

**First Year Advising Center
Oakland University
NACADA Outstanding Advising Program Award**

PROGRAM ABSTRACT

The First Year Advising Center (FYAC) at Oakland University was established in 2012 to provide centralized services and support for first-year students transitioning to college. After a campus-wide analysis of student success strategies, first-year students were highlighted as a population of focus for efforts to increase foundational student metrics.

The FYAC provides proactive support for students through relationship-centered and technology-driven innovative action. The FYAC's unique caseload and real-time outreach based model offers students responsiveness that has led to 95% of first-year students completing their mandatory appointments. In its first six years, the FYAC has served over 18,000 students by helping them understand curriculum choices, offering support in finding best-fit majors and supporting students as they navigate the complexities of their first year on campus. Using this model, the FYAC has helped increase retention by 4%, credit accumulation leading to "on track" status of students in their second year by 18%, and led to a record-breaking six-year graduation rate of 55%.

The FYAC continues to drive advising practices forward across campus with innovative use of student data, targeted interventions for students most at risk and a commitment to intentional student-centered advising. The FYAC moves students in the right direction and is committed to students at every critical turn of their first-year.