

3357:13-14-151 Academic Advising Procedures

The advising process occurs along a continuum as students advance toward achieving their ultimate goals. The four phases of advising are (1) Connection, (2) Entry, (3) Progress, and (4) Completion.

(A) First Phase—Connection Advising includes the advising procedures, processes and points of contact from admissions and students' initial indication of interest in the College through their application submission and multiple measures assessment.

(1) Admissions advising establishes a match and sets expectations through high school visits, open houses, campus visits, CCP parents' night information sessions, and inquiry responses (calls, meetings, email, etc.). Topics covered by admissions recruiters, faculty, and other staff include:

Options—housing, support, student life, honors, and financial aid Programs and degrees

Transfer opportunities

Costs, paying for college, and financial aid opportunities

Application process, preparation, and requirements

Career advising

(2) Financial aid advising: The Financial Aid Office provides financial aid advising to help students with grants, scholarships, and loans.

(a) Applying for aid—Financial Aid staff review with students the cost of college, the Expected Family Contribution, and how aid can assist with college expenses. Students also receive a brochure, and Financial Aid staff review highlights of the financial aid process and answer questions. Students also receive information about how to apply for grants, scholarships, and Veteran's benefits.

(b) Applying for student loans and work-study positions—Financial Aid staff discuss with students their loan eligibility, the method of accepting offered loans, loan repayment, and the impact of failure to repay loans on borrowers. Financial Aid staff also review with students the federal work-study program (another type of financial aid) and how to apply for work-study positions.

(B) Second Phase—Entry Advising includes the procedures, processes, and points of contact from students' enrollment in the college through their completion of gateway courses.

- (1) Placement testing advising: New and returning students who are not exempt based on multiple measures assessment are required to take placement tests for mathematics, reading, writing, and in some cases computer literacy. See Policy 14-09 Assessing Incoming Students' Readiness Skills (Student Placement) Policy and 14-091 Assessing Incoming Students' Readiness Skills (Student Placement) Procedures.
- (2) College Credit Plus (CCP) advising: The College works with high schools to provide advising services to all CCP students. On-campus CCP students attend an orientation session and meet individually with the CCP Advisor to define an appropriate program pathway and schedule applicable courses in that pathway. The CCP Advisor and students continue to meet to schedule classes each term and as needed. The CCP Advisor also assists high school counselors. Students attending CCP classes at high schools attend information sessions and meet with their high school counselor to select an appropriate pathway and to schedule courses applicable to the pathway.
- (3) Declaring a major and career advising: Students declare a major in their application to the college. Those students who are undecided are referred to the Career Pathway and Internship Coordinator. If still undecided after career advising, admissions advising, and enrollment advising, students select "Undecided/Undeclared" as their major and meets with assigned advisor prior to the second term. See also Policy 14-16 Academic Major Policy and 14-161 Procedures for Declaring/Changing an Academic Major.
- (4) New Student advising: Following placement testing and admissions advising, students meet with Student Success Coaches to discuss placement test results, transfer credit opportunities, and prior learning assessment including work experience and military experience. Student Success Coaches also create a two-term academic plan using the Advising/Registration software. Items discussed include but are not limited to:
 - Career and life goals
 - Programs, majors, and exploratory majors
 - Financial aid processes
 - Disability services
 - TRiO Student Support Services
 - Work, family and outside commitments
 - Time management
 - Enrollment process and orientation
 - Methods of payment /financing tuition/scholarships
 - Campus resources
 - Placement test preparation
 - Prior learning assessment
 - Transfer credits

- (5) Orientation and registration advising: New, returning, and on-campus CCP students complete the New Student Orientation in order to enroll. (Some exceptions are granted by the Director of Student Success, Retention, and Transition Services.) Orientation follows Enrollment advising and academic planning and includes course registration. Orientation topics may include but are not limited to the following:

FERPA

Financial Aid—including types of aid, *Satisfactory Academic Progress* expectations, strategies for using aid effectively, excess financial aid, and book charge process

Faculty and academic expectations
Time commitment

Important dates, fees, tuition, withdrawal/class add process
College policies and procedures

Student email

Student ID

My NC Portal

Registration

Campus locations—Main campus, Kehoe, and Crawford Success Center

Format of classes

Student activities

College resources, activities, clubs
Campus security

Student Handbook/College Catalog

- (C) Third Phase—Progress Advising includes the advising procedures, processes and points of contact from students' entry into a program of study through their completion of division requirements.

- (1) College Student Inventory (CSI) Advising: During the First Year Experience (FYEX) course, students have the opportunity to take the Ruffalo Noel Levitz College Student Inventory (CSI) and discuss their strengths and weaknesses with their Success Coach. Students may also receive referrals to campus and community resources. The results are used by students to complete an assignment in their FYEX course.

