Ease on down the road!
Campus Collaboration
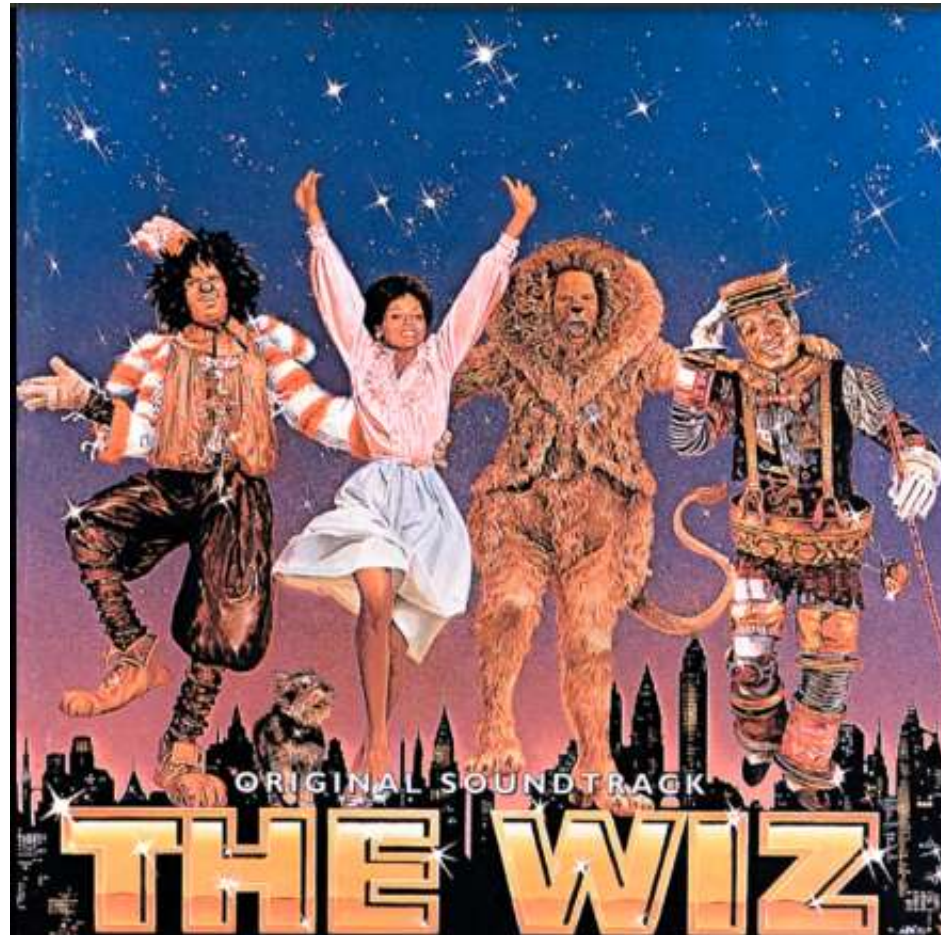## Building Your Campus Wide Online Advising Certification Course

Presentation by: Leticia J. Wilson
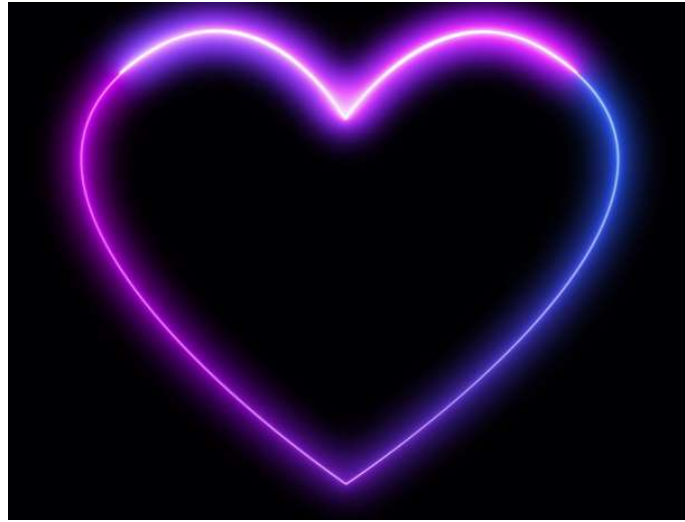
April 2022

DMC
DEL MAR COLLEGE

Scarecrows
BRAIN

Tin Man
HEART

Lion
COURAGE

Introduction

Director of Advising Initiatives	15+ Higher Education	PWI, HBCU, HSI
Aunt/Eldest/Only Granddaughter/Connector	Third Generation HBCU College Educated Woman	Skydiving
Repelling off the Holiday Inn 20 stories	Military Brat (Army)	Tedx Speaker
	Doctoral Student: PhD Leadership in Academic Advising, Kansas State University	

Advising Philosophy: Give a man a fish, and you'll feed him for a day. Teach a man to fish, and you've fed him for a lifetime

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Agenda

ACKNOWLEDGING OPPORTUNITIES

WE SHALL OVERCOME "SOLUTIONS"

CROSS COLLABORATION

OVERVIEW OF CANVAS ADVISING CERTIFICATION

PROACTIVE ADVISING OUTREACH

QUESTION & ANSWERS

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Del Mar College
Campus Facts

- Del Mar College, a two-year comprehensive community college founded in 1935, is one of 80 state- and locally-supported community colleges in the 50 public community college districts in Texas.

- The College served 10,678 credit students in Fall 2020.

- The average student age is 24 years.

- More than (70.2%) of the students are identified as members of ethnic or racial minority groups.

