Coastal Bend College’s

Dedicated Faculty Advising Model
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I. Advising Overview

A. Advising: Student Development Specialists (SDS) and Faculty Advisors follow the Advising Model for CBC Smart Start.

SDS complete a Student Development Pre-Advising form with every new student. Then, they assign the student to a Faculty Advisor in their major field of study and make sure the student’s current major is correct in POISE Registration or Campus Connect; if not, they update it. The SDS emails the Faculty Advisor the new student’s name and Coastal Bend College (CBC) ID# so that he/she may add the student to their Saved Advising List in CBC’s student retention management system, ZogoTech. A POISE report will show that all current CBC students have a Faculty Advisor assigned to them. The SDS follows the Coastal Bend College Dedicated Faculty Advising Model.

Between Day 1 of each semester and the first quarter grade due date, Faculty Advisors contact their retained advisees from last semester and their new advisees. This first contact of the semester is an in-person, face-to-face contact when possible. The second contact is around Midterms: 1 week before Midterms – high-risk students; Week of Midterms – borderline students; 1 week after Mid-terms – students in good standing. The third contact is after registration opens for the following semester(s). Depending on student need, the Faculty Advisor may meet with each advisee more than three times. Second and third contacts may be made via phone, text, email, or other modality. The Faculty Advisor follows the Coastal Bend College Dedicated Faculty Advising Model.

B. New Faculty Advisor Assignments: In the case that a Faculty Advisor is no longer available to advise their students and/or are no longer an employee of CBC, a new Faculty Advisor will be assigned. The Division Chair, Coordinator, and/or Director who is the supervisor of that Faculty Advisor will assist in re-distributing the students to a new Faculty Advisor in the same field of study. They will go into Campus Connect and make those changes, notify the new Faculty Advisor, and notify the Dean of Academics and Dean of Workforce Training so that they may update their lists.

C. Assessment of Faculty Advising: Institutional Effectiveness and Accreditation (IE) runs a report using CBC’s student retention management system, ZogoTech, to show that all current students have at least one contact recorded by the end of the First Quarter. The report is ran again one week after Mid-Terms to show that current students have at least two contacts recorded and two weeks before the last day of the semester to show that current students have at least three documented contacts. These reports are emailed to the Chairs, Coordinators, and Directors who make sure that all their Faculty Advisors have made all required contacts.

D. Documentation: All advising contacts with students, including referrals to Early Alert, Face-to-Face Tutoring, Group & Online Tutoring, and Student Support Services, are documented in Coastal Bend College’s student retention management system, ZogoTech. Other evidence of completion is documented in POISE. It is the responsibility of the QEP Director to keep all documentation on file to show evidence of completion.
E. Student Assessment of Dedicated Faculty Advising: Students are asked to complete an anonymous online Dedicated Faculty Advising survey. Data from the surveys is used to assess and improve our Dedicated Faculty Advising Model.

F. Faculty Advisor Assessment of Dedicated Faculty Advising: Faculty Advisors and Student Development Specialists are asked to complete an anonymous online Dedicated Faculty Advising survey. Data from the surveys is used to assess and improve our Dedicated Faculty Advising Model.

G. Retention and Persistence: Institutional Effectiveness and Accreditation (IE) creates a report to determine fall to spring and fall to fall retention rates and another report to determine persistence to graduation rates for 3, 4, and 6 years. The reports are shared with the Quality Enhancement Plan Leadership Team (QLT) and they share the reports with the Dedicated Faculty Advising Subcommittee. The Subcommittee reviews the data and makes suggestions for improvement in a report that they give the QLT.

The Business Office’s Business Analyst runs a drop list that contains a list of current students who have not paid their bill in full. The list is given to the Faculty Advisors who contact their advisees who are on the list and notify them of payment options. The Faculty Advisors remind their advisees daily of the payment options up until the payment due date. The goal is that a higher number of students will pay their bill and remain in college than each semester before; therefore, increasing retention and persistence.

H. Quality Enhancement Plan Leadership Team (QLT): The QLT meets monthly during FY 2014 then quarterly thereafter to discuss data reports on Dedicated Faculty Advising. The QLT shares data reports with their Dedicated Faculty Advising subcommittee to review and discuss the data reports then make data driven suggestions on improvements to Faculty Advising. The Co-Chairs of the subcommittee are members of the QLT and report the subcommittee’s suggestions on Blackboard’s QEP Committee page and at the next QLT meeting.

At the quarterly QLT meeting, the QLT reviews the suggestions from the Dedicated Faculty Advising subcommittee, the original data report, and then takes action as needed. If modifications are needed in the best interest of our students, the QLT completes a Dedicated Faculty Advising Change Form. The QEP Director makes the changes as listed on the form then posts the updates on CBC’s web page and emails the Faculty Advisors and the Deans.

The QEP Director reports directly to the Vice President (VP) of Student and Administrative Services and keeps the VP updated.
II. Pre-Advising Session (First Visit with CBC Student Development Specialist)

A. Admissions (Review in ZogoTech and verify student is registered and without Holds. Discuss Admissions Requirements and demonstrate how to locate online.)
   i. Apply Texas
   ii. Bacterial Meningitis
   iii. Submit Transcript HS/College
   iv. Transcript Evaluations
   v. Cougar Card
   vi. Housing (BE only)

B. Verify Contact Information (Update in Campus Connect or POISE if needed; inform student of their continuous update capabilities in Campus Connect.)

C. Verify Educational Goal (Review in ZogoTech and change major in Campus Connect or POISE if inaccurate.)
   i. Selected Major
   ii. Level I or II Certificate, AAS, AA, AS, Undeclared
   iii. Transfer Plans (Document in ZogoTech Notes) (Go to The Texas General Education Core Web Center and compare institutions for transferable courses.)
   iv. Download student’s Degree Plan and give to student

D. TSI Requirements (Review scores in ZogoTech or Campus Connect and verify student has Completed Requirements. Review CBC Placement Chart. (Document complete or incomplete in ZogoTech Notes)
   1. If TSI Requirements not met, verify advisee is enrolled in needed course(s) located in CBC Course Syllabi
      a. Developmental course
         i. MATH 0321
         ii. MATH 0322
      b. Non-Course Based Reading/Writing
         i. NCBW 0222
         ii. NCBM 0305
      c. Integrated Reading/Writing I/II
         i. IRW 0311
         ii. IRW 0312
   2. Inform advisee that they must meet TSI requirements before being allowed to take certain courses. Review Pre-Requisites for courses needed for degree plan.

E. Register Advisee for 1st Semester Courses
   i. Register for courses needed in areas TSI Requirements were not met
   ii. Follow Degree Plan
   iii. My Cougar Course if on Degree Plan and/or are not exempt (Review My Cougar Course Exemptions)
F. Mandatory Orientation (Discuss options, benefits, and consequences if they do not attend. Attendance is documented in ZogoTech under Contacts as “Orientation Cougar Day,” “Orientation Workshop,” or “Orientation Online.” Review Mandatory Orientation information in this document.)
   i. Cougar Day
   ii. Face-to-Face Orientation Workshop
   iii. Online Orientation

G. College Policies (Discuss briefly and demonstrate how to locate online.)
   i. Registration Holds
   ii. Add/Drop Course
   iii. Probation/Suspension
   iv. Three (3)-Peat Rule
   v. Six (6) Drop Rule
   vi. Excess Hours (30 Hours-2006, 45 Hours-1999)
   vii. Student Rights/Responsibilities

H. Success Support Services (Discuss and demonstrate how to locate online.)
   i. Tutoring – individual, group, online
   ii. Online Resources
   iii. Career Services
   iv. Student Life (Activities, Clubs, and Organizations)
   v. TRiO
   vi. Student Success Centers
      1. Calculators and Laptops for Loan
      2. Microphones and Headphones available for use in the Center
      3. Computer Lab
      4. Tutoring
      5. Study Area

I. Financial Aid (Ask if student needs Financial Aid. If answer is “Yes,” refer them to Financial Aid Office. If student does not know where it is, walk them to the office after advising session - or ask someone else to walk them.)
   i. Inform student that they must complete the FAFSA (Federal Student Aid Application) annually and may apply after January 1st every year in order to be considered for ANY financial aid including scholarships and work-study. The earlier the student applies, the greater the chance they have that they will receive aide.
   ii. Inform them that CBC’s scholarship deadline is April 1st annually.
   iii. Demonstrate how to locate the online web site: www.coastalbend.edu/finaid

J. Assign student to a Dedicated Faculty Advisor in student’s major field of study

K. Give student card with their Dedicated Faculty Advisor’s contact information

L. Post Dedicated Faculty Advisor assigned to student in Campus Connect

M. Post Contact with student in ZogoTech. Notes example, “Pre-Advising Session Complete. TSI Requirements Complete. Referred to Fin. Aid. Student plans to transfer to ABC University.”

