Building Momentum with a Blended Advising Model

Centralizing, Training, and Facing Challenges

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Quick Facts

CSU Fall 2019
- Total students: 7,877
- Entering Freshmen: 1,676
- Undergraduate: 6,501
- Graduate: 1,376
- Freshman Retention Rate: 71.5%
- 6-Year Graduation Rate: 39.5%
- 2 Campuses in Columbus

UNG Fall 2019
- Total students: 19,748
- Entering Freshmen: 5,061
- Undergraduate: 19,036
- Graduate: 712
- Freshman Retention Rate: 79%
- 6-Year Graduation Rate: 58%
- 5 Campuses
Blended, Centralized Models and Momentum

- Freshmen, Sophomore students develop relationships with Professional Advisors trained in Momentum Approach and Advising as Teaching.
- Professional advisors assigned specifically to focus areas for undecided students.
- Most or all Professional Advisors are physically located together, allowing students easy access to information relating to several major programs.
  - Advisors from different majors collaborate on workshops/events.
- Faculty workload is lessened, allowing faculty advisors to assume greater roles as mentors.
  - Learning opportunities outside of classroom.
  - Major-related events.
  - Graduate schools.
CSU Original Model

- Blended model with departmental advising
  - COEHP, COB, and COLS advising centers with directors & few professional advisors
  - Mandatory advising
  - Faculty could be assigned to first & second year students

- Advising centers performed departmental functions outside of advising
  - Recruitment
  - Reporting for professional accreditation of programs
  - Selection of class for competitive programs
  - University projects & Grants
CSU Centralized Advising Model

❖ Adopted Fall 2018, along with Momentum Year
❖ Professional Advisors for most majors up to 60 earned hours (mandatory advising)
❖ Advise through senior year for some majors in the College of Education & Health Professions
❖ Advisors centralized in 3 campus Advising Centers
  - Executive Director
  - Assistant Director & Dual Enrollment Coordinator
  - 19 Professional Advisors (17 FT and 2 PT)
❖ Advisors assigned by major program(s)
❖ Faculty advisors assigned for students beyond 60 hrs in most majors
The Challenges

❖ Transitioning from departmental advising
  - Untangling advising responsibilities from departmental responsibilities
  - Setting a “standard of care” and training to standard (advising syllabus)
  - Determining staffing needs and allocation of resources

❖ Centralized administratively not physically

❖ Overcoming transition pains
  - Attachment to former role/department/supervisors
  - Rebranding for a sense of unity (PACE, SSC, and ACE-became CSU ADVISE)

❖ Next steps/Goal
  - PA assigned to every student
  - Formalized training program
UNG Advising Model (fall 2016 – still scaling up)

- Professional Advisors for most majors up to 45 earned hours (mandatory advising)
- Advisors centralized in four campus Advising Centers
  - Executive Director, Associate Director, Assistant Director, two Campus Coordinators, Coordinator of Dual Enrollment, Training Coordinator
  - 28 Professional Advisors
- Advisors assigned by major program(s)
- Faculty advisors serve as major coursework specialists and mentors (non-mandatory advising)
- Master Faculty Advisor Program
Master Faculty Advisor Program

- **One MFA per major program for most majors (all majors advised by PA’s)**
  - Stipend

- **Trained through D2L program developed by Executive Director, Advising**
  - Advising theory, strategies, communication skills, ethics
  - Reading/Webinar resources and practice assignments
  - Topic Guides for 60 and 90 hours

- **Communicate and Collaborate with Professional Advisors**
  - Attend all orientations and present Maximize Your Major sessions
  - Advising Tools: POS, Course Planning Guide, Departmental Advising Syllabus
  - Career workshops and other events for specific majors
  - Invite advisors to faculty meetings/retreats for faculty advisor trainings

- **Additional Responsibilities Moving Forward**
  - Assist in mapping careers to majors in Burning Glass software
  - Map co-curricular experiences students can use to enhance educational experience
Professional Advisor Training Program

- Coordinator of Training manages program
  - Supervisors/Co-Advisor/Mentor contribute

- Built around Habley’s three major components of effective advising program: Conceptual, Informational, Relational (Habley, 1987)
  - 30/60/90-day learning outcomes developed first
  - 30-day program of intense training (mapped to learning outcomes) before putting advisor in driver’s seat
  - Continued growth through advising, asking questions, observations with feedback
  - Assessments and possible additional training at 30/60/90-days
Program Content

- Readings/Webinars on Advising Theory/Strategies
- Advising Handbook – Office policies, procedures, document examples
- Communication Skills
  - Active Listening
  - Turning negative statements into positives exercise
  - Collaborative behavior
- Ethics/Legal training with scenarios practice
- Core curriculum and major training/Advising Tools
  - Introduction to Master Faculty Advisor
  - Topic guides
  - Information re other majors from mentor/advisors
- Academic policies/Academic Resources and Support Services
  - Academic Success Plan Program
- Technology: Banner, DegreeWorks, App’t. System, Tranguid, Inspire for Advisors
Resources and Staff Development

- **Advisor Handbook**
  - Department policies, procedures
  - Important forms
  - Advising Strategies
  - Complete College Georgia information
  - Momentum Approach information

- **Advising Flip Book**
  - Condensed, tabbed UNG academic policies
  - Given to all professional and faculty advisors

- **Staff Development**
  - Annual Refresher Trainings: Advance Scheduling, Transfer Credit Evaluation
  - Annual Staff Development Day: Nudges, Productive Mindset, Academic Coaching
Discussion

- What can your institution do to transition to an advising model that supports Momentum?
- Are Master Faculty Advisors a possibility at your institution?
- How can you develop and adopt a formalized advisor training program?
- What challenges does your institution face in supporting Momentum through advising?