

Five-Year Academic Support Services Comprehensive Program Review Self-Study

Department Name:

Academic Advising

Statement of Collaboration:

The staff and individuals listed below collaborated in an open and forthright dialogue to prepare this program review. Statements included herein accurately reflect the conclusions and opinions of the department.

Participants in the review:

Nikki Johnson-Director, Advising & Military Services

Authorization:

After the document is complete, it must be reviewed by the Department Lead and Vice President of Student Learning and Success prior to submission to the President.

Signatures of Department Staff

Signature of Dean

Signature of Vice President Student Learning & Success

Date of Submission

1: Support of the College Mission

Summarize the department mission including key functions and responsibilities.

The advising department creates and sustains an inclusive, safe, and supportive learning environment where students are empowered to build meaningful relationships and skills in developing, implementing, and completing academic plans that further their career and life goals.

Describe how the department supports or connects to the overall mission of the college. This might include connections to institutional priorities, WIGs, and objectives.

The advising department's goal is to increase involvement with faculty through advising training to serve students and be consistent in messages on how to assist them holistically in succeeding in their program and graduating. This will include offering advising training for all full-time and adjunct faculty in person or via Zoom. Strengthening the relationship between advising and faculty is key to our student's success at RCC. Save Our Students (SOS) has successfully retained and completed classes.

Describe who is served by the department.

Advising covers all students who need any type of academic advising. The Academic & Career Coaches (ACC) assists all students in being successful, whether they are new students, returning students, or currently enrolled. Advising also attends Josephine and Jackson High School to assist our partners with in-person advising on their registration days.

2: Department Mission/Goal Progress

Discuss strategic goals over the last five years. Briefly highlight key areas or themes and/or challenges. This might include strategies, results of strategies, and action plans.

The Director of Advising has been in this position for 18 months. While in this position, the Advising Department has restructured several aspects within the department when we returned from COVID-19 due to changes and the need for academic advising for students. These changes have included daily campus walk-ins, five days a week, Zoom or in-person appointments, emails, calling campaigns, Save Our Students (SOS) program, revised Academic Alert I processes, partnership with Admission & Recruitment in high school outreach events, including Financial Aid, TRiO EOC, TRiO SSS, and Military Services.

The department hired a knowledgeable Advising Program Coordinator who has been working in the advising department as an ACC for several years, this experience has allowed the department to consistently strengthen faculty advising by providing training at faculty in-service, Zoom, one-on-one, and email with updates, corrections, and new practices.

The ACCs are assigned a Guided Pathway to work closely with their faculty advisors to ensure they understand what the faculty requires for the student to be successful within their program. All ACCs are trained on all Guided Pathways so they may advise any student on any pathway.

Save Our Students (SOS) is a retention program that was restructured in the fall term of 2021 to collaborate on an approach to student success. The SOS program opens to the our faculty members on the 2nd week of each term and closed the 8th week of the each term. Academic advising partners with RCC faculty to the transformative power of collaboration in SOS from academic challenges. SOS, culminating in developing and enhancing an early alert system tailored to meet the diverse needs of RCC students. Academic advising and instructional faculty synergize have created a proactive safety net for students navigating the complexities of higher education. Through SOS practical strategies, training, and communication tools to implement SOS effectively, it has fostered improved student success, retention rates, and activities necessary to make a meaningful difference in students' lives.

The revised processes for Academic Alert I (AAI) holds are placed on students' accounts after grades are rolled by the Registrar's Office, which has allowed our ACCs to reach out to our students and coach them on improving their academic performance. The student has the following they are placed on AAI:

1. Term GPA below 2.0 and/or
2. Term PACE (credits attempted vs credits completed) below 66.67%

The Advising Program Coordinator will create two spreadsheets after the Registrar's Office runs the Academic Difficulty report.

1. Students on AAI who are currently registered for the upcoming term will either need to see an ACC in person or by phone call. If needed, an email will be sent to the student (see ACC processes below).
2. Students on AAI who are not yet registered for the upcoming term will be assigned to our student employees using our call campaign process.

Academic & Career Coach processes include:

1. Check the current class schedule and see if registered in sequential courses do not meet prerequisites.
2. Run a Degree Audit to ensure the student is taking the correct courses for their pathway.
3. Call the student to discuss removing the hold if applicable.
4. If a student does not answer, send a text message to contact the Advising Front Desk.
5. Remove AAI holds so the student may make schedule changes and complete notes in the RogueNet Advisor module.