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III. First Semester at CBC

A. 1st Advising Session-Create Cooperative Educational Plan: (During 1st Quarter of Semester the Dedicated Faculty Advisor meets with their advisees. If unable to meet with in person, consider Skype, Blackboard, video phones, and video conferencing rooms)
   i. Send all advisees a Welcome Letter requesting they contact you to set up an appointment. Give them your contact information. (Document in ZogoTech as Advising Contact) (You may have to attempt contact with them several times including email, mail, phone, contact with one of their instructors, class visit, etc.)
   ii. When you meet with your Advisee--Verify Contact Information (Update in Campus Connect or POISE if needed; inform student of their continuous update capabilities in Campus Connect.) (Document this meeting in ZogoTech as First Advising Session)
   iii. Verify Educational Goal (Review in ZogoTech)
      1. Selected Major
      2. Level I or II Certificate, AAS, AA, AS
      3. Transfer Plans (Review Note in ZogoTech by Student Development Specialist. Go to The Texas General Education Core Web Center and compare institutions for transferable courses.)
      4. Download advisee’s Degree Plan, Faculty Advisor and advisee sign, send original to Admissions Office where they scan into POISE, give copy to advisee
      5. Program Hours (Review in Campus Connect under Degree Audit)
   iv. TSI Requirements (Review Note in ZogoTech by Student Development Specialist) (Scores are in ZogoTech and Campus Connect; you may compare scores on the CBC Placement Chart)
      1. If TSI Requirements not met, verify advisee is enrolled in needed course(s) located in CBC Course Syllabi
         a. Developmental course
            i. MATH 0321
            ii. MATH 0322
         b. Non-Course Based Reading/Writing
            i. NCBW 0222
            ii. NCBM 0305
         c. Integrated Reading/Writing I/II
            i. IRW 0311
            ii. IRW 0312
      2. Inform advisee that they must meet TSI requirements before being allowed to take certain courses. Review Pre-Requisites for courses needed for degree plan.
   v. Transfer Courses approved that apply to current CBC degree plan (Review in ZogoTech. Note that Articulated Courses from their High School will not be added until they complete 6 hours at CBC, but must be requested to be considered within 2 years of graduation from high school.)
   vi. Course Schedule for first semester (Review in ZogoTech)
vii. **Mandatory Orientation** (Ask advisee if they have attended or not. Discuss options, benefits, and consequences if they do not attend. Attendance is documented in ZogoTech under Contacts as “Orientation Cougar Day,” “Orientation Workshop,” or “Orientation Online.” Review **Mandatory Orientation** information in this document.)

1. **Cougar Day**
2. **Face-to-Face Orientation Workshop**
3. **Online Orientation**

viii. **Long-term career goal** (Discuss and document in ZogoTech Notes)

1. Share career options with advisee
2. Share salaries for various career options
3. Refer advisees to [CBC Career Services](#) web page for free career information
   a. CBC Works
   b. NACE Salary Calculator
   c. My Plan
4. Refer advisees to [WORKFORCE SOLUTIONS of the Coastal Bend](#)
   a. Free programs and services
   b. Current job listings and referrals to companies that are hiring
   c. Interest and aptitude testing
   d. Information on financial aid opportunities
   e. Career and labor market information
   f. Specialized employment services for Veterans and customers with disabilities

ix. **Short-term goals** (Discuss and document in ZogoTech Notes)

1. Objectives to attain?
2. Barriers, if any?
3. Plan to address barriers if any?
4. How can advisor assist advisee in addressing these barriers if there are any?

x. **Recommended study-time per week** (Document in ZogoTech Notes)

1. Semester hours x 3 = Weekly Study Time
2. Plan to achieve GPA goal (Document in ZogoTech Notes)

xi. **Success Support Services** (Discuss and remind the advisee that information is available online. Demonstrate how to locate online if needed.)

1. **Tutoring** – individual, group, online
2. **Online Resources**
3. **Career Services**
4. **Student Life** (Activities, Clubs, and Organizations)
5. **TRiO**
6. **Student Success Centers**
   a. Calculators and Laptops for Loan
   b. Microphones and Headphones available for use in the Center
   c. Computer Lab
   d. Tutoring
   e. Study Area
7. Early Alert (Even though you talk to your advisees about excessive absences, grades, classroom behavior, and other concerns, you may go online and refer them to Early Alert for additional support. Document in ZogoTech Notes if you make a referral.)

xii. Give advisee card with your contact information and let advisee know that you will be contacting them again around Midterms, but advisee may make appointment to see you anytime.

xiii. Post any changes to Faculty Advisor or Major in Campus Connect
   1. If new Faculty Advisor assigned, notify the new advisor
   2. If new major, either complete a new Signed Degree Plan with advisee or notify new Faculty Advisor that they will need to complete a new Signed Degree Plan with advisee.

xiv. Post Contact with advisee in ZogoTech. Notes example, “1st Semester-1st Advising Session Complete. Long-term goal = Manager of Wal-Mart. Short-term goals = pass courses with A’s, no place to study at home, will go to SSC to study and sign-up for tutoring. Faculty Advisor to meet with advisee again around Midterms for follow-up. Study time = 36 hrs/wk. Plan to achieve GPA goal = study and tutor.”

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B. 2nd Advising Session: (Around Midterms Dedicated Faculty Advisor contacts advisees following this schedule unless time permits for them to contact advisees during the 2 weeks before Midterms: 1 wk before Midterms – High Risk Students; Wk of Midterms – Borderline students; 1 wk after Midterms – students in good standing. This meeting may be in person, via phone, email, Skype, etc.)

i. Send all advisees a letter requesting they contact you to set up an appointment or to respond to you via email so that you may have a 2nd Advising Session with them. Give them your contact information. (Document in ZogoTech as Advising Contact) (You may have to attempt contact with them several times including email, mail, phone, contact with one of their instructors, class visit, etc.)

ii. When your Advisees respond to you--Verify Contact Information (Update in Campus Connect or POISE if needed; inform student of their continuous update capabilities in Campus Connect.) (Document this meeting in ZogoTech as 2nd Advising Session)

iii. Success Support Services (Discuss and remind the advisee that information is available online. Demonstrate how to locate online if needed.)
   1. Has advisee used any of the resources? (Review in ZogoTech Contact Notes)
   2. Which resources were most helpful? (Document anything not already listed in ZogoTech Notes)
   3. Even though you talk to your advisees about excessive absences, grades, classroom behavior, and other concerns, you may go online and refer them to Early Alert for additional support. (Document in ZogoTech Notes if you make an Early Alert referral)

iv. Grades (Review in ZogoTech)
   1. Identify courses in need of intervention if any
2. Advisee plans to address courses in need of intervention if any (Document in ZogoTech Notes)
3. Faculty Advisor reminds advisees who receive financial aid that they must make Satisfactory Progress (Document in ZogoTech Notes)
4. Faculty Advisor makes recommendations if needed (Document in ZogoTech Notes)
5. Advisees plan of action for success (Document in ZogoTech)

v. Give advisee card with your contact information and let advisee know that you will be contacting them again as soon as Registration opens for next semester, but advisee may make appointment to see you anytime

vi. Post any changes to Faculty Advisor or Major in Campus Connect
   1. If new Faculty Advisor assigned, notify the new advisor
   2. If new major, either complete a new Signed Degree Plan with advisee or notify new Faculty Advisor that they will need to complete a new Signed Degree Plan with advisee

vii. Post Contact with advisee in ZogoTech. Notes example, “1st Semester-Midterm Advising Session Complete. Advisee has attended tutoring 4 times for Biology and will continue. I recommended advisee get a study-group together for Biology and/or increase study time in Biology by at least 1 hr/wk. Advisee is determined to make “A” in all classes and will follow plan.”

