# Advising Manual August 2012

# **Advising Mission**

Academic advising is integral to fulfilling the teaching and learning mission of higher education. Through academic advising, students learn to become members of their higher education community, to think critically about their roles and responsibilities as students, and to prepare to be educated citizens of a democratic society and a global community. Academic advising engages students beyond their own world views, while acknowledging their individual characteristics, values, and motivations as they enter, move through, and exit the institution. Regardless of the diversity of our institutions, our students, our advisors, and our organizational structures, academic advising has three components: *curriculum* (what advising deals with), *pedagogy* (how advising does what it does), and *student learning outcomes* (the result of academic advising).

Source: National Academic Advising Association (2006), Preamble of the Concept

of Academic Advising

# **Advising Model**

Bluegrass Community and Technical College has a shared model of advising. Advising duties are split between the staff in the SDEM division and full-time faculty members.

Details of Advisor Responsibilities are provided in this document:

 $\frac{https://thepoint.kctcs.edu/teams/Collection 30/BCTC\_Advising/Priority \% 20 Registration/Advisor \% 20 Responsibilities.doc$ 

Faculty responsibilities are described in KCTCS Administrative Policies and Procedures, 2.5.1.1.1, "Position Responsibilities," section A:

http://legacy.kctcs.edu/employee/policies/volumeII/2 5%20approved%204-21-09.pdf

Typically, faculty advisors devote 16% of their Position Responsibilities for fulfilling advising duties, which are comprised of the following activities: assisting with Fall, Spring and Summer I Late Registration, serving approximately 40 students during priority registration consultations, and holding 5 office hours a week to serve both assigned advisees and enrolled students.

The SDEM areas responsible for advising include the Advising and Assessment Center, Student Support Services, Student Development Specialists, the Transfer Center, and Career

Development and Counseling. The percentage devoted to advising varies based on the staff member's position in SDEM.

#### **Curriculum Requirements**

To appropriately advise a student on the necessary classes, the advisor must review the academic requirements of the <u>Mandatory Placement Plan</u>, General Education, Technical degree programs (Associate in Applied Science) and General/transferrable degree programs (Associate in Arts/Associate in Science). For transfer students (AA/AS), advisors should identify premajor requirements for the program the students intend to pursue upon transfer (if that program is known).

#### **Mandatory Placement Plan**

To help Kentucky students succeed in college, the state legislature requires all degree-seeking students attending state colleges to take developmental courses in subjects in which college entrance exams and college placement tests indicate that the student is not fully prepared for collegiate-level courses.

To meet this mandate and to help our students succeed, Bluegrass Community and Technical College offers a wide array of developmental courses in reading, writing, and mathematics. These courses are designed to give students the skills they need in order to succeed in collegiate-level courses and are required through <a href="https://example.com/BCTC">BCTC's Mandatory Placement Plan</a>.

According to the Mandatory Placement Plan, students must demonstrate that they are ready for collegiate-level coursework through the ACT/SAT exam or through the COMPASS placement tests. BCTC uses the scores from these exams to place students in appropriate courses:

http://www.bluegrass.kctcs.edu/en/Faculty\_and\_Staff/~/media/Bluegrass/Faculty\_Staff/Quickview/documents/mandatory%20placement/MP\_Advisor\_Quick\_Summary\_12-13\_revised2-23-12.ashx.

Students who have not taken the ACT or SAT or have scores that are 3 or more years old will be required to complete the COMPASS placement test. Also, students who submit an ACT score (or SAT equivalent) below 18 in English, 20 in Reading, and 21 in Math will be required to take the placement test for that specific subject. Students who scored a 19 or 20 in Math can opt to take the math placement test to place directly in MAT 150 or be placed into MA 111 or into the combination MA 108R/MAT 150.

Students who are required to take the COMPASS placement test will take the test prior to the first advising session at BCTC. A student's COMPASS scores will determine placement into college level or transitional (developmental/remedial) classes. If a student scores into transitional level classes, the student must complete the necessary sequence of classes prior to

the enrolling in the majority of college level classes. Direct students who need to take the COMPASS to contact the BCTC Campus nearest them.

