

Coastal Bend College

CBC SMART START: Advising 101 July 18, 2013

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Coastal Bend College



Impetus: Student Success Opportunity: High Impact Institute

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- * 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

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- * 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

Institute Purpose

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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.

Orientation

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- * 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.

Advising Plan

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- * 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

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- * 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

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- * 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?

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- * Orientation
- * Advising Plan
- * Faculty and Staff Training on Engagement and High Expectations
- * Success Course/Support Services

The Result

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- * 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.

First Contact

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* 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

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- Mandatory orientation
- Numerous options
- Definitive learning outcomes
- Key information
- Student resource book
- Invitations to faculty
- More student interaction
- Evaluation

Advising Plan

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- * Mandatory advising
- * Advising manual
- * Advisor training
- * Initial contact: Student Development staff
- * Faculty role
- * Documentation
- * Monitoring
- * Evaluation

High Expectations and Student Engagement

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Trainings

- | | |
|--------------------------------|-------------------|
| * Advising 101 | May 3, 2013 |
| * Student Development Training | June 13, 2013 |
| * Division Chair Training | August 6, 2013 |
| * Customer Service Training | August 23, 2013 |
| * Faculty Advising Training | August 23, 2013 |
| * Convocation | September 6, 2013 |
| * Other | Ongoing |

Data Review

Coastal Bend College

2020
VISION 2020 Keeping Student Success In Sight



Support Services and Student Success Course

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- * Supplemental Instruction,
- * Referral services including tutoring, special needs, etc.
- * Student Success Course

CBC Smart Start

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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 ?