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C. 3rd Advising Session: (After Registration opens for the next semester the Dedicated Faculty Advisor contacts advisees. This meeting may be in person, via phone, email, Skype, etc.)
   i. Send all advisees a letter requesting they contact you to set up an appointment or to respond to you via email so that you may have a 3rd Advising Session with them. Give them your contact information. (Document in ZogoTech as Advising Contact) (You may have to attempt contact with them several times including email, mail, phone, contact with one of their instructors, class visit, etc.)
   
   ii. When your Advisees respond to you--Verify Contact Information (Update in Campus Connect or POISE if needed; inform student of their continuous update capabilities in Campus Connect.) (Document this meeting in ZogoTech as 3rd Advising Session)

   iii. Grades (Review in ZogoTech) (Document in ZogoTech Notes)
       1. Is advisee going to reach GPA goal?
       2. How did advisee attain their goal, if they attained it?
       3. Did the advisee make Satisfactory Progress if they receive financial aid?
       4. What were the barriers in attaining goals, if any?
       5. What does advisee think they could have done differently that would have assisted them in attaining goals, if they did not attain them?
       6. Did advisee attend any educational sessions? Which ones? Did they help? (Document in ZogoTech Notes if not already documented)

   iv. Was advisee able to get in contact with Faculty Advisor when needed?
1. Did I help the advisee attain their goals/objectives?
2. Did I help advisee become more active in the decision making process in their educational/career goals and objectives?

v. Will advisee be returning next semester?
   1. If not returning, document students plans for transfer or career (Document in ZogoTech Notes)
   2. If returning, Assist advisee in Registering for upcoming semester(s) (Document in ZogoTech Notes)
   3. If returning, Give advisee card with your contact information and let advisee know that you will be contacting them again during the first quarter of next semester, but advisee may make appointment to see you anytime
   4. Remind student that if they are not able to return the upcoming semester that you just registered them for, it is their responsibility to contact CBC and withdraw from those classes before the first class day.

vi. Post any changes to Faculty Advisor or Major in Campus Connect
   1. If new Faculty Advisor assigned, notify the new advisor
   2. If new major, either complete a new Signed Degree Plan with advisee or notify new Faculty Advisor that they will need to complete a new Signed Degree Plan with advisee

vii. Financial Aid (Ask if student needs Financial Aid. If answer is “Yes,” refer them to Financial Aid Office. If student does not know where it is, walk them to the office after advising session - or ask someone else to walk them.)
   1. Inform student that they must complete the FAFSA (Federal Student Aid Application) annually and may apply after January 1st every year in order to be considered for ANY financial aid including scholarships and work-study. The earlier the student applies, the greater the chance they have of receiving aide.
   2. Inform them that CBC’s scholarship deadline is April 1st annually.
   3. Demonstrate how to locate the online web site: www.coastalbend.edu/finaid

viii. Post Contact with advisee in ZogoTech. Notes example, “1st Semester-3rd Advising Session Complete. Advisee reached GPA goal and attended Study Skills workshop that helped. I helped her register for next semester,” OR “1st Semester-3rd Advising Session Complete. Advisee is not meeting GPA goal. She received Financial Aid, so I referred her to their office to discuss possible probation if she does not make satisfactory progress.”

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D. Special Advising Session: (Document all additional sessions with advisees in ZogoTech)
   i. Drop List for Non-Payment
      1. Notify advisees of payment options if they have not paid in full after receiving Drop List for Non-Payment from the Business Office or Supervisor (Document in ZogoTech Contact Notes as Payment Options)
      2. Follow Advising Procedures and contact your advisees every time they appear on the Drop List for Non-Payment (Document in ZogoTech Contact Notes as Payment Options)
ii. Advising session beyond the three required (Document in ZogoTech Contact Notes as Special Advising Session)

**IV. Subsequent Semesters at CBC**

**A. 1st Advising Session-Review Cooperative Educational Plan:** (During 1st Quarter of Semester the same Dedicated Faculty Advisor meets with their advisees. If unable to meet with in person, consider Skype, Blackboard, video phones, and video conferencing rooms)

   i. Send all advisees a Welcome Letter requesting they contact you to set up an appointment. Give them your contact information. (Document in ZogoTech as Advising Contact) (You may have to attempt contact with them several times including email, mail, phone, contact with one of their instructors, class visit, etc.)

   ii. When you meet with your Advisee--Verify Contact Information (Update in Campus Connect or POISE if needed; inform student of their continuous update capabilities in Campus Connect.) (Document this meeting in ZogoTech as First Advising Session)

   iii. Verify Educational Goal (Review in ZogoTech)

      1. Selected Major
      2. Level I or II Certificate, AAS, AA, AS
      3. Transfer Plans (Review Contact Note in ZogoTech. Go to The Texas General Education Core Web Center and compare institutions for transferable courses.)
      4. Program Hours (Review in Campus Connect under Degree Audit)

   iv. TSI Requirements (Review Note in ZogoTech by Student Development Specialist) (Scores are in ZogoTech and you may compare to the CBC Placement Chart)

      1. If TSI Requirements not met, verify advisee is enrolled in needed course(s) located in CBC Course Syllabi

         a. Developmental course

            i. MATH 0321
            ii. MATH 0322

         b. Non-Course Based Reading/Writing

            i. NCBW 0222
            ii. NCBM 0305

         c. Integrated Reading/Writing I/II

            i. IRW 0311
            ii. IRW 0312

      2. Inform advisee that they must meet TSI requirements before being allowed to take certain courses. Review Pre-Requisites for courses needed for degree plan.

   v. Transfer Courses approved that apply to current CBC degree plan (Review in ZogoTech again because courses such as Articulated Courses from their high school will not post until the student has completed 6 hours at CBC.)

   vi. Course Schedule for first semester (Review in ZogoTech)

   vii. Long-term career goal (Discuss and document in ZogoTech Notes)

      1. Share career options with advisee
      2. Share salaries for various career options
      3. Refer advisees to CBC Career Services web page for free career information
4. Refer advisees to WORKFORCE SOLUTIONS of the Coastal Bend
   a. Free programs and services
   b. Current job listings and referrals to companies that are hiring
   c. Interest and aptitude testing
   d. Information on financial aid opportunities
   e. Career and labor market information
   f. Specialized employment services for Veterans and customers with disabilities

viii. Short-term goals (Discuss and document in ZogoTech Notes)
   1. Objectives to attain?
   2. Barriers, if any?
   3. Plan to address barriers if any?
   4. How can advisor assist advisee in addressing these barriers if there are any?

ix. Recommended study-time per week (Document in ZogoTech Notes)
   1. Semester hours x 3 = Weekly Study Time
   2. Plan to achieve GPA goal (Document in ZogoTech Notes)

x. Success Support Services (Discuss and remind the advisee that information is available online. Demonstrate how to locate online if needed.)
   1. Tutoring (individual, group, online)
   2. Online Resources
   3. Career Services
   4. Student Life (activities, clubs, and organizations)
   5. TRiO
   6. Student Success Centers
      a. Calculators and Laptops for Loan
      b. Microphones and Headphones available for use in the Center
      c. Computer Lab
      d. Tutoring
      e. Study Area

7. Early Alert (Even though you talk to your advisees about excessive absences, grades, classroom behavior, and other concerns, you may go online and refer them to Early Alert for additional support. Document in ZogoTech Notes if you make a referral.)

xi. Give advisee card with your contact information and let advisee know that you will be contacting them again around Midterms, but advisee may make appointment to see you anytime

xii. Post any changes to Faculty Advisor or Major in Campus Connect
    1. If new Faculty Advisor assigned, notify the new advisor
2. If new major, either complete a new Signed Degree Plan with advisee or notify new Faculty Advisor that they will need to complete a new Signed Degree Plan with advisee

xiii. Post Contact with advisee in ZogoTech. Notes example, “2nd (3rd, 4th, 5th, 6th, etc.) Semester-1st Advising Session Complete. Same goals. Faculty Advisor to meet with advisee again around Midterms for follow-up. Study time = 39 hrs/wk.”

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B. 2nd Advising Session: (Around Midterms Dedicated Faculty Advisor contacts advisees following this schedule unless time permits for them to meet with all advisees during the 2 weeks before Midterms: 1 wk before Midterms – High Risk Students; Wk of Midterms – Borderline students; 1 wk after Midterms – students in good standing. This meeting may be in person, via phone, email, Skype, etc.)

i. Send all advisees a letter requesting they contact you to set up an appointment or to respond to you via email so that you may have a 3rd Advising Session with them. Give them your contact information. (Document in ZogoTech as Advising Contact) (You may have to attempt contact with them several times including email, mail, phone, contact with one of their instructors, class visit, etc.)

ii. When your Advisees respond to you--Verify Contact Information (Update in Campus Connect or POISE if needed; inform student of their continuous update capabilities in Campus Connect.) (Document this meeting in ZogoTech as 3rd Advising Session)

iii. Next to Last Semester at CBC---Verify Educational Goal (Review in ZogoTech) (Document all below in ZogoTech Notes)

1. Selected Major
2. Level I or II Certificate, AAS, AA, AS
3. On track for graduation at the end of next semester?
4. Program Hours (Review in Campus Connect under Degree Audit)
5. Transfer Plans (Review Contact Note in ZogoTech. Go to The Texas General Education Core Web Center and compare institutions for transferable courses.)
   a. Must apply to most universities fall before planning to transfer!
   b. Must apply for housing at universities fall before planning to transfer!
   c. Must apply for scholarships fall before planning to transfer!

iv. Success Support Services (Discuss and remind the advisee that information is available online. Demonstrate how to locate online if needed.)