Writing sequence: ENC 090 > ENC 091 > ENG 101;

Reading sequence: RDG 020 > RDG 030 > general education courses

or

RDG 185 > general education courses;

Math sequence: MAT 055 > MAT 065 > MA 108R/MAT 105/MAT 110/MAT 116/MAT 126 >

MAT 150/MA 111.

Students in transitional reading or lower level transitional writing classes, including ESL, shall be limited to enrollment in BCTC content classes chosen from a select list of classes (refer to course list below) until they complete their transitional coursework. Students who enroll in courses for which they are not eligible are subject to removal.

It is the advisors' and the students' responsibility to be knowledgeable about the course restrictions placed on students in transitional reading, lower level transitional writing or transitional math classes.

Kentucky Administrative Regulation 13 KAR 2:020 states that a student must enroll in the appropriate transitional course(s) in the first two terms that a student is enrolled at the institution. In support of BCTC's QEP (Quality Enhancement Plan), should a student place into a transitional reading course, the student is required to register for that course during their first semester. Should the course not be offered at an appropriate time or not be available, the student may have the next term to complete the reading placement course.

#### **Course List for Students Enrolled in Transitional Reading or Writing (2012-2013)**

Students taking transitional reading or writing will have limited choices. They will most likely be taking a math class and a writing class. To be a full-time student, they will need at least 12 hours. Recommendations are linked here:

http://www.bluegrass.kctcs.edu/en/Faculty\_and\_Staff/~/media/Bluegrass/Faculty\_Staff/Quickview/documents/mandatory%20placement/mp\_courselist.ashx

# General Education, pre-Major and Program Requirements

When appropriate, the student can start to enroll in courses that complete the General Education, pre-major or program requirements.

General Education areas include:

Communication (written and oral)
Arts & Humanities (Heritage and Humanities)
Social & Behavioral Sciences
Natural Sciences

# Quantitative Reasoning.

Course options for each of these areas are listed in the KCTCS Catalog.

To advise the students on classes most appropriate for their major, the advisor and the student need to review the program requirements listed in the catalog. If the student is pursuing a general Associates degree, the AA/AS degree worksheets are a helpful tool to use during the advising session and for the student. If the student has selected an <u>Academic Pathway</u>, advisors should check premajor requirements the student may be able to complete at BCTC.

# **Program Plans**

Technical Program Worksheets

http://bluegrass.kctcs.edu/Academics/Programs\_of\_Study.aspx

#### AA/AS Degree worksheets:

- In MS Word: http://www.bluegrass.kctcs.edu/Registrar/AA\_and\_AS\_Degree\_Worksheet.aspx
- In MS Excel: <a href="http://www.bluegrass.kctcs.edu/Faculty\_and\_Staff/~/media/Bluegrass/Faculty\_Staff/Quickview/documents/copy\_of\_aa-as\_audit\_2012-2013.ashx">http://www.bluegrass.kctcs.edu/Faculty\_and\_Staff/~/media/Bluegrass/Faculty\_Staff/Quickview/documents/copy\_of\_aa-as\_audit\_2012-2013.ashx</a>

# **Overview of Advising Timeline**

Details about the timeline described below can be found in <u>Advisor Responsibilities</u>, a link to which is appears on the <u>Advisor QuickView</u>.

Prior to the start of the semester:

- Updates are made to the <u>Advisor Directory</u> for advisor's advising assignments and advisor contact information.
- Advisors serve in walk-in advising locations for late registration.

#### After late registration:

- Currently enrolled students are coded based on their <u>Program of Study</u> and (for AA/AS students) their <u>Academic Pathway</u>. Certain student populations (ESL, RDG 20, Honors, High School) receive unique codes.
- Students are assigned to Advisors. These assignments are placed on <u>The Point</u> and uploaded to <u>AdvisorTrac</u>.
- Advisors send an email to their advisees.
- Advisors <u>put their schedules</u> in AdvisorTrac.

#### During priority registration:

• Advisors hold appointments with their assigned advisees. Appointments can take place face-to-face, by phone or email and/or in groups.

Throughout the semester:

• During scheduled office hours, advisors are available to meet with advisees to complete degree audits for graduation applications, Plan of Action reports for SAP appeals or to answer advising questions.

