



ACADEMIC GUIDANCE
STUDENT AFFAIRS

Creating a Foundation for Transfer Student Success



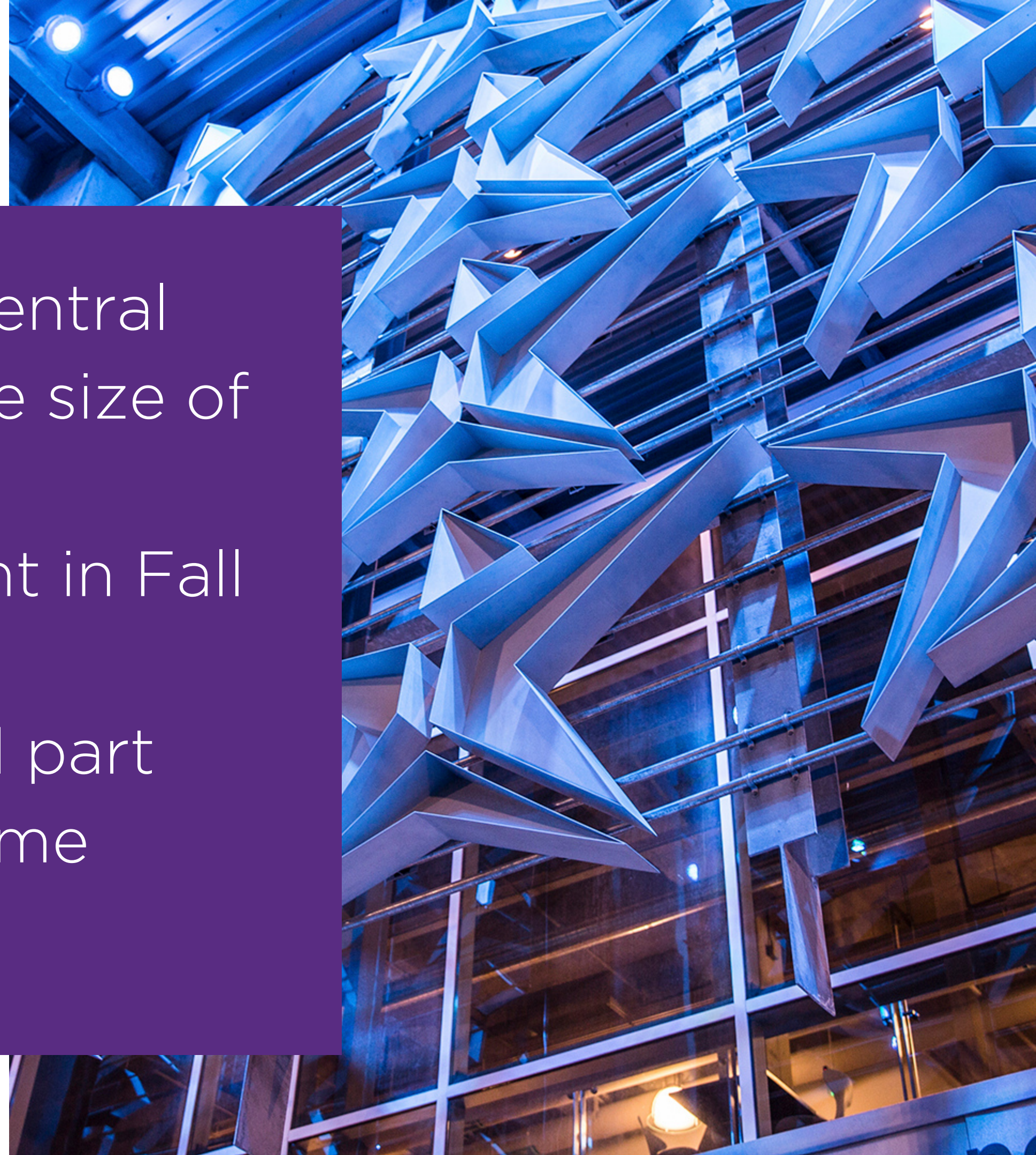
TRANSFER SERVICES
STUDENT AFFAIRS

Who we are Renee Esparza
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ACC College Snapshot

- 11 Campuses located in Central Texas across a district the size of New Jersey
- 35,609 student headcount in Fall 2021
- 78.3% of student enrolled part time; 21.7% enrolled full time
- Average age: 24





National Transfer Statistics:

80% of student who enroll at community colleges intend to transfer. 31% transfer to a 4-year. 14% graduate with a bachelor's within 6 years.