- (2) Career services advising: Career advising is available to students at any time along their pathway to a degree, certificate, or transfer. Students are strongly encouraged to talk with the Career Pathway & Internship Coordinator to discuss their future dreams and plans in order to ensure that they are on the correct path from the beginning. The Career Pathway & Internship Coordinator visits classrooms whenever invited from the earliest FYEX course to capstone classes. The Career Services office also provides these services to students:

Career exploration

Career outreach programs to students in classrooms

Workshops on resume writing, interviewing, and job seeking

Information on internships and employment opportunities

Events, activities, and communication dedicated to career success

- (3) Apprenticeship advising: The Workforce Advisor in the Business, Industry, and Technology division advises apprenticeship students and their sponsoring company. Apprenticeship students are enrolled in classes by the Workforce Advisor.
- (4) First-term advising: Students who are placed into any developmental class are considered part of the intrusive Directions advising program and are required to meet each term with an assigned Student Success Coach who provides continued guidance through the onboarding process. Student Success Coaches provide a customized, minimum two-term academic plan using the Academic Planning & Registration tool
Continued guidance through the enrollment process
Referrals to campus and community resources
Assistance/referrals in career and life goals
A minimum of four student contacts during the first term
- (5) Transition to Academic Liaison advising: First-time students arriving at North Central State College are initially advised by a Student Success Coach. The Student Success Coach monitors the onboarding process. The ongoing academic advising will follow plans established by the corresponding academic divisions. Students are transitioned to the Academic Liaison in their division who completes: academic plans through graduation and continued advising until transitioned to their faculty advisor, a minimum of one contact per term. See section (C-11) “Faculty/Academic Liaison advising process by division” in this procedure.
- (6) Academic Advising
 - (a) Advising assignment—All students are assigned an advisor from the beginning of their academic career through attainment of their goals. The multi-tiered assignment process is monitored by the Data Specialist .The types of advisors assigned vary depending on the students’ situation (program, stage, and progress) and include Success Coaches, Academic Liaisons, Faculty Advisors, TRiO Advisors, Workforce Advisor, College Credit Plus Advisor, and College Now Advisor. In situations where advisor reassignment is needed, students can be reassigned to a new advisor using our student information system (Colleague).
 - (b) Case management—Advisors are assigned student advisees who then become part of their caseload. Advisors, as case managers, are available to students on an as-needed basis or by appointment, but use proactive, intrusive advising to monitor student success from connection through completion. Not only do they assist students with course planning, but also problem solving, career direction, and campus and community resources.
 - (c) Initial transfer advising—Students who indicate at their initial intake meeting with Student Success Coaches that they are seeking a bachelor’s degree or beyond are referred to the Liberal Arts Academic Liaison for follow-up. The liaison contacts the student and coordinates an advising meeting to discuss student goals and the target

transfer colleges and universities. Based upon the information received, the Academic Liaison creates a student plan of study based upon the transfer requirements of the college or university that aligns with the requirements of the corresponding NC State associate of arts or associate of science degree. The Academic Liaison forms an advising committee for each student that may include the student, the Academic Liaison, a Faculty Advisor from the student's area of study, and an advising representative from the transfer college or university. If the student is also being served by TRiO Student Support Services, a TRiO representative will also be included in the student's advising committee. After the committee is formed, the Academic Liaison provides transition advising for oversight and advising management to the Faculty Advisor. If changes are required in the student's plan of study, the Academic Liaison coordinates the changes to assure that the changes are in alignment with the demands of the transfer institution. See Procedure 14-154 Liberal Arts and Transfer Advising Procedure for additional details.

- (d) Changing majors—Students considering changing their academic major must meet with an academic advisor to complete the necessary form 14-161a Change of Major Form and/or form 14-161b Change of Major/Advisor Removal from Classes Form. An academic advisor must sign the form to ensure that students have received information regarding their declared major. See Policy 14-16 Academic Major Policy and Procedure 14-161 procedures for Declaring/Changing an Academic Major.
- (e) Changing catalog year- Students will be assigned to the curriculum in place at the time of enrollment or specific selection into the academic program. That curriculum should be followed, even if subsequent catalogs contain curriculum changes. Students must request formal approval from the appropriate academic dean in order to change the curriculum year that is being followed. See 14-161b Change of Major/Advisor Removal from Classes Form.
- (f) Keeping advising records (Aviso Engage)—The College requires the use of advising notes to create a “history” which the advisors, faculty, and staff can use to assist students and monitor their progress on their pathways. Notes also enable advisors to build a better rapport with the students. They summarize all advising contacts and dates, the content of the discussions, referrals, and follow ups. Note keeping using Aviso Engage also provides a database of student records that can be used for statistical analysis on the type, purpose and content of advising contacts. See Policy 14-19 Advising.

