

ADVISING REDESIGN

Board Update

August 17, 2017

Initiative Overview

GOAL: Transform academic advising to improve equitable student success outcomes, as well as improved satisfaction with services and interventions.

- **OUTCOMES:**

- Consistent model & associated service delivery approach
- Improved organizational & administrative structure – funded and sustainable
- Integration of technology solutions & tools – support model, service delivery and positive user experience
- Improved satisfaction & confidence in academic advising

How did we get here?

- **Student, staff & faculty feedback:**
 - Noel Levitz
 - CCSSE
 - Advising Program Review
 - PSU advising study
 - Advisors surveys
 - Student focus groups
 - + much, much more
- **AACRAO Recommendations (2014)**
- **ARLPT Recommendations (2016)**
- **Completion Investment Council**
- **National Guided Pathways & advising reform movement**

Interconnected College Efforts



Initiative Investment

Investment	Allocation	Rationale
Hire 6 Academic Advisors	\$433,794	<ul style="list-style-type: none">• Improve advisor-to-student ratio• Improve equitable staffing levels• Increase capacity of advising impact
Hire Project Manager	\$109,516	<ul style="list-style-type: none">• Manage organizational change related to reform• Creates capacity for successful implementation
Support Advising Council Capacity	\$20,000	<ul style="list-style-type: none">• Commitment to shared governance & stakeholder engagement• Access practitioner expertise
Conduct Business Process Review	\$38,500	<ul style="list-style-type: none">• Systematic approach to gap analysis between “model” and existing practice/procedures
TOTAL	\$601,810	

Progress & Success – 2016-17

- **Established equitable advisor distribution**
- **Improved advisor-to-student ratio**
- **Integrated value for distance learning students + alternative modalities for advising**
- **Beginning to shift culture/expectations of advising**
 - Culturally responsive & un-biased
 - Case management & coaching approach
 - Developmental & strengths-based approach
 - Use of technology & new modalities
- ***Advising Framework* drafted**

OUTCOME:
*Consistent
model &
service
delivery*

Initiative Activity	Update
Increase advising capacity	<ul style="list-style-type: none">• 6 new general advisors hired at RC, SE, CA & DL
Define guiding philosophy & principles	<ul style="list-style-type: none">• <i>Advising Framework</i> drafted – completion by Fall 2017
Define advising service delivery model	<ul style="list-style-type: none">• Completion by Winter 2018• Directed by Program Manager
Conduct business process review	<ul style="list-style-type: none">• Completion by Spring 2018• Directed by Program Manager