1. Has advisee used any of the resources? (Review in ZogoTech Contact Notes)
2. Which resources were most helpful? (Document anything not already listed in ZogoTech Notes)
3. Even though you talk to your advisees about excessive absences, grades, classroom behavior, and other concerns, you may go online and refer them to Early Alert for additional support. (Document in ZogoTech Notes if you make an Early Alert referral)

v. Grades (Review in ZogoTech)

1. Identify courses in need of intervention if any
2. Advisee plans to address courses in need of intervention if any (Document in ZogoTech Notes)
3. Faculty Advisor reminds advisees who receive financial aid that they must make Satisfactory Progress (Document in ZogoTech Notes)
4. Faculty Advisor makes recommendations if needed (Document in ZogoTech Notes)
5. Advisees plan of action for success (Document in ZogoTech)

vi. Give advisee card with your contact information and let advisee know that you will be contacting them again as soon as Registration opens for next semester, but advisee may make appointment to see you anytime

vii. Post any changes to Faculty Advisor or Major in Campus Connect
    1. If new Faculty Advisor assigned, notify the new advisor
    2. If new major, either complete a new Signed Degree Plan with advisee or notify new Faculty Advisor that they will need to complete a new Signed Degree Plan with advisee

viii. Post Contact with advisee in ZogoTech. Notes example, “2nd (3rd, 4th, 5th, 6th, etc.) Semester-Midterm Advising Session Complete. Advisee has joined TRiO and is on track.”

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C. 3rd Advising Session: (After Registration opens for the next semester the Dedicated Faculty Advisor contacts advisees. This meeting may be in person, via phone, email, Skype, etc.)

i. Email all advisees a letter requesting they contact you to set up an appointment or to respond to you via email so that you may have a 3rd Advising Session with them. Give them your contact information. (Document in ZogoTech as Advising Contact) (You may have attempt contact with them several times including email, mail, phone, contact with one of their instructors, class visit, etc.)

ii. When your Advisees respond to you--Verify Contact Information (Update in Campus Connect or POISE if needed; inform student of their continuous update capabilities in Campus Connect.) (Document this meeting in ZogoTech as 3rd Advising Session)

iii. Grades (Review in ZogoTech) (Document in ZogoTech Notes)
    1. Is advisee going to reach GPA goal?
    2. How did advisee attain their goal, if they attained it?
    3. Did the advisee make Satisfactory Progress if they receive financial aid?
    4. What were the barriers in attaining goals, if any?
    5. What does advisee think they could have done differently that would have assisted them in attaining goals, if they did not attain them?
    6. Did advisee attend any educational sessions? Which ones? Did they help? (Document in ZogoTech Notes if not already documented)

iv. Was advisee able to get in contact with Faculty Advisor when needed?
    1. Did I help the advisee attain their goals/objectives?
    2. Did I help advisee become more active in the decision making process in their educational/career goals and objectives?
v. Will advisee be returning next semester?
   1. If not returning, document students plans for transfer or career (Document in ZogoTech Notes)
   2. If returning, Assist advisee in Registering for upcoming semester(s) (Document in ZogoTech Notes)
   3. If returning, Give advisee card with your contact information and let advisee know that you will be contacting them again during the first quarter of next semester, but advisee may make appointment to see you anytime
   4. Remind student that if they are not able to return the upcoming semester that you just registered them for, it is their responsibility to contact CBC and withdraw from those classes before the first class day.
   5. If returning, Give advisee card with your contact information and let advisee know that you (or their new faculty advisor) will be contacting them again during the first quarter of next semester, but advisee may make appointment to see you anytime

vi. Post any changes to Faculty Advisor or Major in Campus Connect
   1. If new Faculty Advisor assigned, notify the new advisor
   2. If new major, either complete a new Signed Degree Plan with advisee or notify new Faculty Advisor that they will need to complete a new Signed Degree Plan with advisee

vii. Financial Aid (Ask if student needs Financial Aid. If answer is “Yes,” refer them to Financial Aid Office. If student does not know where it is, walk them to the office after advising session - or ask someone else to walk them.)
   1. Inform student that they must complete the FAFSA (Federal Student Aid Application) annually and may apply after January 1st every year in order to be considered for ANY financial aid including scholarships and work-study. The earlier the student applies, the greater the chance they have of receiving aide.
   2. Inform them that CBC’s scholarship deadline is April 1st annually.
   3. Demonstrate how to locate the online web site: www.coastalbend.edu/finaid

viii. Post Contact with advisee in ZogoTech. Notes example, “2nd (3rd, 4th, 5th, 6th, etc.) Semester-3rd Advising Session Complete. Advisee reached GPA goal, attended tutoring, attended TRiO outings and made new friends. Now considering transferring to DEF University after receiving AAS here. I helped her register for next semester.”

RETURN

D. Special Advising Session: (Document all additional sessions with advisees in ZogoTech)
i. Drop List for Non-Payment
   1. Notify advisees of payment options if they have not paid in full after receiving Drop List for Non-Payment from the Business Office or Supervisor (Document in ZogoTech Contact Notes as Payment Options)
2. Follow Advising Procedures and contact your advisees every time they appear on the Drop List for Non-Payment (Document in ZogoTech Contact Notes as Payment Options)
   ii. Advising session beyond the three required (Document in ZogoTech Contact Notes as Special Advising Session)

V. Final Semester at CBC
   A. 1st Advising Session-Review Cooperative Educational Plan: (During 1st Quarter of Semester the Dedicated Faculty Advisor meets with their advisees. If unable to meet with in person, consider Skype, Blackboard, video phones, and video conferencing rooms)
      i. Send all advisees a Welcome Letter requesting they contact you to set up an appointment. Give them your contact information. (Document in ZogoTech as Advising Contact) (You may have to attempt contact with them several times including email, mail, phone, contact with one of their instructors, class visit, etc.)
      ii. When you meet with your Advisee--Verify Contact Information (Update in Campus Connect or POISE if needed; inform student of their continuous update capabilities in Campus Connect.) (Document this meeting in ZogoTech as First Advising Session)
      iii. Verify Educational Goal (Review in ZogoTech)
          1. Selected Major
          2. Level I or II Certificate, AAS, AA, AS
          3. Transfer Plans (Review Contact Note in ZogoTech. Go to The Texas General Education Core Web Center and compare institutions for transferable courses.)
          4. Program Hours (Review in Campus Connect under Degree Audit)
      iv. Course Schedule for last semester (Review in ZogoTech)
      v. Apply for Graduation
      vi. Plans after graduation (Discuss and document in ZogoTech Notes)
      vii. Long-term career goal (Discuss and document in ZogoTech Notes)
          1. Share career options with advisee
          2. Share salaries for various career options
          3. Refer advisees to CBC Career Services web page for free career information
             a. CBC Works
             b. NACE Salary Calculator
             c. My Plan
          4. Refer advisees to WORKFORCE SOLUTIONS of the Coastal Bend
             a. Free programs and services
             b. Current job listings and referrals to companies that are hiring
             c. Interest and aptitude testing
             d. Information on financial aid opportunities
             e. Career and labor market information
f. Specialized employment services for Veterans and customers with disabilities

viii. Short-term goals (Discuss and document in ZogoTech Notes)
1. Objectives to attain?
2. Barriers, if any?
3. Plan to address barriers if any?
4. How can advisor assist advisee in addressing these barriers if there are any?
5. Recommended study-time per week (Document in ZogoTech Notes)
   a. Semester hours x 3 = Weekly Study Time
   b. Plan to achieve GPA goal (Document in ZogoTech Notes)

ix. Success Support Services (Discuss and remind the advisee that information is available online. Demonstrate how to locate online if needed.)
1. Tutoring (individual, group, online)
2. Online Resources
3. Career Services
4. Student Life (activities, clubs, and organizations)
5. TRiO
6. Student Success Centers
   a. Calculators and Laptops for Loan
   b. Microphones and Headphones available for use in the Center
   c. Computer Lab
   d. Tutoring
   e. Study Area
7. Early Alert (Even though you talk to your advisees about excessive absences, grades, classroom behavior, and other concerns, you may go online and refer them to Early Alert for additional support. Document in ZogoTech Notes if you make a referral.)

x. Give advisee card with your contact information and let advisee know that you will be contacting them again around Midterms, but advisee may make appointment to see you anytime

xi. Post Contact with advisee in ZogoTech. Notes example, “Final Semester-1st Advising Session Complete. Graduation Application completed. He has applied for Drafting position at several companies in Houston and Corpus Christi. I offered to be a reference for him. Goal = pass courses with B’s or higher, I recommended he get tutor and make A’s to increase chances of better job offer. Faculty Advisor to meet with advisee again around Midterms for follow-up. Study time = 36 hrs/wk. Plan to achieve GPA goal = study and tutor.”