Documentation Policy and Procedure 14-191 Advising Documentation Procedure for additional details.

- (8) Monitoring performance and progress on plan and completion of critical milestones: The College uses several means to monitor students' progress and to support their successful completion of their educational and career goals.
 - (a) Mid-term grades—North Central State College requires that students be notified of their progress at the mid-point of their coursework. See Policy 14-44 Administrative

Withdrawal Policy, Policy 14-27 Mid-Term Course Grading Policy, and Procedure 14-271 Mid-Term Course Grading Procedure.

- (b) Early alerts—Early alerts are sent to students any time throughout the term, particularly during week 3, when a student's attendance or grades might put the student at risk of failing.
- (c) Mediated course drops—North Central State College requires that any student wanting to withdraw from a course after the first week of the term obtain the signature of the faculty instructor or in the case of withdrawing from all courses the signature of the advisor. See Policy 14-41 Mediated Course Drop Policy & Procedure and 14-41a Mediated Course Drop/Add Form.
- (d) Probation—Students who have been unable to maintain at least a 2.0 GPA after completing six credit hours of coursework at the College are placed on academic probation and are required to work with their assigned advisor to make adjustments to their academic plan. See Policy 14-69 Academic Probation Policy.
- (e) Person Restriction (PERC)—Person Restriction Code Restriction or hold placed on a student's record in the student information system (Colleague). It can be used to fully stop a student from registering or restrict a student to registering only for those courses approved by an advisor.

Students who are fully stopped from registering for classes due to a PERC are directed by their assigned advisor to contact the office from which the hold originated to resolve the issue.

- (9) Encouraging high performance: The College encourages high performance by sponsoring the Honors College, Phi Theta Kappa, Sigma Alpha Pi, Psi Beta, TRiO awards and recognition on the Dean's List.
- (10) Helping students to plan and register for classes: Advisors in all locations help students to plan and register for classes. When necessary, they also contact deans/assistant deans to request additional seats/sections or independent study arrangements, course substitutions, prerequisite waivers, and special permission for the maximum number of credit hours. Students who are requesting to register for more than 18 credits in a semester or 9 credits within 8 weeks should have a grade point average (GPA) of 2.5 or higher and must obtain the permission of the dean or assistant dean in which his/her program resides. The hard copy registration form may be used when a waiver for maximum credit hours is being requested.
- (11) Faculty/Academic Liaison advising process by division: Each of the College's divisions uses somewhat different process for organizing advising responsibilities to meet the unique needs of students in each division's programs.

- (a) Business, Industry and Technology (BIT)—The Business, Industry and Technology Academic Liaison advises BIT students who are college ready throughout the semester, assists faculty with program students who have special issues and needs, and works with all advisees on pathways throughout their education at the College, by creating long-term plans through completion. BIT Faculty Advisors receive each student as an advisee when the student has completed 30 credit hours in an applicable program. Faculty complete intrusive advising with students from their advising list once during fall and spring semester. See Procedure 14-152 Advising Responsibilities for Business, Industry, and Technology (BIT) for additional details.

 - (b) Health Sciences—The Health Sciences Academic Liaison advises Pre-Health Students who are college ready throughout the semester and assists faculty with program students who have special issues and needs. Health Sciences faculty complete intrusive advising with students from their advising list twice during fall and spring semester, within the first two weeks of the semester to ensure that the student is on track with the program curriculum worksheet and then within the last six weeks of the semester to plan the student’s schedule for the following semester. See Procedure 14-153 Advising Responsibilities for additional details.

 - (c) Liberal Arts (including Transfer Advising)—The Liberal Arts Academic Liaison advises Liberal Arts students who are college ready from the beginning of their second term through the completion of the student’s Academic Plan. When students are transferred from advising by the Student Success Coach assigned to Liberal Arts, the Academic Liaison becomes the named advisor to whom Early Alerts and any other academic progress reports are directed.. Transfer goals and course needs are analyzed in conjunction with the student’s career goal and the articulation agreements with the target colleges; these are reflected in the student’s academic plan. After the academic plan is developed, the students are assigned to their Faculty Advisor. Continued advising is the responsibility of Liberal Arts faculty in conjunction with the Liberal Arts Academic Liaison. See Procedure 14-154 Responsibilities for Liberal Arts and Transfer for additional details.
- (12) Providing support for student challenges: The College provides the following services to support student success and completion:
- (a) TRiO—The TRiO Student Support Services program provides and coordinates a variety of educational support services for students who are first generation, low income and/or students with disabilities. The purpose of the program is to increase college retention, graduation and transfer rates to four-year institutions for eligible members.