Before the end of the semester:

- Students when necessary, make updates to their Program of Study or Academic Pathway.
- Advisors send students an End of the Semester email to announce that they will be out of the office during the Winter or Summer recess.

#### **The Advising Session**

"The questions we raise, the perceptions we share, the resources we suggest, the short term decisions and long range plans we help them think through, all should aim to increase their capacity to take charge." A. W. Chickering, 1994

Advising sessions will be tailored to the student especially in light of the student's academic status as a freshman, transfer, readmitted, or continuing student; however, there are components to the session that should be applied during all sessions.

Foremost, advising is a conversation with the student concerning their academic goals and their academic needs. In this conversation, advisors teach students decision making skills, how to read the curriculum and follow a particular policy/procedure, how to think critically about the choices they've made. When a teachable moment presents itself, take that opportunity to bring the conversation to beyond the level of "Do you know what you need to take?" We want them to become self-sufficient in order to fulfill their academic goals but some need to be educated on how to get to that point.

Questions to ask to assist in finding the teachable moment:

- How are your classes going?
- What class subjects do you like?
- What are your interests?
- Why this major?
- If undecided, what worries you most about deciding on a major?
- What are the skills you feel you need for a career in this field?
- Do you plan to transfer?
- What have you done to prepare for this major/career?
- When do you expect to complete the degree?
- What are jobs that you don't want to pursue?

#### **Advising Tips**

- Familiarize yourself with BCTC's website: program plans, academic calendar, contacts, and other advising resources, especially Peoplesoft.
- Many students don't know "college" language. How will they know if we don't teach them?
- Ask more questions to clarify what the student is really asking about.
- Have a conversation with the student. No need to share life stories but in talking with them, you can suggest more appropriate classes or programs.
- Let the silence happen. Give the student a chance to process what you have said.
- Have patience. We all have other things to do but sometimes you and the student need to take a moment and ask "how's it going?"

• Avoid the "wild goose chase". Programs have contacts on the web. Student Service areas of academic prep, career counseling, tutoring and registration have informative websites with numbers and office hours. Also, programs of study with contacts are listed online. In other words, don't make advising harder than it is. Contact the appropriate expert and ASK!

#### **Steps of Advising Session Outlined**

On PeopleSoft: "Main Menu>KCTCS Student Administration>KCTCS Student Records>Advisors" to access:

- -PS Student Information (for test scores, current classes, evaluated transfer credit)
- -LSAR (for coursework in Legacy; this would include classes taken before 2000)
- -Unevaluated Incoming Courses (transfer courses not yet evaluated)
- -Self Service Enrollment Permission (to lift the Advising Hold)
- 1. Open the student's "PS Student Information" page.
  - a. Check that the student's "High Term" is correct.
    - i. The "High Term" should be set to the semester for which you're advising. If there is not a "High Term" listed or it is incorrect, direct the student to the Admissions Office AFTER you have advised the student. The Admissions Office will need to correct this before the student can register.
  - b. Check that the student's program plan is listed correctly in PS.
    - If the student is an AA/AS transfer, check that their <u>Academic Pathway</u> is correct. Path from Home Page: Faculty&Staff/Advisor QuickView/Academic Pathways. More <u>info/directions</u>:
    - ii. Be sure to check for commonly misidentified program plans (esp. for SDEM advisors working with new students who often select the incorrect program plan): <a href="http://district.bluegrass.kctcs.edu/ben.worth/quickview/program\_plan\_check.htm">http://district.bluegrass.kctcs.edu/ben.worth/quickview/program\_plan\_check.htm</a>
  - c. Check that there is no negative service indicator.
    - i. If there is an indicator, click on the icon to determine what the HOLD is and the office related to it. AFTER advising the student, direct the student to the appropriate office to resolve the negative service indicator. The student will need to clear this hold (most of the time) before being allowed to register for classes. This might be an unpaid bill, traffic ticket, a missing transcript, or library fine.
  - d. Check the student's records for Mandatory Placement purposes.
    - i. If the student has not completed any college level work, you must check ACT, SAT and/or COMPASS scores. Click on the "Test Score" tab on the PS Student Information page. If the ACT, SAT and/or COMPASS scores are older than 3 years, the student must take the COMPASS placement test in order to be advised. Refer them to the designated testing room.
    - ii. If the student has taken courses at other colleges, check the "Test/Transfer Credit" tab in PS Student Information or the "Unevaluated Incoming Courses" link.
- 2. Once you have reviewed the student's test scores and previous college credit, advise accordingly.
  - a. Use the Mandatory Placement chart, located in the <u>QuickView</u>, to determine which developmental classes (if any) the student should register for this semester. Inform the student that these courses MUST be taken this semester.

