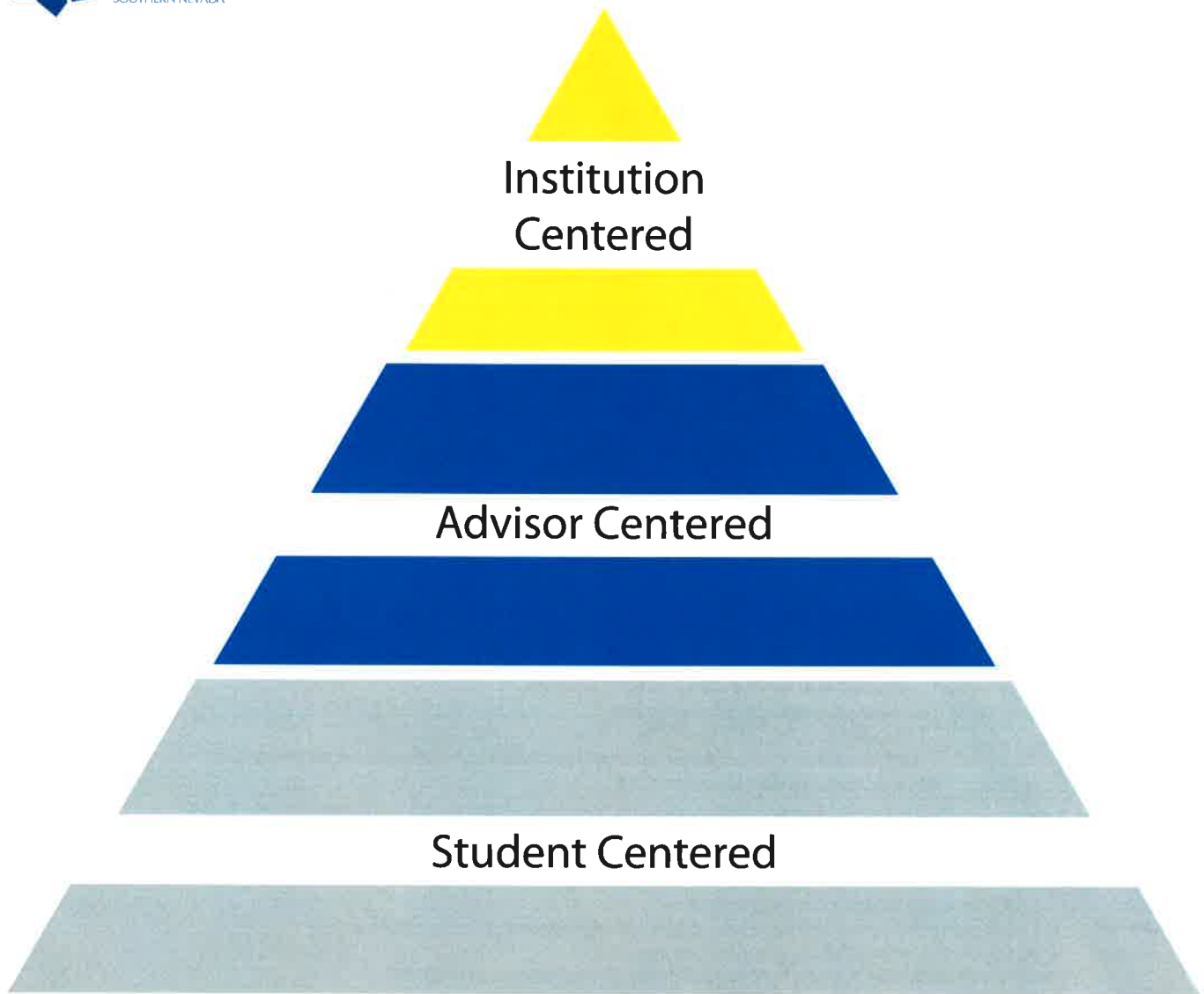


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Community College Advisor Competency Model

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Institution Centered Competencies

- Knowledge of higher education issues
- Participate in college committee work
- Demonstrate effective public speaking skills
- Explain college policies, procedures, and transactions to students
- Stay relevant on current trends/issues that impact academic advising
- Explain college degree plans
- Create educational plans
- Demonstrate ability to explain transfer information
- Possess in depth knowledge of college resources

Advisor Centered Competencies

- Demonstrate active listening during advising sessions
- Demonstrate a student centered attitude
- Demonstrate effective problem solving skills
- Control emotions in difficult situations
- Demonstrate effective decision making skills
- Display ethical traits dealing with students
- Respect individual differences in students

Student Centered Competencies

- Help students improve study skills
- Help students improve their critical thinking and reasoning skills
- Teach students how to conduct personal assessments to understand their own values
- Help students explore career options
- Help students make connections between personal characteristics and major/career choices
- Apply a variety of student learning theories at work
- Help students improve their interpersonal skills
- Use counseling techniques during advising sessions
- Teach students how to formulate goals
- Help students to think critically about their roles and responsibilities as students
- Possess in depth knowledge of community resources
- Help students learn to become members of their higher education community
- Develop intervention strategies conducive to academic success

