

Advising, Registration & Retention

Task Force:

Gayle Barrett
Lillian Baruffi
Sara Brinckerhoff
Emily Canto
Paul Carmichael
Leonel Carmona
David England
Joanne Faust
Barbara Giffin
Angelo Glaviano
Joy Hansen
Adrienne Maslin
Terry McNulty
Hilary Phelps
Dan Viens

Co-Chairs:

Judy Mazgulski & Christine Witkowski



Overview

Current focus on Advising/Registration for New & Continuing Students

- What are we already doing?
- What works and what doesn't?
- What do we need to do for Summer/beyond?

Retention will need additional work

Guided Pathways may affect future process of advising



Subcommittee: Data

Student Survey

Responses: 506 (approx. 20% response rate. Representative sample)

Faculty/Staff Advisor Survey

Responses: 47 (26 faculty; 21 staff)

- *Both surveys included both quantitative & qualitative responses*
- *Very positive responses from students for both process and advisers.*
- *66% felt advising was important for retention.*
- *76% of faculty/staff felt that advising should take place throughout the year*
- *78% would voluntarily participate in adviser training.*



Subcommittee: Data

- Consider providing training for advisors on learning disabled resources and transferability of courses and/or create a brief overview of learning disabled resources and documentation needed and make links to transfer guides to the CSU's, UCONN and other universities available to advisors in one place.
- Create a calendar of critical dates for students.
- Do a better job of connecting General Studies students with their assigned adviser (Adrienne and Dan are working on a system to assign advisers during advisement sessions, but this will require funding).
- Possible to make the placement test available online?
- Strongly encourage advisers to be more proactive in contacting their advisees.
- Make more resources available to evening students (survey them to see what their needs/wants are and when those should be available; Gail noted that on the days they stay open until six they get very little traffic).
- Show students how to register online.



Subcommittee: Resources

Proposal for Hiring Advisors

The Goal of the 10 Advising EA's & Job Description

The 10 EA's would be hired from within (adjunct, staff, full-time faculty) and report to the Director of Advising. This proposal asks for 25 hours per week of advising assistance during peak advising times throughout the academic year and the summer. The 10 EA's will then be scheduled within the 25 hours to meet the peak advising times for students. Timesheets will document clock in and out times, and ensure accountability.

EA's will be trained and considered advising experts. The areas of focus for the Advising EA's are new students, General Studies students, and undeclared students. Program specific students will stay with Program Coordinators. The Director of Advising will create a weekly schedule of advising hours and publish it to the website and distribute through email. Advising will take place in the Advising office and students can make appointments when advisors are available through the new online booking system.

Advising EA's are expected to:

- Complete all mandatory, cross-departmental training that will take place over the Spring 2018 semester.
- Be available for all scheduled shifts, in the Advising center & **MXCC@Platt**, and cover shifts if an emergency occurs.
- Advising EA's are on a separate contract and advising work cannot interfere with regular job duties, classes, and obligations.
- Keep records of all advising conversations in Degree Works.
- Participate in/be available for new student orientations and open houses to answer questions and provide advising sessions.
- Report weekly to the Director of Advising on concerns, successes, and additional training needed.



Subcommittee Resources

Comprehensive Advising Training Schedule



Subcommittee: Process

- Pilot program coordinator advising days (Jan 9th)
- Provide weekly list of new students to program coordinators for immediate follow up
- Coordination of placement testing and advising
- Pilot later evening sessions (8 pm?)
- Reconsider walk-in model of registration for new students vs. dedicated advising/registration days
- Online advising appointments
- Develop series of advising videos for website



Next Steps: Timeline