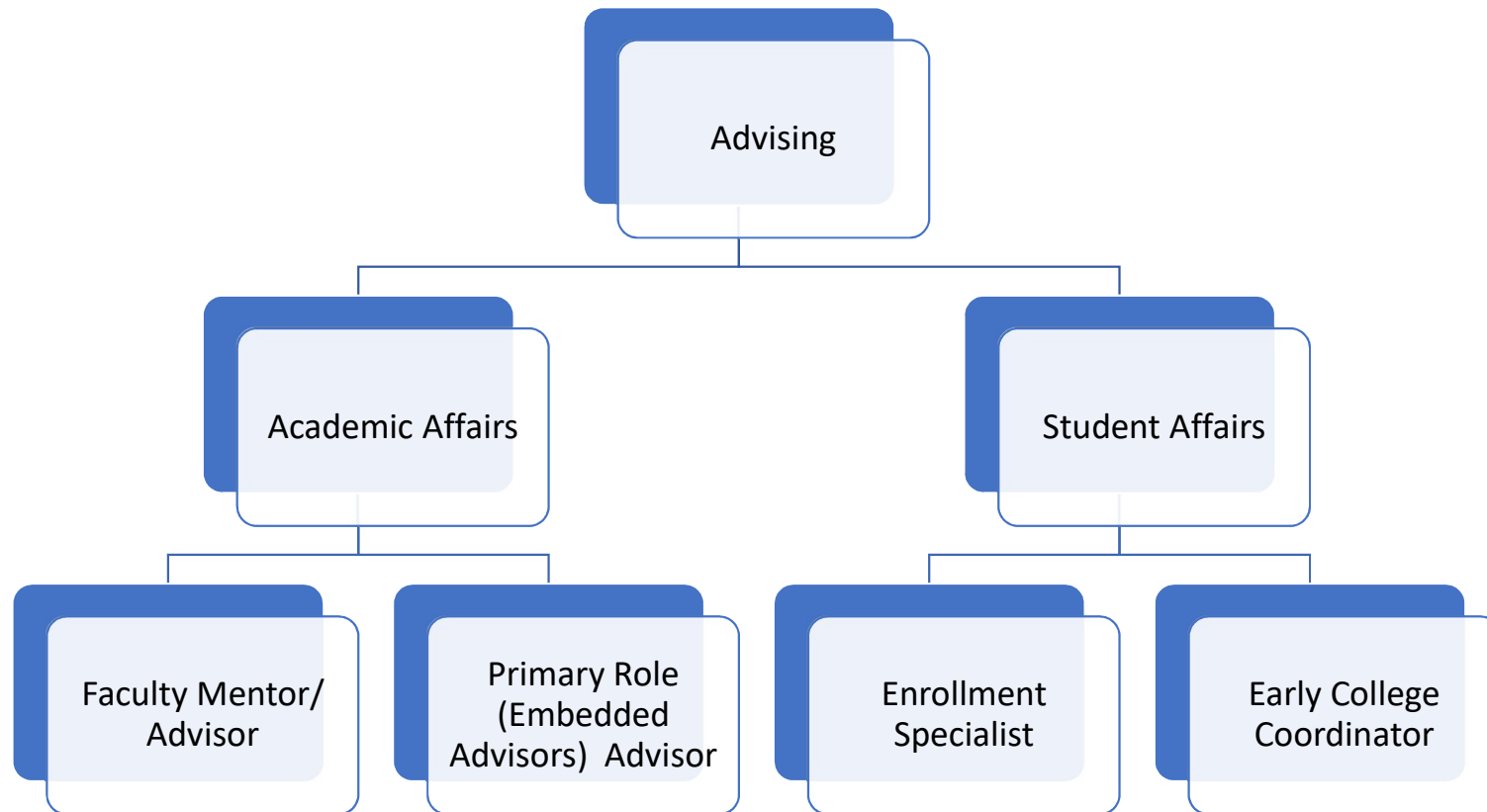- Fall of 2020, 85.1% of students were enrolled part-time.

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Poll the audience

What is your role at the college?

o Faculty
o Staff
o Administrator

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Del Mar College – Advising Structure
Shared – Decentralized Model

- Advising
  - Academic Affairs
    - Faculty Mentor/Advisor
    - Primary Role (Embedded Advisors) Advisor
  - Student Affairs
    - Enrollment Specialist
    - Early College Coordinator

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HERITAGE CAMPUS

Poll the audience

What is your existing advising structure?

Centralized: where professional and faculty advisors are housed in one academic or administrative unit

Decentralized: professional or faculty advisors are located in their respective academic departments.

Shared: where some advisors meet with students in a central administrative unit (i.e., an advising center), while others advise students in the academic department of their major discipline.
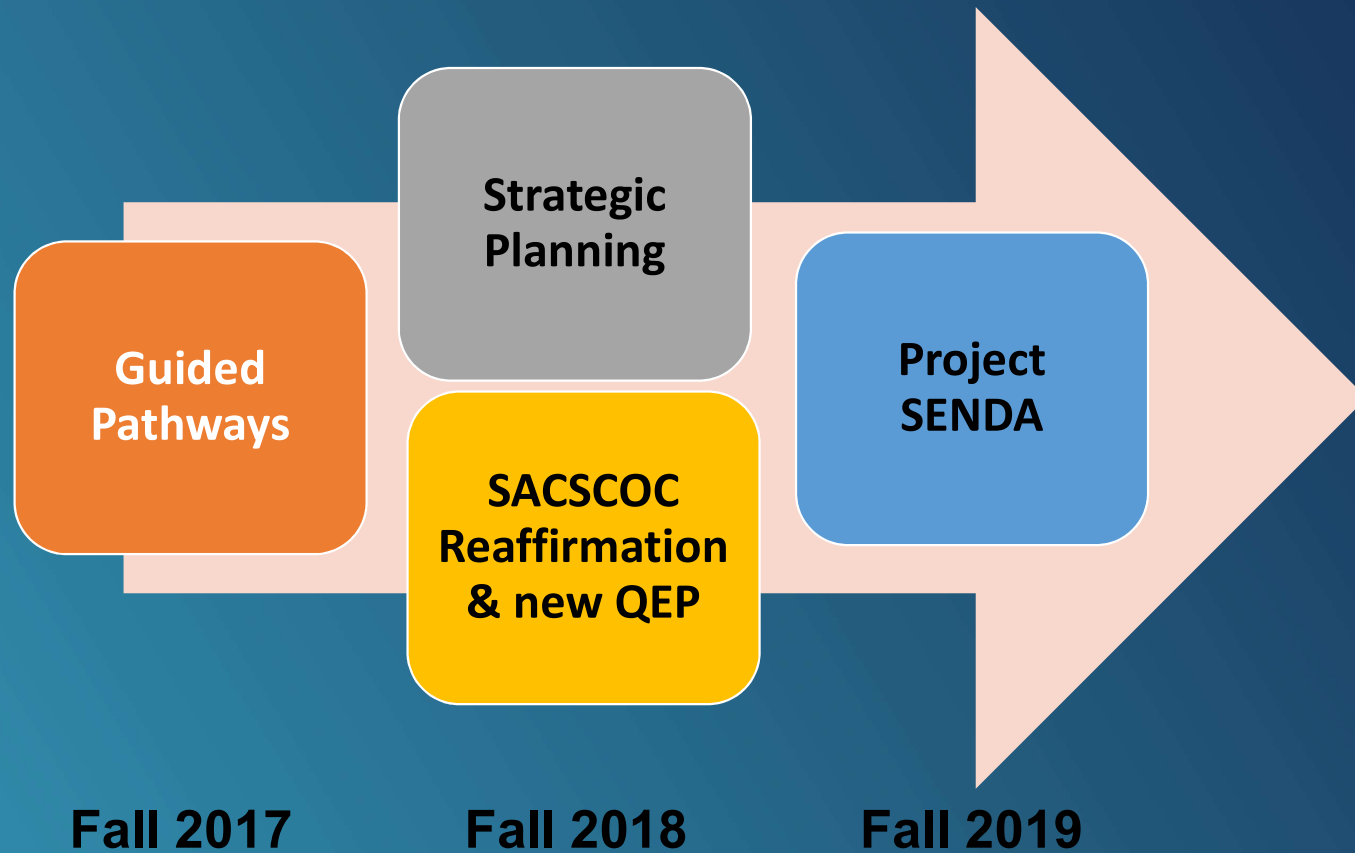
Quality Enhancement Plan (QEP)

