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LEARNING LOG
Improving Advising Work Flow

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DETAILS

MAKING IT WORK, UNDERSTANDING WHAT WORKS, AND SHARING WHAT WORKS

TITLE

Improving Advising Work Flow

SOLUTION ℹ

Redesigned Planning Advising and Student Services

CAPACITIES ℹ

Policy;Information Technology

Owner

👤 Rhonda Morris (/education/s/profile/00536000004729yAAA)

Record Type

Monthly-Current 2017

INSTITUTION

Santa Fe College

REFLECTION

SITE INITIATIVE ℹ

Santa Fe College is leveraging existing technology to direct students to a new digital landing page to (1) guide students through initial decisions associated with state legislation eliminating required placement testing and mandatory completion of prescribed developmental education sequences and (2) improve the quality of initial face-to-face advising interactions. An extension of online advising supports designed to help new students prepare for initial advising meetings, this landing page will offer clear information only to those students for whom placement testing is optional. Our goal is to help students better understand their options, allow students ready to make a choice to move forward without having to visit advising offices personally, and direct students who want more help with the decision to their advisor.

PROGRESS TOWARD STUDENT SUCCESS ℹ

To assist students in navigating registration stops, SF uses My Status, a digital tool developed in house and displayed through the student information system automatically upon log-in for any student with registration holds. My Status prioritizes and prompts actions required (or recommended) in a "to-do list" format. Critical items needing immediate attention to remove holds are indicated with a red arrow, and messages associated with Admissions, Records, and/or Advising specify the action required to resolve an issue; once an issue is resolved, a green checkmark indicates completion, and the next critical item opens to prompt action. We already use this system to channel students into the learning management system to complete online learning modules, including Introduction to Advising, which offers videos and resources to help students prepare to engage in academic planning and make the most of their relationship with their advisor. My Status also presents students with a personal inventory to help advisors focus on areas of concern (such as uncertainty about academic pathways, work hours, and academic skills) and to push information about campus and community resources that can help students address self-identified challenges that could impede academic progress. Students also make appointments/contacts with their assigned academic advisor through a link in My Status.

We are programming screens to enhance eligible students' understanding of their placement testing options. A new landing page for students who are eligible to opt out encourages them to submit any current ACT/SAT scores or college-level transcripts, and it frames placement testing as another helpful tool in developing a great first semester plan. Links to a study guide and the assessment center assist students who plan to test, and directions for opting out include the entry-level math/writing course selections, to help students understand initial enrollment options if they forego testing. All students are encouraged to consult with an advisor prior to enrolling, whether they opt to test or not.

IMPACT ℹ

My Status is the obvious way to deliver prompts associated with advising and testing flags, and the existing programming includes a pre- and post-assessment visit with an advisor.

Our current system thus often results in students visiting the advising office twice, first to discuss testing, and secondly, after returning from assessment to discuss course selection. Students sometimes express frustration at being directed to visit an advisor simply to be then directed to the Assessment Center if opting to test, and then back to the advisor. By offering the initial testing advisement digitally, many students will be able to make this decision remotely, fulfill their decision to take the placement test, and then come to the advising office ready to speak to an advisor about their placement and other concerns about getting started in college. The goal is to offer students clear and helpful information while relieving some of the confusion and congestion that occurs in the Academic Advisement Center, where the majority of these students will be seen during the enrollment period. We believe that the change will improve the focus and content of initial face-to-face advising interactions.

INTERNAL/EXTERNAL RESOURCES ⓘ

SF advising staff, particularly Advising Coordinator Lee Delaino, in partnership with the QEP Director, recommended and created the content for a landing page. Information Technology Services staff are working on programming associated with My Status and advising flags.

NEXT CRITICAL STEPS ⓘ

Messaging Work Group will review My Status prompts as well as the landing page for clarity and student impact prior to publishing content.

OPPORTUNITIES/CHALLENGES ⓘ

The landing page is a temporary fix; we will need to devote resources to create a brief video to offer content to eligible students in a more engaging way. Our approach to improving processes by refining My Status will inform other efforts to better advise and guide students.

QUESTIONS/REQUESTS ⓘ

STATUS

Final

Completion Date ⓘ

5/31/2017

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(/education/s/profile/00536000004729yAAA) Rhonda Morris (/education/s/profile/00536000004729yAAA) (Santa Fe College) updated this ▼
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May 31, 2017 at 7:00 AM (/education/s/feed/0D53600001Nj9v2CAB)

STATUS
Draft to Final

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