Overview
As student enrollments increase and public funding decreases many community colleges are asking faculty to join professional advisors and counselors in advising students. Establishing and maintaining strong collaborations between all advisors is needed if we are to help community college students reach their goals. This panel discussion will focus on how to define the roles of the different types of academic advisors and how to use these role definitions to provide effective and comprehensive academic advising experiences for all community college students.

Panel Discussion Questions
- What do you see as the strengths of academic faculty being formally involved in academic advising at community colleges?
- What do you see as the challenges of academic faculty being formally involved in academic advising at community college?
- What do you provide for support of faculty advisors on your campus?
- How do you evaluate faculty advisors and/or assess the impact of faculty advisors on student success?
- What initiatives do you have in place to enhance faculty advising?

Pre-Webcast Activity Suggestions
- Read and reflect on the questions that will be addressed by the Panelists. What strategies would you use to address the challenges of defining the roles of the different types of advisors on your campus? Discuss these strategies with your colleagues. During the broadcast, check to see if your strategies are mentioned by the panelists and note additional strategies that are discussed.

Post-Webcast Discussion Questions
- What ideas discussed by the Panelists did you find most intriguing?
- Which strategies would be easy to implement on your campus? which perhaps not easy, but possible? which politically impossible?
- Which strategies would be most beneficial to your students? which might be the most effective in relation to costs?
- What one thing can you do today to enhance the development of collaboration between all types of advisors on your campus?
Advising Services wiki open to and shared with all campus advisors. Great resource for professional and faculty advisors.
Is required to enroll in a reading class.
Regardless of major, all degree-seeking students must take reading or test out of it. Be sure to check the student’s record to see if they are completing a reading sequence. Students have to add reading to their schedule FIRST before IRIS will let them sign up for other classes.

Is being blocked for registration and does not know why.
Ask the student what the error message says. IRIS does indicate a reason why students are being blocked. The most common reason for a block is that the student owes money to the college. The student should log onto IRIS and go to Advisement Information to identify registration blocks. The Advisement Information page also includes the following: major, academic advisor with office hours and contact information, the date/time they can register.

Is not on your advisee list.
If a student contacting you is not on your advisee list, they are either a readmit student or have changed their major and been assigned a new advisor. Readmit students receive advisement through Counseling Services. Current students can go to Advisement Information in IRIS to check their current major and advisor. If you believe a certain student should be on your list, contact Krista Burrell in Counseling Services.

Forgets their user ID.
Students can go to Account Information on the IRIS homepage to find user ID information.

Forgets their IRIS password.
Students that supplied a password hint can check it from the IRIS homepage under Account information. If the student did not leave a hint, or still can not recall the password, Admissions (217-234-5058) can reset the password.

Does not know how to register using IRIS on the Hub.
Step by step instructions for using IRIS through the Hub (including screen shots) are linked from Advisement Information on IRIS. If students have tried using the directions on their own and are still having problems, they can contact Admissions at 217-234-5058 for assistance.

Does not know what day/time they can register.
Advisement Information on IRIS includes the day and time each student can register. Registration always opens at 6 a.m.

Has decided to change their major.
Students can change their major from the Change Major option in IRIS. Tell them their advisor is assigned based on their major, so their advisor will be changing. It takes about 3-5 business days to process the Change of Major Form and be assigned a new advisor. Students can check back on IRIS after that time to confirm their major was changed and see who their new assigned advisor will be, including their location and office hours. This is located under Advisement Information.
Does not know how to access their Lake Land College email.
From the top of the Hub homepage, students can log onto their LLC email, using the same user ID and password as IRIS. It is imperative that students be checking this regularly. Some offices are using this mode of communication exclusively! Students must access their advisement and financial aid information online and will be prompted to do this through their email account.

Does not know when they will be completing graduation requirements.
Explain how the PEP (Personal Educational Plan) can assist them with understanding how their developmental and pre-requisite course work will integrate into the plan for graduation and assist them with staying on track in their degree. Encourage the student to complete the form and set up an appointment with you to review.

Is struggling with attendance, course content, study skills or personal issues.
Refer the student to LEAP. From the Hub homepage, go to Quick Links and click on the LEAP/Contribute. Key in the student’s name or ID number and provide us with information regarding your referral. Discuss the benefit of LEAP with your advisee.