Goal 1	**Clarify Career Goals** Provide structure and support for students who have not yet decided their educational paths and career goals.	
Goal 2	**Follow Consistent and Effective Advising Practices** Ensure that students enrolled in programs across all eight pathways receive consistent and effective advising services.	
Goal 3	**Improve Student Engagement** Use regular and ongoing advising to assist students' progress toward completion of educational goals.	
Goal 4	**Strengthen Transfer Pathways** Strengthen pathways to four-year degrees.	
Goal 5	**Utilize Innovative Technology** Implement tools that allow students and advisors to monitor progress to completion of education and/or career goals.	

GPS GOALS + PLANNING = SUCCESS

SACS COC
SOUTHERN ASSOCIATION OF COLLEGES AND SCHOOLS
COMMISSION ON COLLEGES

DMC DEL MAR COLLEGE

Project SENDA

Students **EN**gaged in **D**irect **A**dvising

- $2.8 Million Title V Grant

- 5-year Grant Cycle; 2019-2024

- Overall Goal is to ensure the implementation of advising best practices institution-wide.
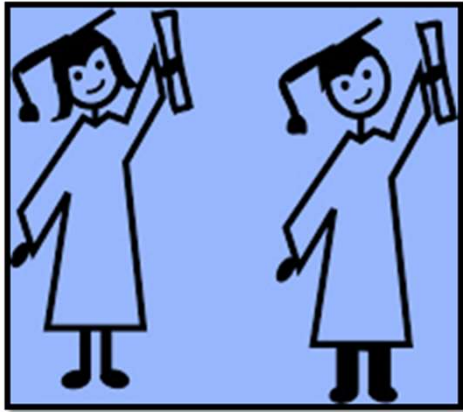
Project SENDA

Title V - Federally funded by the U.S. Department of Education

- Must have Hispanic Serving Institution (HSI) designation
  - 25% of student population must identify as Hispanic
- 69.2% - DMC Hispanic student population in Fall 2019

Source: THECB

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Time & SCH to Degree

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DEL MAR COLLEGE

2016 Associate
Degree Graduates

DMC Years to Completion	Large Colleges Years to Completion	DMC Semester Credit Hours	Large Colleges Semester Credit Hours
5.1 Years	4 years	98 hours	86 hours

Does __NOT__ include Dual Credit or Developmental Education Coursework. Source: THECB

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Students are...

🕐 **Taking too much time**

📚 **Taking too many credits**

🐷 **Spending too much money**

🎓 **Not completing goals to graduate or transfer**

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Faculty/Staff are….

No Standardized Training for advisor

Underutilized Advising Technology Tools

Transactional approach…Registration = Advising

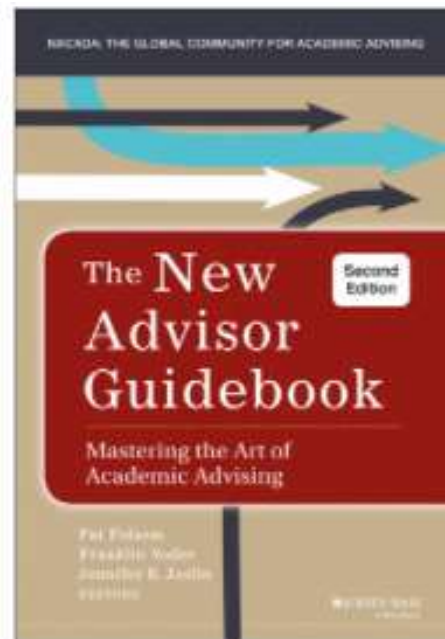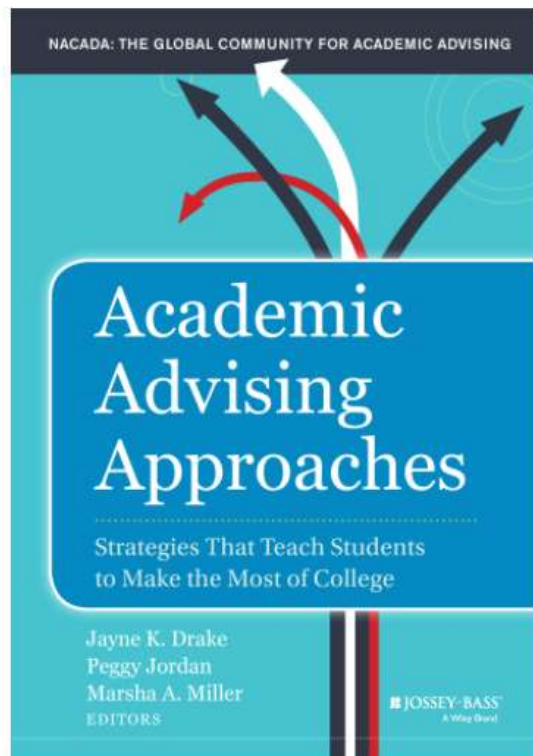Lack of on-going advising professional development

Poll the audience

Do you have an advising certification course?

o Yes
o No
o Coming Soon!

