Phoenix College Academic Advisor Training Outline

Institutional Overview

- PC Mission & goals, size, students, organizational structure
  - PC Locations: PC Online, PC Downtown
- Maricopa mission & goals, size, students, organization
- Academic Advising at PC: Organization & structure; Mission statement; Vision & Value Statement
- Why students seek advising: Mandatory categories, Desired advising

Theories, philosophies, and approaches to academic advising

- Approaches: Prescriptive, developmental, learning centered, appreciative,
- Theories: learning, student development, narrative
- Strategies: Proactive/intrusive advising, group advising,

Basic Curriculum, Enrollment, & Graduation Requirements

Fields of Interest
PC Programs Offerings

- Transfer: AA, AS, ABUS, AA-Fine Arts, AAEE, & AGEC
  - General Studies
  - MAPP, NAU 90/30
  - Other Transfer Partners
- Occupational: AAS & CCL
  - Nursing, Dental Hygiene & other health-related
  - Paralegal
  - IPP and Others

Assessment & Testing

- Reading, English, & Math placement
- Accuplacer, ACT, SAT, GPA, GED and multiple measures
- Science guidelines/rules

Curriculum & Graduation Rules

- Catalog year
- Credit limits – fall/spring, summer
- Grading system
- Process for an incomplete; Pass/fail; Audit;
- Grade replacement policy; Number of times students can repeat a class
- Academic good standing/Probation rules, policies, procedures

Tools

- SIS: Advisor notes, Maricopa Student Progress, & Degree Audit
- Checksheets
- Catalog
- Student Self Service: Class search(es); My.Maricopa
- Course Equivalency Guide
- Google Calendar; Spark; X drive/Shared drive

**The Advising Appointment**
Preparation: Information (advisor notes, transcript, degree audit/checksheet), Plan ahead

The Appointment

- Handouts for students
- Welcoming students
- Set agenda & timeframe
- “Micro-counseling” skills: Open the door for conversation
  - Listening
  - Paraphrasing
  - Open questions
- Tinto’s model: Goals, degrees then classes last.
- Stay on-task & organized
- Good referral techniques

Follow-up: Follow-up calls, e-mails or appointments (“own” the problem); Enter notes in SIS

**Legal**

Title IX; ADA; HIPPA
Family Educational Rights & Privacy Act

- Student records belong to the student
- Appropriate notes
- Working with parents & family
- Check IDs/Due diligence
- Shred documents
- Different levels of access: Consent for access (where to find) & proxy forms; FERPA restrictions (directory only or no info)
- State v. Federal privacy laws

**Ethical Aspects of Academic Advising (from Lowenstein, 2008)***

- Seek to enhance the student’s learning whenever possible
- Treat students equitably
- Enhance the student’s ability to make autonomous decisions
- Advocate for the student
- Tell the truth
- Respect the confidentiality of communication with the student
- Support the institution’s educational philosophy and policies
- Maintain the credibility of the advising program
- Accord colleagues appropriate professional courtesy and respect

**New to College students**

- Admission & Testing; Bear Trax New Student Orientation
- Developmental & College-ready
- Transfer, Occupational, Undecided
• What do these students need to know about advising? About college?

**New-to-PC students (Transfer Students)**
• Evaluating transcripts
• General education
• Program specific
• Maximum timeframe for financial aid

**Returning-to-PC students**: At what point do they need to
• Apply for readmission?
• Re-test?
• Move to a new catalog?
• Complete max time frame form?

**Continuing students**
• Prepare for transfer
• Career services
• Graduation check-out
• Policies
• Process & forms

**Students on academic probation/low grades**
• Standards & procedures
• Grade replacement policy
• Relational – what do you say? What do they need from you?
• Common referrals
• Consequences of continued low grades
• Satisfactory academic progress policies & forms for Financial Aid

**Behavioral/Mental Health issues**
• Counseling services
• Reporting threatening behavior – CARE reports

**Academic plans**
• Changing programs/plans
• Open-ended questions – the relational pieces. What interests you about this major?
• GPA/admission policies
• New educational plans
• The form and how to do it in SIS

**Registration policies & procedures**
• Withdrawal policies: Deadlines & timelines
  o Course withdrawal: Unrestricted, unlimited; procedure
  o Complete withdrawal: Procedures
• Enrollment exceptions: policies, processes, timelines
Late drop
Late add – “Learning Starts Day One”
Late withdrawal, instructor initiated withdrawals

- Exceptions: policies, processes, timelines
  - Overloads
  - General education curriculum substitutions
  - Major curriculum substitutions
  - Standards Committee, Curricular exceptions
  - Academic Record Change – change hours on a class, etc.

**Student Populations & programs**

- Military Veterans & dependents
- Honors Program
- Students with disabilities
- Student athletes
- First generation
- Adult learners & Re-entry students
- LGBTQ; Safe Zone
- Undocumented students (“Dreamers”/DACA)
- Students not in program/certificate (non-degree)
- International
- Study Abroad
- Pre-medical/dental/veterinarian; Pre-law
- Service Learning
- Early College, ACE & Hoops of Learning, Dual Enrollment

**Campus Resources**

- Library
- Counseling Center
- Testing Services
- Tutoring Center/Learning Commons
- Career Services
- Student Life & Engagement
- Mentoring
- Fitness Center
- Religious Centers

**Evaluation & Expectations**

- Review employee evaluation form, competencies
- Professional Development
  - MC3D
  - NACADA
- Recognition