



***WON'T YOU BE MY SAVIOR:
ALLEVIATING THE BURDEN OF
ADVISOR VACANCIES***

PRESENTERS

Shannon



Fatima



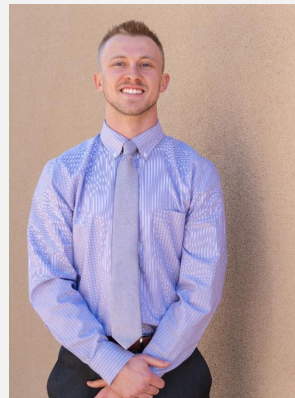
Xiomara



Britonya

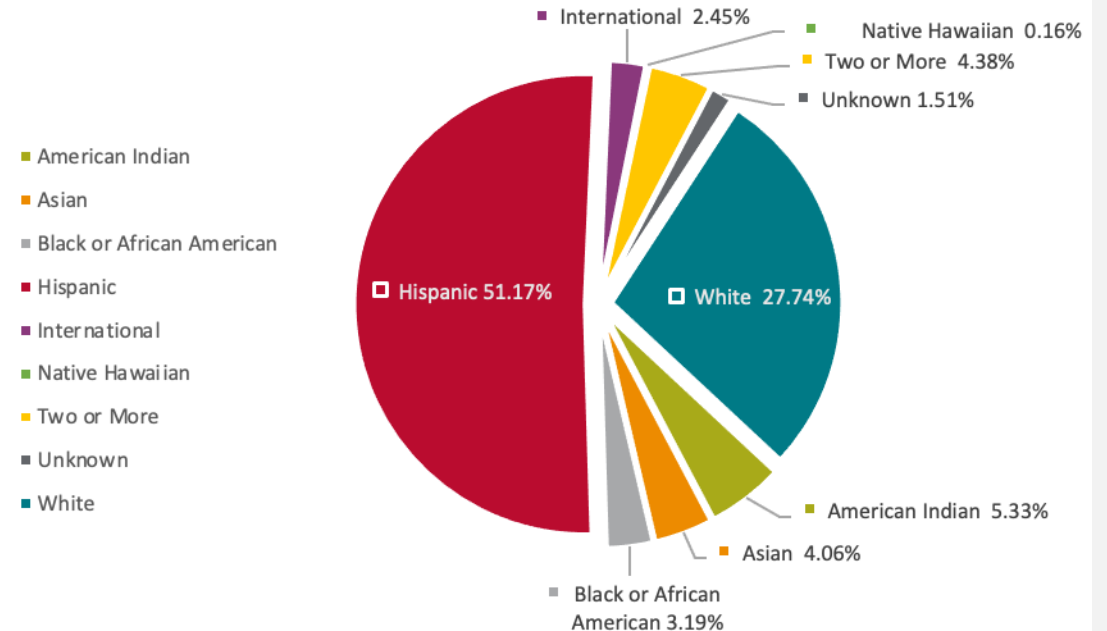


Luke

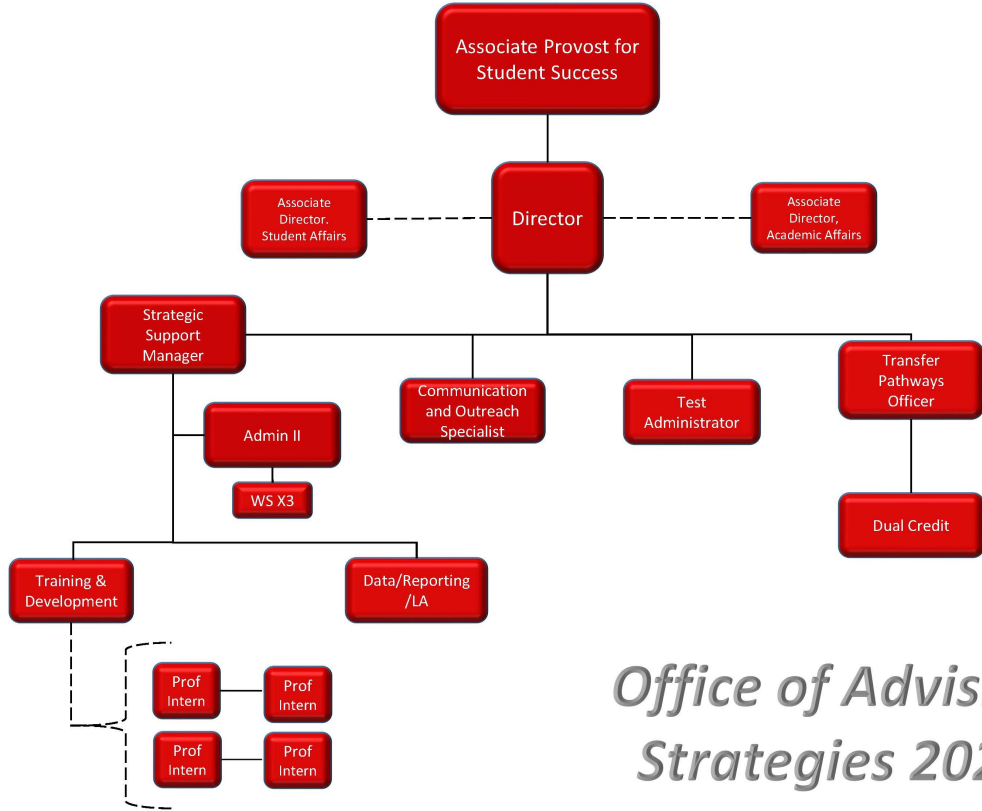


- University of New Mexico
- Hispanic Serving Public Research University R1
- Established 1889
- Largest institution in state (27K)
- High % of 1st Gen
- High % on scholarship
- Commuter/non-trad

UNM Undergraduate Students by Ethnicity



DECENTRALIZED ADVISING



Office of Advising Strategies 2024

Pamela Cheek
Associate Provost for
Curriculum and Assessment

Stephanie Hands
Director, Advising Strategies

College Advisement Managers/Directors for:

Anderson School of Management
Athletics: Lobo Center for Student-Athlete Success
Branch Campuses :
- Gallup, Los Alamos, Valencia, & Taos
College of Arts & Sciences
College of Education
College of Fine Arts
College of Nursing
College of Pharmacy
College of Population Health
College of University Libraries & Learning Science
College Enrichment Program
Ethnic Centers
HSC Programs
School of Architecture & Planning
School of Engineering
University College
University Studies



Jennifer Lucero, Previous Interim
OAS Co-Director



Pamela Agoyo, Previous Interim
OAS Co-Director



Dr. Pamela Cheek, Associate
Provost for Student Success

Professional Intern inception was stemmed from trying to support gaps in advisor lines from vacancies to new hires being fully onboarded as well as providing a robust hiring selection pool where units and potential future academic advisors can get a broad experience before selecting a college to work with.

PROFESSIONAL INTERN

Position Information

- Contract staff
- Full benefits
- Must have graduated within last 2 years

Hiring Pool

- Different type of applicants from advisor pool