Del Mar College Embedded Advisement Model

MAP Advisors	Faculty Advisors
Manage caseload within a pathway from on-boarding through program completion	Develop semester-by-semester degree map through program completion
Responsible for benchmark advising (15-30-45)	Provide mentorship support and academic and career guidance
Track interactions with students in Civitas Inspire for Advisors	Assist with advising load and constant retention efforts (early-warning alerts)
Implement proactive advising approach for students that have fallen in persistence probability	Track interactions with students in Civitas Inspire for Advisors

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Building Your Team

Advising Certification

Outreach & Enrollment
Registrar
Financial Aid
College Relations
Academic Departments
Presidents Office
VP of Student Affairs
Academic Affairs
E-Learning
Advisors
Student Engagement & Retention
Civitas Learning
Continuing Education
Title V Project SENDA
Library Resource

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NACADA | THE GLOBAL COMMUNITY FOR ACADEMIC ADVISING

What is the Clearinghouse?

Digitized in 2002, the *Clearinghouse of Academic Advising Resources* features member written articles on 250+ subjects and over 100 resource pages organized by topic and applicable to academic advising.

ACADEMIC ADVISING RESOURCES IN RESPONSE TO BLACK LIVES MATTER

ACADEMIC ADVISING RESOURCES IN RESPONSE TO COVID-19

More Resources

- **NACADA Journal (1981 - present)**
- **NACADA Review**
- **Academic Advising Today (2002 - present)**
- **Research Resources**
- **Webinar videos**
- **NACADA Member Surveys**
- **NACADA Store**

Academic Advising Approaches
Strategies That Teach Students to Make the Most of College

Jayne K. Drake
Peggy Jordan
Marsha A. Miller
EDITORS

JOSSEY-BASS
A Wiley Brand

The New Advisor Guidebook
Second Edition

Mastering the Art of Academic Advising

Pat Folsom
Franklin Yoder
Jennifer E. Joslin
EDITORS

JOSSEY-BASS

Beyond Foundations
Developing as a Master Academic Advisor

Thomas J. Grites
Marsha A. Miller
Julie Givans Voller
EDITORS

JOSSEY-BASS

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Core Competencies of Academic Advising Framework

•The **Conceptual** component provides the context for the delivery of academic advising. It covers the ideas and theories that advisors must understand to effectively advise their students.

•The **Informational** component provides the substance of academic advising. It covers the knowledge advisors must gain to be able to guide the students at their institution.

•The **Relational** component provides the skills that enable academic advisors to convey the concepts and information from the other two components to their advisees.

Overview of Online Advising Certification Course

Level 1

- Introduction
- Module 1: Advising Approachs - Theory to practice
- Module 2: Academic Rules
- Module 3: Financial Aid Implications
- Module 4: Civitas Inspire for Advisor
- Module 5: Datatel Colleague 5.8
- Module 6: EMSI Career Coach

Key Point: Course will begin on February 14, 2022.

Welcome to Advising Certification Course
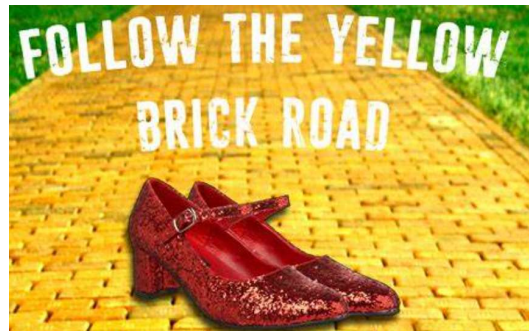
Level 2

- Module 6: Diversity and Inclusivity
- Module 7: Case Studies
- Module 8: Student Support Service (Part I)
- Module 9: Student Support Services (Part II)
- Module 10: Online Advising
- Transferology 101
- Wrap Up
- Glossary of Terms & Acronyms

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Can the scarecrow – Find the BRAIN?

- Introduction

Introduction to classmates
Feb 13 | 100 pts

Your Response

Respecting the past of Advising at Del Mar College

Appreciating the current state of advising

Looking forward to the future of advising

NACADA Core Values

The Why?

*Introduction Module Quiz
Feb 12 | 30 pts | Score at least 24.0

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Module 1: Advising Approaches – Theory to practice

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You Try It - Advising - Theory to Practice

Due: Fri Feb 25, 2022 11:59pm

Attempt 1 ▾

○ **IN PROGRESS**
Next Up: Submit Assignment

💬 Add Comment

∨ **View Rubric**

Mock Advising Session Rubric

Criteria	Ratings		Pts
Welcome/Greeting to the student view longer description	20 pts Full Marks	0 pts No Marks	/ 20 pts
Getting to know the student view longer description	20 pts Full Marks	0 pts No Marks	/ 20 pts
Identify students future goals view longer description	20 pts Full Marks	0 pts No Marks	/ 20 pts
Create a career pathway view longer description	20 pts Full Marks	0 pts No Marks	/ 20 pts
Follow up - Encourage Next Visit view longer description	20 pts Full Marks	0 pts No Marks	/ 20 pts
			Total Points: 0

