

Enhanced Advising Model: Summary and FAQs for Faculty and Staff Advisors

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[Summary/top takeaways to remember:](#)

- The Office of Academic Advising (OAA) will be responsible for quarterly registration PIN deletion for first-year students.
- FSEM faculty will continue to meet quarterly with their students to discuss course selection as it relates to academic trajectory.
- FSEM faculty will be paired with an advisor partner from OAA to support advising for first-year students.

[Overview of changes to first-year advising:](#)

Why are we making changes?

We are retaining and building on the strengths of the faculty and staff advising model we currently have, while creating consistent academic advising experiences for students by scaffolding additional professional staff advising support throughout the first year and into the second year of an undergraduate student's DU career.

What are the components of the Enhanced Advising Model?

- The Office of Academic Advising will be responsible for coordinating/managing first-year student advising, in partnership with FSEM faculty. (OAA already manages new student advising over the summer for fall registration.)
- OAA advisors will be responsible for PIN deletion each quarter. FSEM faculty will still meet with students to discuss their academic plans and provide mentoring to students. If FSEM faculty provide complete advising for a first-year student, they can still delete registration PINs, but this is no longer required.
- FSEM faculty should communicate to students that whoever provides advising will delete their PIN. OAA will be responsible for this, but will also coordinate with other advisors for quarterly advising and PIN deletion in areas where first-year advising needs in those majors are highly specific (such as Music, DCB, or Engineering).
- Each FSEM faculty member will be paired with an advisor partner from the Office of Academic Advising (OAA) for the year. OAA advisors will be available throughout the year to

their FSEM faculty partner to help with challenging student questions or situations related to advising.

- FSEM faculty should encourage students to visit advising early in the quarter (rather than concentrated only during the official advising weeks). Individual appointments will be available weeks 1-6 of the quarter. In fall quarter, OAA advisors may be available to visit FSEM classes or offer group advising sessions. In winter and spring quarters, OAA advisors will encourage FSEM students to have advising conversations with their FSEM mentor throughout the quarter, rather than just being limited to advising weeks. OAA will manage PIN deletions in cases where students have been adequately advised for the next quarter prior to the official advising period. Weeks 7-8 will continue to be primarily drop-ins in OAA.
- FSEM faculty will be asked to be available each quarter for discussing long-term plans, encouraging reflection on academic progress, and providing meaning for requirements in the context of liberal arts education. These conversations relate to course planning and registration, but ideally, will be more holistic conversations about the student's overall academic progress and experience at DU, an opportunity to reflect on their academic experiences so far at DU and discuss bigger-picture goals, and how the common curriculum and other experiences can support their progress. There is potential here for additional integration into 4D experiences as this component evolves.
- To reinforce the student connection to their FSEM faculty, we are developing a short checklist for all first-year students that describes what they should be doing each quarter to prepare for the next quarter. This list includes items like checking holds and making a course plan, but at the top of the list is that students should be meeting with or talking to their FSEM faculty about progress and planning in their first year.
- To support a strong transition from first to second year, OAA will coordinate major-specific advising meet-and-greet sessions in spring quarter. Additionally, Student Success Coaches from OAA will be introduced to first-year students and will support students into their second year and beyond (if desired).

FSEM faculty questions and answers:

What is NOT changing for FSEM faculty in the Enhanced Advising Model?

FSEM faculty will . . .

- perform schedule checks before students arrive to identify any red flags
- be expected to be familiar with common curriculum requirements and typical first year schedules
- attempt to evaluate the degree to which students have taken on the responsibility of learning requirements
- serve as a first point of contact and assistance with navigating campus culture
- provide "warm referrals" to other support offices on campus (academic and non-academic)
- meet quarterly with their students to discuss advising, academic trajectory, and advising/registration procedures
- will use notes and/or appointments in Inspire to document their advising conversations
- may clear a student for registration (aka delete their PIN)

What IS changing for FSEM faculty in the Enhanced Advising Model?

FSEM faculty will . . .

- be asked to explicitly cover the rationale behind the common curriculum requirements during Discoveries week sessions

- be asked to encourage students to seek advising from an OAA advisor during weeks 1-6 of the quarter
- be asked to meet with students at ANY point during the quarter to discuss their course plans, with a 4D-mentorship approach
- be asked to review the registration readiness checklist during class in Autumn Quarter. (This may be done as part of a group session lead by an OAA advisor)
- Unless FSEM advisors prefer otherwise, OAA advisors will clear a student for registration (aka delete their PIN)

Do I still need to advise my FSEM students through the first year?

Yes! Please see above for what is and is not changing.

Do I still need to delete registration PINs?

If FSEM faculty provide complete advising and conversations around course selection for a first-year student, you can still delete registration PINs, but this is no longer required. To create a better experience for students, we do not want to send students to additional campus offices if adequate advising has been provided.