Advising Data 2022-2023

Students Served in Advising 18,837

69 - Appointments

6824-Phone calls

6686-Emails

5258- Walk-ins

SOS Comparisons

Fall 21:

- SOS opened 9/29/21
- 11/8/21 Monday of 8th week email to faculty notifying SOS closing Friday
- 11/12/21 SOS Closed
- 293 referrals submitted (duplicated)
- 124 total recommendations to Withdraw = 42%
- 51 Referrals submitted week 8
 - 32 of the 51 referrals were recommendations to WD = 63%
 - 17% of overall SOS referrals were submitted during week 8

Fall 22:

- SOS opened 9/27/22
- Reminder emails, week 3, 4, and 5
- Closed SOS 11/14/22
- 500 referrals submitted (duplicated)
 - 70.6% increase in referrals from FA21
- 91 total recommendations to Withdraw = 18%
- 30 Referrals submitted week 8
 - 19 of the 30 were recommendations to WD = 63%
 - 6% of overall SOS referrals were submitted during week 8

Winter 22:

- SOS opened 1/12/22
- 2/21/22 Monday of 8th week email to faculty notifying SOS closing Friday
- 2/25/22 SOS closed
- 243 referrals submitted (duplicated)
- 99 total recommendations to Withdraw = 40.7%
- 54 referrals submitted week 8
 - 32 of the 54 referrals were recommendations to WD = 59%
 - 22.2% of overall SOS referrals were submitted during week 8

Winter 23:

- SOS opened 1/10/23
- Reminder emails sent 3, 4, 5 weeks of term
- Closed SOS 2/24/23
- 419 total referrals submitted (duplicated)
 - 72.43% increase in referrals from WN22
- 101 total recommendations to WD = 24%
- 35 referrals submitted week 8
 - 15 of the 35 were recommendations to WD = 42.8%
 - 8.3% of overall SOS referrals were submitted during week 8

Spring 22:

- SOS opened 4/13/22
- 5/23/22 Monday of 8th week email to faculty notifying SOS closing Friday
- 5/27/22 SOS closed
- 174 referrals submitted (duplicated)
- 70 total recommendations to Withdraw = 40.2%
- 45 referrals submitted week 8
 - 23 of the 45 referrals were recommendations to WD = 51%
 - 25.86% of overall SOS referrals were submitted during week 8

Spring 23:

- SOS opened 4/11/23
- Reminder emails sent 3rd and 5th weeks of term
- Closed SOS 5/26/23
- 381 total referrals submitted (duplicated)
 - 118.96% increase in referrals from SP22
- 71 total recommendations to WD = 18.63%
- 23 referrals submitted week 8
 - 15 of the 23 were recommendations to WD = 65.2%
 - 6% of overall SOS referrals were submitted during week 8

Summer 24: (First to run and process SOS for the summer terms, moving forward)

- SOS opened 7/18/23
- 8/10/23 SOS closed (Thursday, week 5-accelerated term)
- 127 referrals submitted (duplicated)
- 20 total recommendations to Withdraw = 15.7%
- 21 referrals submitted week 5
 - 5 of the 21 referrals were recommendations to WD = 23.8%
 - 16.5% of overall SOS referrals were submitted during week 8

Overview for SOS data:

2021-2022

710 referrals submitted (duplicated)
 293 total recommendations to withdraw (41%)
 150 referrals submitted during week 8 (21%)

2022-2023

1300 referrals submitted (duplicated)
 263 total recommendations to withdraw (20%)
 88 referrals submitted during week 8 (6.8%)

2023-24

Coming soon

Our goals aligned with Enrollment Management, working with Admissions, Financial Aid, Register, Military Services, and TRiO programs to increase enrollment and provide

accurate academic advising and career coaching. These partnerships include open house events, high school registration visits on their campuses, and Ossie Fast Pass. Collaboration has benefited our students working with these internal partners to increase student enrollment by 30% since 2022.

In the history of academic advising, this is the first time ACCs has provided advising off campus to the high school partners during registration time. Taking ACCs to their students and listening to high school administrators, building relationships, and bringing support to their campus has developed strong enrollment for RCC. Partnering with Admission and Recruitment and still providing coverage on all three campuses with a small crew shows the mighty work and passion of how the Academic Advising team cares for our students at RCC.