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Module 2: Academic Rules

Module 3: Financial Aid Implications

Module 4 – 6
Advising Technology Tools

Module 4 – 6
Advising Technology Tools

Module 4: Civitas Inspire for Advisor

- **Week 5 - Discussion Questions - March 7 - 13, 2022**
  Mar 12 | 100 pts
- What is Predictive Analytics?
- How to log in to Civitas IFA
- Advising Interactions & Comments
- Inspiration and Intervention Factors
- Proactive Approach & Leveraging Advising Tools
- E-mail Outreach
- **Civitas Inspire for Advisor Quiz**
  Mar 20 | 30 pts | Score at least 24.0
- **You Try It - Inspire for Advisors' Advanced Filters**
  Mar 20 | 100 pts | Submit

Module 5: Datatel Colleague 5.8

- Person Restrictions - PERC
- Reviewing TSI Scores
- Confirming students major
- Reviewing Course History & Filter to Excel
- Lifting Advising Hold & Logging Comments
- Running Program EVAL
- DETAILS FOR HOLDS ON PERC.pdf
- **Datatel Colleague Quiz**
  Mar 20 | 30 pts | Score at least 24.0
- ***You Try It - Datatel PERC**
  100 pts | Submit

Module 6: EMSI Career Coach

- **Week 6 - Dicussion Question - March 21 - 25, 2022**
  Mar 25 | 100 pts
- EMSI Career Coach
- Essential Questions to Equity-Based Parallel Planning and Alternative Advising
- The What If Scenario - Seeking guidance from Career Development
- Hire Me Handbook 2020-2021
- **You Try It - EMSI Career Coach**
  Mar 25 | 50 pts

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Thank You from President/CEO Dr. Mark Escamilla

Advising Certification Course -- Thank You
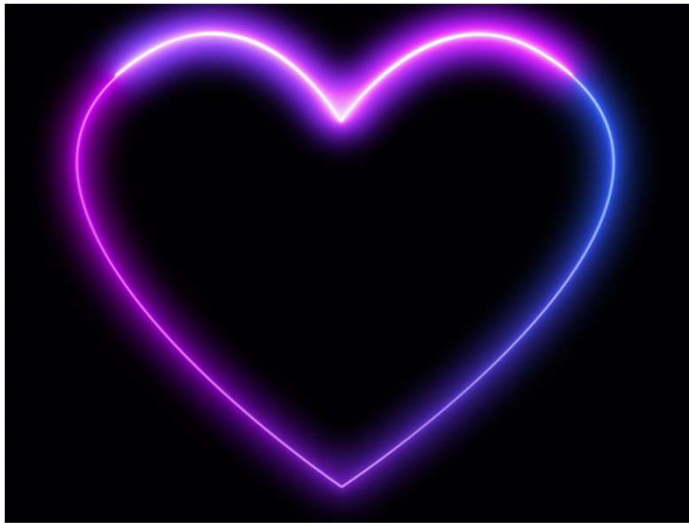
Engaging

How to videos

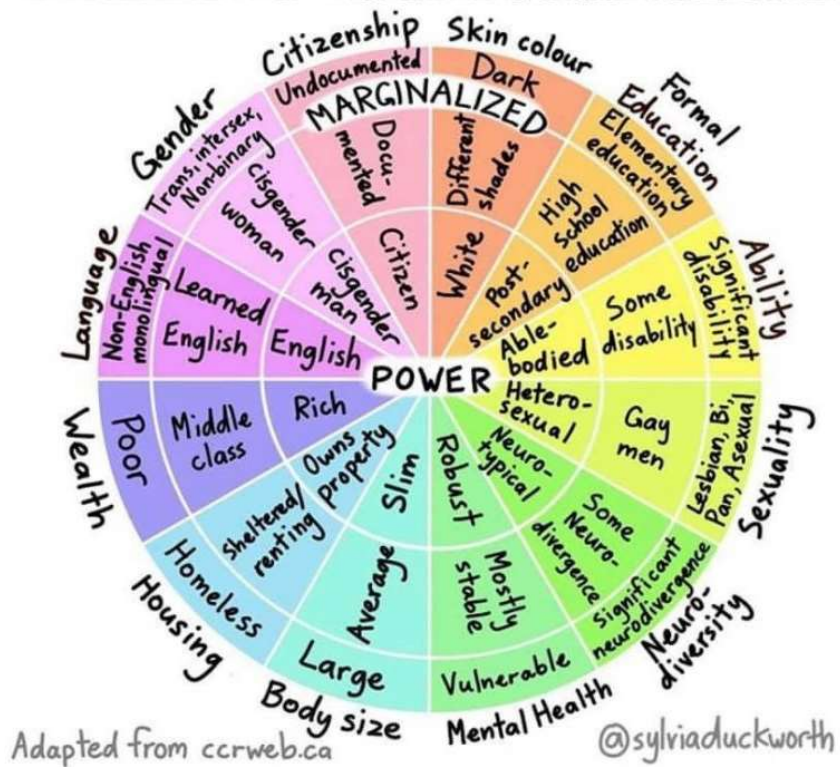Weekly Announcements

Discussion Questions

Audio & Video Feedback

Weekly Office Hours

Can the Tin Man, find **HEART** to continue?

Level 2

WHEEL OF POWER/PRIVILEGE

Adapted from ccrweb.ca @sylviaduckworth

Module 6: Diversity & Inclusivity

Module 7: Case Studies

- Week 2 - Discussion Question - Introduction to Case Studies
  100 pts
- Introduction to Case Studies
- Case of John - Changing Majors & Courageous Conversations
  - Case of John Quiz
    20 pts
- Case of Kim - Discovering her pathway into gainful employment
  - Case of Kim Quiz
    20 pts
- Case of Maria - First Generation
  - Case of Maria Quiz
    20 pts
- Case of Katia - Transfer Information
  - Case of Katia
    20 pts
- Case of Brianna - Sense of Belonging
  - Case of Brianna Quiz
    20 pts

