

## Appendix B: Survey Instrument

### Competency Items

For each specific competency, please respond to the following questions.

A. What is the level of priority for each of the following competencies in relation to effectively doing your job as a community college advisor?

B. How frequently do you employ, apply or need to demonstrate the following competencies as a community college advisor, in the course of your normal work activities?

Provide a ranking on the following scales:

#### Priority

- 1 Low Priority
- 2 Somewhat Priority
- 3 Moderate Priority
- 4 High Priority

#### Frequency

- 1 Never
- 2 Rarely
- 3 Often
- 4 Always

Community College Advisor Competency Items
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
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