

Culture Eats What???

Transforming Advising on a Community College
Campus



Your presenters

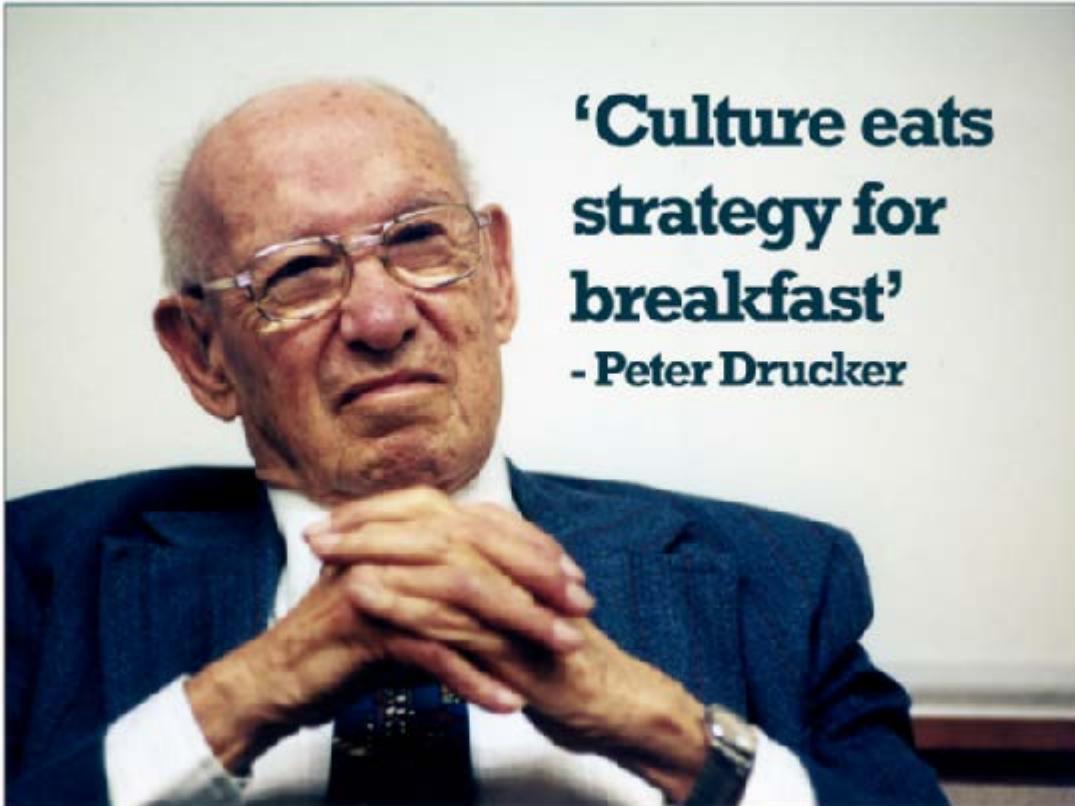
- Faye Kilday
 - Dean of Humanities, Social Sciences and Arts
 - Been advising since 2005
 - Worked as a Peer Advisor during Undergrad
 - Oversee 20 A.A. and 2 A.A.S. programs of study
 - Master of Science in Security Management, Bachelor of Science in Mass Communication
- Shelley Lammers
 - Dean of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

- 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.



A black and white portrait of Peter Drucker, an elderly man with glasses and a suit, resting his chin on his clasped hands.

**'Culture eats
strategy for
breakfast'**

- Peter Drucker

The State of Advising

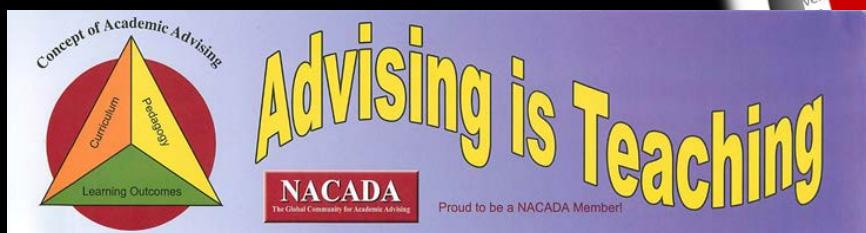
Pre-July 2014

- 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.”