District General Advisor Distribution

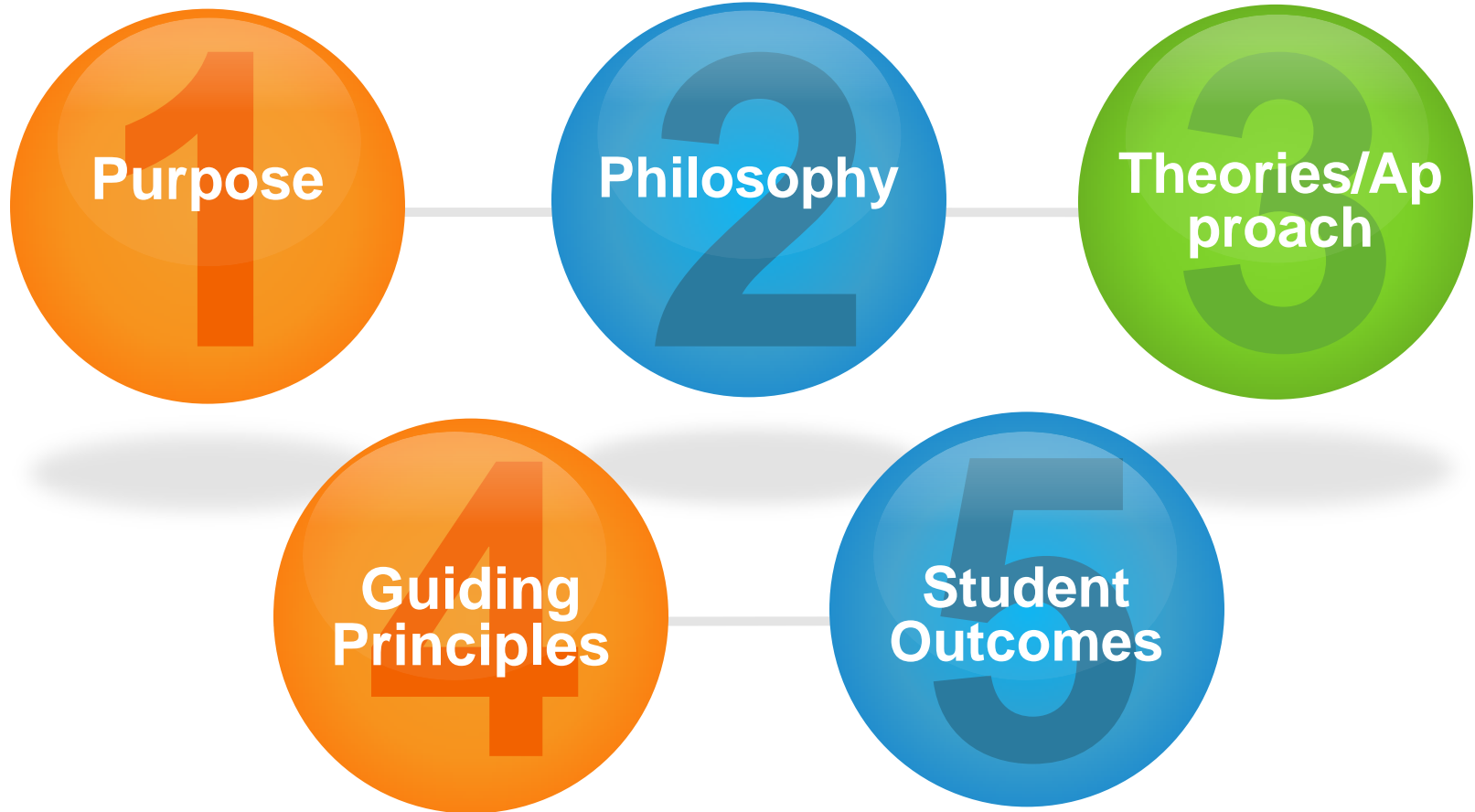
Campus	# of Students	% of Stud	# of Advisor <i>Old</i>	Old Ratio	Add'l Advisor	New Ratio	% of Advisor
Sylvania	5,503	29%	9.5	579	0	579	30%
Rock Creek	4,519	24%	6	753	2	565	25%
Web Only	3,914	20%	1	3914	2	1305	10%
Cascade	2,983	16%	5	597	1	497	19%
Southeast	2,278	12%	4	570	1	456	16%
TOTAL	19,197	100%	22	753	6	609	100%

FALL 2016 “snapshot”

19,197 = Total credit-based students minus CTE majors (includes web-only + DE)

*NACADA recommends 600-to-1 student to advisor ratio for large institutions

Academic Advising FRAMEWORK



Framing the future of academic advising at PCC

OUTCOME:
*Well-defined
& efficient
structure
with
adequate
resources*

Initiative Activity	Update
Increase advising capacity	<ul style="list-style-type: none">• 6 new general advisors hired at RC, SE, CA & DL
Hire project manager	<ul style="list-style-type: none">• Hire by October 2017
Create plan for Path 3 – new placement process	<ul style="list-style-type: none">• Advising plan established• Path 3 advisor training conducted
Create plan for Oregon Promise advising	<ul style="list-style-type: none">• Pilot mandated advising & case mgt. strategies• All Advisor training – SU16
Develop Advising Council capacity	<ul style="list-style-type: none">• Full partners with Council Chairs• Development & training planned FA17

OUTCOME:
*Integration
of
technology
solutions &
tools*

Initiative Activity	Update
Explore technology tools to support tracking, communication, & data analytics	Reviewed various software: <ul style="list-style-type: none">• EAB Navigate• AVISO Retention• OrgSync• Course scheduling• Transcript evaluation
Invest in technology solutions	<ul style="list-style-type: none">• GRAD Plan Improvement Initiative partner• \$100k roll over request for upfront technology investment

OUTCOME:
Improved satisfaction & confidence in advising

Initiative Activity	Update
Engage advisors in redesign process	<ul style="list-style-type: none">• Quarterly District Advising Meeting updates• District advisor trainings• Advising Council partnership• <i>Framework</i> input – FA17
Engage faculty	<ul style="list-style-type: none">• EAC meeting presentation – WI17• SAC Day invitation for input on advising – SP17
Engage students	<ul style="list-style-type: none">• District Student Council presentation – FA17• <i>Framework</i> input – FA17

Next Steps ...

- Hire Project Manager
- Complete Advising Framework
- Complete service delivery model aligned with Framework
- Solidify detailed Implementation Plan for change
- Solidify integrated Assessment Plan - align with AtD
- Conduct technology assessment - align with other initiatives & technology planning efforts
- Implement intentional professional development and training series for advisors
- Elevate and develop Advising Council capacity