



OFFICE OF THE PRESIDENT
Dr. Joe Schaffer

To: LCCC Board of Trustees

From: Joe Schaffer, President

Date: June 19, 2019

Subject: Advising Success and Update

Student advising has been an item of great interest to many on campus, including the Board of Trustees. Much of this interest has stemmed from our shift to a case-management, holistic model of student advising, our Guided Pathways efforts, and the investment in professional advisors. We are still making great progress in improving our advising process, with a better connection and understanding of the roles different people play (e.g., Pathways advisor, Faculty Mentors, etc.), and our implementation of EAB's Navigate as an enterprise student success platform is proceeding nicely.

But for this memorandum, I wanted to share with you some results that Dr. Stephen Crynes (our Director of Student Success and Planning) has provided me on the current success of the advisors and advising model at LCCC. They are truly worth celebrating. They have worked hard and met their goals with LCCC's student advising survey ratings. After last year's spring advising survey, the advisors set a target goal of an average rating of 4.0 on a 5 point scale and they exceeded it in every category.

At the end of this memorandum are the summary ratings and comparisons for the individuals and the advising constructs. The constructs are the combined questions that represent three categories that are assessed for in our advising model: Advising Basics (returning calls/emails, availability, and knowledge), Helping (resolving issues and finding resources, and Social (understands and takes interest in the student). Please note the significant improvements from Spring of 2018 to Spring of 2019 by looking at the average ratings under each section. You will see significant improvements in both student response rates, and more importantly, student satisfaction ratings.

For those of you who would rather look at the qualitative data versus the quantitative, here are some selected student comments from the 2019 advising satisfaction surveys:

- My advisor always helped me through problems with classes, she answered to the best of her abilities all of my "what if" questions and even helped me look up classes that would transfer to a different school. She helped me greatly for my time at LCCC.
- My advisor always make sure to ask how I am doing and is available for contact at most times. He always makes sure I am on the right track and is very helpful.

- I was so mad at [my advisor] at orientation because she said I had to take Biology-for a variety of reasons-and I hate Biology. She said it was because I don't have a strong science background and she wanted to ensure I was successful at my A&P class. I hated the entire semester of Biology and when it came time for A&P I immediately realized [her] wisdom. I told her thank you for being mean!
- [My advisor] has been very helpful in setting up my education plan with me.
- It is better than it was 10 years ago. I really appreciate that my current advisor cares so much and helps out a lot. Wish advising would have been this great years ago.
- You guys are awesome and have an awesome team of people working here who really want to help students succeed.
- The staff in the advising office are always friendly and helpful. They do a good job making students feel that they belong at LCCC. They are quick to return calls and give correct information.
- I appreciate how much [my advisor] looks out for me. She's made me more positive about this semester and to look forward to my future in nursing.
- I feel I do not need to worry about anything. [my advisor] is always looking out for my best interest. She calls and checks to make sure I am doing ok. She wants to make sure I am not overloading myself. She is wonderful and goes above and beyond.
- He is super understanding of sudden life events and will help logic the best possible situation out of tricky situations.

After reading this update, I hope you are as proud as I am for the progress we have made in our advising model, and for the exceptional work Dr. Crynes and his team of advisors are doing for LCCC. If you get a moment to recognize and thank them, please do. They are helping change our students' lives.

	Q1 Availability		Q2 Responding		Q3 Degree Knowledge		Q4 Problem Solving		Q5 Understanding Student		Q6 Resources		Q7 Interest in Student	
	Average	N	Average	N	Average	N	Average	N	Average	N	Average	N	Average	N
Spring 19	4.28	149	4.37	144	4.32	152	4.25	146	4.04	146	4.18	141	4.14	152
Spring 18	3.89	96	4.00	96	3.99	95	3.86	86	3.56	96	3.72	78	3.75	96
Difference	0.39	53	0.37	48	0.33	57	0.39	60	0.48	50	0.46	63	0.39	56
Constructs	Basics (Q1, Q2, Q3)		Help (Q4,Q6)		Social (Q5,Q7)									
Spring 19	4.32	445	4.21	287	4.09	298								
Spring 18	3.96	287	3.79	164	3.66	192								
Difference	0.36	158	0.42	123	0.43	106								

Questions	
Q1	How is the availability of your advisor?
Q2	How good is your advisor at responding to your emails and phone calls?
Q3	How good is your advisor about understanding your degree requirements and helping you understand them?
Q4	How well does your advisor help you resolve your education problems and issues?
Q5	How well does your advisor seek to know and understand your strengths, weaknesses, and life circumstances?
Q6	How well does your advisor help you find appropriate resources such as tutoring, counseling, financial aid, or the career center?
Q7	How well does your advisor show genuine interest in your success and academic progress at LCCC?
Q8	Who is your advisor? (your response is anonymous)
Q9	What is your major?
Q10	Is there anything you would like to tell us about advising at LCCC