

Abstract: Pikes Peak Community College: A Model for Change

Change has seldom, if ever, come so fast in the world of higher education and Academic Advising is no exception. As arguably, the single most important bridge for students and institutions alike between the worlds of instruction and student services/affairs Advising is a lynchpin service that can define a student's ability to succeed and an institutions ability to connect multiple dots in a variety of ways. The trap that trips up and fails so many institutions, and by association, so many students; is that of not being change averse – but rather, blind to the need for change. Pikes Peak Community College was caught for many years in that trap. For over two decades the institution relied on an advising model that remained essentially unchanged and increasingly out of touch with student needs and outcomes. This nomination submission is about a journey and about what happens for students and staff when an institution bravely holds a mirror to itself and owns the need for change. It's the story of how institutions can effect change with the tools they have at hand when the will is there to make the change happen.