

Non-Advising Faculty Guide

Version 1.0

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Overview

The Bay Advisor, a product from the Education Advisory Board (EAB), is a tool for faculty and professional advisors to identify and track students towards a timely graduation. This student advising platform enables advisors to search for an individual student and groups of students, communicate through email or text, schedule appointments and review student success markers, including missed core major classes, failed coursework, repeated coursework and university requirements. The Bay Advisor provides a versatile platform that drastically reduces the need to pull and analyze individual transcripts. High quality and timely academic advising are ss efforts, especially with our Graduation Initiative 2025 goals.

User Profiles

Bay Advisor has many users and therefore many user profiles

Professor Home Page



Once logged into The Bay Advisor you will land on your Professor Home. Within this home screen you can view several areas that are applicable to your work as teaching faculty, including your class listings, the students in all of your classes, students who are assigned to you if you have advising duties, and any students whom you have issued an alert on through either progress report campaign or individual academic alerts.

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Notification Bar

The notification bar, found at the very top of your Bay Advisor, allows an advisor quick access to features such as messages, advising queues, news and announcements, minimized screens within Bay Advisor, quick searches, and various resources from the Education Advisory Board (EAB) to include the help center.

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Student Profile

Conversations

Progress Reports

The progress report campaign is conducted by Academic Programs and Services (APS) is typically sent during the 5th week of the semester and stays open through the 9th week of the semester and involves all first-year freshman students and special population students such as EOP, Athletes or probationary students. Roughly 4,000 undergraduate students are part of the campaign. It is voluntary for faculty to participate; however, you are highly encouraged to do so as the reports are sent directly to the students professional assigned advisor who will work with the student with campus resources to improve, and to continue encouragement. The reports are NOT sent to the students, but advisors can and will share the provided information as needed with the students. These reports are part of our efforts to improve retention and graduation rates.

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Once logged

Once is selected a popup window will appear where you enter the details of the Alert. Please select <u>ONE</u> reason, the best reason, for the alert, and please select your course as well. If there are any comments you wish to add to assist the assigned advisor, please enter them. Many times the comments are the most helpful in assisting the advisor with the student case.



hours to provide outreach to the student. Typically the assigned advisor is one of the Pioneer Success Coaches. Once the advisor is able to meet with the student, or if the advisor tries to contact the student at least three times and is unsuccessful, the case will be closed, and a follow up email will be sent to the issuer of the alert (you).

Frequently Asked Questions and Additional Resources

Q: Can I customize my home screen?

A: Unfortunately, home screens cannot be customized. The layout of The Bay Advisor is fixed feature.

Q: I cannot find a student in The Bay Advisor. What could be the problem?

A: When searching for a stud

student may have an inactive status for several terms and will not appear in The Bay Advisor platform or they have not been matriculated AND granted an enrollment date. If you know a student is active and is not appearing in the platform, please contact Bill Irwin, <u>bill.irwin@csueastbay.edu</u>.

Q: Who do I contact if I find inaccurate information in The Bay Advisor?

A: If at any point contact Bill Irwin, <u>bill.irwin @csueastbay.edu</u>.

Q: I need additional assistance with The Bay Advisor platform. Who can I contact?

A: If you, or your colleagues need any assistance or would like a more in-depth overview of any features of The Bay Advisor, please contact Bill Irwin, <u>bill.irwin@csueastbay.edu</u>.

Additional Resources

As you continue to use The Bay Advisor for you and your departmental needs, please continue to share your feedback, comments, concerns, and suggestions with Bill Irwin.

Navigate Help Center

? you will enter the EAB Navigate Help Center where you will find news on upcoming releases and updates, help articles and how- platform.

Accessibility For users that have accessibility concerns or encounter barriers