Is struggling with a personal problem that is affecting their academics.
Encourage the student to contact Counseling Services. Also, faculty can call us directly at 217-234-5232, or walk the student over. Counseling Services is here to help and can assess their concerns and discuss their options. We are also trained in Crisis Counseling.

COMMUNITY RESOURCES
What to do if a Student…

For any concerns identified below regarding students who are personally struggling or indicating life concerns, refer the student to LEAP. From the Hub homepage, go to Quick Links and click on the LEAP/Contribute. Leap Specialists can assist students with connecting to community resources quickly and will act as a liaison to assist the student in receiving services. LEAP specialist will also provide a connection on campus for follow-up if needed. Key in the student’s name or ID number and provide us with information regarding your referral. Discuss the benefit of LEAP with your student.

Counseling Services provides information regarding additional community resources on the Counseling Services home page at http://www.lakeland.cc.il.us/counseling/index.cfm under Crisis Intervention and Referral. Any student in emotional/psychological crisis should be directed to Counseling Services immediately.

<table>
<thead>
<tr>
<th>Indicates they are in emotional crisis</th>
<th>Has indicated they are or will be homeless</th>
<th>Has indicated they do not have food for themselves or family</th>
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<tbody>
<tr>
<td>Regional Behavioral Health Network Crisis Line (RBHN) 1-866-567-2400 Open 24 hours</td>
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<td>HOPE (domestic violence): 1-888-345-3990</td>
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<tr>
<td>SACIS (sexual assault): 1-888-345-2846</td>
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<tr>
<td>Indicates they do not have heat for their home</td>
<td>Open Door Program: Charleston/ICCS 1400 Reynolds Drive Charleston, IL 61920 217-549-2987 Provides immediate crisis assistance</td>
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<tr>
<td>Coles County Housing Authority 109 Prairie Ave. Mattoon, IL 61938</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has indicated they do not have food for themselves or family</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Open Door Program: Charleston/ICCS 1400 Reynolds Drive Charleston, IL 61920 217-549-2987 Provides immediate crisis assistance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food Pantry 990 W. State St. Charleston, IL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Organization</td>
<td>Address</td>
<td>Phone Numbers</td>
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</tr>
<tr>
<td>Embarrass River Basin Agency, Inc.</td>
<td>400 West Pleasant Greenup, IL 62428</td>
<td>217-923-3113</td>
</tr>
<tr>
<td>CEFS Economic Opportunity Corporation</td>
<td>1805 S. Banker Street Effingham, IL 62401</td>
<td>217-235-4175</td>
</tr>
<tr>
<td>Soyland Access to Independent Living (SAIL)</td>
<td>757 Windsor R. Charleston, IL 61920</td>
<td>217-876-8888; <a href="mailto:sail@decatursail.com">sail@decatursail.com</a>; <a href="http://www.decatursail.com/">http://www.decatursail.com/</a></td>
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<tr>
<td></td>
<td></td>
<td>217-348-3030</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Oakland Rd. Ashmore, IL 61912</td>
</tr>
</tbody>
</table>

### Has indicated they do not have day care for children

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<thead>
<tr>
<th>Organization</th>
<th>Address</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>EIU Child Care Resource &amp; Referral</td>
<td>EIU 106 &amp; 107 Klehm Hall Charleston, IL 61920</td>
<td>1-800-545-7439; 217-234-5363</td>
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<tr>
<td></td>
<td></td>
<td>LLC Foundation Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Luther Student Center Building</td>
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<td></td>
<td></td>
<td>217-234-5363</td>
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</table>

Limited emergency fund gas cards for students who are struggling with money for gas. Student must be recommended for the card by an LLC instructor or counselor. Student must complete the Emergency Student Assistance Fund Request Application at the LLC Foundation Office.

