



ACADEMIC ADVISING

ALAMOADVISE

NATIONAL LANDSCAPE

Academic advising is a core component of fulfilling the teaching and learning mission for institutions higher education across the nation and has gained national focus as institutions develop dedicated advising systems and pathway structures. The curriculum of academic advising is comprised of student development theory, social science theory, and educational theories based on a pedagogy of collaborative and reciprocal discussions between student and advisor. While academic advisors are not providing instruction in the traditional sense of a classroom setting, they are promoting teaching and learning with their students and encouraging students to think critically, take responsibility, and become engaged participants in their education (NACADA Journal, 2018).

Students and faculty consistently report that advising is the most important student service that colleges offer. Recent data from the Center for Community College Student Engagement suggests that students who receive more advising – more time with advisors and more in-depth discussions in their session – are more engaged (Show me the Way, The Power of Advising in Community Colleges-2018 National Report, CCCSE).

NEED FOR INITIATIVE

Academic advising at Palo Alto College maintains a continuous focus on increasing its Key Performance Indicators (KPIs) for institutional effectiveness and student success. While Academic Advising is not the main impact of KPIs such as persistence, graduation, and reducing time to completing, it's an important factor to support these 3 KPIs. In reviewing students' fall-to-fall full-time persistence rate of 59.2% (2012-2013 FTIC cohort), three- and four-year graduation rates 15.8% and 21.3% (2011) respectively, average time to degree completion at 4.4 years (2014), and average accumulated credit hours at time of degree completion 94 credit hours (2014), it was evident that additional support was needed. To improve institutional performance measures reflecting student success, Palo Alto College implemented AlamoADVISE in fall 2014, a college-wide advising model that assigns a dedicated Academic Advisor to each student for case management throughout their time at Palo Alto College and that targets at-risk students for intensive advising via continuous monitoring of their academic progress.

AlamoADVISE facilitates ongoing and intentional conversations between students, faculty, and advising staff to better support

students in their realization of educational, career, and life goals. Student case management is supported by four primary areas: Connection, Entry, Progress, and Completion. Connection and Entry advising begins prior to the start of the semester at New Student Orientation (NSO) (mandatory) and New Palomino Family Day, formally New Student Convocation. Entry advising continues with the required college orientation course (EDUC/SDEV) for all FTICs, the creation of Individual Success Plan (ISP), and mandatory meetings at the critical 15- and 30-hour millstone. Advising PINs are assigned to ensure students meet with their assigned certified advisor at those critical milestones. The Progress advising momentum is sustained with introduction of faculty mentors who serve as subject matter experts to support career and academic direction, co-curricular events to enhance academic learning, and early alert referral to support students who are struggling and provide more intensive advising. The final stage of Academic Advising is Completion, completion is supported by the mandatory meeting with their certified advisor during the 45-hour milestone, co-curricular events such as transfer fair, career fair, job fair, etc. and graduation application submission.

INNOVATION & ENHANCEMENT

The Advising Scorecard was developed to give an advisor a holistic view of their advising caseload performance with data driven metrics aligned to PAC's KPI's and unit goals. Furthermore, Certified Advisors have used their scorecards to establish Smart Goals within their annual performance planning. The Advising Scorecard has helped support the academic advisor by building a comprehensive overview of his/her respective caseload and by using data to create informed decisions and strategic directions. Data components of the Advising Scorecard consist of caseload:

- Success Rates: A, B, or C (PGR), Failure Rate, Withdrawal Rate, Completion Rate
- Semester to Semester Persistence: Students persisting from

Fall to Spring or Spring to Fall

- Fall to Fall Persistence: Students persisting from Fall to Fall
- Caseload Contact Rate: Percent of caseload that has been advised by Certified Advisor
- Graduation Rate: Percent of caseload that graduated in a particular semester
- Early Alert Rate: Percent caseload that had a Level II Early Alert submitted
- Academic Standing: Percent of caseload in good standing, on probation, or on dismissal