 - No experience needed





WHY IS TOPIC IMPORTANT



BURDEN: NOUN

- THAT WHICH IS CARRIED; LOAD:
- THAT WHICH IS BORNE WITH DIFFICULTY; OBLIGATION



ADVISOR & STUDENT STRAIN

BURDEN OF VACANCIES

The burden of advisor vacancies can be felt institution-wide. Advisors and supervisors must absorb new advisees on short notice into their existing advisement and administrative duties for an extended period of time.





INTERN OVERSIGHT

- Advisor Trainer
 - Onboarding
 - Staffing upkeep
 - Leave requests
 - Performance reviews
 - Questions/support
- Scheduling & Placement

NEW ADVISOR TRAINING/ONBOARDING

- Online modules hosted on Canvas (canvas.unm.edu)
- The first 7 modules should be completed as soon as possible.
- All remaining modules must be completed within one year of start date.
 - Module: The Advising Profession
 - Module: UNM Policies and Procedures
 - Module: Using the Catalog and UNM Lingo
 - Module: General Education & Common Course Numbering
 - Module: Placement
 - Module: Technologies (NO QUIZ)
 - Module: Advising Notes (NO QUIZ)
- Remaining Modules to be completed in any order (suggestion: 2/month):
 - Module: Majors and Graduation
 - Module: Supporting Students
 - Module: Students Progress
 - Module: Transfer and Transition Student
 - Module: Introduction to UNM
 - Module: Supporting Online Students
 - Module: Ethics and Legal Policy
 - Module: Accessibility Resource Center
 - Module: Intersectionality – Encompassing all Identities
 - Module: International Students and Study Abroad – Global Education Office
 - Module: Centers and Programs
 - Module: Registrar & Scholarships/Financial Aid & Bursars

NEW ADVISOR TRAINING/ONBOARDING

New advisors workshops: These will be offered in a hybrid format for new advisors to discuss the application of the material learned in the online training modules.