Module 7: Case Studies
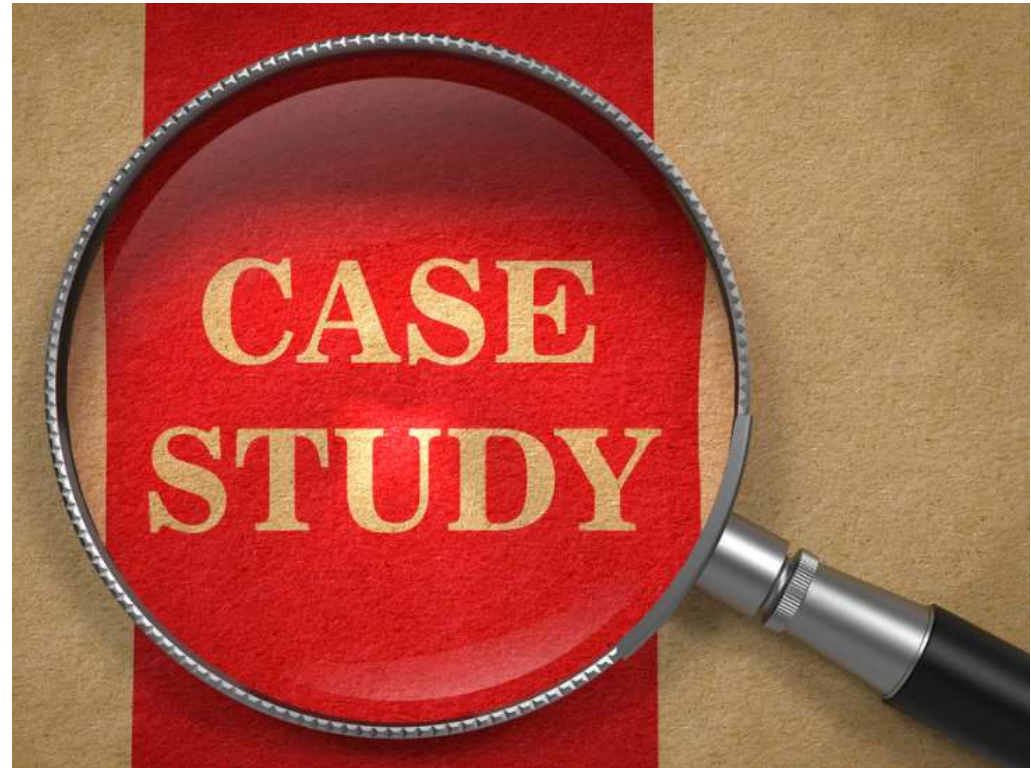
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Module 8 & 9
Student Support Services

STUDENT ENGAGEMENT AND RETENTION

The Department of Student Engagement Retention (SER) Services is part of the Division of Students Affairs and is under the direction of the Dean of Student Engagement and Retention. SER coordinates the efforts of multiple offices whose work involves support for students. These include Career Development, Student Leadership and Campus Life, Student Success Center, Veterans Services, Counseling Services, Disability Services, and Retention Services.

Division of Student Engagement and Retention
Del Mar College

Module 10: Online Advising

Module 10: Online Advising

Discussion Question - Online Advising - Week of October 18 - 24, 2021
100 pts

Introduction to Online Advising

Mock Advising Session

Faculty Advisor Checklist

Authenticating a student identity

Guidelines for advising notes

Standard Operating Procedure for Advising Notes

Being an Academic Advisor at a Two Year College During COVID-19. A panel comprised o

Online Advising Quiz
25 pts

You Try It Mock Online Advising Session
100 pts

Module 11: Transferology 101

Time on Task

Instructor

- Research & Development
- Building Content – Graphics, Announcement & Assessments
- Grading & Feedback to students
- Video & Editing
- **500+ hours**

Student

- Assignment (Mock Advising Video, You Try It Activities, Quiz & Test)
- Discussion Questions
- Reading
- **25 Hours**

CEU

- 10 Learning Hours = 1 Continuing Education Unit
- **2.5 CEU**

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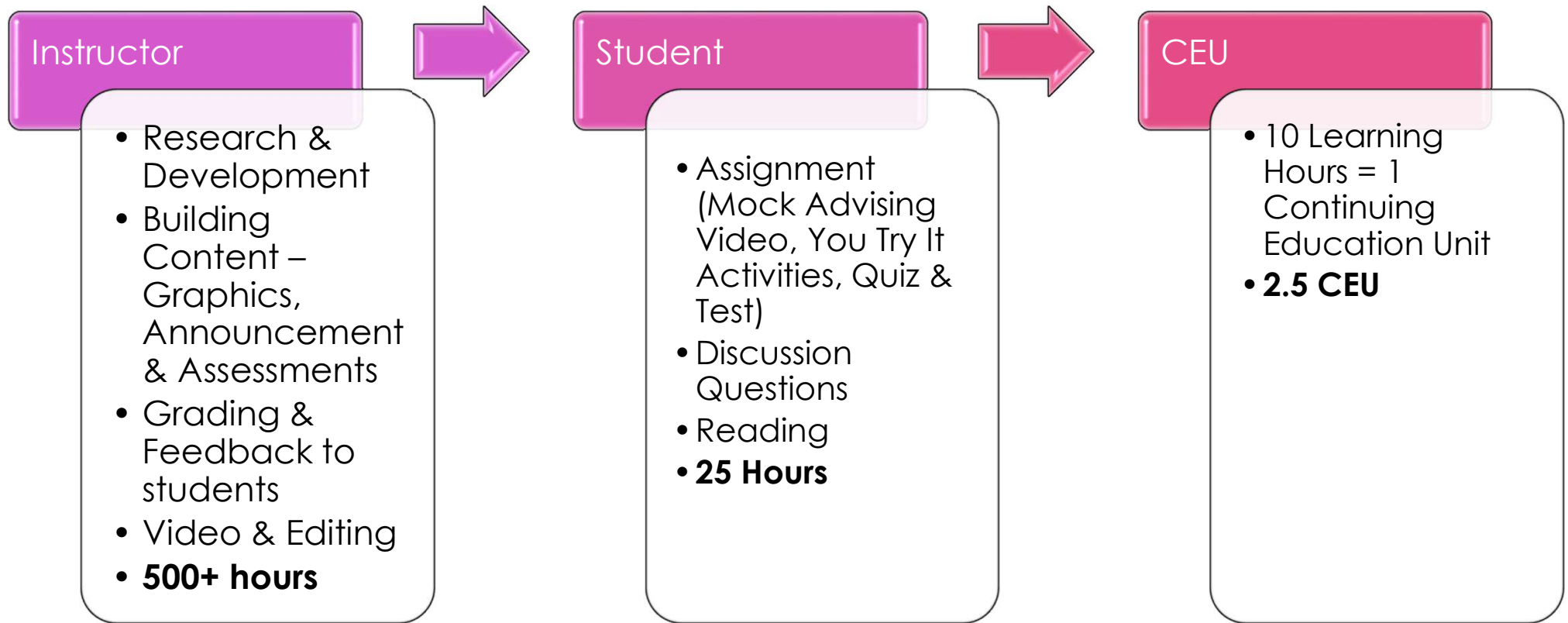
Do we have the courage to practice continuous improvement?

