

Undergraduate Advising at the UW

Most full-time undergraduate academic advisers at the UW are professional staff. College and departmental advisers interpret requirements and help students define and achieve their academic goals. Many advisers have additional responsibilities such as preparing time schedule information, supervising internship programs, and working closely with the department chair.

Undergraduate Advising at the Gateway Center (171 Mary Gates Hall) provides academic counseling for premajors, preprofessional students, General Studies majors, and students in academic difficulty. The office also coordinates with local community colleges, publishes guides and maintains websites for students and advisers, and trains and supports campus advisers.

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See also: www.washington.edu/uaa/gateway/advising

OVERVIEW OF ADVISING SERVICES

The list of undergraduate advisers includes over 200 names. Of these, many are professional staff counselors, most of them employed full-time. Other departments may have graduate students supervised by faculty or operating independently, classified staff supervised by faculty or operating independently, or professional advisers supervising graduate students or peer advisers. The role and extent of their involvement in advising varies greatly.

Most students are not assigned a specific academic adviser. Based on their needs, they may choose to work with one or more advisers in various offices around campus. A student's ideal educational team will include both general and department/college advising.

Advising Offices

Advising at the UW can be divided into "General" and "College and Department" advising. There are four main general advising offices at the UW: Undergraduate Advising at the Gateway Center; Educational Opportunity Program (EOP) Academic Advising and Counseling Center; Student-Athlete Academic Services (SAAS); and University Honors Program.

Undergraduate Advising at the Gateway Center

See "Services of Undergraduate Advising at the Gateway Center" below for more information.

Educational Opportunity Program (EOP) Academic Advising and Counseling Center

Students associated with the EOP can visit the EOP Academic Advising and Counseling Center. It is staffed by a team of multi-ethnic counselors who work diligently to give students the best possible advising and counseling. EOP advisers/counselors are generalists, and can work with students to choose and schedule classes, explore possible majors, and assist in the development of career goals. EOP advisers/counselors also assist with financial aid, housing, and personal issues.

At the time of application for admission to the UW, the Office of Admissions identifies and refers EOP-eligible students into the program, taking into consideration family income and resources, and level of parental education. New and continuing students may also apply for affiliate status with EOP.

Student-Athlete Academic Services (SAAS)

SAAS provides academic and logistical support to UW student-athletes. SAAS advisers, like those at Undergraduate Advising at the Gateway Center and the EOP Academic Advising and Counseling Center, are generalists. Their goal is to provide student-athletes the support required to succeed academically and personally at the UW. In addition to advising, SAAS offers access to tutoring and a learning specialist, a computer lab, and programs fostering career development and life skills.

University Honors Program

The goal of the University Honors Program is to encourage students to learn and grow by engaging in a common enterprise where they learn by questioning and discussion. In the process, Honors seeks to attract dedicated learners, offer students an innovative curriculum, and build a special learning community of motivated students and faculty within the larger university. To enhance this unique community, Honors offers peer advising, Honors House in the UW residence halls, study abroad opportunities, and personalized advising concerning research, academics, and internships.

Department and College advising

Department and College advisers meet with students to interpret University, College, and departmental requirements, and to assist students in defining and attaining their academic goals. Department advisers introduce students to the opportunities available in their program, including internships, undergraduate research, scholarships, new and one-time course offerings, and special events. Once they declare a major, students will meet primarily with the department adviser to plan their program of classes, stay connected with their academic community, and prepare for graduation and beyond.

Some department and college advising offices have extensive additional responsibilities, including some or all of the following: prepare quarterly course information, advise graduate as well as undergraduate students, prepare time schedule information, supervise internships, maintain websites, serve on department committees, provide liaison between students and faculty, help students with career planning, serve as informal department ombudsman for student problems, and sponsor department student organizations.

Incoming freshmen

Advising for the majority of incoming freshmen is done by Undergraduate Advising. Entering students in the Educational Opportunity Program are advised at the EOP Academic Advising and Counseling Center. Student athletes usually receive initial counseling from the full-time professional advisers in Student-Athlete Academic Services. Although many departments have admission requirements that preclude entering students from declaring a major immediately, other majors have open admission or special freshman admission programs. Consequently, some entering freshmen are advised by their major departments.

Faculty vs. staff advising

Some departments in Engineering and a few departments in Arts and Sciences provide ongoing faculty involvement with student counseling, but the bulk of undergraduate academic counseling at the UW is done by full-time professional counselors, classified staff, or graduate students. This varies from the pattern at many universities, where faculty advising is more prevalent. Reasons for our pattern include substantial time commitment required to understand complex requirements, and a preference to keep faculty available to talk with students about non-advising matters.