If you have not met previous years’ goals, how do you plan to meet them?

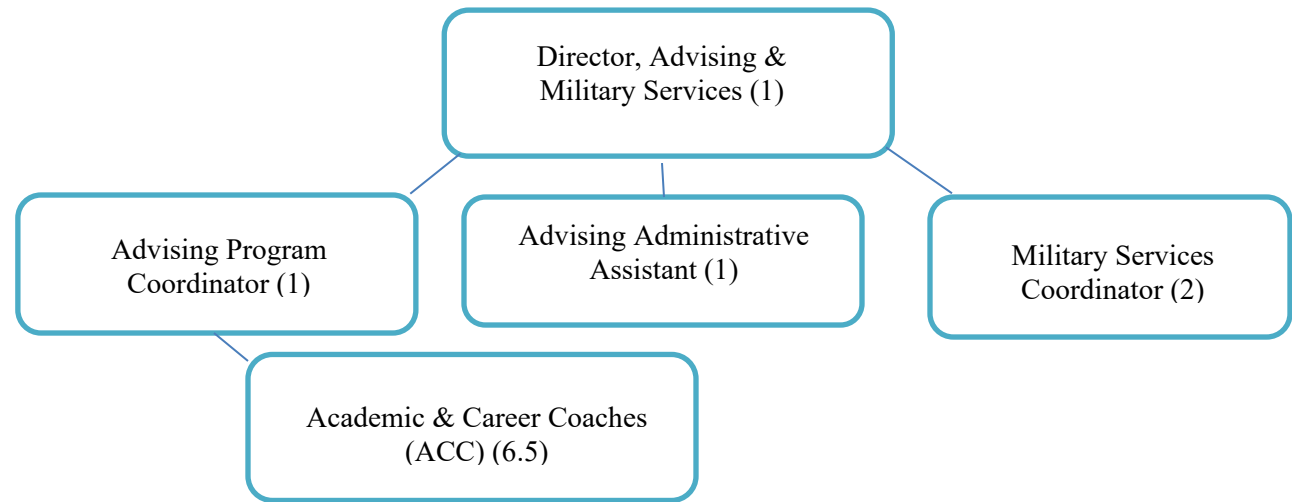
We strive to reach our goals daily as we move forward to develop the best practices and accurate academic advising for our students.

Discuss plans for future goals.

Advising continue to fill positions of one full-time ACC and one part-time (19-hours) position. Increasing outreach to high school advising, including Logos, New Bridge, and Josephine/Jackson County public and charter schools’ partners, and assisting them in pre-registration for RCC’s College Now and Early College programs. Moving into a new ERP with Jenzabar One, Advising will continue to work well internally but collaborate with multiple departments across campus, particularly with Financial Aid, Admissions & Recruitment, TRiO SSS & EOC, and Military Services in training and equipping in advising practices, communication with students, SOS, and AAI students. Advising will continue with our required in-person advising to all students.

3: Personnel Summary

Provide an organizational chart of the department.



Are current management and staff adequate to perform functions and responsibilities satisfactorily to achieve department goals? Explain the job functions of each position.

- ☐ Yes
- ☐ No
- ☒ Somewhat

The Advising Department has done an outstanding job advising and assisting students. However, the department is down 1.5 employees for several months. Therefore, current employees have been assigned extra duties, and staffing all campuses has been challenging. Searching for the correct employee is vital for filling an ACC position.

Describe changes that would improve department performance and timeliness. Explain barriers to accomplishing these efficiencies.

Hiring a 19-hour employee has been difficult as it does not include any benefits, and much is required from this employee as an ACC. Our turnover rate for this position continues to be high. If this position is increased to a 29-hours, which will provide benefits, the position may be filled quicker, and the turnover rate will decrease. The Advising Department funding has been challenging to provide more hours for this position.

Attach the last five years of your Annual Academic Support Services Plan.

4: Staff Development

Describe specific professional development activities in which department members participate and explain how such activities benefit or enhance the department.

