THE FACULTY CONNECTION:
ACADEMIC ADVISING AT GTCC
Systemic Changes

- Revised New Student Orientation
- Reconfigured developmental education curriculum
- Restructured programs of study
- Overhauled academic advising
The Road to Change

- CbD Proposal: GTCC committed to “implement an intrusive advising model that guides a student from connection to completion”

- Research
  - Leadership Effectiveness and Development team
  - CbD and PRESS focus groups
  - NACADA consultant
  - Faculty and staff team
  - IRER data
Planning

- Work team
  - Faculty from college transfer and technical programs
  - Student support services staff
  - Administrators

- Biweekly meetings

- Two-day workshop with consultant from National Academic Advising Association (NACADA)

- Determine model

- Use data to refine model
Previous Advising Model

- No consistent model of academic advising
- Career-technical departments advised students
  - Some required advising each semester
  - Some assigned advisors, but advising not mandatory
  - Some advised during class in cohort programs
- College transfer faculty did not advise
  - College Transfer Advising Center closed 2008
  - No structure for advising outside of orientation
- Student Success Center saw students in all programs
## Staffing Considerations

### Former Model
- Student Success Center serviced majority of the 12,000 students
  - Main Campus Student Success Center: 6 full-time professional advisors: over 41,000 visits 2013 – 2014
  - Satellite Campuses Student Success Centers (2): One full-time advisor, one disability access services advisor, and one student technician: over 17,000 visits 2013-2014
  - 1 – 3 part-time faculty and/or staff per campus.
- A&S faculty assisted primarily with orientation and open registration only. Most technical programs saw their students but not all.

### New Model
- 309 full-time faculty available.
- No staff changes in Student Success Center.
New Advising Model

Faculty Driven Advising Model
Caseloads
Mandatory Advising
Early Alert
Technology: SSP/Appointment Scheduler
Faculty coaches advise students in their program

- Assigned by primary program code in Colleague
- Caseload of advisees
  - Caseload numbers vary by program
    - Initial caseloads ranged from 9-124

- Advising mandatory

  - Holds on student accounts to prevent registration
  - Holds applied once a year
  - Holds not specific to assigned faculty coach
    - Any faculty member or Student Success Specialist can remove an advising hold
Mandatory Advising

Semester 1: Student attends Orientation Orientation advisor creates MAP Coach assigned

Semester 2: Advising hold Student meets with coach

Semester 3: No advising hold

Semester 4: Advising hold Student meets with coach

Semester 5: No advising hold

Semester 6: Advising hold Student meets with coach
Specialty Advising

Meet Specialty Advisor Every Semester

- Students with accommodations from disAbility Access Services
- Student Athletes
- International Students
- Career & College Promise Students
- Veterans
Student Success Center Staff

- Associate in General Education
- Pre-limited enrollment programs
- Undecided, in process of changing program
- Academic warning
- Academic probation
- Division-specialists when faculty are on leave
- Special populations
- Immediate needs
- Early alert
Faculty Training

- Mandatory
- Offered online and face-to-face
- 7 modules
  - Advising Fundamentals
  - Catalog & Program Information
  - Developmental Education
  - Datatel
  - New Student Orientation
  - Coaching (face-to-face only)
  - Student Success Plan Software (face-to-face only)
- Rotation in Student Success Center
Online Training

This is how it fits together...

Each degree program has selected the DMA math modules for their Program of Study.

Modules (DMA) are inside of Shells (DMS). Shells hold any combination of modules.

Click the next button after each segment.
Student Success Plan Software

- Intake questionnaire
  - Demographics
  - Educational plan, level, goals
  - Challenges

- Journaling
  - Track conversations
  - Checklist of items to cover or discuss

- My Academic Plan (MAP)
  - Semester-by-semester academic plan
  - Program information

- Action plan
  - Assign students tasks to complete
  - Includes campus and community resources

- Early alert
  - Issued by faculty
  - Initial response by Student Success Center
SSP - Sample Student

Name: Sally Student
Student ID: 1657707
DOB: 12/10/1969
Home Phone: 336-987-1234
GTCC Email: sstudent@gtcc.edu
Student Type: First-Time
SSP Status: Active