Workshop A: Banner Workshop for Advisors (LoboWeb & Banner)

Workshop B: LoboAchieve (changing early 2025 to Student Hub (CRM))

Workshop C: General Education & Common Course Numbering

Workshop D: Advising Style, Communication Skills & Mental Health

Workshop E: Pending Graduation Certification & Retro Awards

New Advisor Meetings: 6 months: New advisors will come together to learn about various services and programs available to students. We will also discuss student case studies to review the intricacies of advising during that time of year. Also, new advisors will have opportunities to connect and learn from their fellow advisors through discussions. These sessions will be available in a hybrid format.

Shadowing: The Advisor Trainer will schedule each new advisor five 2-hour shadowing sessions with both academic and integrated advisors outside of their college/program.

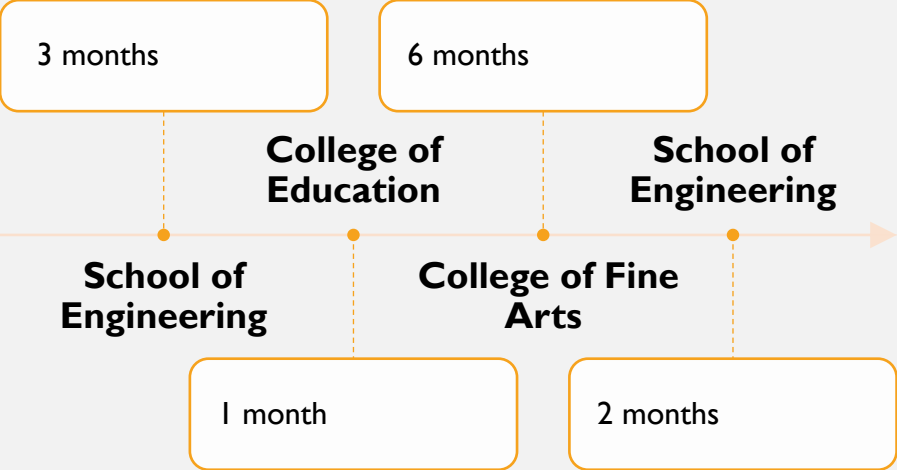
Advising Portfolio: New advisors will create a portfolio of their trainings that will be reviewed with their supervisors as completion of their initial training requirements. The purpose of your portfolio is to help advisors synthesize the information they have learned since starting as an advisor at UNM.



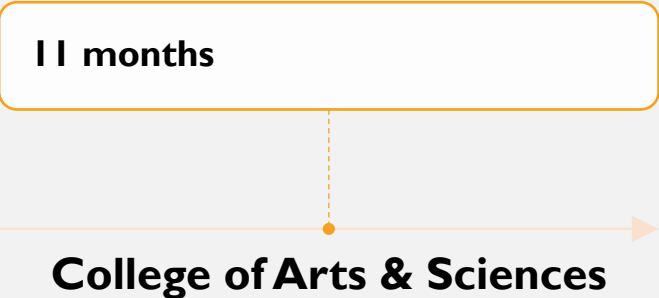
QUESTIONS SO FAR?

