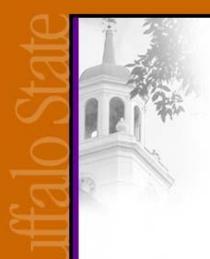


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- Instructor, SUNY Fredonia
  - Freshmen Seminar
  - Advanced Leadership Development
  - Experienced Leadership Development
  - Leadership Internship
- UAS-Juneau, MSU, WVU



# Is the student a customer or a client?

#### What is a customer?

a person who purchases goods or services from another.

#### What is a client?

a person or group that uses the professional advice or services from another.

www.dictionary.com

# What is online advisement and assignment of courses?

- Email?
- WebPages?
- Telephone?
- Hybrid?
- Block Scheduling?

- Population = approx 1600 first year students.
- Average 12-15 credit hrs per student.
- About 19,000 24,000 credit hrs needed.
- Offices Involved
  - University College
  - Academic Advisement Center
  - Admissions
  - Registrar
  - Orientation
  - Weigel Health Center
  - Associate Deans of Respective Schools

- Originally-advised at orientation during summer.
  - Three separate orientation sessions.
  - Students self-registered for courses.
  - Diverse methods of advisement.

- Three Years Ago-Pilot program with Summer Orientation.
  - Register a group of students for some courses based on departmental recommendations.
  - Students self-registered for remaining courses.
  - Diverse methods of advisement.

- Two Years Ago-Shift to pre-assigning courses with Summer Orientation.
  - Register students for full-time course load based on the recommendations from departments.
  - Students able to alter schedule at orientation.
  - Diverse methods of advisement at orientation.

- Last Summer-Shift to pre-assigning courses with <u>FALL</u> Orientation.
  - Registered students for full-time course load based on recommendations of departments.
  - Students meet with departments prior to altering schedule for a minimum of 3 sessions.
  - Students able to alter schedule Thursday before classes begins.

# Counseling/Client Perspective of Advising

- Students gave information on orientation registration form to assist advisors in selecting courses.
  - Major or Intended Major
  - Test Scores
  - Additional Comments. (Sports, Special Needs)
- Advisors were assigned based on the information given.
- On-Line interaction was available if there was a substantiated need for altering courses prior to orientation, otherwise, reassurance of the ability to alter the schedule prior to classes.

#### **Pros to Pre-assignment of Courses**

- Section availability and alterations.
- Advising and registration was less time sensitive.
- Most students and parents felt relief when they found out course selection was completed.
- For those who were uncomfortable, assessment of situation based on needs and reassurance of the ability to alter courses before classes begin.
- Less course adjustment of first year schedules.

#### Cons to Pre-assignment of Courses

- Holding seats for first year students hindered transfer students registration.
- Concern over what to do with the last minute acknowledgement of a student.
- Inability of students to know how to register for spring courses.
- Students change majors on a moment's notice and sometimes don't tell the college of their intentions.
- Ability to track no-show students and impact on financial aid and student accounts.

#### **Questions**

and

Roundtable Discussions