanography  Department of Meteorology  Department of Geology and Geophysics</p>	<p>Individual appointments.</p>	<p>This is a new strategy that was implemented effective Fall 2008.</p>

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<b>Shidler College of Business</b>	<p>We make presentations to the Access to Excellence (ACE) clusters, which is a cohort of 1st semester freshmen students in each cluster.</p> <p>We give presentations about Shidler College admission requirements and information about the Shidler College to New Student Orientation (NSO) students during July and August. These are freshmen students who will attend UHM from the fall semester and are interested in business. We present to about 6 to 7 groups, which total around 200 students.</p> <p>There is also the individual freshman advising in which the student calls our office and sets up an appointment.</p>	College level	Reid Kuioka (Undergraduate Admissions Counselor) and Rikki Mitsunaga (Undergraduate Academic Advisor) in Office of Student Academic Services, Shidler College of Business.	Individual appointments, presentations, and group sessions (see above).	A new program, Shidler Scholars Pre-Business Program (see attached), has been launched for fall 2009 freshmen students at UHM. This new Shidler Scholars Pre-Business Program invites a select number of freshmen to get involved with the Shidler College of Business community earlier and to grow academically with the Shidler College through enrichment activities and events. Those selected as "Shidler Scholars" must still apply selected as "Shidler Scholars" must still apply to the Shidler College after they have completed their pre-business requirements to officially declare their major in Business.
<b>Social Sciences</b>	Unknown--those on A&R's list got regular emails but I didn't track the students.	Sociology Department	Barbara Joyce	New and transfer students are contacted via email. They are informed of my office hours and invited to come to my office to pick up a copy of the Sociology Major's Handbook and to discuss their interests in sociology. They are given information about which faculty members are working in their areas of interest and encouraged to see them, also.	This fall semester, in addition to regular contact via email, I will track the new students who have declared sociology as their major to make sure that everyone meets with me and receives the Handbook. I will tell them that they need to meet with me at least once each semester.
<b>Social Work</b>	None. Advising all major students. Also working with MAC on pre-social work majors.	School/program  Students are sometimes referred to us by the Mānoa Advising Center. We have seen approximately 6-8 students this year by referral.	Nathan Chang Violet Horvath Mari Ono	Typically individual and small group sessions.	N/A
<b>Travel Industry Management</b>	21 Freshmen	School level	Kawehi Sellers, Director of Student Services	<ol style="list-style-type: none"> <li>1. Individual Appointments</li> <li>2. Group Sessions</li> <li>3. Email correspondence with students who created academic plans in Fall 2008</li> </ol>	Since Fall 2008, TIM implemented mandatory academic advising for all Sophomores in addition to the Freshmen. In Spring 2009, TIM advised 45 Sophomores in addition to the 21 Freshmen using the same advising methods.

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Tropical Agriculture and Human Resources	542	Program (major) level	Animal Sciences (ANSC) Apparel Product Design and Merchandising (APDM) Biological Engineering (BE) Family Resources (FAMR) Food Science and Human Nutrition (FSHN) Natural Resources and Environmental Management (NREM) Plant and Environmental Biotechnology (PEB) Plant and Environmental Protection Sciences (PEPS) Tropical Plant and Soil Sciences (TPSS)	Individual appointments	As funding permits, we might expand use of professional (non-faculty) advisors.