Students lost an estimated 43 percent of college credits when they transferred, an estimated 13 credits, on average. Equivalent to about four courses, which is one semester of full-time enrollment.

At ~40% of enrolled students indicate
ACC: they intend to transfer.

74% of First Time Full Time students
indicate they intend to transfer (about
1700 students)

Current 3-year transfer rate is ~ 40%

ACC implements

Guided Pathways in 2016

A strategy embraced by community colleges nationwide to provide students a clear roadmap to on-time completion and personalized guidance to help them stay on track.

- "Start Here, Get There!"
- Alignment of institution goals and strategic plan
- Allows a smooth pathway for students
- And an efficient process for staff
- Breaking down silos with collaboration and cross-training
- Encourages a culture of growth for staff
- Deeper understanding of data and metrics for effective decision making

Pre-Guided Pathways

Siloed departments with little faculty/student affairs collaboration and communication

No program/major organization or clusters

Advising:

- Walk in appointments only
- Transactional interactions - not holistic or career guided advising

Transfer events were a function of multiple departments (advising, counseling, articulation, committee)

Pre-Guided Pathways



Post-Guided Pathways

Siloed departments with little faculty/student affairs collaboration and communication

No program/major organization or clusters

Advising:

- Walk in appointments only
- Transactional interactions - not holistic or career guided advising

Transfer events were a function of multiple departments (advising, counseling, articulation, committee)

Silos broken down with Area of Study Collaboration

Creation of 10 Areas of Study (AoS) with course sequencing organized to eliminate loss of credit due to major changes and ease of transfer where needed

Advising:

- Assigned advisors by AoS
- Coaching model with Internal Certification
- Holistic approach to meetings using the "ice cream cone model" framework

Creation of Transfer Services Department

Academic Advising

Academic Guidance Structure at ACC

- Area of Study (AoS) Advising team located at each campus headed up by an Advising Supervisor
- Advising Supervisor and Success Coaches report to Student Services Campus Dean
- Director of Advising provides policy guidance and ongoing training for Academic Guidance team.
- Areas of Study (comprised of academic departments and academic guidance teams) collaborate on advising, student success, retention and transfer issues.

Career Ladder for Area of Study Advisors

- ▶ AoS Advisors have an upward pathway based on skills, experience, and training
- ▶ Incentivizes investment in acquiring new competencies and responsibilities
- ▶ Encourages advisors to take on leadership roles and work closely with faculty



Advising Professional Development

Academic Guidance Training

- Within first 3 months of employment
- Supplements Supervisor-led, hands-on training
- 8 meetings over a 1-month period
- 12 Modules:
 - Starts with the broad intro to ACC's Mission, Vision, and Strategic Plan
 - Covers TSI, AoS, Notetaking, Meeting Tech, and more
 - Ends with specific departmental tools for student success
- Overseen by Two Coordinators of Academic Guidance Training

