



Advising Overview

Advising: Student Development Advisors (SDA) and Dedicated Advisors follow the Advising Model for *CBC Smart Start*.

SDA assigns the student to a Dedicated Advisor in their major field of study and make sure the student's current major is correct in POISE Registration or Campus Connect; if not, they update it. A POISE report will show that all current CBC students have a Dedicated Advisor assigned to them. The SDA follows the Coastal Bend College Dedicated Advising Model.

Between Day 1 of each semester and the first quarter grade due date, Dedicated Advisors contact their retained advisees from last semester and their new advisees. This first contact of the semester is an in-person, face-to-face contact when possible. The second contact is around Midterms: 1 week before Midterms – high-risk students; Week of Midterms – borderline students; 1 week after Mid-terms – students in good standing. The third contact is after registration opens for the following semester(s). Depending on student need, the Dedicated Advisor may meet with each advisee more than three times. Second and third contacts may be made via phone, text, email, or other modality. The Dedicated Advisor follows the Coastal Bend College Dedicated Advising Model.

New Dedicated Advisor Assignments: In the case that a Dedicated Advisor is no longer available to advise their students and/or are no longer an employee of CBC, a new Dedicated Advisor will be assigned. In coordination with the Academic/Workforce Directors, the QEP Director will assist in re-distributing the students to a new Dedicated Advisor in the same field of study. They will go into Campus Connect and make those changes, notify the new Dedicated Advisor, and notify the Dean of Academics and Dean of Workforce Training so that they may update their lists.

Assessment of Dedicated Advising: Institutional Effectiveness and Accreditation (IE) runs a report using CBC's student retention management system, ZogoTech, to show that all current students have at least one contact recorded by the end of the First Quarter. The report is run again one week after Mid-Terms to show that current students have at least two contacts recorded and two weeks before the last day of the semester to show that current students have at least three documented contacts. These reports are emailed to the Academic/Workforce Directors who make sure that all their Dedicated Advisors have made all required contacts.

Documentation: All advising contacts with students, including referrals to Student Support Services, Face-to-Face Tutoring, Online Tutoring are documented in Coastal Bend College's student retention management system, ZogoTech. Other evidence of completion is documented in POISE. It is the responsibility of the QEP Director to keep all documentation on file to show evidence of completion.



Student Assessment of Dedicated Advising: Students are asked to complete an anonymous online Dedicated Advising survey. Data from the surveys is used to assess and improve our Dedicated Advising Model.

Dedicated Advisor Assessment of Dedicated Advising: Dedicated Advisors and Student Development Advisors are asked to complete an anonymous online Dedicated Advising survey. Data from the surveys is used to assess and improve our Dedicated Advising Model.

Retention and Persistence: Institutional Effectiveness and Accreditation (IE) creates a report to determine fall to spring and fall to fall retention rates and another report to determine persistence to graduation rates for 3, 4, and 6 years. The reports are shared with the Quality Enhancement Plan Leadership Team (QLT) and they review the data and makes suggestions for improvement.

The Business Office's Business Analyst runs a drop list that contains a list of current students who have not paid their bill in full. The list is given to the Student Development Advisors who contact their advisees who are on the list and notify them of payment options. The Student Development Advisors remind the students daily of the payment options up until the payment due date. The goal is that a higher number of students will pay their bill and remain in college than each semester before; therefore, increasing retention and persistence.

Quality Enhancement Plan Leadership Team (QLT): The QLT meets monthly to discuss data reports on Dedicated Advising to review and discuss the data reports then make data driven suggestions on improvements to Dedicated Advising. If modifications are needed in the best interest of our students, the QLT completes a Dedicated Advising Change Form. The QEP Director makes the changes as listed on the form then posts the updates on CBC's web page and emails the Dedicated Advisors and the Deans.

The QEP Director reports to the Executive Dean of Student Services.