



## **Working Group A: Standardization of Student Advising**

### **Context**

CU Denver has an obligation to ensure our students have the support they need to persist and ultimately to graduate. Our aim is to increase student retention rates. We will do this through a swift and coordinated response to recommendations from a National Institute for Student Success (NISS) report to enhance student retention and success. NISS identified institutional barriers that stand in the way of our students' success and provided guidance for our next steps. Four Student Success Transformation working groups will address areas of greatest opportunity and will leverage CU Denver data and community collaboration to guide action steps that will hold us accountable for improving student retention.

### **Charge**

The Standardization of Student Advising working group is charged with developing a cohesive and equitable student advising framework that ensures *all* CU Denver undergraduate students receive consistent, proactive, and high-quality advising support that is sustainable based on current or projected resources—a standard of care that all CU Denver students can expect from us.

Leveraging the newly reimplemented EAB Navigate360 student success platform, the group will identify strategies to align and standardize advising practices and student experience across colleges and schools, improve outreach and engagement tied to students' academic progression, and ensure uniform use of advising technologies through training and accountability measures.

The group will also consider how advising provides holistic support for students beyond academics, including coordination in non-academic areas such as mental health and financial aid. The group will also lay the groundwork for an Academic Advising and Coaching Council to inculcate a community of practice in this domain to guide long-term alignment, training, assessment and accountability.

The working group will use the [NISS Diagnostic & Playbook](#) as the basis for their recommendations, with particular attention to report portions that address advising data and areas for improvement (pages 6, 29-30, 37, 40-41).



## **Summer 2025 Deliverables**

By August 15, 2025, the working group will document the following and share a summary of their efforts with Chancellor Christensen and Provost Marrongelle to include:

- Synthesis of information on current advising practices and existing proposals for improvements to document current state and work completed to date
- Data on advisor workload across all units involved in student advising
- Inventory of skills required to effectively leverage EAB Navigate360 for advising and fill potential skill gaps
- A draft of critical elements of a campus-wide Standard of Care for Student Advising

In addition, the working group will:

- Identify how it will incorporate perspectives beyond the initial group membership to include, in particular, faculty and students
- Share a work plan for completion of Fall 2025 deliverables outlined below

## **Fall 2025 Deliverables**

By December 15, 2025, the working group will share comprehensive documentation of their efforts with Chancellor Christensen and Provost Marrongelle, including:

- A proposal for an ongoing Academic Advising and Coaching Council, including membership, scope, and an initial charge
- A proposed campuswide Standard of Care for Student Advising outlining required advisor practices, proactive outreach protocols, and student support benchmarks
- Recommendations for standardized technology usage, including a training plan for EAB Navigate360 and a strategy for compliance monitoring across advising units

In addition, the working group will share:

- An overview of how campus constituent voices were engaged throughout the process
- A work plan for implementing the working group's recommendations, incorporating goals, tactics, accountable individuals or teams, and measures of success