- b. If the student needs to complete developmental reading and writing courses, see the approved Mandatory Placement course options list to determine which classes these students may enroll in along with the developmental reading and writing classes.
- c. If the student has completed or tested out of transitional classes, determine which courses to recommend.
  - i. Technical Programs:
    - 1. review <u>Program Plan</u> requirements available online under Academics
    - 2. suggest general education classes
    - 3. refer the student to an advisor in that department for program specific information.
  - ii. Transfer Students:
    - 1. review AA/AS requirements with the worksheet
    - 2. suggest course from those remaining. Be aware of the pre-major requirements if a student is transferring. Check the Academic Pathway.
    - 3. refer student to Transfer Center for information on opportunities for meeting with college reps and transfer scholarships
  - iii. Undecided Students:
    - 1. review remaining general education requirements
    - 2. discuss what the student is interested in and areas where they are successful
    - 3. give options of classes to explore various technical or baccalaureate degrees
    - 4. refer to career counseling and give career websites
- 3. The student should list these courses and alternates on the Advising Form provided.
- 4. Lift the student's hold on Self Service Enrollment Permission
- 5. Wrap-up the session with the final steps the student must take to complete registration
  - a. Clear their other HOLDs (refer to "High Term" and "Negative Service Indicator" notes above)
  - b. Register themselves on PeopleSoft
  - c. \*Important\* Remind students that PeopleSoft permits students to take classes at any KCTCS college. To enroll in BCTC students must select "Bluegrass/BLC" from the list of colleges. Directions are available from Current Students/Registrar/Registration Information and Assistance.
  - d. Refer them to the Academic Calendar online (Tuition due dates, drop dates, advising dates, etc)
  - e. Remind them to see an Advisor during Priority Advising and Registration.

#### **PeopleSoft - Student Self-Service Screens**

To view a student's record, you must log into the PeopleSoft Registration System. This is a secure website that all faculty, staff and students have access to once the individual user id and password have been activated and established. Below are the pathways to the basic screens advisors will use during an advising session.

Log into the PeopleSoft: https://employees.kctcs.edu/

KCTCS Student Administration > KCTCS Student Records > Advisors:

PeopleSoft Tutorials are available online:

http://www.bluegrass.kctcs.edu/Faculty\_and\_Staff/~/media/Bluegrass/Faculty\_Staff/Quickview/documents/additional%20resources/PeopleSoftPathways2010.ashx

From the Advisors screen:

# TO LIFT A STUDENT'S ADVISOR HOLD:

Self Service Enroll Permission > type student's PS ID (or SS# in Nat'l ID field) > Search > Add (+) new row and enter term code > check manual override box > Save

#### TO CHECK FOR OPEN CLASSES:

Class Schedules > for campus, type BLC; type term code; for course number, type the prefix and number (e.g. ENG 101) > Search > then select the Location code for your campus from the list that appears when you scroll down the page

#### TO VIEW A STUDENT'S PS INFORMATION:

PS Student Information > type in student's PS ID# or SS# > Search

#### TO VIEW A STUDENT'S ACADEMIC HISTORY PRIOR TO PEOPLESOFT:

LSAR Grades > type in student's PS ID# or SS# > Search

#### TO VIEW A STUDENT'S TRANSFER WORK:

PS Student Information > type in student's PS ID# or SS# > Search > select Test/Transfer credit tab at top

#### TO VIEW A STUDENT'S UNEVALUATED INCOMING TRANSFER WORK:

Unevaluated Incoming Courses>type in student's PS ID# or SS#>Search

NOTE: On this page, the class's status is listed as "Rejected" because the class has not been fully evaluated. Once it is evaluated that status will change. As long as the class is transferred from an accredited college and is a college level course, it will at least count towards overall credit hours.