PLACEMENTS

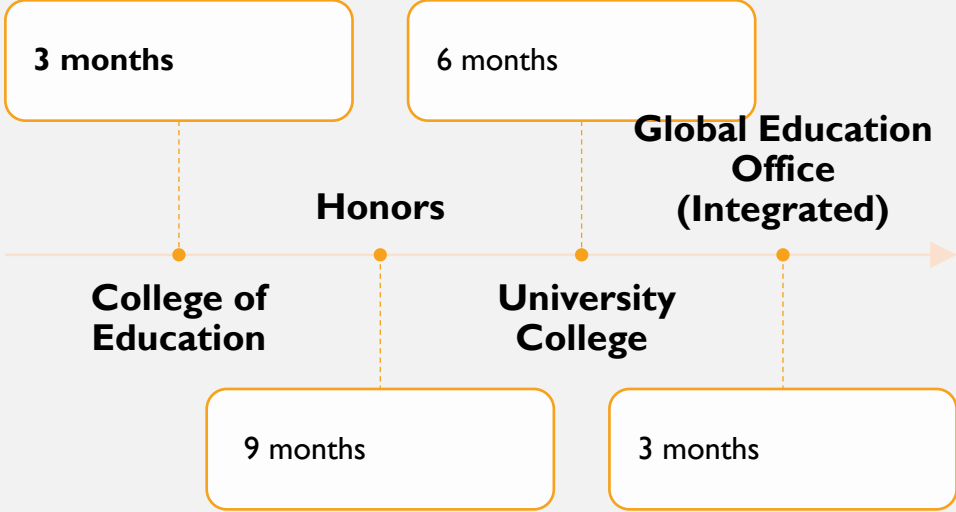
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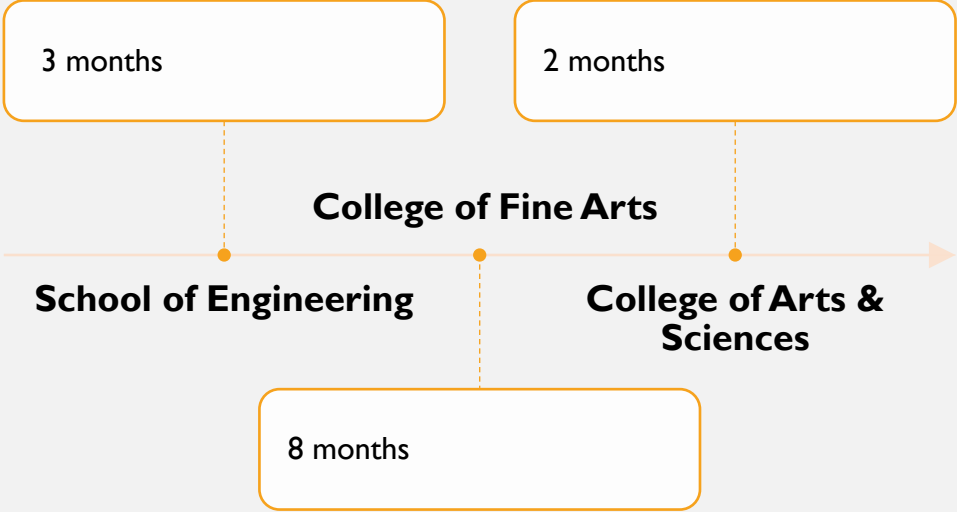
Xiomara



Fatima



Luke



INTERN PLACEMENT PROCESSES

- Request
 - Reviewed by OAS
 - Competing College needs
- Work share
 - OAS help vs College responsibilities
 - Colleges sharing an intern
 - Scheduling can get complicated with OAS initiatives and intern availability in college.
- System limitations on sharing between majors/colleges effectively. Advisor monitors appts.
 - New system coming, hopefully better
- What duties are not allowed
 - Example: no graduate, no admin duties.
- College decision on population advising:
 - Freshman/Sophomore/etc
 - Email support
 - Orientation is a BIG lift
- Extra duties that surprised us
 - Graduation
 - Exception requests
 - Probation
 - Develop programing

Training Received by College



What are some good and bad experiences you have had while you have been deployed?

Fatima:

- A good experience I've had is the support from supervisors from different colleges in situations where communicating with a student was becoming overwhelming.
- It can be difficult to get involved in everything that is happening when being deployed to multiple units.

Xiomara:

- I was speaking with a student through virtual appointment who was in a difficult position and needed more support than a single advisor could provide, my colleagues and supervisors answered me extremely swiftly via internal messaging when I asked for help. We all managed to put together a solid plan for the student.
- It could be a little difficult to know what tasks interns should be responsible for and which should be exclusive to full time advisors.

Luke:

- Hosting drop-in hours in the first week of my first deployment.
- During my second deployment, I spent multiple weeks shadowing advisors and only being responsible for advisor one major.

Britonya:

- Being expected to see students immediately after only shadowing one session.
- Having weeks to familiarize myself with the processes and degree plans before seeing students.

FÁTIMA GUEVARA



- I was interested in this position to gain experience working with underrepresented students in higher education. As a former international graduate student, I was familiar with the university's structure but wanted to learn more about advising at the undergraduate level.
- Deployed to 3 advising units: University College, Honors College, and Global Education Office.
- Participated in trainings, workshops, and conferences regarding academic advising.
- Created training materials and translated academic advising information into Spanish.
- One of the challenges that I have experienced in this position is the physical and mental fatigue of going back and forth across multiple advising units.
- I would like to continue working in higher education as an academic advisor to serve Hispanic and minoritized students and provide resources and opportunities for academic success.



XIOMARA ORTEGA TRINIDAD



- Interest in a career in higher education and helping students navigate it. This position offered a dynamic approach and various options for learning.
- Because the position is new, it's challenging to discover here the line is between what professional advisory interns do, compared to what a normal full-time advisor does.
- Position has provided a productive learning environment.
- Deployed to the Psychology Department but not any others as of now; this has been both a positive and a negative when it comes to experience as a whole in advising.
- In the short term, I hope that this internship helps me gain experience in the field of advising and that I can continue to help students in higher education navigate their academic paths.
- Slowly transitioning into a full time position, working as an understudy to take up the position of an advisor who is retiring this semester.