SERVICES OF UNDERGRADUATE ADVISING AT THE GATEWAY CENTER

Premajors and preprofessional students

The primary task of Undergraduate Advising is to provide academic counseling for students who are undecided about a major or are considering several majors. The 16 professional advisers and 2 advising interns see the full range of premajor students, but at the same time all have areas of specialization and maintain close contact with several assigned departments. Students are seen by appointment or during scheduled drop-in times. Undergraduate student associates are also available to provide assistance.

The Assistant Dean for Undergraduate Academic Affairs and Director of Undergraduate Advising counsels and assists students at all levels that have unusual administrative problems.

Support for First Year Programs

Undergraduate Advising works closely with the First Year Programs office, designing and implementing portions of the Advising and Orientation program attended by all entering students. A&O sessions include group workshops on general education and major requirements, instructions on how to register for courses, supervised registration in computer labs, workshops on topics such as student housing and financial aid, and campus tours. Undergraduate Advising also participates in Dawg Daze, a “welcome week” of activities leading into autumn quarter.

Low-scholarship students

Advisers in Undergraduate Advising counsel students on academic warning and probation and those who have been dropped for low scholarship. Students in the EOP program meet with counselors in EOP. Three advisers from Undergraduate Advising, one adviser from EOP, two advisers from departments in the College of Arts and Sciences, and the Assistant Dean of Undergraduate Academic Affairs comprise the College of Arts and Sciences Reinstatement Committee, which reviews the petitions of students requesting reinstatement to the College of Arts and Sciences. Other colleges and schools vary in their approach to students who have been dropped for low scholarship.

General Studies

Through the General Studies program, a student may design a unique interdisciplinary major. Five advisers from Undergraduate Advising and one from EOP advise General Studies students and, along with representatives of the College of Arts and Sciences and Undergraduate Academic Affairs, constitute the admissions committee for prospective General Studies majors.

Department and college liaisons

Undergraduate Advising provides liaison and related services for all UW colleges and departments. Advisers work closely with the advisers for all UW programs to clarify procedures and requirements, to smooth the transition for students seeking admission to majors, and to keep advisers apprised of rule and requirement changes that affect their students.

Services for prospective transfer students

Each Thursday afternoon Undergraduate Advising is a transfer center for prospective transfer students. Advisers are available on a drop-in basis and a variety of information sessions are offered. A session on transfer admission, conducted by a counselor from the Office of Admissions, is offered every Thursday afternoon. In addition to Transfer Thursdays, advisers frequently visit Seattle area community colleges to meet with students individually and in group settings.

Undergraduate Advising works actively with community college advisers and faculty. Undergraduate Advising, Admissions, Engineering, Business, and the Office of Minority Affairs and Diversity coordinate an annual October conference—the UW/CC Advising Conference—for UW and community college advisers. Additionally, most advisers in Undergraduate Advising maintain continuing contact with one or more Washington state community colleges.

There are two shared UW/community college advising positions, at Shoreline and Bellevue Community Colleges. These positions are located at the community colleges, but involve close collaboration with Undergraduate Advising and departmental advisers. The primary focus of these positions is the support of transfer students interested in studying the sciences and engineering at the UW.

Individualized Second-Year Advising Program

Second-year students are a unique population. They have experienced one year of university life with all its ups and downs, and in many cases are just beginning to think about choosing a major. There are five advisers in Undergraduate Advising who focus exclusively this population. These advisers take a proactive approach to advising, so every student is contacted personally and invited in for an appointment. Their purpose in doing outreach is to ensure that students begin to identify academic, extracurricular, and professional areas of interest. They work in concert with students to help them become more knowledgeable about University resources.

Publications

Undergraduate Advising is responsible for major University publications related to undergraduate advising,

including this Adviser's Guide and the online Adviser Information File, a collection of detailed policy memos. The office edits the UW Student Planner given to each entering student who attends Advising and Orientation. In addition to an annotated academic calendar, the Student Planner includes extensive information about academic requirements and campus services for students.

Detailed information on requirements and procedures is available on the Undergraduate Advising at the Gateway Center website:

www.washington.edu/uaa/gateway/advising

Petitions

Writing Course petitions and College of Arts and Sciences Graduation petitions are coordinated through Undergraduate Advising.

Email

Undergraduate Advising, together with the Office of the Registrar, maintains the adviser email service advisers@u.washington.edu, one email address that can be used to contact all advisers on campus who belong to the service. Currently, virtually all staff and faculty undergraduate academic advisers subscribe to the service, as well as a number of staff in units of the University concerned with undergraduate affairs, such as Registration, Admissions, and the Counseling Center.