 - (b) Tutoring—The Tutoring Resource Center provides peer tutoring for courses in all College disciplines and in all locations (including online). Embedded tutoring is also provided for all developmental and gateway mathematics and English classes as well as many courses in other disciplines.

- (c) Solutions—A program which resides in the North Central State College Tutoring Resource Center, supported through grant funding, that allows students who initially place into developmental coursework to receive individualized, self-paced instruction at no cost to the student. This program can also develop individual learning plans for Reading, Math, & Writing, outside of a traditional course structure, and for anyone in the community interested in a skills review. In order to enroll in Solutions, a student cannot be enrolled in any core class at the college with similar curriculum.
 - (d) Disability Services—The College is committed to the success of all students, including those with special needs. The Office of Disability Support Services coordinates support services that assists students with classroom accommodations for physical, learning, and mental health. See Policy 14-74 Student Disability Support Services Policy.
 - (e) Student Assistance Program (SAP)—New Directions is a free and confidential counseling service available to enrolled North Central State College students excluding College Credit Plus (CCP) students. This service provides students with an evaluation, brief counseling, and referral services. This is to be differentiated from the Satisfactory Academic Progress term.
 - (f) Child Care/Child Development Center (CDC)—The Child Development Center (CDC) is a shared service of North Central State College and The Ohio State University—Mansfield. The CDC is a five-star Step-up -to- Quality rated program by the Ohio Department of Job & Family Services. Additionally, the CDC is an Early Head Start grantee, providing prenatal services and both center and home-based programming for eligible infants and toddlers. Eligible four-year-old children may qualify for an Early Childhood Grant through the Ohio Department of Education.
 - (g) Financial Aid—The Financial Aid Office provides ongoing advising to students concerning their financial aid status, including meeting with students about the consequences of dropping courses, advising students on the financial aid effects of changing their major, notifying students of the effect of taking courses not required in their major, explaining aspects of the Federal Work Study program, explaining the federal verification process, and providing exit counseling materials to those leaving the College.
- (D) Fourth Phase—Completion Advising includes the advising procedures, processes and points of contact from the students' completion of their course of study through their earning credentials with labor market value.
- (1) Earning certificates: Students who complete the required course work for a certificate must request that a certificate be granted. This is done by submitting a Certificate Request form to the Student Records Office. Students completing a 30-semester credit hour certificate must complete at least nine of those semester credits at North Central State College and have at least a 2.0 GPA. See 13-011 Graduation Requirement Procedures.

- (2) Graduation planning advising: Graduation advising is essential to ensure students' timely completion of their degrees or certificates. See Policy 13-01 Graduation Requirements Policy and Procedure 13-011 Graduation Procedure.
 - (a) Students should talk with their Faculty Advisor or Academic Liaison once they have completed 45 or more credits in their program. Their advisor directs them to the steps necessary to receive their degrees.
 - (b) To receive an Associate Degree from North Central State College, a student must have completed at least 20 semester credits at North Central State College. To receive a 30 semester credit-hour certificate, a student must have completed at least 9 semester credit hours at North Central State College.
 - (c) Graduation Petitions can be submitted online through the student's MyNC account. Students can also download a PDF version and mail it to the address listed on the Student Records webpage or return in person to the Cashier's Office located in room 140 Byron Kee Center for Student Success. The petition is approved if the student has completed (or is currently taking) all courses required for the program, has at least a 2.0 GPA, and has fulfilled all financial obligations to the college.
 - (d) The petition for graduation initiates a graduate audit and provides students with information about the formal graduation ceremony held every spring.
- (3) Transfer advising—The Academic Liaison works with the transfer advising team and the assigned Faculty Advisor to coordinate with the four-year college transfer advisors and admissions staff to assist students with needed applications, reference letters, and transcripts.
- (4) Career pathway support —Students receive, in the last year of their academic program at the College, career advising on job searching, internships, resume writing, and interviewing skills through individual meetings or group settings like capstone courses or workshops.
- (5) Reverse transfer—North Central State College participates in a state-wide reverse transfer initiative to award associate degrees to students who transferred out to a public four-year institution without earning their associate degree. During fall and spring semesters, NC State receives transcripts from the four-year institution for qualifying students who wish to receive an associate degree from NC State. The four-year transcript is evaluated for transfer credit and is then reviewed by the registrar to determine if the student meets degree requirements for any of our programs. A student earning a degree has the credential posted to the transcript and may receive a diploma if requested. Students not receiving a degree are notified about what degree requirements still need to be completed.

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Review Dates: 9/20/16, 10/26/21