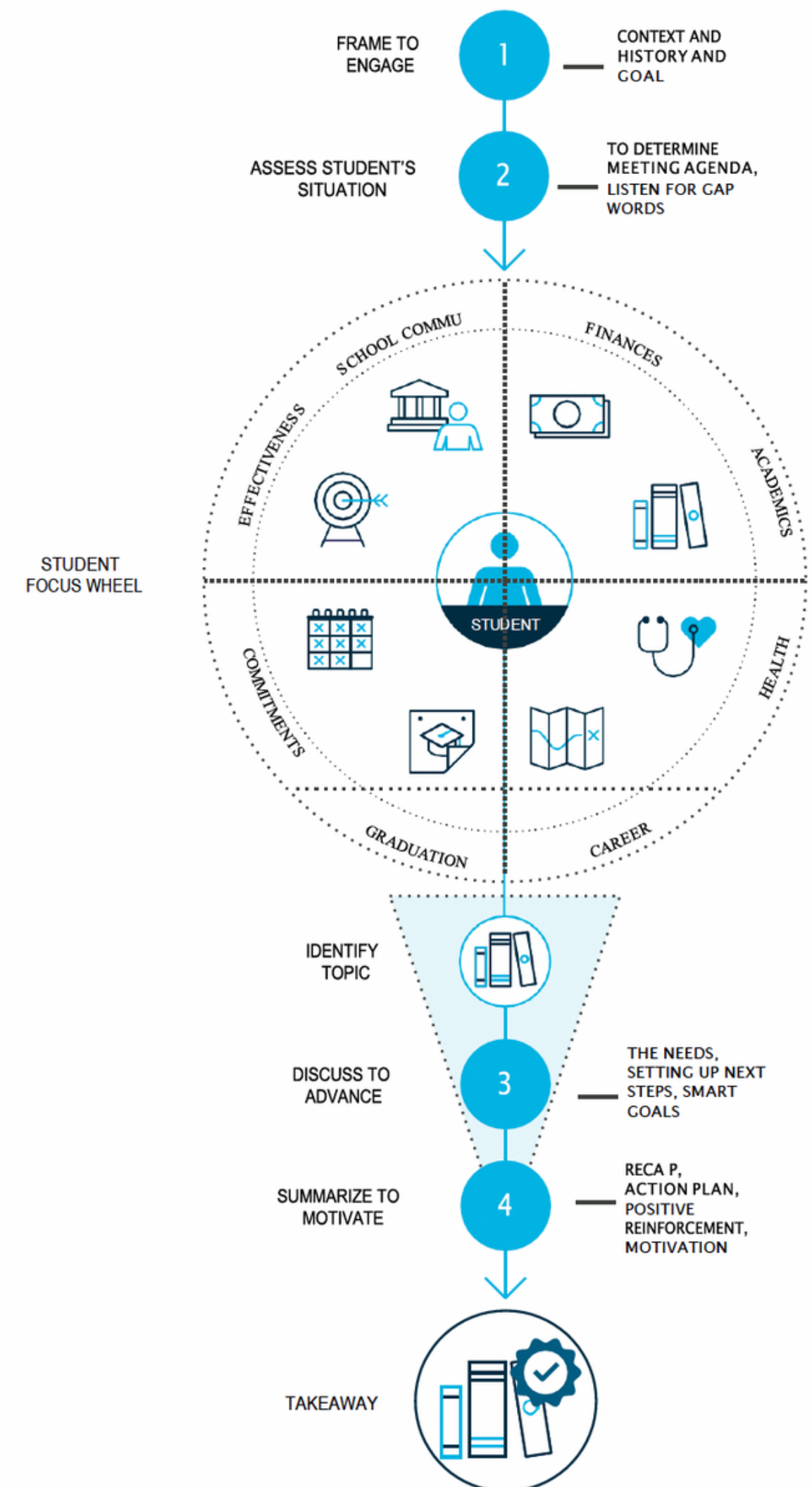
ACC Coaching Certification

- After, at least, 4 months of direct student advising.
- Required to move along the Career Ladder
- Two Semester Program (10 Months)
 - First Semester: Mentoring and Practice
 - Second Semester: Quality Assurance
- Ends with short, written assessment
- Structure:
 - New Coach Training: Coords of AGT w/ 3-5 certified trainers
 - Mentor QA and Oversight: Mentor Lead w/ 1 certified trainer support

Ice Cream Cone Meeting Structure (The FADS)

A framework to facilitate effective coaching conversations, including Framing, Assessing, Advancing, and Summarizing student interactions to offer consistent value and impact.

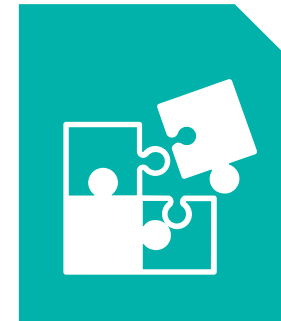
Topic of meeting is open to student need or timely topics. Provides advisors with the ability to remain organized in their meetings and avoid missing essential student needs.



How has this model impacted advising



Change in approach which allows for more holistic and intrusive advising
Meeting the student where they are!