Undergraduate Advising maintains the UW/community college adviser email service uwcc@u.washington.edu, which can be used as a forum for discussion and a tool to disseminate information.

Undergraduate Advising also maintains an address for answering advising questions from students: advice@u.washington.edu. Messages are received by one of the advisers, who either answers the question or forwards it on to the appropriate adviser or another office on campus. Advisers may also use this address to ask advising questions or request materials.

Adviser training and support

Undergraduate Advising offers training and professional development opportunities for all new and continuing UW advisers through its coordination of the Adviser Education Program (AEP) (see page 6).

On an ongoing basis, Undergraduate Advising also

provides policy interpretation, guidance, and troubleshooting for campus advisers. Each campus adviser has a liaison adviser in Undergraduate Advising and is encouraged to call for assistance at any time.

THE ROLE OF THE ACADEMIC ADVISER

UW undergraduates are not required to meet with advisers, except that all students must have an adviser's signature on their degree applications, normally filed at the beginning of the final year. Additionally, students usually must see an adviser: 1) when they declare a major (some departments require this), 2) if they have earned 105 or more credits and not yet declared a major (see page 51), or 3) if they are about to earn 210 credits and have not applied to graduate (see page 52). Students are encouraged, however, to meet with advisers on a regular basis. In essence, though, the UW allows students to decide when they need help.

Developmental advising

In the past 25 years, academic advising has evolved from an emphasis on simple quarterly class scheduling to a concern for the education and development of the whole person. Developmental advising involves not simply giving information or helping students through a bureaucratic maze, but also helping them make critical decisions on life goals and educational options. In recent years, distinctions among academic counseling, career planning, placement advising, and personal counseling have blurred. Academic counselors now focus on the whole student.

"...Developmental counseling or advising is concerned not only with a specific personal or vocational decision but also with facilitating the student's rational processes, environmental and interpersonal interactions, behavior awareness, and problem-solving, decision-making, and evaluation skills" (Crookston, B. B. (1972). A developmental view of academic advising as teaching. Journal of College Student Personnel, volume 13, pp. 12-17).

Also, the University emphasizes the importance of collaboration among offices, as a means of reaching more students in a variety of ways. For example, the

Career Center and Undergraduate Advising offer joint "Roadmap to Choosing Your Major" sessions.

Academic advisers frequently confront the problem of the student who wants to prepare for a career in, say, business, but who has no idea whether his/her values and interests would make this an appropriate choice. Students do not necessarily see college as a process of becoming more involved and interested in learning—either for the pure excitement of learning or to improve their analytical or creative skills. Many expect to be told what they have to learn to get into medical school or to become an electrical engineer.

Academic advisers help students understand not that such pragmatism is bad, but that their UW experience can have a much broader meaning than simply finishing a course of study in accounting, that becoming truly interested in something has all sorts of beneficial side effects: it makes learning easier and more stimulating, increases the individual's awareness of what is going on around him or her, gives the student the exhilarating feeling that comes with thinking, and virtually assures more academic involvement and higher grades.

Adviser responsibilities

Academic advisers help undergraduate students:

- make decisions on quarterly schedules
- understand and complete requirements
- develop plans for a major
- avoid or overcome administrative problems
- overcome problems that hinder their academic performance
- match personal strengths and interests with opportunities in the University curriculum
- develop a sense of purpose in their undergraduate education
- integrate their educational and career plans
- understand the central importance of universal skills (thinking, communicating) in an undergraduate education
- grow toward greater maturity in their approach toward education and life

TRAINING OPPORTUNITIES AND RESOURCES

Association of Professional Advisers and Counselors (APAC)

depts.washington.edu/apac

The UW Association of Professional Advisers and Counselors was formed in the 1970s to provide opportunities for campus advisers to meet and discuss issues of current interest. A newsletter and monthly meetings are devoted to the professional development of advisers. APAC sponsors an annual Adviser of the Year award, a Lifetime Achievement Award, and a scholarship program. APAC also organizes a Summer Summit to bring advisers together in order to create community and discuss issues affecting students and advisers.

National Academic Advising Association (NACADA) and NACADA Northwest

www.nacada.ksu.edu

The National Academic Advising Association (NACADA) offers regional and national meetings for college academic advisers and a journal of scholarly research and writing.

NACADA also offers an assessment institute, an administrators' institute, and a summer institute for advisers. The summer institute is designed for individuals or teams who have responsibility for academic advising, and utilizes an effective interaction of expert group presentations with small group discussions, workshops, and topical sessions led by skilled practitioners and organized by institutional type.

