

## Student Budget Consultation Report 2019/20 Response – Academic Advising

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While this year's report includes much-appreciated recognition of our responsiveness in recent years that has resulted in improved student satisfaction with advising services, the report also highlights that students still have a significant lack of confidence in the accuracy and consistency of academic planning and advice through various advising services.

The concerns raised in this year's report focus on two aspects of advising: systemic reform; and front-line service improvement. The related recommendations are as follows:

1. Ensure the full implementation of Degree Works, including use by students, for all programs by the fall 2020 semester or earlier; and
2. Ensure, through the Service Excellence Initiative or otherwise, that all advising staff are provided appropriate working conditions, training, support and community of practice to maintain consistent service standards.

### **Response to Recommendation 1**

We are making progress with Degree Works implementation as planned. The additional Audit & Articulation Officer position beginning in 2018/19 has provided us the ability to focus on Degree Works implementation and other critical work relating to student academic planning and success; namely transfer credit articulation and assessment.

In addition to all Open Learning programs, Degree Works is now implemented for use by advisors for 27 campus programs across 4 Faculties, with all Bachelor of Science majors soon to go live as well. We have encountered some delays in testing; however, the central Degree Works team has been able to proceed with configuration, training and preparation for testing ahead of schedule for other programs. See Appendix 1 for detailed implementation update.

We will continue diligently on our path to delivering a highly-reliable degree navigation tool for students and advisors, that preserves TRU's iconic flexibility in academic programming, by September 2020. Our measures of success for this initiative remain the same, including the number of programs configured and available to advisors and our ability to deliver on or ahead of schedule with the ultimate goal of self-service access for students as soon as is possible within the constraints of the volume and complexity of work, and number of stakeholders involved, to ensure a high-quality and reliable outcome

### **Response to Recommendation 2**

Recognition provided in this year's Budget Consultation Report of increasing student satisfaction with academic advising, is reflective of initiatives underway in our central Academic Advising team. These initiatives include:

- self-reflective planning of vision and values across the team;
- increased focus on training for new and continuing advisors;
- increased connectivity with faculty and academic department advising offices to more clearly identify roles and communication channels and to better align program planning advice and resources for students;
- improved web resources and greater ability for students to self-serve; and
- proposed pilot for a Peer Mentoring program to engage current senior students in mentoring other students on accessing and using tools available to plan and register.

These initiatives aim to improve access to advising resources for greater numbers of students, and to improve the quality and accuracy of the planning and advice received. While both of these objectives are critically important, this year's TRUSU Budget Consultation Report particularly highlights the importance of the latter – improving quality and accuracy, and not just building greater capacity to move through more students.

We remain optimistic that the infrastructure that Degree Works is providing for campus programs will greatly assist in the accuracy and consistency of academic planning across central and faculty advising functions. Further, once live for students to use on their own, Degree Works self-service will provide students with electronic access to advising and ease some of the pressure on face-to-face engagement with the Advising office.

In the meantime, the number of students engaging with central Academic Advising continues to grow. In response to this growth, and particularly some rapid enrolment growth this past year, Enrolment Services has redirected resources on a temporary basis to help sustain and improve service levels. This additional Advising Assistant has been of great help during peak cycles of demand for advising services.

We look forward to the continued roll-out of Degree Works and the benefits it brings to students and advisors, as well as the continued improvement of accurate, consistent and professional service through advising offices. This remains among our Division's top priorities, now and heading into the 2019/20 fiscal year.

Sincerely,

A handwritten signature in black ink, appearing to read 'Michael Bluhm', with a stylized, flowing script.

Michael Bluhm  
AVP Enrolment Services & University Registrar

## Appendix 1 – Degree Works Implementation Progress Update

### Programs now live for use by Advisors

Faculty of Adventure, Culinary Arts and Tourism	Adventure Guide Certificate
	Adventure Guide Diploma
	Sport Event Management Diploma
	Tourism Management Diploma
	Events and Conventions Management Diploma
	Resort and Hotel Management Diploma
	Bachelor of Tourism Mgmt (general + all 4 concentrations)
	Post-bacc Certificate in Tourism
	Post-bacc Diploma Adventure Studies
	Post-bacc Diploma Resort Experience Management
	Post-bacc Diploma Tourism Destination Development
	Post-bacc Diploma Tourism Experience Management
	Post-bacc Diploma Innovation and Entrepreneurship
Post-bacc Diploma Managing Festivals and Events	
Faculty of Education and Social Work	Bachelor of Education (Elementary)
	Bachelor of Education (STEM)
	Teaching English as a Second Language
	Early Childhood Education
	Early Childhood Educator Certificate – Special Needs
	Early Childhood Educator Certificate – Infant/Toddler
	Education Assistant and Community Support Certificate
School of Nursing	Bachelor of Science Nursing
Faculty of Science	Bachelor of Health Science

### **Programs now configured and in testing phase**

Faculty of Education and Social Work	Human Service Diploma
	Bachelor of Social Work
	Graduate Certificate in Educational Studies
	Master of Education

Faculty of Law	Juris Doctor
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School of Nursing	Health Care Assistant
	Practical Nursing
	Master of Nursing

Faculty of Science	Respiratory Therapy Diploma
	Animal Welfare certificate
	Animal Health Technology (campus and distance)
	Computing Science Diploma
	Architectural and Engineering Technology
	Associate of Science
	Bachelor of Natural Resource Science
	Bachelor of Computing Science
	Bachelor of Software Engineering
	Master of Environmental Science
	Bachelor of Science – all majors (*testing near complete)

### **Programs still in development**

- Configuration and curriculum alignment work is complete for programs in the Faculty of Arts (except Majors, see below).
- Training and preparation for testing is underway, as scheduled, for the Faculty of Arts.
- Solutions are being considered to deal with the complexities of Arts Majors. Potential curriculum changes may ease these complexities before the scheduled configuration of these programs.
- Configuration and curriculum alignment work is complete for programs in the School of Business and Economics.
- Training and preparation for testing will commence soon, 3 months ahead of schedule, for the School of Business and Economics.
- Configuration and curriculum alignment work is complete for programs in the School of Trades and Technology, 11 months ahead of schedule. Training and preparation for testing can commence ahead of schedule pending availability of advisors on faculty side.

Degree Works Faculty/School Onboarding Plan	2017				2018												2019												2020															
	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				
Faculty of A.C.T.					Live!																																							
Faculty of Law					Live!																																							
Social Work										Live!																																		
Health Care + PN										Live!																																		
Faculty of Science										Live!																																		
Faculty of Arts (All except Majors)															Live!																													
School of Business																				Live!																								
School of Trades & Technology																													Live!															
Faculty of Arts (Majors)																												Live!																
Maintenance Work/Functional Support																																												
Degree Works for Students																																									Live!			

- Live in Production & Ready for Use by Advisors
- Prep Work Required by Faculty/School and/or Degree Works Team
- Scribe Work + CurricUNET Review work (Degree Works Team Only)
- Scribe, Pending Faculty of Arts curriculum changes to Majors (Degree Works Team Only)
- Approval from all F/S including OL for Student Access

**Already Live for Advisors:**

Education	Mar-17
School of Nursing	Mar-17
All Open Learning (80+)	Feb-12