RETURN

B. 2nd Advising Session: (Around Midterms Dedicated Faculty Advisor contacts advisees following this schedule unless time permits for them to contact advisees during the 2 weeks before Midterms: 1 wk before Midterms – High Risk Students; Wk of Midterms – Borderline students; 1 wk after Midterms – students in good standing. This meeting may be in person, via phone, email, Skype, etc.)
i. Send all advisees a letter requesting they contact you to set up an appointment or to respond to you via email so that you may have a 2nd Advising Session with them. Give them your contact information. (Document in ZogoTech as Advising contact) (You may have to attempt contact with them several times including email, mail, phone, contact with one of their instructors, class visit, etc.)

ii. When your Advisees respond to you--Verify Contact Information (Update in Campus Connect or POISE if needed; inform student of their continuous update capabilities in Campus Connect.) (Document this meeting in ZogoTech as 2nd Advising Session)

iii. Success Support Services (Discuss and remind the advisee that information is available online. Demonstrate how to locate online if needed.)
   1. Has advisee used any of the resources? (Review in ZogoTech Contact Notes)
   2. Which resources were most helpful? (Document anything not already listed in ZogoTech Notes)
   3. Even though you talk to your advisees about excessive absences, grades, classroom behavior, and other concerns, you may go online and refer them to Early Alert for additional support. (Document in ZogoTech Notes if you make an Early Alert referral)

iv. Grades (Review in ZogoTech)
   1. Identify courses in need of intervention if any
   2. Advisee plans to address courses in need of intervention if any (Document in ZogoTech Notes)
   3. Faculty Advisor reminds advisees who receive financial aid that they must make Satisfactory Progress (Document in ZogoTech Notes)
   4. Faculty Advisor makes recommendations if needed (Document in ZogoTech Notes)
   5. Advisees plan of action for success (Document in ZogoTech)

v. Give advisee card with your contact information and let advisee know that you will be contacting them again at the end of the semester, but advisee may make appointment to see you anytime

vi. Post Contact with advisee in ZogoTech. Notes example, “Last Semester-Midterm Advising Session Complete. Advisee has not attended tutoring and GPA is low B. I recommended advisee get a study-group together for his Drafting course and/or increase study time in the course by at least 2 hrs/wk. Advisee realizes he needs to work harder by studying more.”

RETURN

C. 3rd Advising Session: (After Registration opens for the next semester the Dedicated Faculty Advisor contacts advisees. This meeting may be in person, via phone, email, Skype, etc.)
   i. Email all advisees a letter requesting they contact you to set up an appointment or to respond to you via email so that you may have a 3rd Advising Session with them. Give them your contact information. (Document in ZogoTech as Advising Contact) (You may have to attempt contact with them several times including email, mail, phone, contact with one of their instructors, class visit, etc.)
ii. When your Advisees respond to you--Verify Contact Information (Update in Campus Connect or POISE if needed; inform student of their continuous update capabilities in Campus Connect.) (Document this meeting in ZogoTech as 3rd Advising Session)

iii. Grades (Review in ZogoTech) (Document in ZogoTech Notes)
1. Is advisee going to reach GPA goal?
2. How did advisee attain their goal, if they attained it?
3. Did the advisee make Satisfactory Progress if they receive financial aid?
4. What were the barriers in attaining goals, if any?
5. What does advisee think they could have done differently that would have assisted them in attaining goals if they did not attain them?
6. Did advisee attend any educational sessions? Which ones? Did they help? (Document in ZogoTech Notes if not already documented)

iv. Was advisee able to get in contact with Faculty Advisor when needed?
1. Did I help the advisee attain their goals/objectives?
2. Did I help advisee become more active in the decision making process in their educational/career goals and objectives?

v. Will advisee be returning next semester?
1. If not returning, document students plans for transfer or career (Document in ZogoTech Notes) (You may access The Texas General Education Core Web Center at http://statecore.its.txstate.edu/ and compare institutions for transferable courses.)
2. If not returning, Refer advisee to the Financial Aid Office to complete a Financial Aid EXIT and Loan Counseling if they received any financial aid for college
3. If returning, What is advisee’s plan of action? (Document in ZogoTech Notes)
4. If returning, Assist advisee in Registering for upcoming semester(s) (Document in ZogoTech Notes)
5. Remind student that if they are not able to return the upcoming semester that you just registered them for, it is their responsibility to contact CBC and withdraw from those classes before the first class day.
6. If returning, Give advisee card with your contact information and let advisee know that you(or their new faculty advisor) will be contacting them again during the first quarter of next semester, but advisee may make appointment to see you anytime

vi. Post any changes to Faculty Advisor or Major in Campus Connect
1. If new Faculty Advisor assigned, notify the new advisor
2. If new major, either complete a new Signed Degree Plan with advisee or notify new Faculty Advisor that he/she will need to complete a new Signed Degree Plan with advisee

D. Special Advising Session: (Document all additional sessions with advisees in ZogoTech)
   i. Drop List for Non-Payment
      1. Notify advisees of payment options if they have not paid in full after receiving Drop List for Non-Payment from the Business Office or Supervisor (Document in ZogoTech Contact Notes as Payment Options)
      2. Follow Advising Procedures and contact your advisees every time they appear on the Drop List for Non-Payment (Document in ZogoTech Contact Notes as Payment Options)
   ii. Advising session beyond the three required (Document in ZogoTech Contact Notes as Special Advising Session)

VI. My Cougar Course Exemptions

A. Mandatory for students with no proven history of success in college level course work:
   i. First time college students (FTIC) (less than 24 hours successfully completed)
   ii. Transfer students with less than 24 hours successfully completed
   iii. Students seeking Level I, Level II, or Associate’s degree
   iv. For all first-time students who have achieved less than twenty-four college level hours upon their arrival at Coastal Bend College

B. Dual Enrollment students may be exempt depending on the agreement with Coastal Bend College and their Independent School District

C. If a CBC dual enrolled student attends CBC after graduating high school and did not take My Cougar Course, he/she will be required to take it unless they meet other exemption criteria

D. Students pursuing a Marketable Skills Certificate are exempt

E. Students who are enrolled in the New Mathways Project Learning Frameworks course are exempt

F. Students who have 24+ hours but have made a “D” or “F” in any of their courses are not exempt unless they have re-taken the course and made a “C” or higher

G. If My Cougar Course is required as part of a specific degree plan, the student will not be exempt unless the student has taken a similar transferable course from another Institution of Higher Education, which, upon review of the transcript and course syllabus, is approved as satisfying the requirements of the Academic Course Guide Manual (ACGM) for EDUC 1300.

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1 CBC will keep an updated list of Institutions of Higher Education (IHE) that offer a similar transferable course that is approved by the ACGM. If the course was taken at an IHE that is not on the list, the student may request an exemption through CBC’s Appeals Process.

2 A study of the: research and theory in the psychology of learning, cognition, and motivation; factors that impact learning, and application of learning strategies. Theoretical models of
H. A student may request an exemption through CBC’s Appeals Process

**RETURN**

**VII. Mandatory Orientation**

**A. Description**

i. Mandatory Orientation is one of the components of Coastal Bend College’s Quality Enhancement Plan (QEP). New Student Orientation is mandatory for all students attending CBC for the first time. Orientation is essential in supporting students’ overall institutional knowledge, confidence and awareness of resources; it will introduce students not only to their new life in higher education, but will begin the process of alerting them early on to the associated expectations and self-discipline required in becoming and remaining successful students. Information is presented to increase familiarity with registration procedures and develop a working familiarity of the availability of college resources and how to utilize those resources both at CBC and via our web page. Students will also learn about developing time management and study skills, knowledge of student activities and clubs available, importance of deadlines, classroom etiquette, and what to expect on their first day.

**B. Attendance**

i. Students are required to attend one modality of Mandatory Orientation. Attendance is posted in ZogoTech then a report is created to determine if any students have not attended. Students who have not attended an orientation will be contacted by the Student Development Specialists and given two chances to complete the Online Orientation. If the student does not follow through, a hold is placed on the student’s records until they complete Mandatory Orientation.

**RETURN**

strategic learning, cognition, and motivation serve as the conceptual basis for the introduction of college-level student academic strategies. Students use assessment instruments (e.g., learning inventories) to help them identify their own strengths and weaknesses as strategic learners. Students are ultimately expected to integrate and apply the learning skills discussed across their own academic programs and become effective and efficient learners. Students developing these skills should be able to continually draw from the theoretical models they have learned. (Cross-listed as PSYC 1300)

(NOTE: While traditional study skills courses include some of the same learning strategies – e.g., note-taking, reading, test preparation etc. – as learning framework courses, the focus of study skills courses is solely or primarily on skill acquisition. Study skills courses, which are not under-girded by scholarly models of the learning process, are not considered college-level, and, therefore, are distinguishable from Learning Framework courses.) –Texas Higher Education Coordinating Board, Lower-Division Academic Course Guide Manual, Spring 2014, page 93.
## VIII. Procedures (Activity, Leadership, Resources, Assessment Schedule, and Documented Evidence)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Leadership</th>
<th>Budget/Resources</th>
<th>Assessment Schedule</th>
<th>Documented Evidence</th>
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<tbody>
<tr>
<td>I.</td>
<td>ADVISING Procedures</td>
<td></td>
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<tr>
<td>I.a.</td>
<td>Student Development Specialists (SDS) hold a Pre-Advising Session with all new students when they come in to register for classes. (Follow Pre-Advising Session Guidelines)</td>
<td>Student Development Specialists (SDS) in Beeville, Alice, Kingsville, &amp; Pleasanton</td>
<td>General Job Duty</td>
<td>All During Registration</td>
</tr>
<tr>
<td>I.b.</td>
<td>SDS assign all new students to a Dedicated Faculty Advisor in their major field of study, notify the Faculty Advisor the new student’s name &amp; CBC ID#, and document all contacts with students in CBC’s student retention and management system, ZogoTech. (Follow Pre-Advising Session Guidelines)</td>
<td>SDS in Beeville, Alice, Kingsville, &amp; Pleasanton</td>
<td>General Job Duty</td>
<td>All During Registration</td>
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</table>

-Pre-Advising Contact Notes are documented in CBC’s student retention management system, ZogoTech.