Provide an example Mock Advising Session

(Level 1)

Recruiting Participants

Peer Grading & Review

Develop Sustainable Practices (Post Grant)

For the things we have to learn before we can do them, we learn by doing them.

Aristotle

Graduates Online Advising Certification Course

Spring 2020	Fall 2020	Spring 2021	Fall 2021	Spring 2022
Level 1: 33	Level 1: 14 Level 2: 13	Level 1: 6 Level 2: 8	Level 1: 19 Level 2: 9	Level 1: 12 Level 2: 0
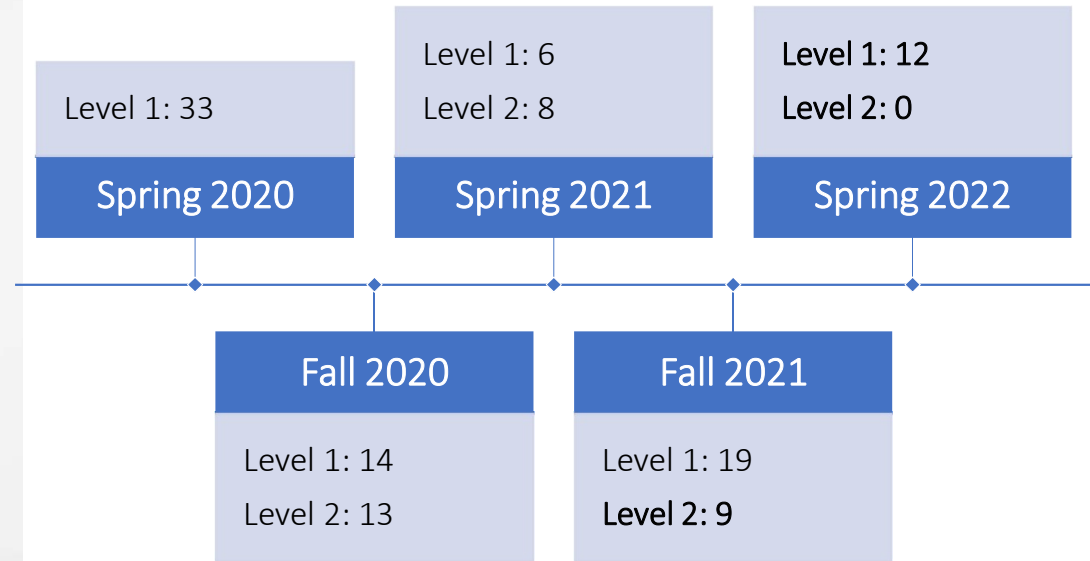
Total:
Level 1: 84
Level 2: 30
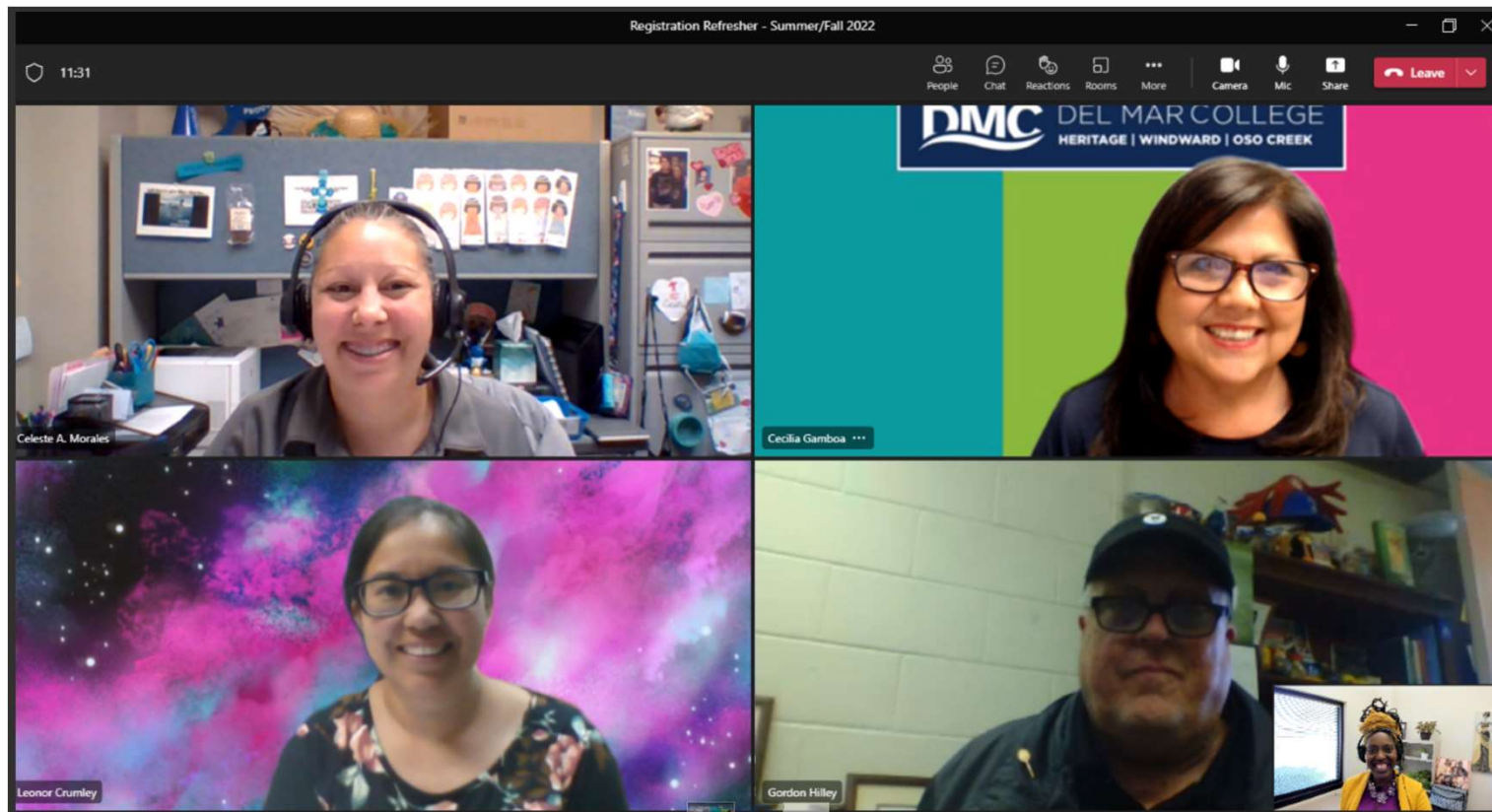
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Level 3: Train the Trainer