ACCs have participated in several online academic advising webinars about Holistic Student Advising and motivational interviewing. The team routed by attending Student Success Retention Conferences in 2023 and 2024 in Portland, OR. In addition, three team members and the director attended the National Academic Advising Association Conference on Academic Advising NACADA Regional Conference in 2024 for the first time. The team meets every week on Zoom and twice a quarter in person. Twice a year, the Director and Program Coordinator collaborate in developing in-person retreats/training/workshops with internal partners to equip the ACC with knowledge of the services, practices, and policies RCC provides for our students. It is also a time for team building.

Describe areas of unmet professional development needs among personnel in this department and outline plans to address those needs.

Areas of unmet professional development include communicating effectively with our university partners and CTE connections within the community to become more educated on student career opportunities.

5: Facilities and equipment

To what extent are current facilities adequate to support the department? Provide any necessary details.

Providing the proper space for staff to advise our students effectively is vital. These areas need offices with enough space to seat up to a four-person family, quiet and equipped with the correct IT tools. Data shows a large amount of walk-in traffic; RVC is one of the busiest campuses, and providing proper space and services to students effectively within Rogue Central has been challenging. Rogue Central provides a one-stop shop for our students: Admissions, Financial Aid, and Academic Advising. The waiting area space is small, and only a few student computers are provided for them to complete admission, placement assessment, and registration for classes.

To what extent is available equipment adequate to support the department? Provide any necessary details.

Several ACCs need new/updated computers at their desks. Internet Hot Spot devices and laptops are needed when attending high school events to provide practical advice.

Based on the above evaluation, describe any plans for future changes with regard to facilities or equipment.

Zero-based budgeting can be challenging, considering how difficult meeting the needs of your department may not be provided. A request has been offered to provide these tools and supplies so that ACCs can effectively advise and reduce the amount of work needed to program accurately.

If necessary, complete a copy of this form to request additional resources: [Request for Resources](#)

6: Budget

Provide a financial report. Explain deviations from budget exceeding 10% of any line item.

As mentioned above, Zero-based budgeting, new for the 2024-25 year, can be frightening, considering how difficult it is to plan for expenses due to the pre-determined location for conferences that fluctuate based on tourism. As we have experienced attending more advising conferences this past year, food and travel expenses have significantly increased. Depending on the location, the airfare cost may be higher when traveling to the East Coast then West Coast travel.

Describe budgetary challenges.

Advising merely relies on Military Services, Admission & Recruitment, Rogue Central for events, and some IT tools for advising with visiting high schools. Funding would be excellent for retention efforts or incentives. Currently, we only conduct calling campaigns.

7: SWOT Analysis

Describe department strengths.

- The Advising Department has a robust Advising Program Coordinator who works well with RCC internal and external departments and faculty as the trainer on all campuses. This training allows consistency in advising practices and processes.
- The Advising Department has ACCs who speak Spanish so that they may assist our bilingual Latinx students.
- The advising team works well internally by collaborating with multiple departments across campus, particularly with Financial Aid, Admissions & Recruitment, TRiO SSS and EOC, and Military Services.

Describe department weaknesses.

- The Advising Department has hired many new staff, and training is intense to get the staff confident and ready to advise students solo.
- This Advising Department needs more training opportunities for the staff to develop their knowledge and skills and is likely to have more of this when the staff are hired and knowledgeable about their current jobs.
- We went almost one full year without an Administrative Assistant, which means that administrative tasks were completed by ACCs, the director, and the program coordinator, which took away from student-facing work.

Describe department opportunities.

- The Advising Department hired an ACC for Latinx students and has one additional ACC who speaks Spanish fluently.
- ACCs serve on the HOLA / HSI Committee for RCC
- Intentional collaboration and training with Military Resource Centers, TRiO SSS, and EOC
- SOS – reaches students at high risk of academic failure – we updated our communication...with improved retention and course completion rates
- Assist RCC athletics with academic advising by assigning one particular ACC

Describe department threats.

- **Increasing Student-to-Advisor Ratios:** As enrollment numbers fluctuate and increase at RCC, there is a threat that student-to-advisor ratios may increase, making it difficult to provide personalized, timely advice to each student. This can negatively affect students' academic success and satisfaction.
- **External Economic Factors:** The economic downturns or changes in our local industry may affect students' ability to continue their education or change their educational needs. This may impact the relevance of current academic programs and advising strategies.

What challenges exist for your program that has not been addressed already?

- **Integration of Advising with Academic and Career Goals:** Effectively integrating academic

advising with students' long-term academic and career goals can be challenging. Advisors must be equipped to help students with course selection and understand how their academic choices align with future career paths.