-POISE report will show that all current CBC students have a Faculty Advisor assigned to them.
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</table>
| i.c. | - Programmer runs a POISE report to verify that all students have been assigned a Faculty Advisor.  
- The Programmer emails the POISE report/Faculty Advisor List and a list of students not assigned to a Faculty Advisor to the Deans & Quality Enhancement Plan (QEP) Director. | Programmer | General Job Duty | Within 1 business day after registration is over  
- Copy of Email  
- Copy of Faculty Advisor List and List of Students without a Faculty Advisor |
| i.d. | - The Dean of Student Services forwards the list of students without a Faculty Advisor Assigned to them to the SDS and copies the QEP Director. | Dean of Student Services | General Job Duty | Within 1 business day after registration is over  
- Copy of Email |
| i.e. | - The SDS assign students to a Faculty Advisor if they have not been assigned one then reports that they have completed the task to the Dean of Student Services who informs the Programmer. | SDS from Beeville, Alice, Kingsville, and Pleasanton | General Job Duty | Within 2 business days after the last day of registration  
- POISE report will show that all current CBC students have a Faculty Advisor assigned to them |
| i.f. | - Programmer runs a second POISE report to verify that all students have been assigned a Faculty Advisor.  
- Programmer emails the POISE report to the Deans and QEP Director. | Programmer | General Job Duty | Within 3 business days after the last day of registration  
- POISE report will show that all current CBC students have a Faculty Advisor assigned to them |
| i.g. | - The Deans forward the list of enrolled students with their Faculty Advisor’s name to the Chairs, Coordinators, Directors, and Staff and copy the QEP Director. | Dean of Academics, Dean of Workforce Training, & Dean of Student Services | General Job Duty | Within 3 business days after the last day of registration  
- Copy of Email |
| i.h. | - After receiving the Faculty Advisor’s List, the Chairs, Coordinators, & Directors forward the list to their Faculty Advisors so that they may update their Advising List in ZogoTech and continue contacting their advisees as per the 1st Advising Session Guidelines for First Semester, Subsequent Semesters, and Final Semester (they copy their Dean & the QEP Director in the email) | Chairs, Coordinators, & Directors from Beeville, Alice, Kingsville, and Pleasanton | General Job Duty 10% of Faculty Advisor Salary from QEP Account | Within 4 business days after the last day of registration  
- Copy of Email |
<table>
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<tr>
<th>I.i.</th>
<th>Faculty Advisor contacts <strong>retained advisees</strong> &amp; makes sure they are still on track for graduation. (Follow <strong>1st Advising Session Guidelines for Subsequent Semester or Final Semester</strong>)</th>
<th>Faculty Advisors from Beeville, Alice, Kingsville, and Pleasanton</th>
<th>General Job Duty</th>
<th>Between Day 1 of semester and first quarter grade due date</th>
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<tr>
<td>Faculty Advisor helps advisee complete Graduation Application and/or Transfer Planning is graduating this semester.</td>
<td>Faculty Advisor refers their students to Success Support Services as needed.</td>
<td>Faculty Advisor documents all contacts with advisees in ZogoTech.</td>
<td>Faculty Advisors from Beeville, Alice, Kingsville, and Pleasanton</td>
<td>Faculty Advisors from Beeville, Alice, Kingsville, and Pleasanton</td>
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<tr>
<td>Faculty Advisor makes an in-person, face-to-face contact when possible, with all <strong>new advisees</strong> so that advisees make a personal connection with an instructor. (Follow <strong>1st Advising Session Guidelines for First Semester</strong>)</td>
<td>Faculty Advisor refers their students to Success Support Services as needed.</td>
<td>Faculty Advisor documents all contacts with advisees in ZogoTech.</td>
<td>Faculty Advisors from Beeville, Alice, Kingsville, and Pleasanton</td>
<td>Faculty Advisors from Beeville, Alice, Kingsville, and Pleasanton</td>
</tr>
<tr>
<td>Faculty Advisor reviews their advisees first quarter grades and contacts advisees for a <strong>Special Advising Session</strong> for First Semester, Subsequent Semesters, and Final Semester if they do not have at least a grade of “C” or higher in each of their courses.</td>
<td>Faculty Advisor documents all contacts with advisees in ZogoTech.</td>
<td>Week 5 of semester/after 1st quarter grades are posted</td>
<td>Faculty Advisors from Beeville, Alice, Kingsville, and Pleasanton</td>
<td>Faculty Advisors from Beeville, Alice, Kingsville, and Pleasanton</td>
</tr>
<tr>
<td>-100% of CBC students have a documented contact by the Faculty Advisor in ZogoTech</td>
<td>-If advisee does not respond, documentation will show various attempts were made including: email, mail, phone, text, class visit, etc.</td>
<td>-Copy of Bi-Annual CBC Training Agendas with sessions showing Blackboard, Skype, etc. training being offered</td>
<td>-General Job Duty</td>
<td>-General Job Duty</td>
</tr>
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</table>
### I. ADVISING

| - Faculty Advisor contacts advisees for a **2nd Advising Session** for First Semester, Subsequent Semesters, and Final Semester in the Fall before, during, & after Midterms. (Follow 2nd Advising Session Guidelines)  
| - Faculty Advisor assists advisees in applying for graduation and preparing to transfer if needed.  
| - Faculty Advisor refers their students to Success Support Services as needed.  
| - Faculty Advisor documents all contacts with advisees in ZogoTech. |

| Faculty Advisors from Beeville, Alice, Kingsville, and Pleasanton | General Job Duty | 1 week before Midterms – High-Risk students; Week of Midterms – Borderline students; 1 week after Midterms – students in good standing |

| -100% of CBC students have a documented contact by the Faculty Advisor in ZogoTech. If advisee does not respond, documentation will show various attempts were made including: email, mail, phone, text class visit, etc. |

| - Faculty Advisor contacts advisees for a **3rd Advising Session** for First Semester, Subsequent Semesters, and Final Semester when registration for next semester opens (fall, spring, summer I, & summer II). (Follow 3rd Advising Session Guidelines)  
| - Faculty Advisor follows-up to make sure all of their advisees have registered for the following semester if they are not graduating/transferring.  
| - Faculty Advisor refers their students to Success Support Services as needed.  
| - Faculty Advisor documents all contacts with advisees in ZogoTech. |

| Faculty Advisors from Beeville, Alice, Kingsville, and Pleasanton | General Job Duty | When Registration Opens for following semester |

| -55% retention & persistence for fall to spring & fall to fall  
| - ZogoTech Report from IE showing 53.4% Graduation/Persistence Rates by FY 2020 (fall 2014 cohorts)  
| -100% of CBC students have a documented contact by the Faculty Advisor in ZogoTech |

### II. ASSESSMENT OF FACULTY ADVISING

| - Institutional Effectiveness and Accreditation (IE) runs report from ZogoTech showing all students who have at least one contact in the current semester under Advising Contacts and at least one contact under 1st Advising Session.  
| - IE emails the Report to the Chairs, Coordinators, & Directors and copies the Deans & QEP Director so that they may contact Faculty Advisors who have not |

| Institutional Effectiveness and Accreditation | 20% of IE Staff Member’s Salary is paid from QEP account | 1 Day after 1st Quarter Grade Due Date |

| - ZogoTech Report of current enrolled students who have a documented Advising Contact and 1st Advising Session completed |

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3 Advising Contact is defined as having attempted to make contact with a student via email, phone, mail, class visit, etc. The student has not responded to the Advisor at this time.

