**Advising and Counseling Roles** – A Guided Pathways Frameworks

**EXECUTIVE SUMMARY**

There will be a focus on a soft hand off between roles. Although there may be some minor shared responsibilities, while advisors focus on helping students enter the path, counselors will be more focused on helping students stay on the path.

Although all are responsible for ensuring students are meeting the momentum points advisors will be case managing more closely the enrollment and on boarding of our first time students while counselors will be monitoring progression and completion of our returning students. For Example:

|  |  |  |
| --- | --- | --- |
| **Momentum Point** | **Advisor (Get on the Path)** | **Counselor (Stay on the Path)** |
| Ensure 15 units per term enrollment pattern in line with the student’s educational goals | Through review of ASEP and registration (automatic flag in starfish)   * Review flags daily, contact students with options, & track progress through Starfish | Review Starfish flags, referrals, & to-dos weekly to provide intrusive counseling to optimize student probability of success |
| Ensure students are enrolled transfer-level math in the first year and successful | Through review of ASEP and registration (automatic flag in starfish)   * Review flags daily, contact students with options, & track progress through Starfish * Signing students up for CSEP workshops or courses | Responsible for checking progress surveys and ensuring that students are participating in academic support |
| Ensure students are enrolled transfer level English (as well as ACDV B280 where applicable) and successful | Through review of registration (automatic flag in starfish) | Responsible for checking progress surveys and ensuring that students are participating in academic support |

Additionally, with the implementation of Starfish Fall 2018, we will be able to triage student concerns more accurately prior to appointments, therefore, addressing concerns in a timelier manner. Lastly, counselors will continue to support the front counter during high peak times (first 2 weeks of each semester as well as the week prior, during, and after priority registration starts) by providing triage and small group workshops on the spot for registration, ASEPs, etc. Counselors will be pre-assigned blocks of time, during those weeks, to provide this support and ensure students are served in a timely fashion.

**ADVISOR STRATEGY**

**Focus on Momentum Point Goals:**

* Ensure 15 units per term in line with the student’s educational goals
* Ensure transfer-level math in the first year
* Ensure transfer-level English in the first year

**COUNSELING STRATEGY**

Focusing on the big picture, counselors will provide more intrusive advising with students setting goals, developing comprehensive educational plans, and career development, while helping students connect with academic, financial, and social resources.

According to the recent CCSSE 2018 National report, *“Show me the way: The power of advising in the community college”,* students who meet with a professional for academic advising are more engaged across all benchmarks.Through this study it was determined that structure and intensity of advising matters. The data also showed students entering the path reported at 62% likely to meet with a counselor and returning students reported at 78% likely. While both are equally important. Referenced: <http://www.ccsse.org/NR2018/>

**OVERVIEW**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  | Life Cycle Reason | Advisors | Counselors | Notes |
|  |  |  |  |  |  |
| Clarify the Path | **Pre-Enrollment** | Outreach Recruitment | **P** |  | Outreach (primary) |
| Outreach Orientation | **P** |  | Scale up online orientation |
| Placement - MM |  | **P** |  |
| Placement - Other |  | **P** | (for transfer in, etc.) |
| Advising ASEP (initial) | **SH** | **SH** |  |
| Advising CSEP (initial) |  | **P** | (use default pathways maps) |
| Registration Workshop | **SH** | **SH** |  |
| Registration In-Person | **SH** | **SH** | (and Cal SOAP) |
|  |  |  |  |  |  |
| Enter the Path | **Before Semester** | Registration Prompt/Guidance | **P** |  | Starfish |
| Review for Program of Study | **SH** | **SH** |  |
| Review Schedule for Units in Pathway | **P** |  |  |
| Review Schedule for 15 units | **P** |  | Starfish |
| Review Schedule for College Level English | **P** |  | Starfish |
| Review Schedule for College Level Math | **P** |  | Starfish |
|  |  |  |  |  |  |
| Stay on the Path | **During Semester** | Flag: Add/drop of classes |  | **P** |  |
| Flag: Academic Progress (alert) |  | **P** |  |
| Flag: Referral to Support Services | **SH** | **SH** | Starfish |
| Flag: Engagement in Support Services |  | **P** | Starfish and Support Services |
| Flag: Continued Registration (for next term - first day of open enrollment ongoing till start of next term) |  | **P** | Starfish |
| Review for Program of Study | **SH** | **SH** |  |
| Review for Units in Pathway | **P** |  |  |
| Review for 15 units | **P** |  | Starfish |
| Review for College Level English | **P** |  | Starfish |
| Review for College Level Math | **P** |  | Starfish |
| Prompt – Registration for next semester | **P** |  |  |
| Review – Registration for next semester (review for accuracy) |  | **P** |  |
|  |  |  |  |  |  |
| Stay on Path | **After Semester** | Flag: Academic Progress (probation/SAP) | **SH** | **SH** |  |
| Review for Units in Pathway | **P** |  |  |
| Review for 15 units | **P** |  | Starfish |
| Review for College Level English | **P** |  | Starfish |
| Review for College Level Math | **P** |  | Starfish |
|  |  |  |  |  |  |
| Ongoing | **OTHER** | General transfer services |  | **P** |  |
| TAGS |  | **P** |  |
| Transfer – Finish in 4 | **SH** | **SH** |  |
| Transfer – Articulation |  | **P** |  |
| Kern Promise | **SH** | **SH** |  |
| Career guidance |  | **P** |  |
| Pre-requisite override |  | **P** |  |
| Unit limit override |  | **P** |  |
| Change in majors / new CSEP |  | **P** |  |
| Probation/Dismissal |  | **P** |  |
| Academic renewal |  | **P** |  |
| Academic appeal |  | **P** |  |
| Waiver/substitute appeals |  | **P** |  |
| Transcript evaluation |  | **P** |  |
| General appeals assistance (non-academic) | **SH** | **SH** |  |
| General Edu Counseling (CSU GE/IGETC/BC) |  | **P** |  |
| General Counseling/Graduation checks |  | **P** |  |
| Overrides (prerequisite and unit) |  | **P** |  |
| Change in majors/new CSEP |  | **P** |  |

