



Creation of an Advising Council

To address the disparate nature of student advising at UC Berkeley, this proposal calls for the establishment of an Advising Council—a single governing body responsible for aligning advising services and developing standards for performance, communication, and assessment in curricular and co-curricular advising. Through its efforts, the Advising Council would ensure a consistent, high-quality advising experience for all students, regardless of the source.

Summary

UC Berkeley has a plethora of policies and resources to assist students with meeting their academic and personal-development goals and needs. Student advising policies and practices have developed in a decentralized environment in which each college, academic department, and co-curricular program is expected to develop its own policies and processes. While numerous outstanding individual professionals and programs exist, many others are decentralized and often unconnected, and navigating the labyrinth can be daunting for students.

The proposed Advising Council would be charged with creating standards and developing metrics and assessment tools for curricular and co-curricular advising and for ensuring seamless communication across all student service departments. It would comprise a representative group of managers and administrators from co-curricular and curricular departments and a newly created and temporary Assistant Vice Provost who would shepherd the program and paradigm shift. Benefits would include a seamless, consistent and purposeful student experience; increased advising skills and knowledge of resources among faculty; and curricular and co-curricular staff interconnected to the institutional mission through a clearly articulated shared sense of purpose.

Delivering the Vision

Creating an advising council will help achieve the vision of Operational Excellence by centralizing information and processes, improving student services, increasing efficiencies, and supporting a culture of continuous improvement. Its estimated \$1.1 million in OE investment would be combined with funding from other sources and is projected to result in annual savings of \$2.3 million.

Timeline

If approved by the Executive Committee, individual advising standards would be created and rolled out within 12 months of approval of funding. Within the next 18 months, program standards and assessment would be rolled out, with training modules rolled out in another eight to 12 months.

Leadership

Sponsor: Cathy Koshland, Vice Provost of Teaching, Learning, Academic Planning and Facilities
Initiative Manager: Anne De Luca, University Registrar

For More Information

Complete copies of the Student Services Business Case as well as the Request for Resources and the proposed budget for Creation of an Advising Council can be viewed online at the OE web site at <http://oe.berkeley.edu>

Questions and comments about this proposal for the initiative team: oestudentservices@berkeley.edu

Questions about Operational Excellence: oe@berkeley.edu