If I'm not doing PIN deletion, what should I be covering with my FSEM students throughout the year?

- Meet quarterly with students (individual or group)
- Discuss coursework, academic goals, and the match between the two
- Remind of requirements and rationale for requirements
- Invite students to reflect on connections between courses
- Remind of advising and registration procedures
- Provide warm referrals to other support offices, including other advisors
- Document these meetings in Inspire

What does it mean to be paired with an OAA advisor?

FSEM faculty will have an OAA advisor that they can interact with consistently to a) reach out to in order to ask clarifying questions, b) refer students to directly rather than sending to OAA generally and c) consult with about tricky situations. Think of the partnership as support to connect, clarify, and consult!

I'm an FSEM faculty member and I DO want to continue to delete PINs for the entire year, as this is consistent with my advising practice already. What do I need to know?

- Let OAA know your plans to advise and delete pins during Fall/Winter/Spring (via a survey sent later this summer)
- Advising notes must be recorded in Inspire.
- Music majors must visit Kelsey Smith for advising and PIN deletion.
- You will be paired with an OAA academic advisor.
- You'll be added to our Academic Advising Community – [Friends of Advising Microsoft Teams Channel](#)

I'm an FSEM faculty member and I do NOT plan to continue to delete first year student PINs. What do I need to know?

- Let OAA know (via survey sent later this summer)
- Academic advising notes should still be recorded in Inspire.

- You'll still want to plan to connect with your FSEM students quarterly.
- You'll still be paired with an OAA academic advisor.

What will I need to do in the lead-up to fall quarter in terms of advising?

Perform schedule checks before students arrive to identify any red flags.

What should I cover in terms of advising during Discoveries Week?

- Expectations of students in advising
- Common curriculum structure
- Common curriculum rationale (liberal arts context)
- Typical first year schedules
- Structure of advising
- Academic and non-academic support resources on campus

What are the expectations of FSEM faculty for advising weeks each quarter?

- Let your students know whether you're providing advising, or if they should see their OAA advisor.
- Remind students of all information covered in Discoveries (potentially with group OAA session), on requirements and advising/registration procedures
- Continue to meet with students for advising
- Be responsive to FSEM students who reach out with questions.

How should I clarify my FSEM faculty role in advising versus staff advising roles to my FSEM students?

- Generally, FSEM faculty are here to provide the "why" behind academic requirements. The "why" behind the common curriculum is deeply linked to liberal arts education values. The "why" behind disciplinary requirements are often tied to that discipline's guiding principles. FSEM advisors should also encourage students to reflect on how their required courses fit in with their overall academic exploration, and how that contributes to their development in all four "D"s.
- OAA advisors are expert academic navigators and know ALL of the tricks and tips for figuring out "how." OAA advisors can also help prompt reflection and encourage exploration, and know of internal tools (how to check holds or register for classes or submit an academic exception) and other campus supports (like student success coaching, career advising, or LEP) to help you achieve the goals you discuss with your FSEM advisor. OAA advisors can also help identify opportunities for all of the four "D"s.

Will OAA be offering group advising sessions?

- Yes, OAA can offer a limited number of group advising sessions and FSEM class visits. Please indicate your interest in these sessions in the survey OAA will send later in summer. Preference will be given to new FSEM faculty members.
- In addition, OAA may develop additional group advising offerings and will communicate these to FSEM faculty.

Advising and PIN deletion questions and answers (general):

Will first-year students still have registration PINs each quarter?

Yes. First-year students will continue to have PINs assigned and will need them deleted for quarterly registration.

Who can delete a first-year student's PIN?

- If you as an advisor provide complete advising and conversations around course selection for a first-year student, you can still delete registration PINs, but this is no longer required. To create a better experience for students, we do not want to send students to additional campus offices if adequate advising has been provided.
- OAA is available to advise all first-year students. It is not mandated that all first-year students see their OAA advisor for quarterly PIN deletion.
- The exception is music majors in the Lamont School of Music – the only person who should delete a music major's PIN is Kelsey Smith.

What is included in the advising checklist? How is “complete” or “adequate” advising defined, in terms of knowing at what point an advisor should delete a PIN?

The advisor can verify that the student has:

1. Reviewed their degree audit
2. Made 3-4 registration plans
3. Checked their registration status
4. Met with their academic advisor

I'm a faculty/staff advisor in an academic unit. Who should I tell a first-year student to contact for advising and PIN deletion if they ask me?

