

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:

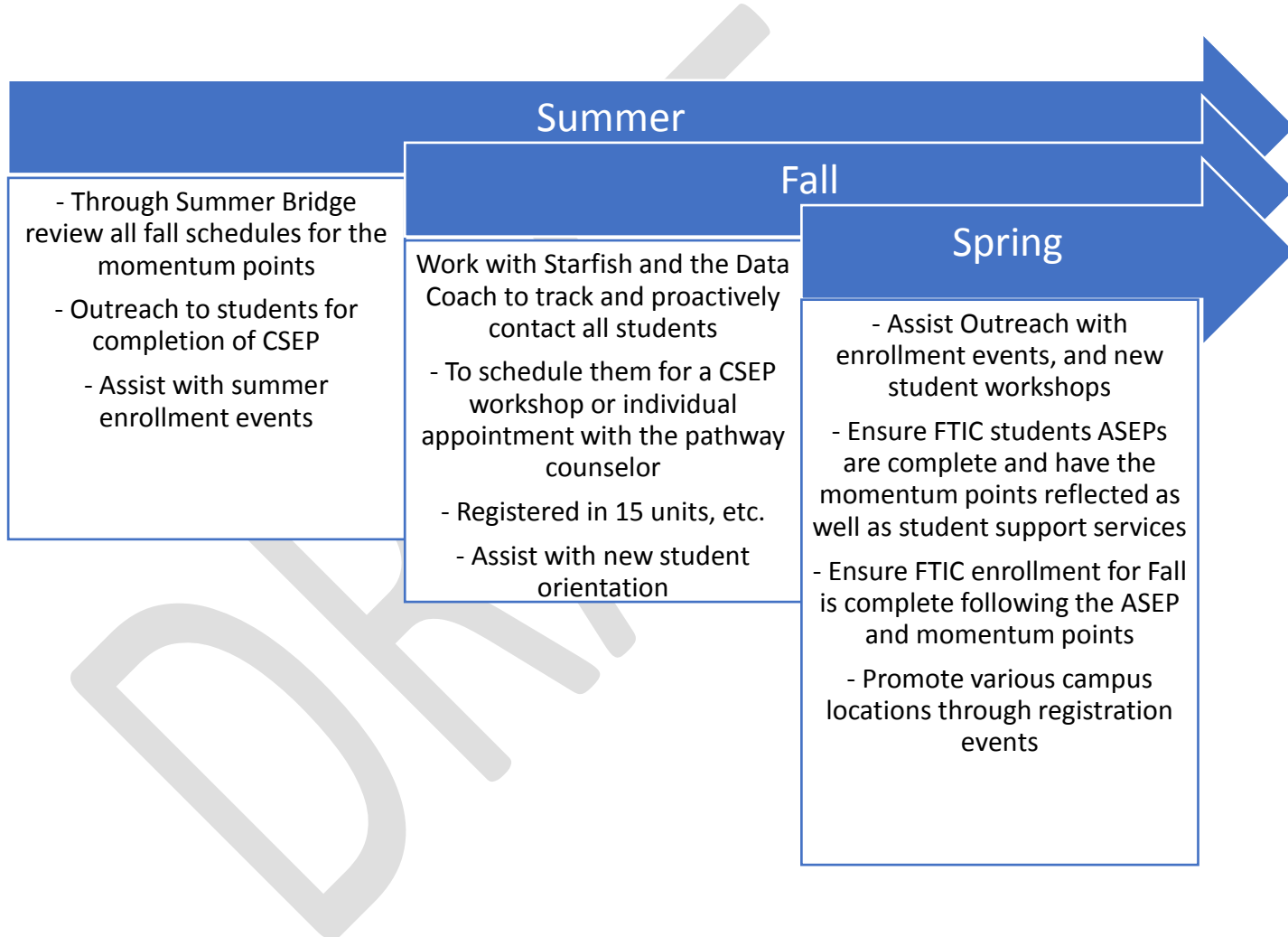
Momentum Point	Advisor (Get on the Path)	Counselor (Stay on the Path)
Ensure 15 units per term enrollment pattern in line with the student's educational goals	Through review of ASEP and registration (automatic flag in starfish) <ul style="list-style-type: none">- Review flags daily, contact students 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) <ul style="list-style-type: none">- 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:

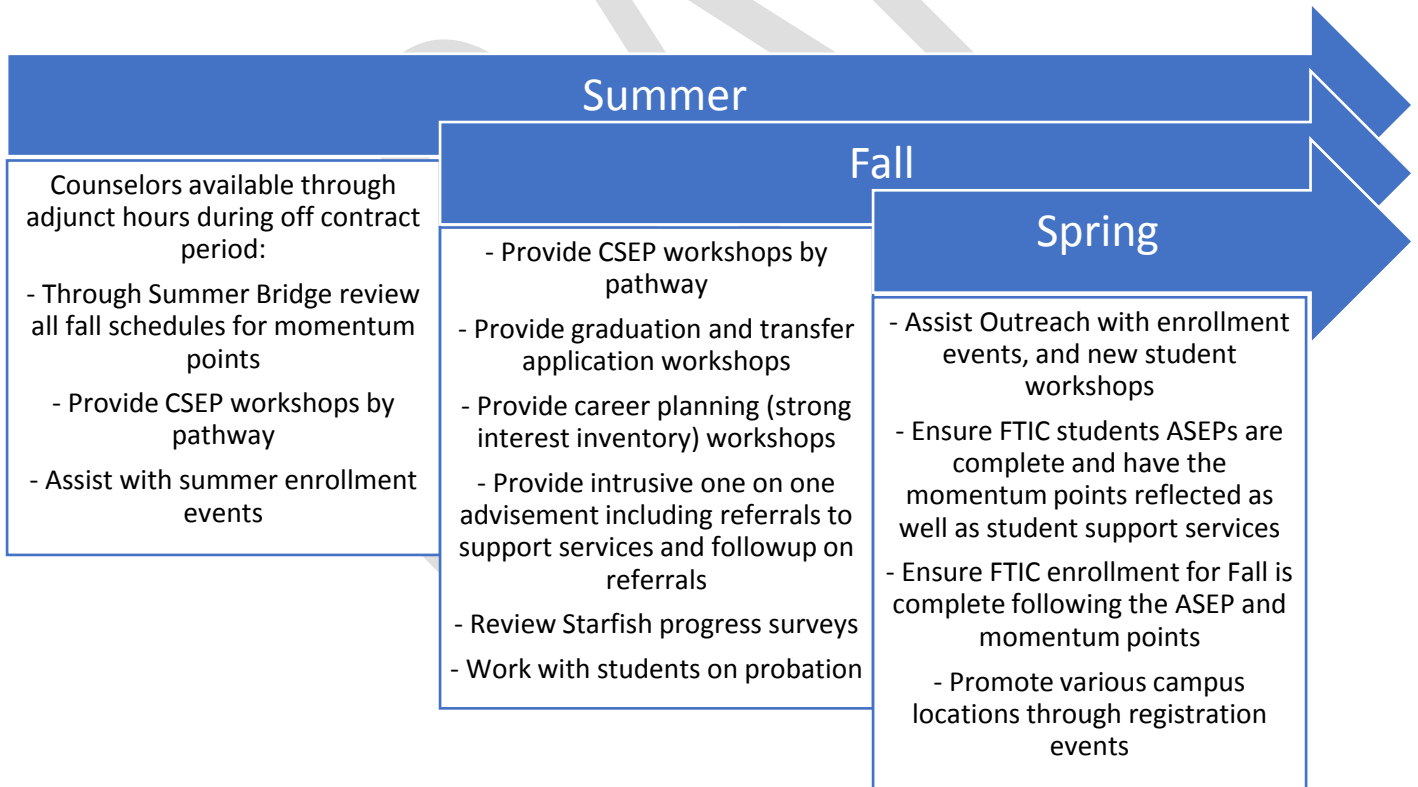
- Ensure 15 units per term in line with the student's educational goals
- Ensure transfer-level math in the first year
- Ensure transfer-level English in the first year



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
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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	<i>*to be populated by Grace and Ashlea*</i> <ul style="list-style-type: none"> • <i>High School Outreach – limited due to allied health outreach</i> • <i>Career Events</i> • <i>Application events</i> 	Grace Commiso Ashlea Ward
0.2 (8 hrs)	Meetings & Professional Development	<i>*to be populated by Grace*</i> <ul style="list-style-type: none"> • <i>Bi-Weekly Counseling Meeting</i> • <i>ATD Advising Institutes</i> • <i>Department Meetings?</i> • <i>Other?</i> 	Grace Commiso
0.1 (4 hrs)	CTE Pathways Cohort and Case Management	<i>*to be populated by Tony*</i> <ul style="list-style-type: none"> • <i>Weekly Cohort Reports – CTE</i> • <i>Pathway Drop-ins and Appointments</i> • <i>Starfish Flags</i> • <i>Other?</i> 	Tony Cordova
0.5 (12 hrs)	Transfer Pathways Cohort and Case Management	<i>*to be populated by Khushnur*</i> <ul style="list-style-type: none"> • <i>Weekly Cohort Reports – Transfer</i> • <i>Pathway Drop-Ins and Appointments</i> • <i>Starfish Flags</i> • <i>Other?</i> 	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	Transfer Pathways Cohort & Case Management
8:00-8:30					
8:30-9:00					
9:00-9:30					
9:30-10:00					
10:00-10:30					
10:30-11:00					
11:00-11:30					
11:30-12:00	Pathway Professional Dev.	Pathway Professional Dev.	Pathway Professional Dev.	Pathway Professional Dev.	Completion Community Meeting with Steve
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					
3:00-3:30					
3:30-4:00	CTE Pathways Cohort & Case Management	Counseling Dept Meeting			
4:00-4:30					
4:30-5:00					
5:00-5:30					