AlamoADVISE THE ADVISING LIFE OF AN ALAMO COLLEGES STUDENT

ACADEMIC & CAREER ADVISING SHARED VISION—BUILDING MOMENTUM TO

VISION	Alamo Colleges will provide every student with an exemplary, effective and personalized pathway to success through academic and career advising.			
MISSION	At the Alamo Colleges, academic and career advising build a culture of integrated practices and shared responsibilities. Through collaborative teaching and learning, the advising process empowers our diverse student populations to explore and navigate their academic and career pathways.			
DEFINITION	Academic and Career advising is a series of ongoing and intentional conversations among students, faculty, and staff that establish a pathway to the realization of educational, career, and life goals.			
Connection WELCOME/ADVISING CENTERS	Entry COLLEGE SUCCESS	Progress FACULTY ASSIGNED WITH MAJOR	Completion CAREER & GRAD. CENTERS	
PRE-COLLEGE—0 HOURS	0-30 HOURS		31+ HOURS	
<ul style="list-style-type: none"> AlamoENROLL—Provides enrollment guidance to prospective students through cross-college website including: <ul style="list-style-type: none"> Steps to Enrollment Checklist Open Modules Ready, Set, Apply Intro to College and AlamoINSTITUTES Financing Your Future Test 101 Resources/Computer labs AlamoINSTITUTES—Provide advising information regarding career pathways <ul style="list-style-type: none"> Health & Biosciences Advanced Manufacturing & Logistics Science & Technology Public Service Creative & Communication Arts Business & Entrepreneurship Early Colleges/Academies—Course enrollment in Jr/Sr through assigned advisor. Dual Credit—Course enrollment in Jr/Sr year through assigned Advisor. College Connection—Guide through enrollment process, including completion of ApplyTexas, FAFSA Application, TSI and AlamoENROLL modules. Grad Guru downloaded 	<ul style="list-style-type: none"> INITIAL ENROLLMENT—1ST SEMESTER <ul style="list-style-type: none"> New Student Orientation/Convocation—Orient students to the Alamo Colleges. <ul style="list-style-type: none"> Provide Academic Advising Syllabus (0-30 hours) & introduce assigned Advisor Assist with scheduling & registering for classes (including SDEV) Orient students to Degree Plans via Alamo GPS—ACES account Online Web Registration assistance available AlamoINSTITUTES / major course of study chosen Identify ACOL/PLA Post Assessment Advising—TSI score interpretation and placement (ie I-Best) Academic Refreshers—INRW and math Post Refresher Advising 1ST SEMESTER <ul style="list-style-type: none"> Instruction on College Success (SDEV Course). Begin E-portfolio Advisor utilizes Canvas to connect with assigned students. Use E-portfolio Assist students in choosing their major using appropriate career assessment tools. MyAlamoCareer.org and Career Coach—virtual career and placement center links workforce centers, Alamo Colleges and local job market AlamoINSTITUTES utilized <ul style="list-style-type: none"> Provide students with a plan to earn a certificate or degree. <ul style="list-style-type: none"> Complete ISP via Alamo GPS. Advise and register students into appropriate courses for following semester Early Alert & Smart Start utilized Advisor determines Faculty integration (12-30 Hr.s range) 2ND SEMESTER <ul style="list-style-type: none"> Confirm students' plan to earn a certificate or degree and review ISP via Alamo GPS. Advise and register students into appropriate courses for following semester. Early Alert & Smart Start utilized 		<ul style="list-style-type: none"> 2ND YEAR—GRADUATION <ul style="list-style-type: none"> Faculty teamed with an advisor through Degree or Certificate completion via GPS. Provide Academic Advising Syllabus (31+ hours) Advising regarding course selection is offered through Group or Individual Sessions to understand the requirements of chosen major at transfer university. Major Mixers/Major Mania Events Provide positive feedback at primary success points. Graduation and Transfer Initiative—Experiential/Career Centers & Faculty Mentors work in tandem to advise, graduate students and proclaim their transfer university (review their degree plan/ISP, and consider transferring to a university) ADVISING CENTERS (19 Teams) <ul style="list-style-type: none"> Advising regarding course selection is offered through Group or Individual Sessions to understand major requirements. 	<ul style="list-style-type: none"> 2ND YEAR—GRADUATION <ul style="list-style-type: none"> Assist students (42+ Hours/ Core Complete) in Degree Audits via Alamo GPS Faculty advise students during semester on how to be successful in classes. Coordinate the Academic Achievement Events, Career/Scholarship Fairs, Transfer Fairs, and Graduation Event/Festival. Graduation Survey Reverse Transfer
ACTIONS: Assign Connection Advisor	Certified Advisor Assigned/PIN Given, Institute Chosen		Faculty Mentor Assigned	
METRICS: Number of Apply Texas Submitted (Analyze) Number of DC/EC Enrolled DC/EC Term Retention	FTICS Enrolled Productive Grade Rate (PGR)	Fall to Spring Retention Fall to Fall Retention	# of Certificate & Core Completers Number of Art. Agreements	Number of Degrees Number of Certificates
BADGES: Welcome	College Ready, 15 Hours, 30 Hours		Core Complete	Cert., Degree, Alum
RESOURCES: AlamoENROLL Academic Advising Syllabi alamo.edu Alamo GPS (Degree Plans) College E-Catalog/Schedule MyAlamoCareer.org Career Coach Canvas Grad Guru				
The Alamo Community College District is an EOE. For any special accommodations issues or an alternate format, contact Disability Support Services at (210) 485-0200. June 2014				

OUTCOMES

Since AlamoADVISE was implemented approximately four years ago:

- Students increased visits with Academic Advisors by 46% from 4,539 visits in fall 2014 to 6,641 in fall 2017.
- The college's Advisor-to-student contact ratio increased from 69% to 75%.
- Full-time FTIC fall-to-fall persistence increased from 55% to 67%.
- The three-year graduation rates for full-time students nearly tripled (10% for fall 2009 cohort vs. 27% for fall 2014 cohort).

- The four-year graduation rate for full-time students doubled (13% for fall 2008 cohort to 36% for fall 2013 cohort).
- Average time to degree completion decreased from 4.4 to 4.1 years.
- The average number of semester-credit-hours earned upon graduation decreased from 94 to 84.
- The number of degrees/certificates awarded increased by 53% (1,007 in AY 2013 vs. 1,540 in AY 2017).

RECOGNITIONS & PRESENTATIONS

- Selected by the Center for Community College Student Engagement (CCSSE) to conduct focus
- groups specific to advising, only 1 of 3 schools in the nation selected to participate (Fall 2017)
- Received the Noel-Levitz Retention Excellence Award, only 1 of 3 schools (Spring 2018)
- Alamo Area Access and Completion Summit (Fall 2016)
- NACADA, Region 7 (Spring 2017)
- NACADA Site Visit for AlamoADVISE Review (Fall 2017)
- National Institute of Staff and Organizational Development (NISOD) (Spring 2018)
- National Association of Student Personnel Administrators (NASPA) (Spring 2018)
- Ruffalo Noel-Levitz (Summer 2018)
- Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) (Fall 2018)