Advising
 Panther Path: A Student’s Journey
5 Years of PCC Enhancements
Initiatives Focused on Student Success and Completion

Success = Certificates, Degrees, Transfers & Employment

Portland Community College
Advising at PCC
Where is Advising Happening?

ABE/ESOL
Career and Technical Education Programs
Developmental Education
Distance Learning
Early College Programs
General Advising Centers
Health Admissions
International Education
LINKS Programs
Veterans
Who is Advising?

Over 80 employees have academic advising as a major part of their position at PCC.
### General Advising Data

*Data from campus general academic advising centers only*

<table>
<thead>
<tr>
<th></th>
<th>Unique Students</th>
<th>Total Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-2014</td>
<td>51,298</td>
<td>64,327</td>
</tr>
<tr>
<td>2014-Present</td>
<td>39,169</td>
<td>48,037</td>
</tr>
</tbody>
</table>
AACRAO - Consultants

• March 2014
• Invited to observe advising and provide recommendations
While PCC is a single college, the current advising model is more closely aligned with that of a multi-college system.

Each campus at PCC developed their own permutation of general advising in terms of available service options and times.
## Attendance Patterns of PCC Credit Students – 2013-14

Fewer than 40% of credit students attended on-campus courses at only one PCC campus during the academic year.

<table>
<thead>
<tr>
<th>Campus</th>
<th>On-Campus at only 1 Campus (may also be DL at any campus)</th>
<th>On-Campus at more than one location (may also be DL)</th>
<th>Counted at Campus because of DL (may be on-campus elsewhere)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sylvania</td>
<td>39%</td>
<td>30%</td>
<td>31%</td>
</tr>
<tr>
<td>Cascade</td>
<td>36%</td>
<td>36%</td>
<td>28%</td>
</tr>
<tr>
<td>Rock Creek</td>
<td>37%</td>
<td>25%</td>
<td>38%</td>
</tr>
<tr>
<td>Extended/SEC</td>
<td>29%</td>
<td>44%</td>
<td>27%</td>
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</tbody>
</table>
AACRAO - Observations

• The wide-range of advising types and practices at the college contributes to student confusion about their advising options and increases the likelihood of service redundancies.

• It also makes it almost impossible for the college to assess the true student-to-advisor ratio.
AACRAO - Observations

New Student who is:
A Veteran
Tests into Developmental
Is TRIO Eligible

Veterans advisor
Faculty advisor
General advisor
DE advisor
Retention advisor
ROOTs advisor
AACRAO - Recommendations

• Conduct a comprehensive analysis of the operational differences and similarities of the current college-wide advising practices.
  – Establish a common core of advising practice that is aligned with student learning outcomes and with a standard advising model deemed appropriate for PCC.
  – Reduce advising titles and job descriptions; align responsibilities with common core of practice.
• Choose a single existing technology resource for advisors to record student contact and recommendations/notes.
  – Require use by all advisors.
  – Develop comprehensive training and resource guides for technology tools, practice standards, and advising philosophy.
  – Require routine training and periodic refreshers for all advisors.
AACRAO - Observations

• Standardize academic advising resources across the college including:
  – Human resources.
  – Appointment scheduling options (e.g., web, phone, in-person, etc.).
  – Appointment modality options (e.g., in-person, chat, email, etc.).
AACRAO - Recommendations

• Formalize and empower the Academic Advising Council to serve as an advisory council to Advising Leadership Team on all changes related to Advising

• To report to the VPASA

• It is anticipated to that 18 to 24 months for this change in a College the size of PCC
Advising Leadership Team

Co-Chairs

Craig Kolins, Dean of Instruction
Carrie Weikel-Delaplane, Associate Dean of Students

Membership

Dorothy Badri, Advising Council Representative
Michelle Luff, Advising Council Representative
2 Instructional Representatives
Distance Education Representative
Rhonda Boyd, Title III Project Director
Darilis Garcia-McMillian, Director Outreach, Orientation, & Enrollment
Elijah Herr, Financial Aid Coordinator
Jan Volinski, Grants Officer (Perkins/CTE Advising)
Christine Chairsell, VPASA
Academic Advising Council

Co-Chairs
Michelle Luff      Lucinda Eshleman

Membership
Don Ritchie, SE    Hal Lee, Counseling    Linda Browning, SY
Phil Christain, SE Jason Pinkal, DL      Dorothy Badri, CA
Chris Seymour, CA  Pat Cottrill, RC       Deanna Pulliams, Int’l
Rachael Smith, FA  Suellen Rinker, SY     Jessie Levine, RC
Paul Halloran, DE  Laurie Chadwick, SE    Amanda Gallo, CA
Darlis Garcia-McMillian, Enrollment Services
Conrad Williamson, Grant Funded Advisors

Under Consideration: Department Chair; Multi-Cultural/Women’s Center