Opportunity to learn more about the student which in turn helps connect them to existing resources



Help students identify a goal around career, transfer, and/or degree completion



Deepens conversations about transfer: career fit, back up options, open conversations about academic history, program availability, reverse transfer

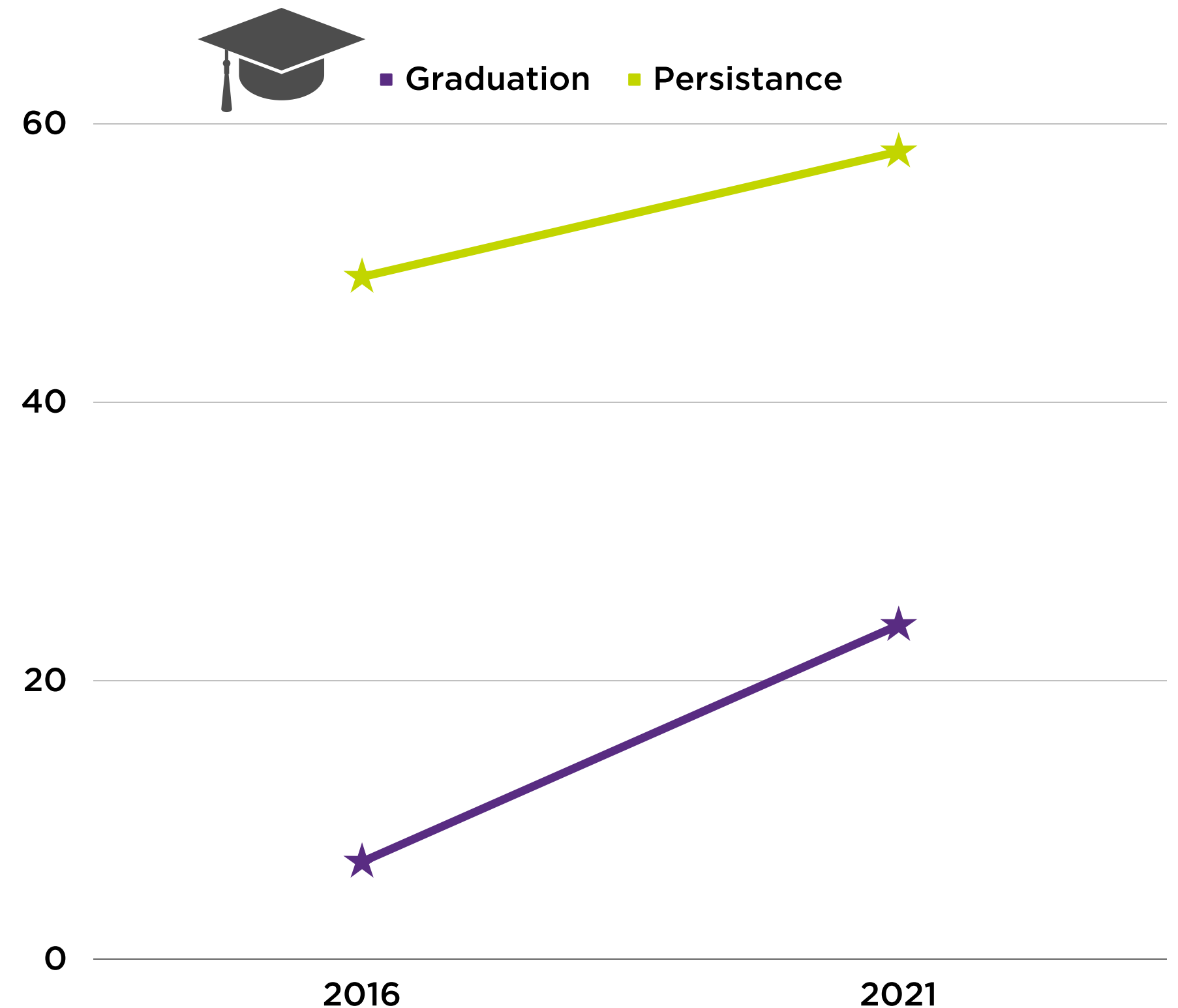
Guided Pathways Impact

Increase in:

- Persistence: 49% to 58%
- Graduation: 7% to 23.7%*

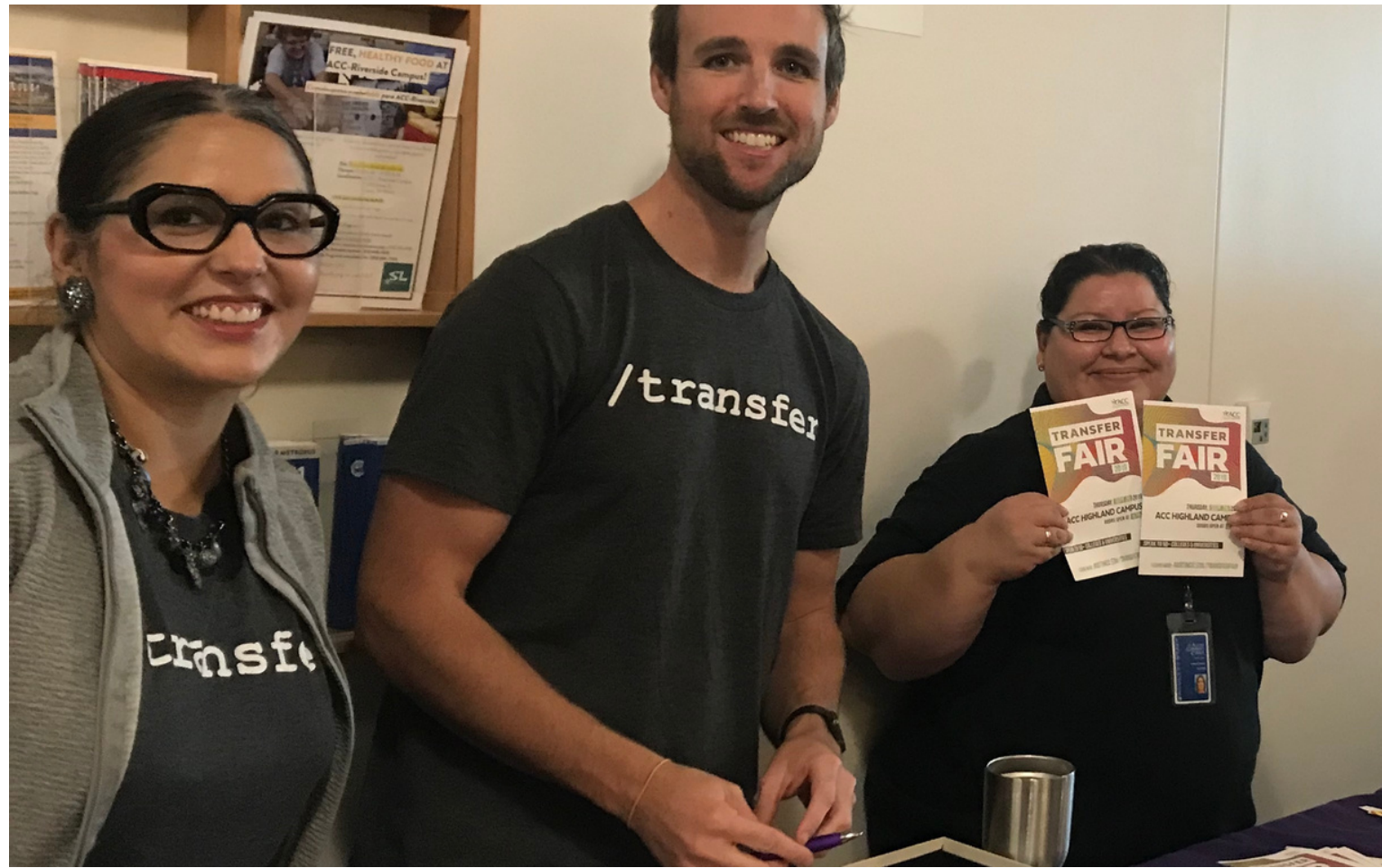
Six year bachelor's degree graduation rate for ACC students is 72%

**Nationally, the overall completion rate for students at 2- year public institutions is 39% so we are still behind*





Transfer Services Department



- Established in 2017
- Housed in Student Affairs
- Provides student-facing transfer services
- Partners with counterpart on instruction side: Department of Articulation and University Relations
- Paired with Career Services department



Unit Goals:

Increase understanding of the transfer process to facilitate expedited clear paths to degree attainment

Help students develop individualized transfer plans to ensure timely achievement of their transfer goals and bachelor's degrees

Build relationships with universities and ACC departments to optimize opportunities for transfer

Student Support

One-on-one student appointments with Career and Transfer Specialists to assist with university exploration and research, application assistance, essay review, transfer timeline planning and more.

Professional Development

Organize events for faculty and staff that focus on advising for transfer, updates to university academic programs and admissions policies.

Transfer Events

Department organizes Transfer Essentials workshops, transfer fairs, biannual Transfer Weeks, on-campus and virtual university recruiting, university specific events and university tours

Transfer Resources

Blackboard "course" Transfer 101, helpful resources page with information like BAAS programs, assured admissions data, academic resume guide and more.