4 1st Advising Session is defined as having two way contact with a student and holding the 1st Advising Session with them.
| II.b. | -Chairs, Directors, & Coordinators contact Faculty Advisors who have not documented their contacts with advisees in ZogoTech.  
-If advisee was contacted but not documented in ZogoTech, Faculty Advisor is given 24 hours to document in ZogoTech.  
-Help is offered to those who need ZogoTech Review Training or other help as requested. | Chairs, Directors, & Coordinators from Beeville, Alice, Kingsville, and Pleasanton | General Job Duty | 1 Day after 1st Quarter Grade Due Date | Documentation in Faculty Member’s file by Chair, Director, or Coordinator |
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<td>II.c.</td>
<td>-Faculty Advisors who have not contacted their advisees or have not documented all their contacts with advisees do so.</td>
<td>Faculty Advisors from Beeville, Alice, Kingsville, and Pleasanton</td>
<td>General Job Duty</td>
<td>1 Day after 1st Quarter Grade Due Date</td>
<td>ZogoTech Report of current enrolled students who have documented contact</td>
</tr>
</tbody>
</table>
| II.d. | -IE runs a second ZogoTech report of documented student Advising Contacts and documented 1st Advising Session made by Faculty Advisors.  
-IE emails the Report to the Chairs, Coordinators, & Directors and copies the Deans & QEP Director so that they may follow-up & verify documentation with their Faculty Advisors. | IE | General Job Duty | 2 Days after 1st Quarter Grade Due Date | --ZogoTech Report of current enrolled students who have a documented Advising Contact and 1st Advising Session completed |
| II.e. | -Chairs, Directors, & Coordinators contact Faculty Advisors a second time if they have advisees with undocumented contacts in ZogoTech.  
-Students who have not been contacted are assigned to a new Faculty Advisor if the current Advisor is unable to make the Advising Contact that day.  
-If contact was made but not documented, help is given to make sure this documentation is recorded in ZogoTech. | Chairs, Directors, & Coordinators, Dean of Academics & Dean of Workforce Training | General Job Duty | 2 Days after 1st Quarter Grade Due Date | Documentation in Faculty Member’s file by Chair, Director, or Coordinator -Documented Email to appropriate Dean in Dean’s files |
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<th>II.f.</th>
<th>Faculty Advisors who have not contacted their advisees or have not documented all their contacts with advisees do so.</th>
<th>Faculty Advisors from Beeville, Alice, Kingsville, and Pleasanton</th>
<th>General Job Duty</th>
<th>2 Days after 1st Quarter Grade Due Date</th>
<th>-ZogoTech Report of current enrolled students who have documented contact</th>
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<td>II.g.</td>
<td>-IE runs a third ZogoTech report of documented student Advising Contacts and documented 1st Advising Session made by Faculty Advisors. -IE emails the Report to the Chairs, Coordinators, &amp; Directors and copies the Deans &amp; QEP Director so that they may follow-up &amp; verify documentation.</td>
<td>IE</td>
<td>General Job Duty</td>
<td>3 Days after 1st Quarter Grade Due Date</td>
<td>-100% of CBC students will have an Advising Contact; 52% will have a 1st Advising Session contact by a Faculty Advisor in ZogoTech. Our 2020 goal for the 1st - 3rd Advising Sessions is 83%. -If advisee doesn’t respond, documentation will show various attempts were made including: email, mail, phone, class visit -Copy of Email</td>
</tr>
<tr>
<td>II.h.</td>
<td>-Chairs, Directors, &amp; Coordinators contact Faculty Advisors a third time if they have advisees with undocumented Advising Contacts in ZogoTech. -Students who do not have a documented Advising Contact are assigned to a new Faculty Advisor. -If contact was made but not documented, help is given to make sure this documentation is input. -Documentation of not completing duties as Faculty Advisor after being directed a third time is placed in Faculty member’s file and is recorded in their evaluation. -Appropriate Dean is notified.</td>
<td>Chairs, Directors, &amp; Coordinators</td>
<td>General Job Duty</td>
<td>3 Days after 1st Quarter Grade Due Date</td>
<td>-Documentation in Faculty Member’s file by Chair, Director, or Coordinator -Documented Email to appropriate Dean in Dean’s files</td>
</tr>
<tr>
<td>II.i.</td>
<td>Newly assigned Faculty Advisors contact advisees who have not been contacted by their previous Faculty Advisor.</td>
<td>Faculty Advisors from Beeville, Alice, Kingsville, and Pleasanton</td>
<td>General Job Duty</td>
<td>4 Days after 1st Quarter Grade Due Date</td>
<td>-ZogoTech Report of current enrolled students who have documented contact</td>
</tr>
<tr>
<td>II.j.</td>
<td>-IE runs a fourth report in ZogoTech of documented student contacts made by Faculty Advisors. -IE emails the Report to the Chairs, Coordinators, &amp; Directors and copies the Deans &amp; QEP Director so that they may follow-up &amp; verify documentation.</td>
<td>IE</td>
<td>General Job Duty</td>
<td>6 Days after 1st Quarter Grade Due Date</td>
<td>-100% of CBC students will have an Advising Contact; 52% will have a 1st Advising Session contact by a Faculty Advisor in ZogoTech. Our 2020 goal for the 1st - 3rd Advising Sessions is 83%. -If advisee doesn’t respond, documentation will show various attempts were made including: email, mail, phone, class visit -Copy of Email</td>
</tr>
</tbody>
</table>
II.k.  Dean of Academics, Dean of Workforce Training, and Dean of Student Services update QEP Director of Faculty Advising Status.

| Dean of Academics, Dean of Workforce Training, and Dean of Student Services | General Job Duty | 7 Days after 1st Quarter Grade Due Date | -Documented Email to QEP Director |

II.l.  The steps above will repeat after each of the three required Faculty Advisor contact dates with Advisees to verify that all students have been contacted and that documentation is in ZogoTech.

- 1 Day after 1st Qtr Grade Due Date – ZogoTech Report on 1st Advising Session and Advising contacts Day 1 of Semester through 1st Qtr Grade due date

- 6 business days After Mid-Terms – ZogoTech Report on 2nd Advising Session⁵ and Advising contacts beginning of 2nd Qtr. through 2nd Qtr Grade due date

- 2 weeks after Registration Opens for the following semester – ZogoTech Report on 3rd Advising Session⁶ and Advising Contacts beginning Day Registration opens to 2 weeks later

III. STUDENT ASSESSMENT OF DEDICATED FACULTY ADVISING

III.a.  Students are asked to complete an anonymous online Faculty Advising Survey for Students.

| QEP Director | General Job Duty | 3 wks before end of each semester | -Students will report that they received all services as listed in the Dedicated Faculty Advising Model (FY 2020 Target is 100%) |

IV. FACULTY ADVISOR ASSESSMENT OF DEDICATED FACULTY ADVISING

IV.a.  Faculty Advisors and SDS are asked to complete an anonymous online Faculty Advising Model Survey.

| QEP Director | General Job Duty | 2 wks before end of each semester | -Copy of email to all Faculty Advisors |

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⁵ 2nd Advising Session is defined as having two way contact with a student and holding the 2nd Advising Session with them.

⁶ 3rd Advising Session is defined as having two way contact with a student and holding the 3rd Advising Session with them.
### IV.b.

- Faculty Advisors & SDS complete anonymous online Faculty Advising Survey.
  - Faculty Advisors & SDS from Beeville, Alice, Kingsville, and Pleasanton
  - General Job Duty
  - 2 wks before end of each semester to the last day of each semester
  - Faculty Advisors will report that they were able to complete the Cooperative Ed. Plan with all advisees including corresponding with them at least three times a semester & that the time frame was adequate. (FY 2020 Target is 100%)

### V. RETENTION & PERSISTENCE

#### V.a.
- IE staff creates a report to determine the fall to spring and fall to fall retention & persistence rates.
  - Report is emailed to QEP Director.
  - QEP Director shares results via email with the President and the Quality Enhancement Plan Leadership Team (QLT).
  - The QLT Dedicated Faculty Advising Subcommittee Co-Chairs share the results with the subcommittee in an official meeting.
  - IE QEP Director Quality Enhancement Plan Leadership Team (QLT) Faculty Advising Subcommittee Co-Chairs
  - General Job Duty
  - 2 wks after end of semester
  - Retention & Persistence Report for fall to spring or fall to fall

#### V.b.
- IE staff creates a report to determine the persistence to graduation rates for 3, 4, & 6 years.
  - Report is emailed to QEP Director.
  - QEP Director shares results via email with the President and QLT.
  - The QLT Dedicated Faculty Advising Subcommittee Co-Chairs share the results with the subcommittee in an official meeting.
  - IE QEP Director QLT Faculty Advising Subcommittee Co-Chairs
  - General Job Duty
  - 2 wks after end of semester
  - Report from IE showing Persistence to Graduation in 3 years at 25.3%, in 4 years at 31.2%, and in 6 years at 43.4% for Fall 2014 Cohort (FY 2017)

