

# STRATEGY PROPOSAL: ACADEMIC ADVISING

## Description of the Strategy or Intervention:

Based on reviewed data, OCCC will develop a strategy to best implement the following items over a five year period: student access to advisement, advisement for at-risk populations and use of technology as an advisement tool.

## Issues Addressed:

Improvements in academic advisement fall into three primary categories to be implemented over a five year period:

### 1. Advisement for At-Risk Populations –

- a. EARLY ALERT – Assess the effectiveness of the current early alert system and expand, clarify and broaden the use of early alert as appropriate.
- b. PROBATION OUTREACH – Expand outreach to students currently enrolled on probation to increase their opportunities for success in subsequent semesters.
- c. PROGRESS REPORTS – Implement a reporting process and subsequent student follow-up program for students not achieving success (earning a C or better) at the 6-week point in the semester.
- d. WITHDRAWAL ALERTS – Explore a system to receive alerts on students who withdraw from courses throughout the semester and initiate a system by which to follow-up with such students. In addition, consider implementing an exit interview automated process for students who drop all courses on-line.

### 2. Use of Technology in Advisement –

- a. MINEONLINE – Assess, expand and enhance usability of MineOnline. Specific attention ought to be given to: language used on the system that is user friendly for students, ability of students to update their personal information on-line, alerts when students enroll in courses for which they may not qualify or withdraw from courses that could affect financial aid.
- b. DISTANCE ADVISEMENT – Implement an appropriate distance advisement system, including: enhanced technology, FERPA considerations and staffing.
- c. ONLINE ACADEMIC PLAN – Review and identify management software which would make student's personal academic plans available on-line for their use and the institution's use in monitoring progress.

### 3. Student Access –

- a. ADVISEMENT MODEL - Move from a dual advisement model of advisement to a self-contained or split model to improve efficiency, access and quality of academic advisement for students. Consideration will be given to assigning faculty members in the new model as professional mentors to students, rather than formal academic advisors. (See attached spreadsheet regarding explanation for various advisement models)
- b. CLARIFY & SIMPLIFY WORKFLOW – Write advisement policies and procedures that define the advisement process, provide for clear communication procedures, and define workflow for paperwork (diversified studies, overrides, declaration of major, updating of student contact information, faculty approved electives, registration forms).
- c. NEW STUDENT SEAMLESS PROCESS – Explore ways to more seamlessly move new students through the service process with more consistent information, less frustration and more opportunities for success. Processes to be included are: admissions, testing, advisement, new student orientation, financial aid and registration.

**Work Plan:**

<b>Action Item</b>	<b>Item #</b>	<b>Year</b>	<b>Additional Budget \$</b>	<b>Person(s) Responsible</b>
Assess the effectiveness of the current early alert system and expand, clarify and broaden the use of early alert as appropriate. Pilot changes during Spring 2009.	1A Early Alert	2008-2009	\$0 if no new software is needed. Approximately \$6000 if new software is needed.	Liz Largent, EJ Warren and Pat Stowe
Assess early alert piloted changes, make necessary adjustments and fully implement.	1A Early Alert	2009-2010	TBD	Liz Largent, EJ Warren, Pat Stowe & others as appropriate.
Create and implement a plan to expand outreach to students currently enrolled on probation to ensure their success in subsequent semesters. Provide for on-going assessment.	1B Probation Outreach	2008-2009	\$0	Liz Largent, Leslie Jones, Director of Academic Advising
Form a committee to create a plan for a progress reporting and follow-up system.	1C Progress Report	2009-2010	\$0	Appropriate academic and student services staff.
Implement and assess progress reporting system.	1C Progress Report	2010-2011	TBD	Appropriate academic and student services staff.
Form a committee to plan a system to receive alerts on students who withdraw from courses throughout the semester and initiate a system by which to follow-up with such students, including an exit interview for those who withdraw from all classes.	1D Withdraw Alerts	2009-2010	\$0	EJ Warren and other staff as appropriate.
Implement and assess withdraw alert system.	1D Withdraw Alerts	2010-2011	TBD	EJ Warren and other staff as appropriate.
Form a committee to assess, expand and enhance usability of MineOnline. Specific attention ought to be given to: language used on the system that is user friendly for students, ability of students to update their personal information on-line, alerts when students enroll in courses for which they may not qualify or withdraw from courses that could affect financial aid.	2A MineOnline	2008-2009	\$0	EJ Warren and other staff as appropriate.
Begin implementation to expand and enhance usability of MineOnline. Specific attention ought to be given to: language used on the system that is user friendly for students, ability of students to update their personal information on-line, alerts when students enroll	2A MineOnline	2009-2013	TBD	EJ Warren and other staff as appropriate.

in courses for which they may not qualify or withdraw from courses that could affect financial aid.				
Research and create an implementation plan for expanded distance advisement services.	2B Distance Advising	2008- 2009	\$0	EJ Warren, Liz Largent & Director of Advising.
Implement and assess expanded distance advisement services	2B Distance Advising	2009- 2011	Approx. \$3500 annually for software. Potential additional cost of staffing.	EJ Warren, Liz Largent & Director of Academic Advising.
Review and identify management software which would make student's personal academic plans available on-line for their use and the institution's use in monitoring progress.	2C Online Academic Plan	2008- 2009	\$0	EJ Warren, Liz Largent & Director of Academic Advising.
Implement management software which would make student's personal academic plans available on-line for their use and the institution's use in monitoring progress.	2C Online Academic Plan	2009- 2010	TBD	EJ Warren, Liz Largent & Director of Academic Advising.
Form advisement access committee to review current advisement model and develop a 5 year plan to move from a dual advisement model to a split or self-contained model.	3A Advisement Model	2008- 2009	\$0	Liz Largent, Ruth Charnay, JoAnn Cobble, & others as appropriate.
Begin implementation of advisement access committee recommendations with on-going assessment throughout.	3A Advisement Model	2009- 2013	TBD	Liz Largent & Director of Academic Advising & others as appropriate.
Form a committee to review and begin enhancement of current workflow for diversified studies, overrides, declaration of major, updates on student information, faculty approved electives, and registration forms. Policies and procedures ought to be updated or written as appropriate.	3B Workflow	2008- 2010	\$0	Liz Largent & others as appropriate.
Form a student services committee to create an implementation plan to more seamlessly move new students through the service processes, including: admissions, testing, advisement, orientation, financial aid and registration.	3C New Student Seamless Process	2008- 2009	\$0	Liz Largent, Gloria Barton and others as appropriate.
Begin implementation and on-going assessment of the new student seamless process through student services.	3C New Student Seamless Process	2009- 2013	TBD	Liz Largent, Gloria Barton and others as appropriate.