Career and Transfer Services Student Appointments

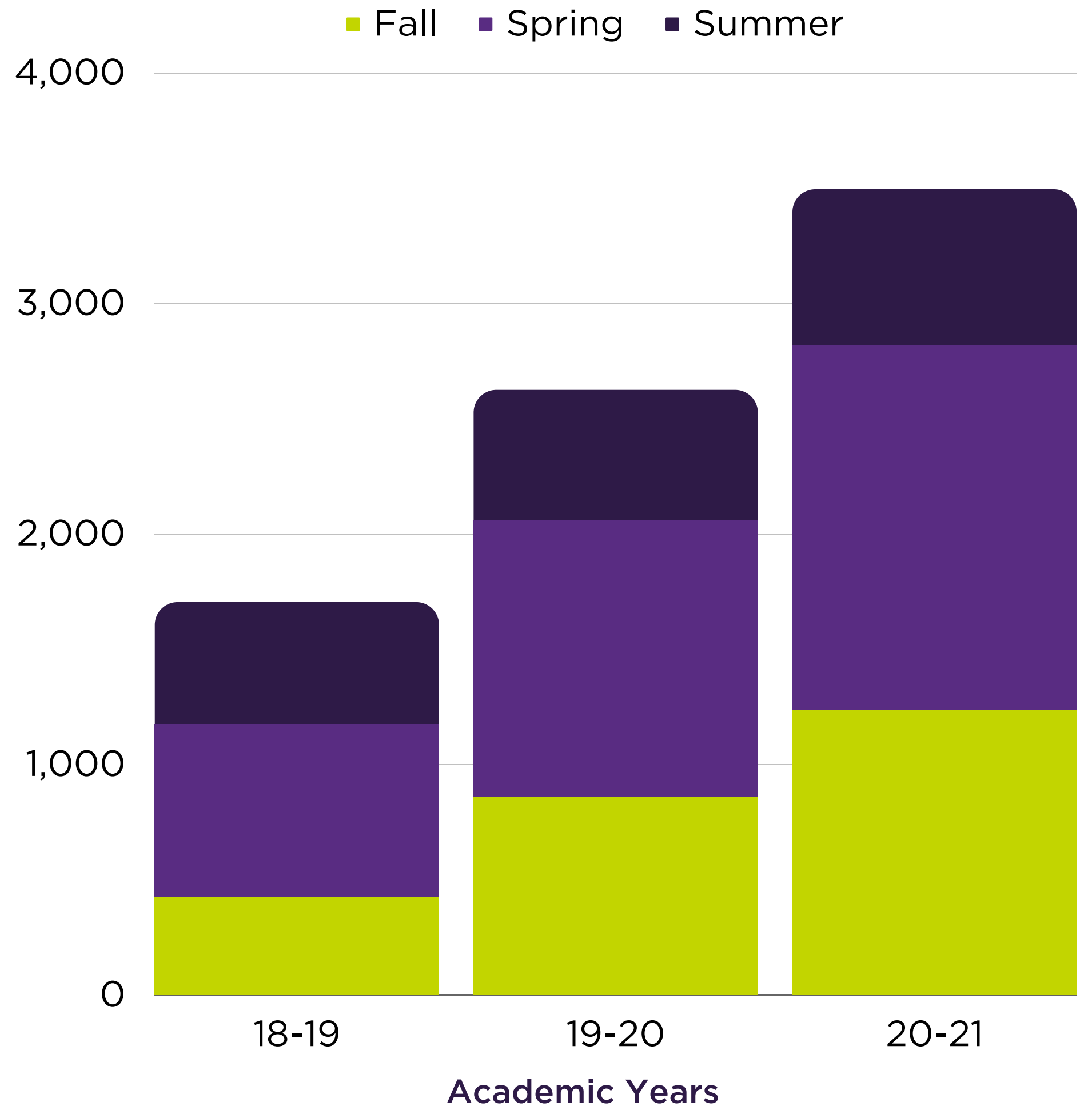
Increase appointment requests yearly since appointments began being offered.

Began with 1 Career and Transfer Specialist and now have:

2 Career and Transfer Specialists

2 Career Specialists

2 Transfer Specialists (1 vacant at this time)



Next Steps



Work with instruction to increase and improve faculty advising



Implement a model of mandatory orientation and advising



Tracking transfer intent





Contact Us

Questions? Suggestions?

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