

Council of Undergraduate Academic Advisors Wednesday March 18th, 2020 Meeting Minutes

- I. Meeting started at 3:03 p.m.
- II. Office of Education Abroad. Cory mentioned that outreach to students is taking to see how they can assist. Nominations students should be reaching out to nominators etc.
- III. TTS Update: Jennifer mentioned that Elizabeth will be dealing with equivalencies. Joshua Frye (International Evaluator) resigned. Jennifer, Elizabeth, & Janie will be processing the international equivalencies. Future training with individuals from the International students office to take place to assist students. Entire staff is working remotely. Collaboration with testing center. Up to 13 credits of FLAATS can be awarded; PDA section can be satisfied; a pseudo can be used to close section on the PDA.
- IV. Admissions Update (Vanessa). Operations currently being maintained. Some staff are on campus with rotating shifts. Summer application deadline extended until next week.
- V. Multicultural Programs & Services. Jeanette mentioned that they are fully operational remotely. Workshops and seminars have been moved to Zoom platform. Students can book appointments with academic coaches and tutors.
- VI. Academic Technology Update (Walter). Department fully operational via remote access. Send emails to designated email addresses: psda@fiu.edu; advtech@fiu.edu.
- VII. Career & Talent Development (Yisell). Fully operational through Handshake. Zoom appointments available to students with coaches and advisors. Currently testing more features on Zoom. All events have cancelled. Major event such as Career Expo at BBC has not been cancelled.
- VIII. Testing Center Update. Vicenta mentioned that the email contact: cfas@fiu.edu students can make requests there with reference to tutoring. A corresponding Zoom link will be sent for each applicable appointment. Study halls are on Cascade with Zoom links for different study halls; kinks currently being worked out. TLC sessions learning strategies, tutors are emailing students and faculty regarding logistics. Tutoring Appointments at CfAS: requests submitted to cfas@fiu.edu
Online Services: (1) Individual Tutoring, (2) Study Hall Sessions, (3) TLC Workshops (biology, chemistry, physics, research methods)
- IX. National Student Exchange Update. Jamie mentioned that students were recalled from Canada. Those on campus were advised to return home and continue working with faculty. No students currently active for Summer but new placements were advised to possibly redirect due to current situation. Best means of contact for her is email.
- X. One Stop Update (David). Fully operational but only assisting students via phone, email and chat. A few reps are working remotely. Reduced staff at each location. Currently fielding phone calls for FIU call center and

Admissions in addition to registration, financial aid, etc. Hours of operation remain the same but via remote access.

- XI. Center for Student Engagement Update. Hazel mentioned that all events were moved to Zoom format. Phone contact through phone forwarding. Students for the most part are being contacted to assure them that they have support in this new normal.
- XII. Registration Update. Kevin C mentioned that messages concerning DR drop deadline extension and for advising enrollment assistance were sent to students. Spring B deadline for nonpayment has been delayed 1 week and he is seeking an additional delay but needs administration approval. Soft drop scheduled for 3/20 and hard drop 3/27.
- XIII. Advising Technology & Zoom. Helen mentioned kudos to Walter and Melanie re their assistance with Zoom and advising technology trainings. EAB has made some minor tweaks to platform. Advisor portal up and running and all units can send updates her way to upload. **Send email to Helen so she can assist with UTS ticket for remote phone forwarding.**
- XIV. ISSS Update. Ted mentioned that 4000 plus student population up to date with various updates including FIU and DHS updates. Remind students to check FIU email as it relates to status regarding F1 visas etc. DHS will allow students with missing travel signatures port of entry. Students can email Ted if assistance is needed.
- XV. CASE Update. Jacky mentioned that they have a call center in place that allows staff to access web-based platform to manage phone calls. 3 full time front office staff to handle calls. If including non-CASE students need assistance they can contact 3053482978 or caseadvising@fiu.edu. Critical issues are being attended to such as enrollment excluding minors at this time. Courses are currently being moved to an online format.
- XVI. College of Business Update. Margie mentioned that a call center is also in place manned by 2 staff personnel. Advising appointments can be scheduled or minors etc. Operations are still in place. Forms are being sent to designee for processing.
- XVII. Public Health/Social Work Update (Magnolia). Operations have transitioned to remote and they are working with students to get them ready for next semester.
- XVIII. Nursing/Health Science Update (Sheryl-Ann). Advising team working remotely. HSA Chair working on transitioning all courses to fully online. Fielding communication regarding graduation and commencement. Nursing application deadline extended to March 29th.
- XIX. CARTA Update. Bernadette mentioned that all advisors have access through Zoom for students that need assistance with minors etc.
- XX. Linda Lara mentioned that all advisors have access through Zoom for students that need assistance with minors etc.
- XXI. SIPA Update. Carmen mentioned that advisors have also transitioned to remote access work with Zoom. Challenge currently is with document processing due to limited access, but they have been emailing One Stop to let them know to accept documents if approval signatures are missing.

- XXII. Engineering Update (Mario Sanchez). Most advisors have been trained on Zoom. Contacts will be sent to April. Challenge include tougher advising cases due to time limit on appointments. Jocelyn mentioned that a daily rotation will be set up to assist student that wish to pursue second degrees. This information will also be emailed to April.
- XXIII. Honors Update (Liliana). Staff and advisors have remote access through Zoom for students that need assistance. All study abroad programs were cancelled. Last 3 credits are being waived as needed.
- XXIV. Office of Pre-Health Advising Update. Christina H mentioned staff and advisors are working remotely and assisting students through Zoom. Best way to contact is Preprofc@fiu.edu.
- XXV. Orientation. Korrin mentioned that students can contact staff members remotely that are working 8a – 5p. Made the call to move upcoming Orientation sessions such as STEM to online platform by following CDC guidelines. Updates will be sent as needed. Orientation events on campus but as we monitor the current crisis, updates will continue.
- XXVI. Conclusion and other updates: April mentioned that students (over 5000) have petitioned for classes to be graded as pass/fail. Valerie Johnsen confirmed that this is a rumor. She did mention that FIU Administration is *looking* at options to help students; future updates to come. Email April if there are any issues that need to be addressed at *Advisors Meeting next week*.

Meeting adjourned 4:10 p.m.

Next CUAA Meeting: March 22nd, 2020.