The Road to Success in Advising

• Cross-Departmental Collaboration in Student-Focused Advising
• Chattahoochee Technical College
• Marcy Smith
• Bethany Schultz
• Victor Greco

This presentation is about student-focused academic advising...

• But it's also about
  • Learning through and leading organizational change
  • Cross-departmental collaboration
  • The QEP
Context:
Chattahoochee Technical College

- CTC is a two-year Technical College
- CTC is located to the Northwest of Atlanta, GA
- CTC has 8 campuses and serves 6 counties in Northwest Georgia (both urban and rural)
- Consolidation: 2009 – three small/medium-sized colleges merged to become Chattahoochee Technical College
- Semester conversion: 2011 – the Technical College System of Georgia converted from Quarters to Semesters

Land of Chaos

So, sometimes we refer to Academic Advising at Chattahoochee Technical College Prior to QEP Implementation as the
2014: CTC's QEP focuses on advising: eMap – Educational Master Advising Plan

• EMap goals are centered around:
  • Student responsibility
  • Academic planning
  • Advisor-advisee relationship

Student responsibility

Participant check in: How much responsibility should students bear in an advisement session?
Academic Planning

• Participant check in: How important is it to give students the tools to create an educational plan for themselves?

Advisor-Advisee relationship

• Participant check in: How important is it to establish a rapport with a consistent advisor or team of advisors?
eMAP was a faculty advising program for students in BTS. These students represent about 1/3 of the student population. Students were assigned advisors based on their zip code.

Plan involved mandatory advising for new BTS students during 1st term.

A hold was placed on a student’s account for not attending a mandatory advising session – could not register for following term.

Each advisor had an online advising community in Blackboard.

Advising sessions included program maps (eMAPs) and DegreeWorks (degree audit program) – assist students in creating an educational plan.

• Participant check in: At your institution, who holds primary responsibility for advising?

• Participant check in: How often do those responsible for advisement collaborate with each other?

Faculty advising program
• CTC is an eight-campus institution spanning six counties.
• Students were assigned a faculty advisor at their nearest campus based on each student’s zip code.
• Every semester, each faculty ‘roster’ would be updated/modified to account for new students, students changing major, etc.

Participant check in: Do you think this is an effective way to assign students to advisors?

Assigned advisors

Participant check in:
• How do you feel about mandatory academic advising in general?

• Should new students be required to attend an academic advising session (beyond new student orientation sessions)?

Mandatory advising
Participant check in: have you used registration holds at your institution? How effective are they?

Registration Hold

Online Advising Community

- Each Faculty Advisor had an online advising community set up on ANGEL.
- Community held the faculty’s ‘roster’ of advisees.
- On this portal:
  - Faculty Advisor and Student could communicate through email.
  - Program maps were posted.
  - Other relevant advising documents were posted.

Participant check in: How effective would an online community described above be?
Program eMaps

Each program in the Business & Technical Studies Division has developed a program map to aid students in developing their academic plan.

Each map includes essential elements to maintain consistency.

Based on faculty and student feedback

Changes were made in 2016 to the QEP
EMap – Educational Master Advising Plan v2

Students are assigned an advising team, rather than an individual advisor.

Mandatory advising involves an advising module located in a required course early in each program of study.

Advisors utilize face-to-face advisement sessions, as well as advisement sessions using a variety of available technologies.

Advising sessions include program maps (eMAPs) and DegreeWorks (degree audit program) – assist students in creating an educational plan.

Advising Teams

- Faculty advisors – faculty in Business & Technical Studies are assigned to their program’s Advising Team.

- Professional Academic Advisors – The Office of Advisement has strategically assigned academic advisors to each Advising Team.
Your Advising Team!

- Emails are sent to students in Business & Technical programs the month before registration opens reminding them of their advising team and encouraging meeting to stay on track!

Advising Module in Specified Courses

- Each program has identified a specified course taken by all students early on in their program.
- Faculty who teach these courses in Business & Technical Studies will include a module to advise the students in the program.
- The module includes the following learning objectives:
  - Students demonstrate awareness of their Advising Team.
  - Students go on the website and print or save their program map.
  - Students access Degree Works and print or save their DGW audit.
  - Students use these two documents and create a plan to completion for themselves.
All Advising Teams and Program eMAPs are located on CTC’s website.

Users may link to program advisement through three avenues:

- Programs and Courses – Academic Programs – Each program page includes advisor contact information.
- Services – Academic Advisement – A link for Business and Technical Studies Advising, then a link for each program.
- me@CTC- Find My Advisor- Takes students to the Academic Advisement page.

Each program advisement webpage includes:

- Advising Team Info (Academic Advisor(s) and Faculty Advisor(s))
- Academic Plan – eMap
- Any other info useful for each program
Utilizing Technologies

• Faculty advisement
• Academic advisement over multiple campuses
• Thinking beyond face to face in the office

Program eMaps

• The program eMaps have been changed and adjusted over time to better reflect faculty members' "advice" for students about the best (and quickest) way to complete a program.
Lessons Learned
And where we go from here

Advising is Teaching

Don’t Take a Wrong Turn!
Talk with an advisor before registering. Registration opens soon!

ADVISORS
G.E.T.
(Grad, Employ, Track)
STUDENTS TO ACHIEVE THEIR EDUCATIONAL GOALS!

I talked to my advisor and all I got was this t-shirt

Chattahoochee Technical College
Council on Advisement

- Started spring 2015 as an ad-hoc committee
- Three meetings a year/ once per semester
- Includes representatives from multiple college departments
- Two-year commitment with rotation off every year
- Acts as sounding board/checks and balances on advising

And so our journey has taken us

From chaos Through confusion To really good things happening
Contact Information

Smith, Marcy
Dean of Business and Technical Studies: Academic Affairs
Marietta Campus
Office C1104C
(770)975-4159
mlsmith@chattahoocheetech.edu

Schultz, Bethany A.
Director of Advising: Academic Advisement
Paulding Campus
Office B143
(770)528-2305
bethany.schultz@chattahoocheetech.edu

Greco, Victor, B.S., D.C.
Instructor, Biology
Marietta Campus
Office B153.4
(770)528-3552
vgreco@chattahoocheetech.edu