Coastal Bend College

CBC SMART START: Advising 101
July 18, 2013
Impetus: Student Success 
Opportunity: High Impact Institute

* 2 ½-day, intensive, hands-on learning event for college teams as part of the Center’s High-Impact Practices Initiative, which was funded by the Bill & Melinda Gates and Lumina Foundations

* CBC Team: Dr. Espinoza, Noemi Aguilar, Velma Elizalde, Claire Fletcher, Mark Secord
Alignment with Achieving the Dream

* Opportunity because we are an original Achieving the Dream (AtD) college
* Not just an AtD college but a Leader College
* Our Commitment to AtD: eliminate barriers to student success by reviewing data, implementing strategies to improve success, setting and evaluating measurable outcomes, and improving student success
To engage college leadership teams in discussion and in an in-depth review of:

* institutional policies and practices,
* CBC student cohort and survey data, and
* what we think students need to succeed and what they say will help them succeed.
* Should be required;
* Should provide a tour, FA personal assistance, general professor evaluations, a student catalog, assistance with transfer credit plans, explanation of class prerequisites, and information on what to expect from professors; and
* Should provide opportunity to meet faculty, staff, and other students.
Should be mandatory to have an advisor,
* Should have mandatory sit-down with a counselor,
* Should establish clear goals,
* Should define the progress being made, and
* Should **not** be rushed.
Success Class/Services

* Should provide information on time management, setting goals, study skills, research skills, writing skills, and services of college; and
* Should provide opportunities like supplemental instruction.
High Expectations/Student Engagement

* Want to be welcome
* Don’t want runaround
* Ok to have lots of work but meaningful
* Want encouragement and expect more “good but you could do better”
* Want to be challenged academically.
* Want to be involved
* Do not want just another lecture or reading of a PowerPoint
* Make the class fun
* Have group discussions
They want what! How do we do that?

* Orientation
* Advising Plan
* Faculty and Staff Training on Engagement and High Expectations
* Success Course/Support Services
The CBC team developed a short-term action plan based on what was learned. Students wanted mandatory orientation, advising, high expectations, and engagement, and a success course.

The Plan was designed to support the College’s continuing work toward accomplishment of a data-informed and evidence-based student success agenda.
Students wanted to feel welcomed. How do we do that?
- Train staff on customer service
- Provide better signage
- Provide additional help desk opportunities
- Evaluate the process
Orientation

- Mandatory orientation
- Numerous options
- Definitive learning outcomes
- Key information
- Student resource book
- Invitations to faculty
- More student interaction
- Evaluation
Mandatory advising
Advising manual
Advisor training
Initial contact: Student Development staff
Faculty role
Documentation
Monitoring
Evaluation
### Trainings

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<tr>
<td>Advising 101</td>
<td>May 3, 2013</td>
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<tr>
<td>Student Development Training</td>
<td>June 13, 2013</td>
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<td>Division Chair Training</td>
<td>August 6, 2013</td>
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<td>Customer Service Training</td>
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<td>Faculty Advising Training</td>
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<td>Convocation</td>
<td>September 6, 2013</td>
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<td>Other</td>
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### Data Review

- Ongoing
Support Services and Student Success Course

* Supplemental Instruction,
* Referral services including tutoring, special needs, etc.
* Student Success Course
QEP Connection and the First-year Experience

* Comprehensive
* Unified and focused
* Data-driven
* From initiative to practice
“High-performing community colleges make student engagement inescapable.”

Expected Outcome: Improved student engagement results in increased student success.

Questions?