

# Culture Eats *What???*

Transforming Advising on a Community College  
Campus

**Northeast**  
community college

# Your presenters

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- Faye Kilday

- Dean of Humanities, Social Sciences and Arts
- Been advising since 2005
- Worked as a Peer Advisor during Undergrad
- Oversee 20 A.A. and 2 A.A.S. programs of study
- Master of Science in Security Management, Bachelor of Science in Mass Communication

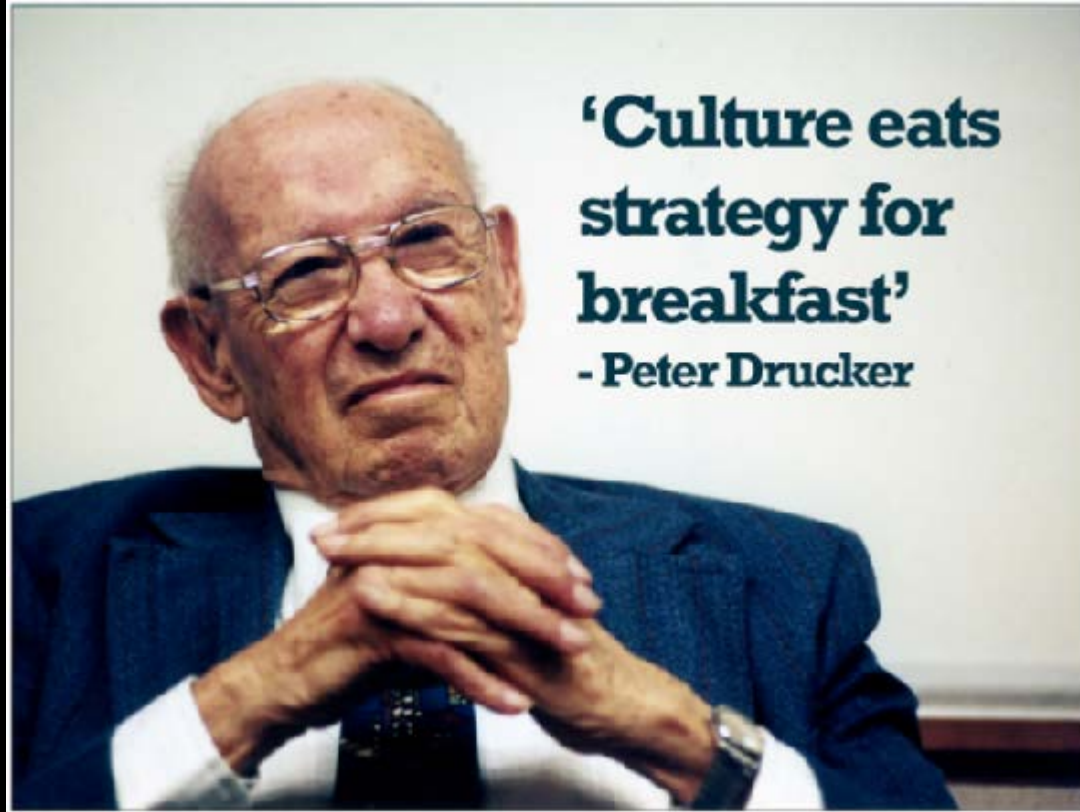
- Shelley Lammers

- Dean of Student Success
- Been advising since 1999
- Oversee Advising Services, Academic Support, Career Services, Disability Services, TRIO Student Support Services and Testing Services
- Master of Arts in Counseling, Bachelor of Science in Social Work

# Northeast Community College

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- Primary campus is located in Norfolk, NE
- 6,722 full & part time credit students
- Comprehensive community college
- Associates Degrees, Diplomas and Certificates in over 130 programs of study and concentrations
- Aspen Top 10
- Northeast Community College is dedicated to the success of students and the region it serves.



# The State of Advising

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## Pre-July 2014

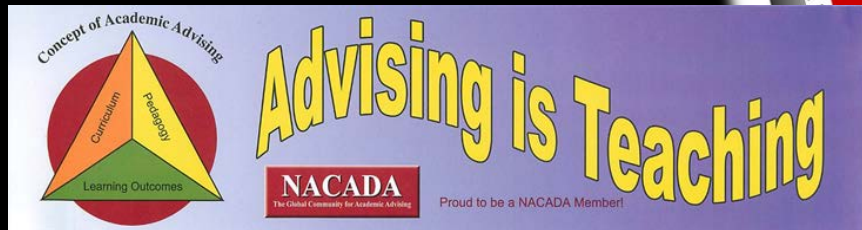
- Shared model
- Noel-Levitz | March 2012
  - “Enhance the organization and delivery of academic advising services. What do you do at Northeast? Advising or registration?””
- NACADA | April 2104
  - “It is strongly recommended that a group of faculty be sent to the [NACADA] **Summer Institute**”
- AACRAO | January 2015
  - “Concerted effort should be made to identify why students are more successful in AAS programs...resources can be focused on the high impact interventions.”



