

CONNECTING, COMMUNICATING, AND COORDINATING CAMPUS RESOURCES TO SUPPORT STUDENT SUCCESS

COORDINATED CARE MODEL OF ADVISING PROPOSAL, AUGUST 2019

The Coordinated Care Model of Advising was developed by the Guided Pathways Team with the hope of creating greater efficiencies surrounding support services in order to increase student learning, engagement, retention, and completion at NHTI.

The model was developed after carefully considering the following:

- Research in the field of higher education about restricting advising. This research included looking at what other community colleges are doing to effectively restructure their advising models.
- Student surveys and qualitative feedback
- Staff and faculty surveys and qualitative feedback
- Assessment of piloted models that were implemented for spring registration
- Assessment of current challenges with registration
- Assessment of current challenges with how we use data to effectively monitor and track our most at-risk students
- Assessment of our current enrollment decline
- Our new Strategic Plan and its focus on student success

The Three Pillars of a Coordinated Care Model



NHTI Strategic Plan 2020-2025

Pillar I: Advising and Registration

- New Students
- Returning Students

Pillar II: Advising and Career Development

- New Students
- Returning Students

Pillar III: Monitoring Student Progress with Data

- Early Alert Reports
- Drop Reports
- Midsemester Grades Reports
- Final Grades Report
- Registration Report

Registration Processes and Procedures

- The new student registration model that was implemented this past summer remains in place. This means that faculty advisors will provide their availability to meet with new students to register for classes. The ACE Center will coordinate scheduling new students with faculty advisors. Preference will be given to the student's schedule and their preference for coming in to register for classes. Priority will always be given to registering with their faculty advisor but if this is not possible the student will be scheduled with a professional advisor.
- The returning student registration model remain the same as well with the distinct option that returning students are treated in a coordinated way with other professional advisors who may be able to assist them registering for classes. These coordinated efforts include notifying students they need to register for classes, working with students who need to repeat a course, and working with other student services offices to resolve any barriers to registration.

Institutional Changes New Model Requires

- The addition of 2 full-time professional advisors; the hiring of 2 part-time, temporary advisors during the summer months
- Professional advisors, while generalists with all academic pathways, will take on a case load model where students are assigned to them (according to AFA's) and students are monitored according to the data reports listed above.
- Coordinated collaboration with faculty advisors, financial aid, student support services, Bursar's Office.
- Coordinated collaboration with professional advisors, faculty advisors, and student technology platforms to discuss career options
- Coordinated collaboration with professional advisors, faculty, and staff to use Navigate to promote our communication with and about students
- Consistent reporting and sharing of institutional student progression reports
- Consistent reporting and sharing of data on at-risk students
- Coordinated outreach efforts between student affairs and academic affairs (Communication Plan)