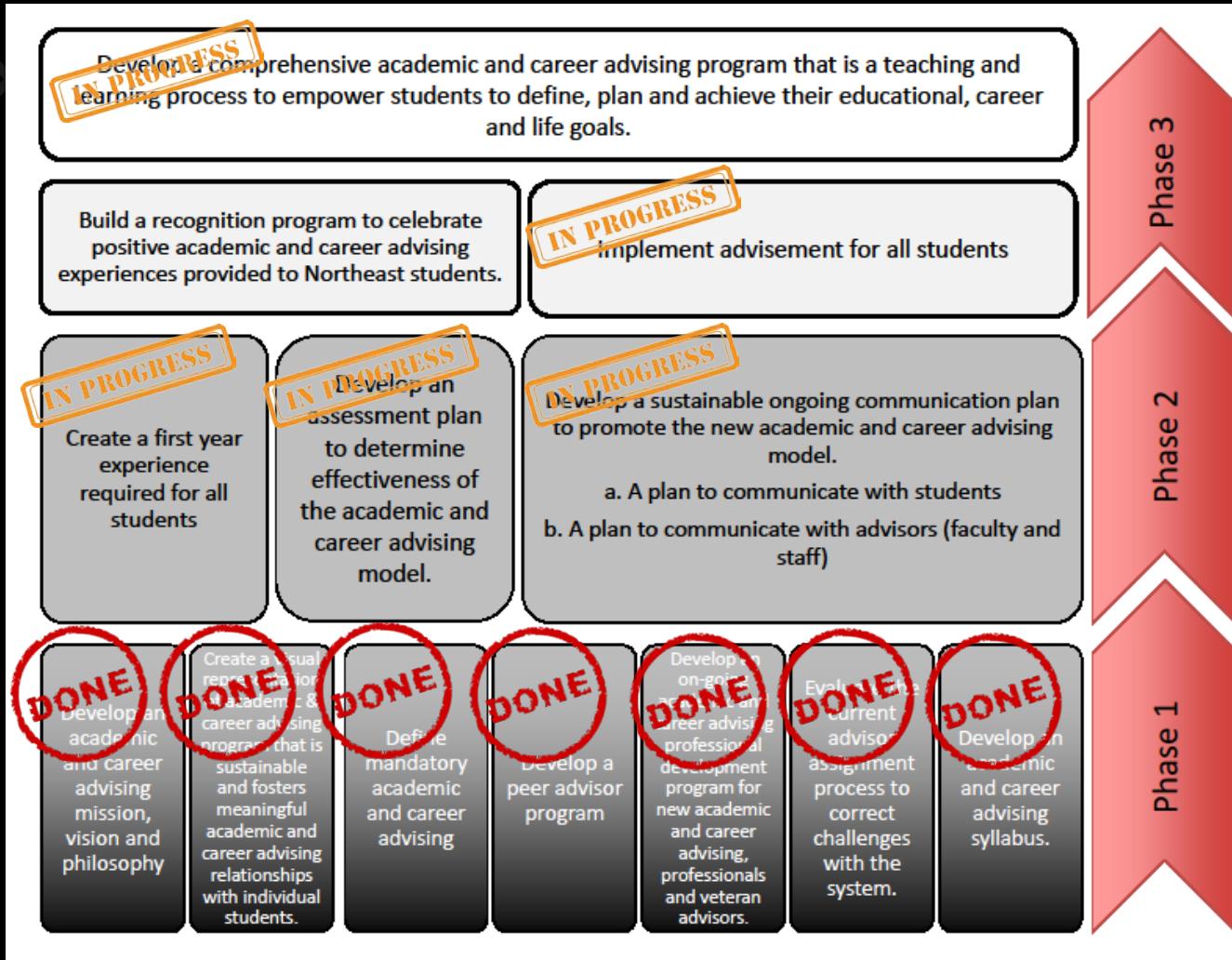


July 2014 | NACADA Summer Institute

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



The 5-Yr Plan



Everyone advises...