You can check the Transfer Equivalency System website for details on course transfer equivalency:  $\frac{\text{http://tes.collegesource.com/view/tes\_view01.asp?rid=\%7bCC20EE6E-2C44-4C28-94BB-79D8B5672E09\%7d\&aid=\%7bBDDB62B5-42F0-4F68-B83E-4A6BFBDDAC82\%7d}.$ 

#### TO VIEW A STUDENT'S ACT, SAT, or COMPASS SCORES:

PS Student Information > type in student's PS ID# or SS # > Search > select Test Scores tab

# **TOP TEN Advising Resources and Notes to Use**

Advisors have a variety of resources available to them, and advisors are expected to be able to use these resources to assist students:

- 1. Advisor QuickView. A collection of advising resources: http://district.bluegrass.kctcs.edu/ben.worth/advisorquickview.htm
- 2. Advisor Notes. A bi-annual annual packet of requirement updates and class information updated by the Master Advisors: http://www.bluegrass.kctcs.edu/Advising and Assessment/Advisors.aspx
- 3. AdvisorTrac. A secure website with advisee-advisor assignments, advising appointment scheduling capabilities and repository for advising information and forms such as degree audits: <a href="https://advisortrac.bluegrass.kctcs.edu/TracWeb40/Default.html">https://advisortrac.bluegrass.kctcs.edu/TracWeb40/Default.html</a> .
- 4. Master Advisors. The Master Advisors are faculty members who have been chosen to provide advising leadership and instruction for faculty advisors. They are important resources for faculty and professional advisors.
- 5. AA/AS audit worksheets. The AA and AS requirements are posted in the KCTCS catalog; but for an easy tool to print and follow, there are the Advising Worksheets. The Worksheets are available online for all to print and follow: <a href="http://www.bluegrass.kctcs.edu/Registrar/AA">http://www.bluegrass.kctcs.edu/Registrar/AA</a> and AS Degree Worksheet.aspx. The Worksheets are also an Excel database version for the advisor to use for an advising session, an advisee's SAP appeal and an advisee's graduation application. The Excel database version is available for the advisor through the Advisor Quickview (see above link).
- 6. Phone and Email advising. Advising sessions may be held in an advisor's office or via telephone or email if the circumstances require it. Due to FERPA laws, you can't talk about a student's specific grades earned, GPA, or class schedules unless you first verify the identity of the student. Once you verify the identity of the student, you can ask the same questions as in an in-office advising session.

Please note that if the student has a "Privacy" hold placed on their account, you can't verify anything related to the student without seeing a photo id. When you cannot verify a student's identity through photo ID, use one of these methods:

• KCTCS email. Because KCTCS email requires validation with a KCTCS userID and Password, it is considered a valid form of communication and may be used to discuss

- grades and other confidential information. Be sure you are using your KCTCS account on your end.
- Over the telephone, have students provide their KCTCS ID number *and* one of the following non-directory identifiers:
  - o Recent course and final completed grade
  - o Recent Course and professor's name
  - Current GPA
- Additional <u>Tips for using phone and email</u> are available on the QuickView.
- 7. SAP Appeals. Advisors are responsible for assisting their advisees with SAP Appeals. Advisors should follow the Checklist on the Academic QuickView. If an advisor's assigned advisee has program plan with which the advisor is unfamiliar, the advisor may redirect the student to the appropriate program coordinator.
- 8. Selection of Program Plans. Advisors help students understand important differences between BCTC technical programs offering AAS degrees, certificates and diplomas and the AA, AS, and AFA transfer programs. Advisors help students avoid common program plan errors. For students who are undecided or who want to change their major, they should work with Career Development and Counseling to help locate the credential right for them.
- 9. Graduation Applications. Advisors are responsible for auditing a student's record for a degree and signing the application; advisors should attach the completed course audit to the application.
- 10. College Services. Advisors play an important role in directing students who need assistance to a variety of student services offered by such areas as Academic Tutoring, Career Development and Counseling, Distance Learning, the Learning Resource Center and the Transfer Center.