***Community College Advisor Job Competency Matrix:
Ten Highest and Lowest Priority and Frequency Mean Ratings***

	High Rated	Low Rated
Priority	<ul style="list-style-type: none"> • Display ethical traits dealing with students • Demonstrate active listening during advising sessions • Explain college degree plans • Respect individual differences in students • Adhere to practices such as FERPA, risk management strategies, etc. • Demonstrate a student centered attitude • Build rapport with students • Possess in depth knowledge of college resources • Motivate students to complete educational goals • Control emotions in difficult situations 	<ul style="list-style-type: none"> • Participate in college committee work • Apply a variety of student learning theories at work • Help students improve their interpersonal skills • Teach students how to conduct personal assessments to understand their own values • Help students improve their critical thinking and reasoning skills • Help students improve study skills • Demonstrate ability to predict student behaviors • Possess in depth knowledge of community resources • Apply a variety of advising theories at work • Use counseling techniques during advising sessions
Frequency	<ul style="list-style-type: none"> • Display ethical traits dealing with students • Adhere to practices such as FERPA, risk management strategies, etc. • Demonstrate active listening during advising sessions • Respect individual differences in students • Demonstrate a student centered attitude • Explain college degree plans • Build rapport with students • Manage multiple priorities at work • Possess in depth knowledge of college resources • Motivate students to complete their educational goals 	<ul style="list-style-type: none"> • Teach students how to conduct personal assessments to understand their own values • Help students improve study skills • Help students improve their interpersonal skills • Apply a variety of student learning theories at work • Apply a variety of advising theories at work • Help students improve their critical thinking and reasoning skills • Demonstrate ability to predict student behaviors • Use counseling techniques during advising sessions • Participate in college committee work • Possess in depth knowledge of community resources

Emotional Intelligence Competencies:

Self-Awareness cluster concerns knowing one's internal states, preferences, resources, and intuitions. The Self-Awareness cluster contains one competency:

Emotional Self-Awareness: Recognizing one's emotions and their effects

Self-Management cluster refers to managing ones' internal states, impulses, and resources. The Self-Management cluster contains four competencies:

Emotional Self-Control: Keeping disruptive emotions and impulses in check

Adaptability: Flexibility in handling change

Achievement Orientation: Striving to improve or meeting a standard of excellence

Positive Outlook: Seeing the positive aspects of things and the future

Social Intelligence Competencies:

Social Awareness cluster refers to how people handle relationships and awareness of others' feelings, needs, and concerns. The Social Awareness cluster contains two competencies:

Empathy: Sensing others' feelings and perspectives, and taking an active interest in their concerns

Organizational Awareness: Reading a group's emotional currents and power relationships

Relationship Management cluster concerns the skill or adeptness at inducing desirable responses in others. The cluster contains five competencies:

Coach and Mentor: Sensing others' development needs and bolstering their abilities

Inspirational Leadership: Inspiring and guiding individuals and groups

Influence: Wielding effective tactics for persuasion

Conflict Management: Negotiating and resolving disagreements

Teamwork: Working with others toward shared goals. Creating group synergy in pursuing collective goals

Cognitive Intelligence Competencies:

Systems Thinking: perceiving multiple causal relationships in understanding phenomena or events

Pattern Recognition: perceiving themes or patterns in seemingly random items, events, or phenomena

Full list of competencies prepared by panel of community college advising experts

1. Demonstrate a student centered attitude
2. Control one's emotions when in difficult situations
3. Demonstrate a positive outlook at work
4. Display ethical traits (i.e., honest, trustworthy, etc.) when dealing with students
5. Engage in ongoing professional development
6. Demonstrate active listening during advising sessions
7. Build rapport with students
8. Respect individual differences in students
9. Understand characteristics of student population
10. Understand societal issues that impact students' lives
11. Capacity to recognize emotions that are being experienced by others
12. Help students improve their interpersonal skills
13. Demonstrate ability to predict student behaviors
14. Help students learn to become members of their higher education community
15. Demonstrate effective conflict management skills when dealing with students
16. Teach students how to conduct personal assessments to understand their own values
17. Teach students how to formulate goals
18. Work effectively on a team
19. Motivate students to complete their educational goals
20. Help students make connections between personal characteristics and major/career
21. Use counseling techniques during advising sessions
22. Formulate positive open ended questions during advising sessions
23. Possess in depth knowledge of college resources
24. Possess in depth knowledge of community resources
25. Demonstrate ability to explain transfer information
26. Explain college degree plans
27. Create educational plans
28. Explain college policies, procedures, and transactions to students
29. Apply a variety of advising theories at work
30. Apply a variety of student learning theories at work

Full list of competencies prepared by panel of community college advising experts

31. Help students improve study skills
32. Help students explore career options
33. Develop intervention strategies conducive to academic success
34. Help students to think critically about their roles and responsibilities as students
35. Help students improve their critical thinking and reasoning skills
36. Demonstrate effective decision making skills
37. Demonstrate effective problem solving skills
38. Use relevant data to inform the advising process
39. Stay relevant on current trends/issues that impact academic advising
40. Differentiate between college advising and psychological counseling
41. Adhere to practices such as FERPA, risk management strategies, etc.
42. Demonstrate skills in using advising tools and technology
43. Keep accurate record of student visits
44. Demonstrate effective public speaking skills
45. Demonstrate effective writing skills for a specific audience
46. Knowledge of higher education issues
47. Participates in college committee work
48. Manage multiple priorities at work