GPA: 3.71
Comp Rate: 84.13%
Standing:
Restrictions:
Reg:
Payment:
Balance: $0.00
F1: N
FA File: COMPLETE
SAP: $2
FA Awarded: 2013FA (Accepted)

Academic Program: (A10101) Nursing
MAP: No Status
Name: AA Pre-Major Nursing
Advisor: Kristi E Short
Last Updated: 04/11/2014
MAP Ends: 2014SU
SSP - Sample Journal

Student: Kristi F. Short - ID#: 1472121

Journal List

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Journal Entry

Entry Date: 04/03/2014
Confidentiality Level: EVERYONE
Source: Walk-in
Comment: Kristi stopped by while on campus. She is interested in working for a dealership. I told her about her options.

Track-Step-Detail
Faculty Coach - Current Student

- General Advising Session
  - Verify student information
  - Advise on careers
  - Verify program of study
  - Verify demographic information
  - Address immediate concerns
  - Review or create MAP
  - Review previous semester's courses
  - Review/recommend/complete intake assessment
  - Update MAP
### SSP - Sample MAP

![Sample MAP](image)

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SSP - Sample Action Plan

Student: Kristi E. Short - ID#: 1472121

Action Plan

Tasks

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<td>Test Anxiety HOW TO STOP WORRYING: Visit the website below for self-help strategies for anxiety relief.</td>
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<td>Test Anxiety IMPROVE YOUR CONCENTRATION: Visit the website below to help improve your focus and concentration.</td>
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<td>NATIONAL INSTITUTE OF MENTAL HEALTH: Call the toll free number or visit the website to receive help for a range of mental health concerns.</td>
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SSP – Sample Early Alert

Student: Candace B Lea - ID#: 1595365

Early Alert Details

- Created By: Teresa Scalf
- Created Date: 2014-06-23 9:48 PM
- Course Name: ENG-112-FON03
- Campus: GTCC - ALL
- Reasons: Academic Concern
- Suggestions: See Instructor, Writing Center
- Comment: Student is failing at mid-term.

Status: Open
Closed By:
Closed Date:
Email CC:

Responses

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<th>Status</th>
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SSP – MyGPS Student View

Welcome

This self help tool will assist you in identifying and overcoming challenges or barriers to your success at this college. Please use the Self Help Guides to begin the process of identifying the challenges you might face, and discovering the solutions available to meet those challenges. The tool will assist you in building a Personal Road Map that will guide you on your journey to success. Good luck on that journey!
Communication

**Students**
- Weekly emails
- Mailing to home address
- Automated telephone calls
- Advisor name and contact info available in WebAdvisor and MyGPS
- Posters on campus
- Announcements in class

**Faculty/Staff**
- Advising Resource Page - https://my.gtcc.edu/resources/advising/Pages/default.aspx
- Advising Newsletter
- Monthly Emails
- Department Meeting Visits
Challenges

- Communication
  - Some students do not check GTCC email
  - Some faculty are not proactive about contacting advisees
- Student procrastination
- Steep learning curve for some faculty
- Summer traffic in Student Success Center
  - Mixed messages to students
- Degree audit programming errors
- Special advising circumstances
  - Substitutions

Opportunities

- Accountability for everyone.
- Ability to get students on track.
- Ability to build rapport and continuity with students with caseloads
- Ability to track everything that has been done with the student by using SSP software.
- Increasing the number of program changes
- Decrease in student visits at the Student Success Center
  - Main Campus - down to a little over 23,000 visits 2014 – 2015
  - Satellite Campuses – down to a little over 12,000 visits 2014 - 2015
#1 Recommendation

WHY?
Moving Forward

- Surveys for faculty and students
  - Improvements to process
- Additional training for faculty
- Changes to degree audit as possible
- Promote advising through communication and events
- Continued assessment and modification
Questions?

- **Keisha Jones, Director**
  Student Success Center
  kljones11@gtcc.edu

- **Kristi Short, Director**
  Center for Academic Engagement
  keshort@gtcc.edu