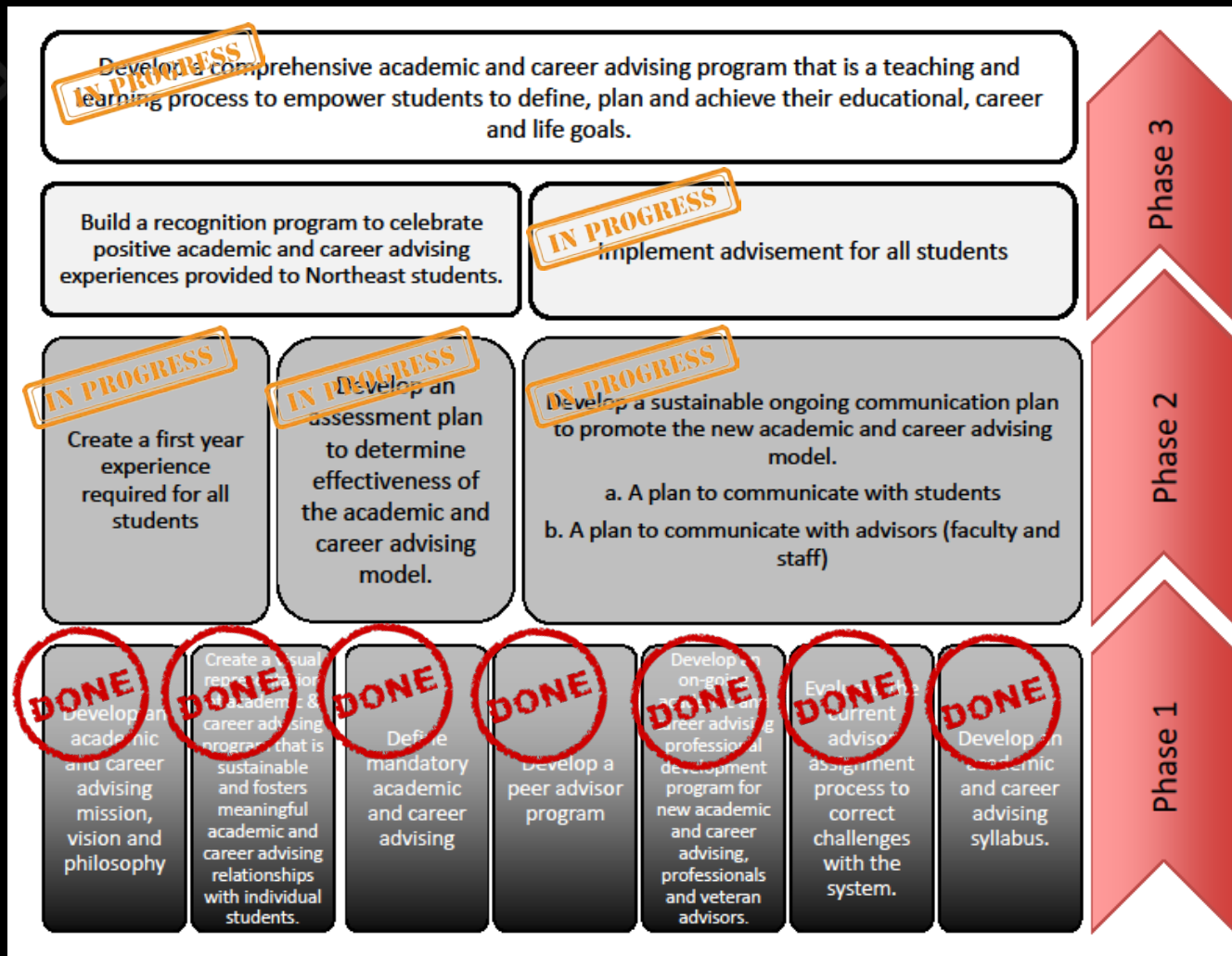


# July 2014 | NACADA Summer Institute

- Delegation (St. Pete's 7)
- Purpose
- Our "A-Ha" Moment
- Accomplishments



# The 5-Yr Plan



# Everyone advises...

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## Mission

**Academic and career advising** is a **teaching and learning** process to empower students to define, plan, and achieve their educational, career, and life goals.

## Vision

Northeast will be an institution that embraces a “student-focused” **culture** that empowers students to be successful.

## Philosophy

Northeast academic and career advising is a shared responsibility among Northeast Community College students, faculty, and staff. **All employees participate in student advising any time the employee is engaged in conversation with students.** These interactions with students will represent the “student-focused” **culture** of Northeast.



