

STUDENT SUCCESS BEST PRACTICE: JOHN TYLER COMMUNITY COLLEGE



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STUDENT SUCCESS CATEGORY --

- ACADEMIC PROGRAM
- STUDENT SERVICES
- WORKFORCE DEVELOPMENT
- COLLEGE BUSINESS PRACTICE
- TECHNOLOGY INNOVATION
- OTHER:

TITLE: "ENHANCED ADVISING: COMMUNICATING FOR SUCCESS"

PROCESS

- Advising emphasis began with our QEP (2013), i.e., the importance of advising to overall success, satisfaction, retention, and completion.
- CCSSE 2008 & 2013 – we scored lower than our peers on student-faculty interaction
- Annual review Graduate Exit Survey results about advising.
- CCSSE & SENSE surveys in 2015
- SDV 100 – required faculty advisor visit assignment; essay on the value of advising
- Randomly select SDV course sections to gather advising essays for assessment
- Faculty maintain advising logs of visits, phone calls, and emails with advisees
- # of students completing SDV from Fall 2015 to present

STRATEGY & IMPLEMENTATION

Focus 1 - Faculty Advising (began 2013)

- Faculty Advisor Training throughout year
- Development of an advising intranet page with extensive advising information for faculty.
- Advising Email scripts prepared and distributed to faculty for specific advising events.
- Balancing Advisee loads as some advisors have 20 active students while others have 200 active students.
- Cross Training advisors for high enrollment majors
- April & October Advising Months - advertise these opportunities to students, faculty send invitations for appointments.
- Starting in 2016, our new student orientations included a comprehensive faculty advising information component, setting student expectations for a quality advising experience.

Focus 2 - Advising Center Initiatives (began Fall 2015)

- Distance advising/placement initiated in 2016. Students may be advised for program placement via email or Skype.
- One campus advising center is piloting an advising visit summary form detailing what has been accomplished and next steps for the student to take.

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- Registration Assistance Initiative – faculty have been trained to provide special assistance to returning students who need help with scheduling classes only. This allows advising centers to focus on new students during summer & the peak weeks prior to start of terms.

Focus 3– Enhancing Advising through Program Content Redesign (Fall 2015)

- Website – redesign of academic programs area to include career clusters as well as removing semester notations in program overviews.
- Advising sheets on website to assist students and all advisors in course selection and tracking progress.
- Feedback solicited via open campus meetings; SDV 100 class visits; website research.
- [Catalog Redesign – guides students independently & assists faculty and Advising Center staff in guiding students through program and/or course selection.](#)

ASSESSMENT & EVALUATION

Focus 1 - Faculty Advising Outcomes: Students maintain regular contact with their faculty advisor to articulate problems, ask questions, and evaluate their educational progress; students understand the importance of academic advising by being able to discuss the purpose and benefits of academic advising, as well as their role and responsibility vs. their advisor's role and responsibility in the advising process; students can map out semester by semester plan with advisor assistance.

Focus 2 - Advising Center Initiatives Outcomes: More students are getting their needs met through use of faculty advising during peak times; reduced wait time in Advising Center; faculty better understand PeopleSoft because they get more practice with a variety of students leading to higher quality advising; increased student-faculty engagement. Increased equity in faculty advisee loads; stronger communication overall about the importance of advising to both students and faculty. The use of virtual advising also reduces office wait times and better serves students who are at a distance or are working full-time.

Registration Assistance Initiative: During the week before Fall and Spring term start, faculty assist over 300 students with course scheduling. In summer, nearly 1700 students are served by faculty advisors in the Registration Assistance program.

Focus 3 - Enhancing Advising through Program Content Redesign Outcomes: Improved advising conversations and better student understanding of pathways. Standardized student communication tools save faculty time. We anticipate that better advising as well as clarity of program requirements will lead to higher completion rates.

Student Success Metrics - higher retention; higher completion rates; higher student satisfaction with advising and registration assistance. Increased number of faculty advising visits by students.

PLAN FOR SCALE & SUSTAINABILITY

Our SDV 100 course has been certified by Quality Matters and is the required vehicle for all SDV content delivery. Scaling and sustaining the required advising components have been proven.

Ensuring that faculty have the right tools to meet with advisees is being accomplished through regular training on relevant topics related to communication, transfer advising, financial aid processes, and advising for retention and completion.

The Advising Center has a plan to test and roll-out the use of standardized documents for students. Distance advising and placement is in pilot phase on one campus. Lessons learned will drive the expansion of this service in the coming year.

COLLEGE DESCRIPTION

John Tyler Community College is the fifth largest of the 23 community colleges in Virginia. With campuses in Chester and Midlothian and off-campus classrooms throughout the area, John Tyler offers affordable, quality programs for students who want to earn a degree or certificate, transfer to a four-year college or university, train for the workforce, or switch careers. The College, which served more than 14,100 students during the 2015-16 academic year, offers more than 60 majors, including associate degrees and certificates. The institution also serves more than 13,000 non-credit trainees and over 1,000 companies and government agencies annually through the Community College Workforce Alliance. Our service area includes: Amelia County, Charles City County, Chesterfield County, City of Colonial Heights, Dinwiddie County, City of Hopewell, City of Petersburg, Prince George County, Surry County, and Sussex County.

CONTACT INFORMATION

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