Adviser Education Program

depts.washington.edu/aepinfo

The Adviser Education Program offers a series of workshops on topics of professional interest to campus advisers.

Each quarter, AEP offers 4-hour Advising Basics workshops for new advisers, covering such topics as advising resources and tools, FERPA (Federal Educational Rights and Privacy Act) regulations, UW requirements, and transfer credit evaluation. For experienced UW advisers, AEP offers 12-hour Master Adviser workshops covering more advanced topics

such as advising models and styles, transfer advising, academic progress and graduation policies, as well as a number of presentations from campus student services offices.

Advisers who complete both workshops, attend four other advising-related workshops, and write a report detailing what they learned in each workshop will earn a certificate of completion, will be listed on the AEP website, and will be recognized at an All Advisers Meeting.

Professional Staff Organization

depts.washington.edu/psoweb

The PSO represents the more than 6800 professional staff at the University of Washington, including advisers and counselors. They have members on a number of University committees, communicate with UW administration and state legislators, produce a quarterly newsletter, fund a scholarship and a grant program for professional development, and offer brown bags and other meetings on topics of interest to professional staff.

College Advisers Meetings

Advisers in departments in the College of Engineering meet as a group on a monthly basis to discuss current issues affecting their students. The College of Arts & Sciences also sponsors a regular meeting for advisers in departments within that college.

All Advisers Meeting

Each autumn and spring quarter Undergraduate Advising hosts a half-day meeting for advisers.

Student Database, EARS, and DARS training

For training in the use of the SDB (Student Data Base), new advisers should contact Mary Dolan (mdolan@u.washington.edu) in Data Management/Data Services. For EARS (Electronic Advising Records System) training, new advisers should contact David Sayrs (dsayrs@u.washington.edu) in Undergraduate Advising. For DARS (Degree Audit Reporting System) training, new advisers should contact dars@u.washington.edu.

Information for Academic Advisers website

www.washington.edu/students/ugrad/advising/advisers

This site, maintained by Undergraduate Advising at the Gateway Center, compiles a variety of information and tools that advisers may find useful. These include: the Adviser Information File, a series of detailed memos on academic policies affecting UW undergraduate students; the placement test scores chart; the web form used to approve lower division transfer credits in excess of 90; a registration demonstration; a link to the Schedule Finder tool; and many more!

ADVISER EVALUATION

The Association of Professional Advisers and Counselors has developed an extensive evaluation form for the annual review of each campus academic adviser by his or her supervisor. Aside from its usefulness as an evaluation instrument, the form provides detailed lists of the skills and areas of expertise an adviser is expected to develop and maintain. The evaluation form is available at the *Information for Academic Advisers* website (see above).

STATEMENT OF ETHICS AND STANDARDS

Anyone functioning as a counselor should be concerned about questions of ethics. What information is confidential? Where is the line between suggesting a course of action and making a decision that should be left up to the student? When you are forced to choose, should you be an advocate for your department or for your students? Academic advisers, who are frequently isolated and expected to act independently, must often make decisions about ethical behavior.

To provide general guidelines, the statement below was prepared by the Association of Professional Advisers and Counselors of the University of Washington.

Academic Advising Statement of Ethics and Standards

1. Advisers and counselors should provide equal access to their services without regard to race, color, creed, religion, national origin, sex, sexual orientation, age, marital status, disability, or status as a disabled veteran or Vietnam-era veteran, in accordance with University policy.
2. Advisers and counselors should strive to maintain the trust and confidence invested in them by students and others.
 - a. They shall respect the confidential nature of any information as far as legally possible.
 - b. They shall not engage in any form of harassment of advisees.
 - c. They shall avoid conflict of interest caused by multiple relationships.
3. Advisers and counselors should promote the goals and values of higher education as they interact with students.
 - a. They shall act as student advocate whenever that serves a student's best educational interests.
 - b. They shall not assist students in circumventing the regulations or policies of the University of Washington or state/federal law.
4. Advisers and counselors should strive to provide the highest level of professional service to students, staff, faculty, and the community.
 - a. They shall make all reasonable efforts to maintain good relations with individuals, organizations, and institutions inside and outside the University.
 - b. They shall maintain current knowledge of rules, regulations, procedures, and information affecting their students.
 - c. They shall maintain a commitment to ongoing training and development.
5. Advisers and counselors should recognize the extent of their professional qualifications and authority. For example, they should try to maintain an inventory of campus and community agents for common referrals and make appropriate referrals when necessary.