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

- 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

- 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

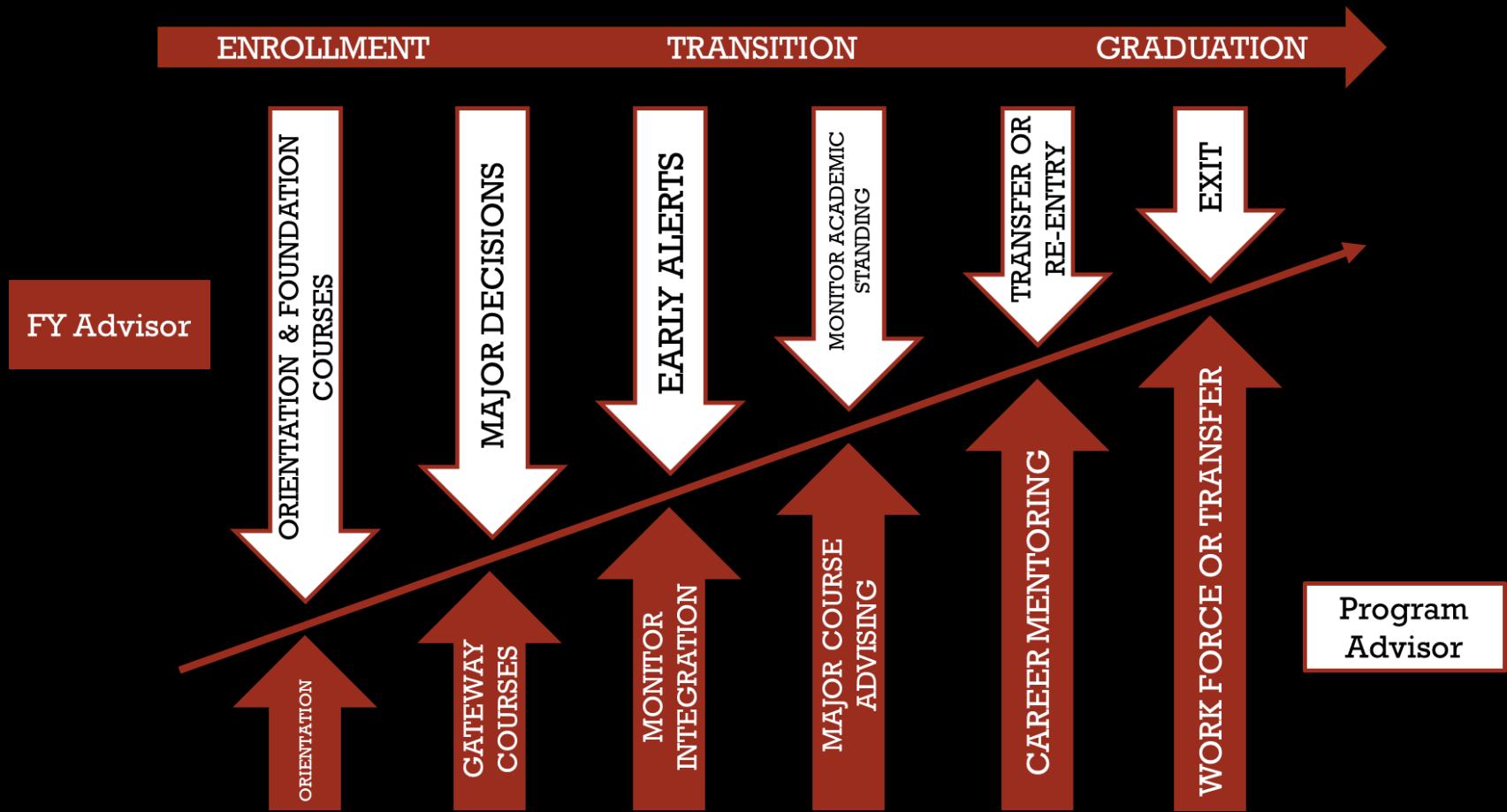


Year 3: 2016-2017

- 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

- 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?

- 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?

- 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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