

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 pre-admissions and students' initial indication of interest in the College through their application submission.

(1) Pre-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
- Pre-enrollment advising—application process, preparation, and requirements
- Career counseling

(2) Financial aid advising: The Financial Aid Office provides financial aid advising to help students with 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 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 have not previously taken assessment tests 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 counseling: Students declare a major in their application to the college. Those students who are undecided are referred to the Career Services Counselor. If still undecided after career counseling, admissions advising, and enrollment advising, students select an exploratory major in their general area of interest. See Policy 14-18 Exploratory Major Policy and 14-181 Exploratory Major Procedures for details on the specifics of support and advising provided for students in exploratory majors. See also Policy 14-16 Academic Major Policy and 14-161 Procedures for Declaring/Changing an Academic Major.

- (4) Admissions advising: New and returning students must meet with an Admissions Enrollment Advisor prior to enrolling in classes at the College. 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) Enrollment 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.
- (6) 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 Dean of Student Services and Enrollment Management.) 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, Kehoe, Urban Center, 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 approximately 75% of the requirements.
- (1) FYEX advising: Students receive a range of advising through the two First Year Experience courses, FYEX 0050 and FYEX 0060.

(a) In the FYEX0050 SUCCESS! course, students are group advised on the following topics:

- Importance of meeting and working with other students
- Preparation for the first day of class (books, notebooks/folders for each class, on time, etc.)
- Resources available and where/how to access them–Tutoring Resource Center, TRiO, Library, etc.
- Skills for success in the classroom–note-taking, reading, test taking, etc.
- Career/educational planning–completing Focus2, meeting career counselor, meeting divisional deans to discuss programs, working with divisional liaisons to create education plan, etc.

(b) In the FYEX0060 Navigating College course, students are advised on soft skills necessary for success in college, career, and life. Students develop self-motivation, self-discipline, self-awareness, interdependence, emotional intelligence, and lifelong learning. In addition, students have the opportunity for additional advising as a result of taking the Noel-Levitz College Student Inventory (CSI) and discussing their strengths and weaknesses with Student Success Coaches. Also, students have an additional opportunity to talk with the career counselor and do additional research on their chosen career.

(2) Career Services counseling: Career counseling 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 counselor to discuss their future dreams and plans in order to ensure that they are on the correct path from the beginning. The career counselor 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 Coordinator of Corporate Programs in the Business, Industry, and Technology division advises apprenticeship students and their sponsoring company. Apprenticeship students are enrolled in classes by the Coordinator of Corporate Programs.

- (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 in the Student Success and Transition Center until successful completion of any required developmental courses. Student Success Coaches provide
- A customized, minimum two-term academic plan using the Registration/Advising software
 - 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 supervises the student's intake process. At the conclusion of the intake, the student is informed about continued academic advising. Dependent upon the student's major, 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, continued advising until transitioned to their faculty advisor, a minimum of four contacts per year, and referrals to student offices and support services. See section (C-11) "Faculty/Academic Liaison advising process by division" in this procedure.
- (6) Exploratory major pathway advising: During enrollment advising, students who are undecided about a major are advised to declare an exploratory major pathway. While following the exploratory major pathway, the student receives advising through the career exploration course and from the career counselor and Academic Liaison or Faculty advisor of the division corresponding to the exploratory major. In most cases, the student will be prepared to declare a major by the end of the first term. See Policy 14-18 Exploratory Major and 14-181 Exploratory Major Procedure.
- (7) 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 who works with the Information Systems Technology department to troubleshoot problems and resolve issues. 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, College Now advisor, and Cohort Advisor.

- (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 intrusive advising at least four times per year to monitor student success from access through completion. Not only do they assist students with course planning, but also problem solving, career direction, and campus 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 within 48 hours to the Liberal Arts Academic Liaison for follow-up. The liaison contacts the student within 72 hours and coordinates an advising meeting within the first month of enrollment. At the first meeting, the liaison discusses student goals and the target transfer colleges and universities. Based upon the information received, the 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 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 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) Keeping advising records (AdvisorTrac)—The College requires the use of advising notes to create a “history” which the advisors 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 AdvisorTrac 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 14-17 Mid-Term Deficiency Advising, 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 4, 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 an advisor or faculty instructor. 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 Student Success Coaches to register for classes and make changes to their class schedule. See Policy 14-69 Academic Probation Policy.
 - (e) Dean's List—North Central State College uses the Dean's List to recognize and encourage high scholastic achievement. See Policy 14-33 Dean's List.
 - (f) PERC holds—A Personal Restriction Code (PERC) hold is a system device that prevents students from registering for a term without assistance. Such a hold may be used for various reasons including
 - Money due to the College for tuition or other fees (library, CDC, etc.)
 - Probation status
 - Dismissal status
 - CCP statusStudents with PERC holds are advised 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 register for classes: Advisors in all locations help students to register for classes in their program plan. When necessary, they also contact deans/assistant deans to request
- Additional seats/sections or independent study arrangements
 - Course substitutions and prerequisite waivers
- (11) Faculty/Academic Liaison advising process by division: Each of the College's divisions uses a 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 twice 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 meets with Liberal Arts students within the first month of their enrollment. 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—Students in the Solutions program are served by North Central State College tutors while they are studying to improve their placement scores. This program prepares students to test out of developmental courses, saving them time and money. Solutions also works to engage students in campus activities before they enroll in courses. Engagement leads to the forming of relationships with peers, tutors, and college staff and faculty, which leads to retention. Upon enrollment, former Solutions students are encouraged to mentor new enrollees in the program.
- (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 disabilities. See Policy 14-74 Student Disability Support Services Policy.
- (e) Counseling Referrals—New Directions is a free and confidential counseling service available to enrolled North Central State College students. This service provides students with an evaluation, brief counseling, and referral services.
- (f) Child Care/Child Development Center (CDC)—The CDC enrolls children six weeks through kindergarten and offers a summer school age program for children, age kindergarten through third grade. There is also a program for expecting mothers. The CDC is licensed by the Ohio Department of Job and Family Services as well as accredited by the National Association for the Education of Young Children, and it has attained a five-star rating from Ohio's Step Up to Quality rating system.
- (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-credit hour certificate must complete at least ten of those credits at North Central State College and have at least a 2.0 GPA. See Policy 13-02 Residency Credit Requirement.
 - (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 credits at North Central State College. To receive a 30 credit-hour certificate, a student must have completed at least 10 credit hours at North Central State College.
 - (c) Students must petition for graduation with the Cashier's Office early in their final term. 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 Liberal Arts 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 pathways—Students receive, in the last year of their academic program at the College, career counseling 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. After identifying students who are potentially eligible for reverse transfer by working from a list supplied by the National Clearinghouse, the Registrar contacts the students and advises them of the option and the steps to take to have their transcripts evaluated for awarding of the associate degree.

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