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 President and keeps her updated.