# Year 1: 2014-2015

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- Design a comprehensive advisor professional development program
  - Current
  - New
- Develop a Train-the-Trainer Program
- Trained 10 faculty and staff to assist the 6 members of the Strengthening Student Advising Team



# Year 2: 2015-2016

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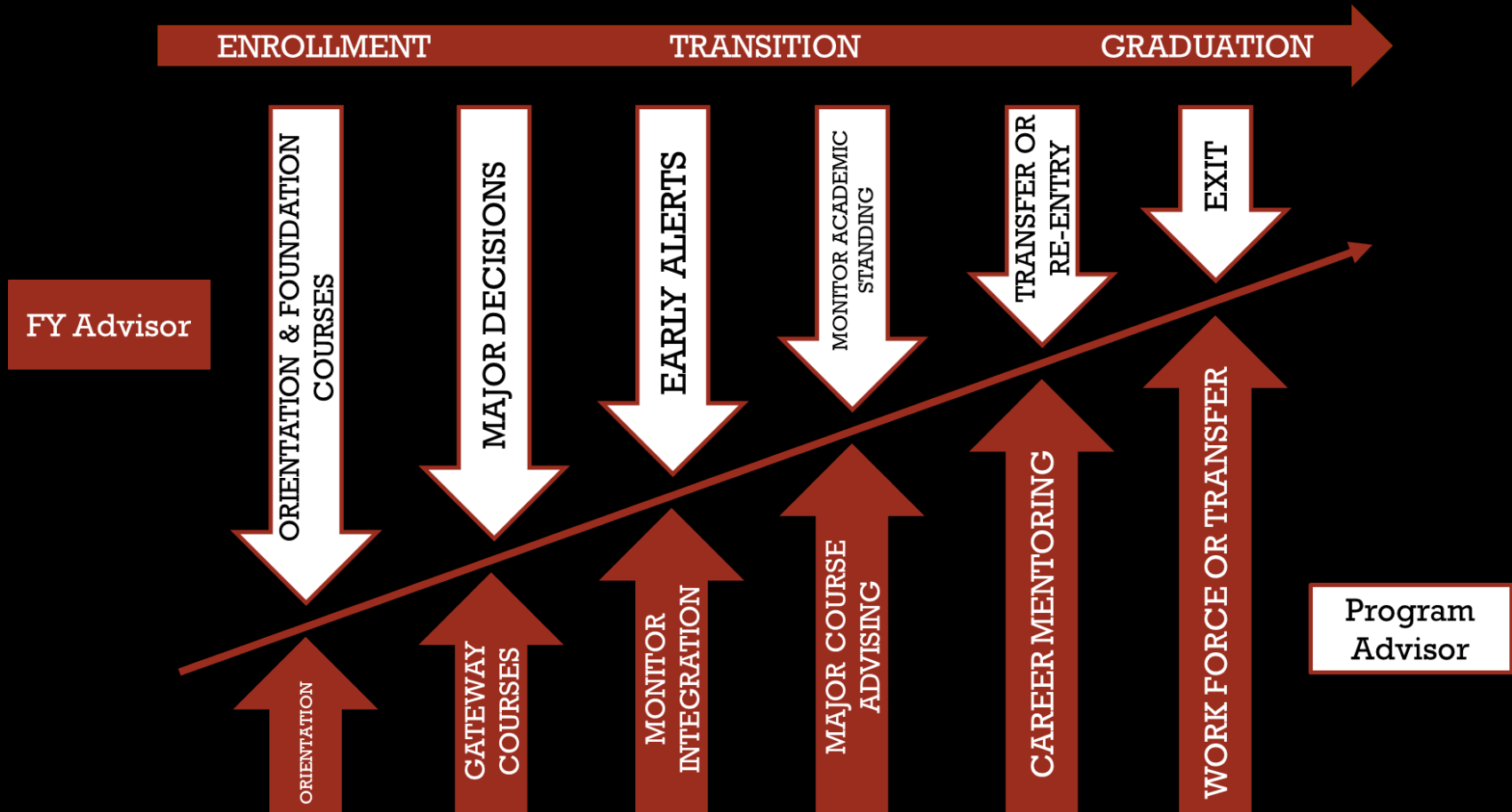
- Delivered Tier I Advisor Professional Development
  - Fall In-Service
  - 30 minutes
  - “Everyone Advises”
  - 350 faculty and staff
- Facilitated New Advisor Professional Development
- Determined who was a Tier II and Tier III Advisors
- Developed curriculum for Tier II Training
- Delivered Tier II Advisor Professional Development
  - 2 sessions | 2.5 hours
  - 230 faculty & staff

# Year 3: 2016-2017

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- Developed curriculum for Tier III training
- Facilitated New Advisor Professional Development
- Delivered Tier III Advisor Professional Development
  - 2 sessions | 3 hours
  - 167 faculty, coaches, Deans, Associate Deans and general advisors
- “What is mandatory advising?”
  - Who?
  - How long?
  - Resources?

# Blended Advising



# Year 4: 2017-2018

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- Pilot First Year Advising Model
  - 9 programs, various degree types and locations
  - Every professional advisor has a pilot program
- Assess pilot students
- Implement necessary system changes
- Official announcement to campus community



# What didn't go so smoothly?

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- Resistance to training
- Realization that our infrastructure simply wouldn't handle our plan
- Administration didn't fully buy in at all levels
- Faculty concerns about allowing other people to advise "their" students
- "Flavor of the month"

"The nicest thing about not planning is that failure comes as a complete surprise and it is not preceded by a period of worry and depression."

John Preston,  
Boston College

# What went right?

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- Cross-divisional effort with faculty always in front
- Dedicated the time to it
- Cascading effects
- Pilot collaboration
- Communicated, communicated, communicated!

# Questions?

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