



Creating an Advising Toolkit

Much about the student advising process at UC Berkeley today is time-consuming, inefficient, and frustrating—for students and advisors alike. By employing new technology, the campus could implement a unified, web-based advising system that would retain critical advising-related information and provide tools that would significantly increase efficiencies. The bottom line: less administration time and more-productive advising interactions.

Summary

As a result of inefficiencies in UC Berkeley's current advising technology, advisors are forced to limit their time with students to attend to myriad communication and administrative tasks. The current appointment-scheduling process is time-consuming and frustrating for both students and advisors. Much of the process is paper-based, requiring excessive processing time. And because there's no easy way to share records, students lack consistent advice as well as coordination among advising sources.

All of this could be streamlined with the right technology. The proposed Advising Toolkit calls for a single, integrated interface that would expand and centralize the best advising technology already available in various campus units. It would incorporate advising-related records such as degree audits, transcripts, academic profiles, registration blocks, and class schedules; petition-related workflows such as submission and status checks on major declaration, change of college, and incomplete grade requests; and appointment-related functionality such as online appointment scheduling and access to advisor notes and campus-wide advising histories.

Delivering the Vision

The implementation of an online advising toolkit 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. The advising toolkit will require a \$5.2 million investment and is projected to result in annual savings of \$5.9 million.

Timeline

If approved by the Executive Committee, the proposal calls for an 18-month timeline, with project team selection commencing in July 2011 and rollout and refinement between September and November 2012.

Leadership

Sponsor: Cathy Koshland, Vice Provost of Teaching, Learning, Academic Planning and Facilities

Sponsor: Harry LeGrande, Vice Chancellor, Student Affairs

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 Creating an Advising Toolkit 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

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