#### V.c.
- The QLT Subcommittee "Dedicated Faculty Advising Subcommittee" meet and review Retention & Persistence/Graduation reports.
  - They discuss the data and make suggestions for improvement if needed.
  - Co-chairs share the committee’s suggestions with the QLT.
  - QLT Subcommittee "Dedicated Faculty Advising Subcommittee"
  - General Job Duty
  - The Subcommittee meets at least quarterly. This report will be discussed at the next quarterly meeting.
  - Copy of Subcommittee meeting Minutes and sign-in sheet
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>V.d.</td>
<td>Business Office runs a Drop List Report. Then emails the list to the Dean of Academics, Dean of Workforce Training, Dean of Student Services, VP of Instruction &amp; Economic Development, VP of Student &amp; Administrative Services, President, &amp; QEP Director.</td>
</tr>
<tr>
<td>Business Analyst</td>
<td>General Job Duty</td>
</tr>
<tr>
<td>V.e.</td>
<td>After receiving the Drop List, the Deans forward the Drop List &amp; Payment Options to their Chairs, Coordinators, Directors, &amp; staff, and copy the QEP Director, notifying them to alert their Faculty Advisors to review the list and contact their advisees that are on the list &amp; inform them of payment options.</td>
</tr>
<tr>
<td>Dean of Academics, Dean of Workforce Training, &amp; Dean of Student Services</td>
<td>General Job Duty</td>
</tr>
<tr>
<td>V.f.</td>
<td>After receiving the Drop List, Chairs, Coordinators, &amp; Directors forward the Drop List &amp; Payment Options to their Faculty Advisors, and copy their Dean and the QEP Director, notifying them to contact their advisees that are on the list &amp; inform them of payment options.</td>
</tr>
<tr>
<td>Chairs, Coordinators, &amp; Directors from Beeville, Alice, Kingsville, and Pleasanton</td>
<td>General Job Duty</td>
</tr>
<tr>
<td>V.g.</td>
<td>After receiving the Drop List, Faculty Advisors immediately start trying to contact their advisees on the Drop List to inform them of payment options. Faculty Advisor documents all contacts with advisees in ZogoTech following guidelines for <a href="#">Special Advising Session</a> for First Semester, Subsequent Semesters, and Final Semester using Reason Code &quot;Payment Options.&quot;</td>
</tr>
<tr>
<td>Faculty Advisors from Beeville, Alice, Kingsville, and Pleasanton</td>
<td>General Job Duty</td>
</tr>
<tr>
<td>V.h.</td>
<td>Business Office runs a Drop List every business day with the final list being printed on the final Drop Date for half of the balance due. Above steps will be followed each time (above 4 rows)</td>
</tr>
<tr>
<td>Business Analyst</td>
<td>General Job Duty</td>
</tr>
<tr>
<td>Section</td>
<td>Description</td>
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<tr>
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<tr>
<td>V.i.</td>
<td>Business Office runs a “Fourth of the Balance Due Drop List” two business days after the Half Balance due date; on this date, a fourth of the balance is due. Business Office forwards the list to the Deans, VPs, President, and QEP Director. Business Analyst General Job Duty 2 business days after the Half Balance Due Date -Copy of Drop List Report -Copy of Email</td>
</tr>
<tr>
<td>V.j.</td>
<td>Deans forward the “Fourth Balance Due Today Drop List” to all their faculty &amp; staff including Chairs, Coordinators, Directors, and copy QEP Director, to alert them to review the list and contact their advisees that are on the list, remind them that a “Fourth of the Balance is Due Today,” and to direct them to the Business Office to make the payment. Dean of Academics, Dean of Workforce Training, Dean of Student Services General Job Duty On the “Fourth of the Balance Due Date” -Copy of Email</td>
</tr>
<tr>
<td>V.k.</td>
<td>Faculty Advisors contact their advisees that are listed on the “Fourth of the Balance is Due Today Report.” Faculty Advisors from Beeville, Alice, Kingsville, and Pleasanton General Job Duty On the “Fourth of the Balance Due Date” -Documentation in ZogoTech will show contacts were made -Increased number of students will pay their bill in the Business Office</td>
</tr>
<tr>
<td>V.l.</td>
<td>Business Office runs a Drop List of students owing Final Payment one week before due. Then emails the list to the Deans, VPs, President, &amp; QEP Director. Business Analyst General Job Duty Fall &amp; Spring - 6 wks after semester begins Summer-1 wk before deadline of Final Balance Due -Copy of Drop List -Copy of Email</td>
</tr>
<tr>
<td>V.m.</td>
<td>After receiving the Drop List, the Deans forward the Drop List &amp; Payment Options to their Chairs, Coordinators, Directors, staff, and copy QEP Director, notifying them to alert their Faculty Advisors to review the list and contact their advisees that are on the list &amp; inform them of payment options. Dean of Academics, Dean of Workforce Training, &amp; Dean of Student Services General Job Duty Fall &amp; Spring - 6 wks after semester begins Summer-1 wk before deadline of Final Balance Due -Copy of Emails from the Deans to their Chairs, Coordinators, Directors, &amp; staff</td>
</tr>
</tbody>
</table>
V.n. - After receiving the Drop List, Chairs, Coordinators, Directors, & staff forward the Drop List & Payment Options to their Faculty Advisors, and copy their Dean and the QEP Director, notifying them to contact their advisees that are on the list & inform them that payment is due that week.

Chairs, Coordinators, & Directors from Beeville, Alice, Kingsville, and Pleasanton

General Job Duty

Fall & Spring - 6 wks after semester begins
Summer-1 wk before deadline of Final Balance Due

- Deans & QEP Director will be copied in the emails to the Faculty Advisors and they will keep in their files for documentation

V.o. - After receiving the Drop List, Faculty Advisors will immediately attempt to contact their advisees on the Drop List to inform them that payment is due that week.

Faculty Advisors from Beeville, Alice, Kingsville, and Pleasanton

10% of Faculty Advisor Salary from QEP Account

Fall & Spring - 6 weeks after semester begins
Summer-1 wk before deadline of Final Balance Due

- Copy of Updated Drop List will show decreased number of students owing monies
- ZogoTech Report will show documented Contacts with the Reason Code of “Payment Options”

### VI. Quality Enhancement Plan Leadership Team (QLT)

#### VI.a.
- The QLT is designing a Faculty Advising Plan for dual credit students to begin fall 2014. Currently, dual credit students are not assigned a faculty advisor.

Quality Enhancement Plan Leadership Team (QLT)

General Job Duty

Completion by July 31, 2014

- Faculty Advising Plan for Dual Credit Students

#### VI.b.
- The QLT meets monthly during FY 2013-14 then quarterly thereafter to discuss data reports on Faculty Advising. (See QLT Minutes)

QLT

General Job Duty

Monthly in FY 2013-14, Quarterly thereafter

- Copies of agenda, minutes, & sign-in sheets

#### VI.c.
- The QLT Subcommittee “Dedicated Faculty Advising” meets monthly once established during FY 2013-14 then quarterly thereafter to review & discuss data reports on Faculty Advising.
- The Subcommittee makes data driven suggestions on improvements to Faculty Advising.

QLT Dedicated Faculty Advising Subcommittee

General Job Duty

Monthly in FY 2013-14, Quarterly thereafter

- Copies of agenda, minutes, & sign-in sheets

#### VI.d.
- The Co-chairs of the QLT Subcommittee “Dedicated Faculty Advising” report the Subcommittee’s suggestions to the QLT on Blackboard’s QEP Committee page and at the next QLT meeting.

Co-chairs to the QLT Subcommittee “Dedicated Faculty Advising”

General Job Duty

Monthly in FY 2013-14, Quarterly thereafter

- Copies of agenda, minutes, & sign-in sheets
**VI.e.**

- QLT reviews the suggestions from the Dedicated Faculty Advising Subcommittee when received.
- QLT reviews the data report from IE.
- QLT takes action as needed keeping in mind what is in the best interest of our students.
- QLT completes a [Dedicated Faculty Advising change form](#).

<table>
<thead>
<tr>
<th>Role</th>
<th>Task Description</th>
<th>Frequency</th>
<th>Additional Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>QLT</td>
<td>General Job Duty</td>
<td>Monthly in FY 2013-14, Quarterly thereafter</td>
<td>- Copies of agenda, minutes, &amp; sign-in sheets</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Copy of Dedicated Faculty Advising change form</td>
</tr>
</tbody>
</table>

**VI.f.**

- QEP Director uses Dedicated Faculty Advising change form to make changes then emails updates to all CBC employees and posts on QEP web site.

<table>
<thead>
<tr>
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<th>Additional Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>QEP Director</td>
<td>General Job Duty</td>
<td>Annually</td>
<td>- Copies of updated Dedicated Faculty Advising Procedures and Manual</td>
</tr>
</tbody>
</table>

**IX. Dedicated Faculty Advising Change Form**

Date: ____________  

Person(s) Requesting this Change: __________________________________________________________

Suggested changes to Dedicated Faculty Advising:

_____________________________________________________________________________________

_____________________________________________________________________________________

_____________________________________________________________________________________

_____________________________________________________________________________________

RETURN
Coastal Bend College does not discriminate on the basis of race, creed, color, national origin, gender, age, or disability.