LUKE WILSON



- I wanted this position because I wanted to work in Higher-Ed and wanted to help students. With my experience navigating UNM and as a transfer student, I felt that I could have an impact on students through academic advisement.
- So far, it has been a learning experience. With this being a new position, there has been a learning curve for myself as well as the advisement units to which I have been deployed.
- I hope to get experience working with students in higher ed. I have also experienced personal growth as a result of job training. Most of what I have learned has been applicable to both advisement and my personal life.
- Goals: I would like to continue to enrich lives through advising and mentoring while also continuing my own education.



BRITONYA FLEMING-PONCE



As a first-generation student I graduated from UNM in Spring of 2023 with a BFA in Film and Digital Arts. I was feeling lost in my career path and decided that staying at UNM felt like the right next step for my future. In the beginning I wasn't entirely sure what this position would entail, but as I started training, I was excited to help students across campus.

My experience so far has been very positive. I've enjoyed working with different colleges and departments and learning the variety of ways in which they navigate different systems. There has definitely been a learning curve when starting out in new places, but the units I have worked with have been very understanding and helpful.

I hope to continue learning how to assist diverse student populations and to do my part in helping them navigate difficult situations in order to reach their goals. On a personal level I have also learned how to quickly adapt, problem solve, and communicate effectively.

I hope to eventually become a full-time advisor so that I can continue to help students while also furthering my education by working towards an advanced degree.



SUPERVISOR INTERN FEEDBACK

The opportunity for an OAS intern to work in University College has made academic advisement more accessible to students during times of low advisor staffing. While the students appreciate the OAS intern's expertise and greater availability for advisement, students also commented that they wish they could continue working with the OAS intern over a longer period of time for developmental advisement. This may be a potential limitation of the OAS intern program when interns are placed in departments for not a long enough time to develop meaningful long-term connections with students.

SUPERVISOR INTERN FEEDBACK

The OAS interns are **very knowledgeable about different degree programs** across UNM, which specifically was a benefit for advising students in interdisciplinary programs, such as the Honors College. I worked primarily with Fátima since Spring 2024 in the Honors College. She is **very familiar about different advisement systems across UNM** and has her **understanding of the diversity of UNM students** was an asset when working with Honors College students across all majors. Fátima was able to quickly learn the unique advisement processes and student data management processes in the Honors College; however, I can see potential future challenges if professional interns are **serving in multiple advisement units and they have to keep track of different processes on a daily basis.**

ADVISOR IN DEPT IMPACTED BY VACANCY FEEDBACK

As an established University of New Mexico employee, I know that a large institution can lead to busy times and high traffic in student services and support areas. The Psychology Department at UNM faces this challenge, as we are one of the most popular majors for undergraduates at New Mexico's largest university.

I want to **express my gratitude** for Xiomara and her ability to adapt to this environment while participating in the OAS internship program. She was **instrumental during our busiest times**, helping us navigate the most hectic parts of the semester. Xiomara went beyond advising students; she **also assisted with orientations, processed various forms, took part in outreach/emailing, and handled a variety of daily tasks** that arose from the busy nature of the job.

Her **quick understanding of policy, program requirements, and the nuances of our program** was immensely helpful. I believe she is a **testament to how beneficial this program can be for building experience in new advisors and supporting departments during the hiring process**. I'm very happy that this experience has **led to Xiomara joining our college as a full-time advisor**, and I look forward to working with her in the upcoming semesters.

ADVISOR IN DEPT IMPACTED BY VACANCY FEEDBACK

Simply said, I could not have kept up with the workload assigned to me without the help of Fatima. She has been my right hand during the months she was able to offer advising assistance. Fatima has incredible patience when working with students. She quickly learned the nuances of working toward admission to the UNM BSN degree program.

If we could hire Fatima full-time to work in our advising center, I would be the first one lined up to make that happen.

NEXT STEPS

- Use of Professional Intern position growing across campus.
 - Examples
 - The Center for Academic Excellence & Leadership Development at Honors College is hiring a [Professional Intern](#) to support the [nationally competitive scholarships](#) and the [Mellon Mays Undergraduate Fellowship](#) program.
 - The full-time Professional Intern position would assist UNM Online's Compliance Operations Specialist in researching, monitoring, and analyzing current and upcoming compliance legislation and regulations that impact higher education.
- Request permanent funding
- Replace Xiomara's position

QUESTIONS



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