P=PRIMARY SH=SHARED

**SAMPLE ED ADVISOR WORKPLAN**

**STEM**  
Josh Shackelford, Educational Advisor

**2018-19 ADVISING WORK PLAN**

**Target Increases by Momentum Points within Pathway**

|  |  |
| --- | --- |
| **Goal:** | **Success Metric:** |
| Increase 15+ Unit Attempt in First Term | *10 %* |
| Increase 30+ Unit Attempt in First Year | *10 %* |
| Increase Transfer English Completion in First Year | *10 %* |
| Increase Transfer Math Completion in First Year | *10 %* |
| Increase 9 Core Pathway Unit Completion in First Year | *10 %* |

**Target Increases in ASEP and CSEP Completion within Pathway**

|  |  |
| --- | --- |
| **Goal:** | **Success Metric:** |
| Increase ASEP Completion in first semester | *20 %* |

**Events/Outreach Expectations** *(\*populate your area with expectations\*)*

* High School Outreach (Grace)
  + Assist with enrollment events, and new student workshops
  + Ensure FTIC students ASEPs are complete and have the momentum points reflected as well as student support services
  + Ensure FTIC enrollment for Fall is complete following the ASEP and momentum points
  + Promote various campus locations through registration events
* Summer Bridge (Grace)
  + Through Summer Bridge review all fall schedules for the momentum points
* Pathway-Specific events and outreach (Steve Waller)
  + Outreach to students for completion of CSEP
  + Review Starfish flags, referrals, & to-dos
  + Assist with summer enrollment events
* CTE-specific events and outreach (Tony)
* Transfer-specific events and outreach (Khushnur)

**Meetings and Professional Development Expectations** *(\*populate your area with expectations\*)*

* Counseling/Advising regular meetings and professional development (Grace)
  + 8/28/18, 9/11/18, 9/25/18, 10/9/18, 10/23/18, 11/6/18, 11/20/18, 12/4/18
* Pathway-Specific regular meetings and professional development (Steve)
* CTE-specific regular meetings and professional development (Tony)
* Transfer-specific regular meetings and professional development (Khushnur)

**2018-19 ASSIGNED SCHEDULE & EXPECTATIONS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Time** | **Focus** | **Expected Tasks** | **Oversight by** |
| **0.2**   (8 hrs) | **Outreach & Events** | *\*to be populated by Grace and Ashlea\**   * *High School Outreach – limited due to allied health outreach* * *Career Events* * *Application events* | Grace Commiso  Ashlea Ward |
| **0.2**   (8 hrs) | **Meetings & Professional Development** | *\*to be populated by Grace\**   * *Bi-Weekly Counseling Meeting* * *ATD Advising Institutes* * *Department Meetings?* * *Other?* | Grace Commiso |
| **0.1**  (4 hrs) | **CTE Pathways Cohort and Case Management** | *\*to be populated by Tony\**   * *Weekly Cohort Reports – CTE* * *Pathway Drop-ins and Appointments* * *Starfish Flags* * *Other?* | Tony Cordova |
| **0.5**   (12 hrs) | **Transfer Pathways Cohort and Case Management** | *\*to be populated by Khushnur\**   * *Weekly Cohort Reports – Transfer* * *Pathway Drop-Ins and Appointments* * *Starfish Flags* * *Other?* | Khushnur Dadabhoy |

**2018-19 SAMPLE WEEKLY SCHEDULE**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** |
| 7:30-8:00 | Transfer Pathways Cohort & Case Management | High School Outreach and New Student Workshops | High School Outreach and New Student Workshops | Transfer Pathways Cohort & Case Management |  |
| 8:00-8:30 | Transfer Pathways Cohort & Case Management |
| 8:30-9:00 |
| 9:00-9:30 |
| 9:30-10:00 |
| 10:00-10:30 |
| 10:30-11:00 |
| 11:00-11:30 | Completion Community Meeting with Steve |
| 11:30-12:00 | Pathway Professional Dev. | Pathway Professional Dev. | Pathway Professional Dev. | Pathway Professional Dev. |
| 12:00-12:30 |  |
| 12:30-1:00 | Transfer Pathways Check-in with Khushnur | **Lunch** | **Lunch** | **Lunch** |
| 1:00-1:30 | CTE Pathways Check-in with Tony |
| 1:30-2:00 | **Lunch** | CTE Pathways Cohort & Case Management | Transfer Pathways Cohort & Case Management | Transfer Pathways Cohort & Case Management |
| 2:00-2:30 |
| 2:30-3:00 | CTE Pathways Cohort & Case Management |
| 3:00-3:30 |
| 3:30-4:00 | Counseling Dept Meeting |
| 4:00-4:30 |
| 4:30-5:00 |
| 5:00-5:30 |