- If you have advised the student and have determined that their PIN may be deleted, you may do so! If you are not advising the student, see the next bullet; the student should be directed to their OAA advisor.
- First-year students should contact their OAA advisor. They can find their OAA advisor by [logging into Inspire](#). You can contact advising@du.edu if there are any issues.
- Second-year students and beyond with declared majors should contact their major advisor. This person should also be [listed in Inspire](#), and/or find the list of [major advising contacts here](#). Contact advising@du.edu with any issues.
- Exploratory/undeclared majors should contact their OAA advisor. They can find their OAA advisor by logging into Inspire.
- New transfer students have received initial advising information from OAA. They should contact their major advisor. Find the list of [major advising contacts here](#).

What should I tell a first-year student who has a last-minute request for advising and PIN deletion?

- If it's fairly straightforward and you feel comfortable advising a student and deleting their PIN, that is fine to do (see above)!
- Otherwise, you can refer the student to OAA drop-in advising, which will be available during advising periods each quarter.

Our degree program is highly specific for first-year students. Should they meet with my unit, or with OAA, to ensure they are on track?

OAA is collaborating with each unit on advising and has met with all undergraduate associate deans. OAA advisors will carefully follow the course plans published in the bulletin. Units should make sure that their major degree plans are up to date and that they are sharing relevant

information with Tonnelt Luedtke, Executive Director of Academic Advising, including examples of any circumstances when they would like OAA to refer a student to the unit (for example, if a student falls behind or off track of the standard plan for their major, or is well ahead and could explore additional degree options).

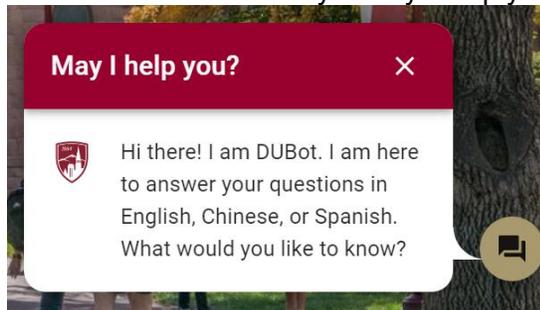
Will there be drop in advising support for students who are experiencing elevated advising-related issues during Discoveries Week?

Yes. The Office of Academic Advising will continue to offer drop-in academic advising support during Discoveries Orientation Week to support new students.

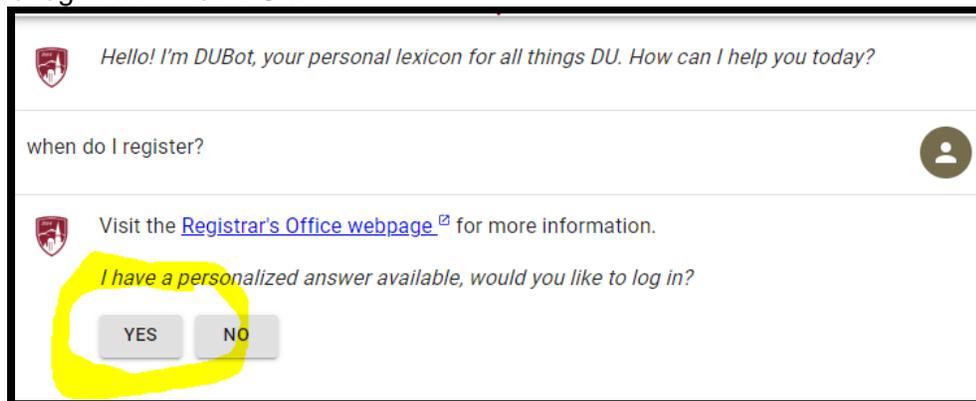
How can a student confirm whether their PIN has been deleted?

Exciting news: Students can check whether their own PIN has been deleted by asking the DU Bot! Instructions to give to a student:

1. Go to du.edu/registrar.
2. In the lower right-hand corner is a red box that says “May I help you?” Click on the box.



3. Type, “When do I register?”
4. The response looks like this, and asks if they would like to log in. Student should click YES and log in with their DU ID#.



5. Once logged in, DUBot will show:
 - a. Time ticket details (or “you may register now” if the time ticket has passed)
 - b. PIN details. If a student’s PIN has been deleted, there will be no PIN details.
 - c. Example:

When can I register?



Visit the [Registrar's Office webpage](#)  for more information.

For which term?

Summer Quarter 2022



Your registration for Summer Quarter 2022 begins on 03/01/2022 at 08:00 AM.

You have a PIN and cannot register. PINs are used to ensure students are staying on track with DU requirements. To remove the PIN, you must meet with your advisor.

If you are a first-year student, you should meet with your Freshman Seminar Advisor.

If you are a sophomore, junior or senior with a declared major, you should meet with your assigned Major Advisor or your Program Advisor. If you are a sophomore, junior or senior with NO declared major, you should meet with Undergraduate Advising.

Your Faculty Academic Advisor (UG) is Jamaal Ahmed.

Please contact Academic Advising, advising@du.edu, 303-871-7001.