- **Financial Constraints:** RCC may have limited financial resources, which can impact the ability to hire enough qualified academic advisors, invest in training and professional development, or utilize the latest advising technologies and tools. This financial strain can limit the advising services' capacity to meet student needs effectively.

8: Conclusion

Outline new goals including timeliness for completion, measures for evaluating the achievement of such goals, and a process for implementing improvements on a five-year cycle. **For tips, see page 35.**

The Advising Department was awarded RCC's "League of Innovation" award for its Saving Our Student (SOS) revamp 2023. The Advising Director, Advising Coordinator, and a faculty colleague were specifically called out for their work. The Advising Coordinator and Faculty Colleague presented about the advising/faculty partnership and innovations to SOS at the February Student Success & Retention Conference – and were publicly recognized by Dr. Weber at the March 2023 board of education meeting.

RCC's Advising Department excels in providing personalized support to our students, maintaining an adaptable approach to meet diverse student needs, and developing a culture of academic success and personal development. These strengths are essential in creating a supportive educational environment that encourages student engagement and retention.

The review has also highlighted several challenges, such as ACC workload, staffing, funding, the need for enhanced professional development, and the integration of technology in advising practices, which have been identified as areas that could significantly impact the effectiveness of our advising services. The advising department continues collaborating with our internal and external partners to increase enrollment, build relationships, and improve our best practices in advising our students holistically.

9: Dean Feedback

Commendations (identify successes and areas of strength)

Enter text here

Recommended Modifications for Improvement (identify suggested or required modifications)

Enter text here

Areas for Improvement (identify reasons for this recommendation below)

Enter text here

10: Vice President Feedback

Enter text here

Academic Support Services Comprehensive Program Review Rubric

1: Support of the College Mission		
Opportunities to Strengthen the Work	Criteria for this Section (check the boxes that apply)	Strong Aspects of the Work
Enter feedback here	☒ Describes the key functions and responsibilities of the department ☐ Describes how the department mission supports or connects to the overall mission of the College	Enter feedback here

2: Department Mission/Goal Progress		
Opportunities to Strengthen the Work	Criteria for this Section (check the boxes that apply)	Strong Aspects of the Work
Enter feedback here	☐ Discusses key areas or themes of strategic goals ☐ Highlights historical challenges and/or future needs	Enter feedback here

3: Personnel Summary		
Opportunities to Strengthen the Work	Criteria for this Section (check the boxes that apply)	Strong Aspects of the Work

Enter feedback here	☐ Describes the extent to which present staffing levels are adequate to achieve department goals ☐ Describes changes that would improve department performance and timeliness	Enter feedback here
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4: Staff Development		
Opportunities to Strengthen the Work	Criteria for this Section (check the boxes that apply)	Strong Aspects of the Work
Enter feedback here	☐ Describes professional development activities that benefit or enhance the department ☐ Identifies unmet professional development needs and potential plans to address those needs	Enter feedback here

5: Facilities and Equipment		
Opportunities to Strengthen the Work	Criteria for this Section (check the boxes that apply)	Strong Aspects of the Work
Enter feedback here	☐ Evaluates the adequacy of the department's facilities ☐ Evaluates the adequacy of the department's equipment ☐ If necessary, describes future facilities and equipment needs	Enter feedback here

6: Budget		
Opportunities to Strengthen the Work	Criteria for this Section (check the boxes that apply)	Strong Aspects of the Work
Enter feedback here	☐ Provides information about department finances via a budget or report ☐ Identifies budgetary challenges	Enter feedback here

7: SWOT Analysis		
Opportunities to Strengthen the Work	Criteria for this Section (check the boxes that apply)	Strong Aspects of the Work
Enter feedback here	☐ Adequately describes the most important <u>internal</u> factors (i.e., strengths and weaknesses) that impact the department ☐ Adequately describes the most important <u>external</u> factors (i.e., opportunities and threats) that impact the department	Enter feedback here

8: Conclusion		
Opportunities to Strengthen the Work	Criteria for this Section (check the boxes that apply)	Strong Aspects of the Work

Enter feedback here	☐ Describes clear and thorough next steps that may include details such as what actions will be taken, who will take them, when they will take them, and how success will be measured	Enter feedback here
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