

# Advising for the Masses? How One Small Office Turned Chaos to Sanity


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# Eugene Applebaum College of Pharmacy and Health Sciences

- Largest pharmacy and health science college in the nation
  - 23 degrees and certificates
    - Undergraduate, graduate and professional programs
  - Competitive and professional curriculums



# Our Office



- Office of Student and Alumni Affairs (OSA)
  - Team consists of
    - Assistant Dean
    - 4 Academic Services Officers (ASO's)
    - 3 Clerical Staff
  - Provide services to departments, alumni ,current and prospective students



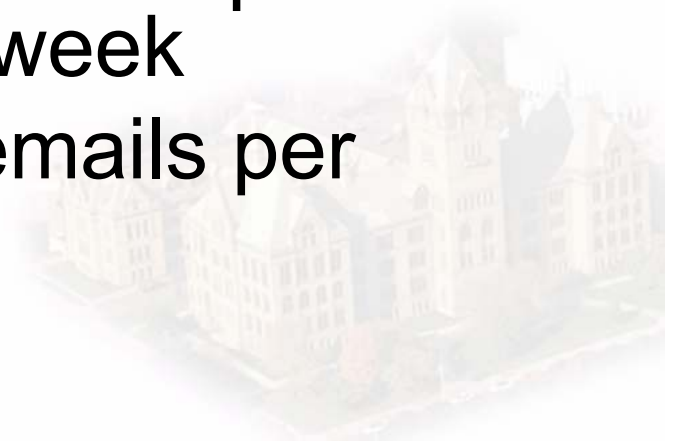
# Population We Support

- 1000 currently enrolled students
- 4 Academic Departments
  - 11 programs
  - 23 degrees and certificates
- Alumni
  - 800 active members



# Population We Support

- Prospective Students
  - Process 1300 applications per year
    - 650 applications for PharmD program
  - 30-40 advising calls per day
  - 40 requests of transcript evaluations per week
  - 50-60 advising emails per day



# OSA History

- Old Workflow
  - ASO's were assigned to programs
  - Provided one to one advising for prospective students
  - Services were duplicated
    - Current student advising
    - Graduation certification
    - Application processing
  - No true recruitment plan
  - No consistent information or services



# OSA History Continued

- Why we had to change...
  - Increased number of programs in college
  - Interest in health professions steadily increased
    - More advising services needed
  - Application process more competitive
  - Increased expectations of office
- Our progression toward current practices...
  - ASO's duties were divided by job function rather than program
  - Efforts to provide consistent services
  - College recruitment plan





# How did we change?

- Implemented Advisor of the Day
  - Respond to email questions
    - One office email for advisors in department
  - Available for walk-in advising and appointments
- Redesigned our program information sheets
  - Consistent design
- Transcript evaluations
  - Provided evaluations of transcripts and inform students of required prerequisite courses
- Improved website information
  - Updated and provided more advising information on website
  - [www.cphs.wayne.edu/stuaff](http://www.cphs.wayne.edu/stuaff)





# Advising the Masses?



Information Meeting  
Our Biggest Success



# Information Meetings

- Defined by our office as a once a month meeting for prospective students offering answers to student advising and program specific questions
  - offered on the same day each month



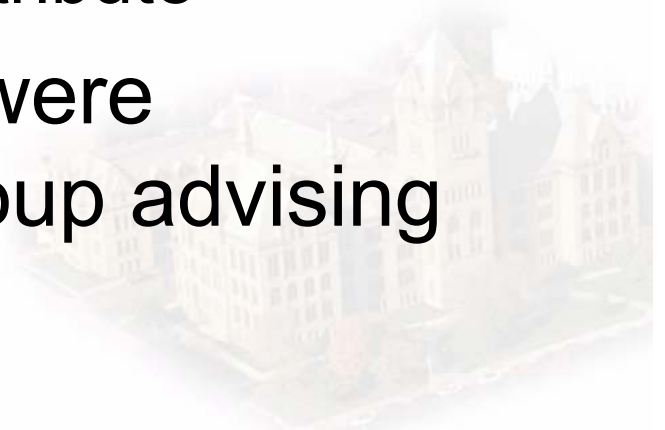
## Information Meetings (Cont.)

- Students learn about Information Meetings through main campus advising, phone calls or emails to our office and through our website



# Information Meetings (Cont.)

- Original format
  - No advanced registration required
  - ASO's ran the event
    - Faculty members did not consistently contribute
  - Multiple majors were combined for group advising by an ASO



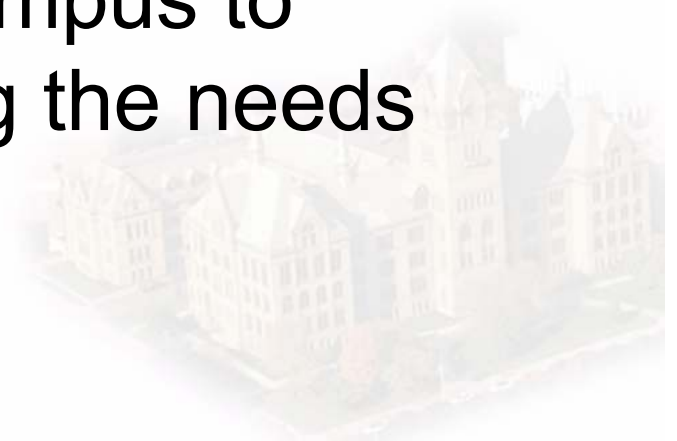
# Information Meetings (Cont.)

- Updated format
  - Students sign up in advance through our website
  - ASO's AND faculty advise students
    - Two part session
- How did we increase faculty participation????



# Future Considerations

- Increase in demand for services continues to be a concern
  - Continue looking to technology and other resources on campus to assist in meeting the needs of our students



# Online Chats



- All staff from OSA participates
- Faculty and current student representatives participate
- Focus on specific program each month
- Transcripts posted online