The Train the Trainer Program strives to create a sustainable system of high-impact advising practices across academic disciplines. While offering a mentor-tiered system for a community of advising scholars and practioners. Each opportunity will provide training on technology tools, methods of practices and student centered approaches. Prior to implementation, each workshop will be approved through the GPS Leadership team, to foster continuity of practices and comprehensive approach.

Tier 1
Informational
Technology Tools
-Datatel Colleague 5.8
- Civitas Learning (e.g. Inspire, Illume and Impact)
-Etrieve (Soft-Docs)
-EMSI Career Coach
-Advising Documentation/Notes
-Anthology (coming soon!)

Tier 2
Conceptual
Mentorship
-One-on-One Consultations
-Department Meetings
-Tailored Workshops
-Mock Advising Sessions
- Critical Conversation about advising topics
-Advising Checklist 15/30/45

Tier 3
Relational
Advising in Practice
-Creating Transfer Guides Per Pathway
-Differentiated advising approach's
-Strategies to include special populations (e.g. first generation, food insecurity, adults learners)
-Short & Long Term Planning (Degree Mapping)
-Transfer Planning

-

Level 3: Train the Trainer
Registration Refresher Summer/Fall 2022

Areas for improvement

Identify sustainability practices post grant.

Recruit more faculty every semester.

Peer Grading

Advisor Shadowing

Professional Etiquette (e.e. response time, E-mail & Phone)

Empathy & Understading the community college student
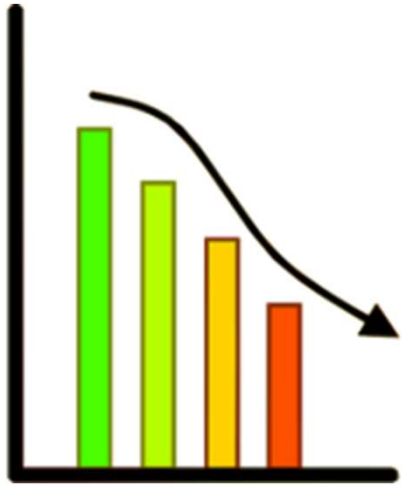
Onboarding Process

Additional course for: Non-exempt

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Celebrating our WINS

- **Hispanic student certificate completion**
- **Three-year graduations rates**
- **Hispanic student transfers**
- **Faculty advising training**

*When compared to baseline grant data

Celebrating our WINS

- **Average credits to degree**
- **Average student debt**
- **Average time to degree completion**

*When compared to baseline grant data

What subject were you able to readily apply to your advising practice?

Adding notes to advising session

Familiar with the NACADA Global Community Scholarly Clearinghouse

Understanding Predictive Analytics

Advising Theory to Practice

Understand Texas Success Initiative Scoring Rubric

Using Datatel & Civitas Learning

What was an example of a situation where you applied something you learned from the course to your advising practice?

I have a student who is seeking credit in welding classes taken at another institution 20 years ago. We are going administer a written exam through the department to acknowledge credit if he passes.

Leaving advising notes

I was able to ask better questions in my advising appointment.

When I get a student who was unsure of what path to follow for their degree plan.

Knowing how to get useful information from Datatel and Financial aid implications.

I have never used EMSI so I liked the entire thing!

The video of us acting as advisors. It really helped us get a better feel of being an advisor.

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Kudos

I got assigned Graduation Evaluations and was not familiar with how to run a evaluation. This course definitely helped.

My office is located in the Harvin Center and I frequently get students asking questions, and I can now give informative information, and send them to the correct office.

I advised a student the other day and knew how to use civitas and colleague

It was a lot of fun and very informative. I think everyone at DMC should take this course.

I would just like to take the time to thank all of you for the hard work that is put into the course and all the helpful insights it has provided. Leticia you just radiate positivity and I can't get enough of it. I thoroughly enjoyed watching your video responses and appreciate you addressing the wheel of power/privilege's from the very beginning.

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Small Group Activity

Key Takeaways

Determine sections - Build a framework for the Course

Identify stakeholders - Collaborate with champions in advising

Return on investment – What the reward (CEU, Stipned)

Marketing - Recruit & Include Content Experts

Identify Existing Advising Tools

Give yourself SPACE & GRACE through the process

Use NACADA Resources

Find your rhythm

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Kirkner, T., & Levinson, J. (2013). Advising at the two year college: Which hat will we wear today? NACADA Clearinghouse. https://nacada.ksu.edu/Resources/Clearinghouse/View-Articles/Advising-at-the-two-year-college.aspx

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