### LLCP Perkins Program

<table>
<thead>
<tr>
<th>Diana Glosser</th>
<th>234-5272</th>
<th>Possible assistance with transportation costs to qualified applicants.</th>
</tr>
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</table>

### Open Door Program: Charleston/ICCS

| 1400 Reynolds Drive Charleston, IL 61920          | 217-549-2987                                  | Can possibly provide one-time gas assistance for crisis intervention. |

### Indicates they do not have money for medical care or prescriptions

| Open Door Program: Charleston/ICCS                | 1400 Reynolds Drive Charleston, IL 61920      | 217-549-2987                                  |
|                                                   |                                              | Provides crisis assistance for prescription medication and will assist with finding long-term medical assistance. |

### Catholic Charities

| 4217 Dewitt Avenue Mattoon, IL 61938              | 217-235-0420                                  | May be able to assist with long-term prescription assistance or connecting individuals with agencies that can assist. |

### New Eyes for the Needy


### Partnership for Prescription Assistance

| https://www.pparx.org                             | Offers a single point of access to more than 475 public and private patient assistance programs; it is funded by pharmaceutical companies. Telephone: 1-888-477-2669. |
Email examples for advisement

Please note: anything in **BOLD** needs to be changed, so the information is specific to YOU and the TERM for which we are advising. Feel free to cut and paste or use in any way that you find helpful! Counseling Services

**Let me introduce myself (send around the tenth day of the semester):**

Dear advisee,

I hope your semester is off to a great start! As your academic advisor, I look forward to meeting you in person sometime this semester. If you have questions or concerns about your courses/major throughout the year, please contact me. Otherwise, you should contact me as we approach spring registration in **November**.

Let me introduce myself. I advise ____ majors. (If you are no longer pursuing this degree, you should change your major through IRIS for advisor reassignment.) *(Insert details ex: what you teach, how long you’ve been at the College)*

Please stop by and introduce yourself sometime. **My office hours for this semester are**

Again, I hope you have a successful semester. One important resource to remember is that we have FREE tutoring for every class. If you feel yourself slipping behind, take advantage of this. Simply visit the Tutoring Center, in the basement of the library or call 217-234-5366.

Sincerely,

**It’s advisement time (sent the first of October and first of March)**

Dear advisee,

I am your academic advisor and **summer/fall** advisement is quickly approaching! Before you are eligible to register, you must contact me for academic advisement and clearance.

Sophomores (completed 30 hours or more) will be eligible to register on **April 9, 2012**. Freshman (completed 29 hours or less) will be eligible to register on **April 10, 2012**. To ensure you get the classes you need to graduate and the best times for you, please register on the first day you are eligible!

You may receive advisement in one of three ways:

1. In person, to schedule an appointment, call **234-**
2. By phone, **234-**
3. Through Lake Land College email (be sure to include the info below)

If you prefer email advisement, here is what I need to know from you:

1. Your student ID #
2. Your major
3. The courses you plan to take next semester
4. Where you plan to transfer (if applicable)
5. Any questions you have

I look forward to hearing from you.

Sincerely,

**It’s advisement time 2 (send the week before registration starts)**

I am your academic advisor and summer/fall advisement starts next week! If you have not already done so, please contact me. YOU WILL NOT BE ELIGIBLE TO REGISTER UNTIL YOU RECEIVE ACADEMIC ADVISEMENT AND CLEARANCE FROM ME.

Sophomores (completed 30 hours or more) will be eligible to register on **April 9, 2012**. Freshman (completed 29 hours or less) will be eligible to register on **April 10, 2012**. To ensure you get the classes you need to graduate and the best times available, you must register on the first day you are eligible!

You may receive advisement in one of three ways:

4. In person, to schedule an appointment, call **234-**
5. By phone, **234-**
6. Through Lake Land College email (be sure to include the info below)

If you prefer email advisement, here is what I need to know from you:

6. Your student ID #
7. Your major
8. The courses you plan to take next semester
9. Where you plan to transfer (if applicable)
10. Any questions you have

I look forward to hearing from you.

Sincerely,

**Getting ready to leave for break (send two weeks prior to break)**

**Summer/fall** advisement started **April 9th**. If you have not yet registered, please contact me, as I would like to provide you with academic advisement and clearance to register before the end of the semester. After **May ____** I will not be available. DO NOT DELAY. The courses you need to graduate may fill up.

You may receive advisement in one of three ways:

7. In person, to schedule an appointment, call **234-**
8. By phone, **234-**
9. Through Lake Land College email (be sure to include the info below)
If you prefer email advisement, here is what I need to know from you:

11. Your student ID #
12. Your major
13. The courses you plan to take next semester
14. Where you plan to transfer (if applicable)
15. Any questions you have

I look forward to hearing from you.

Sincerely,

I am on semester break (set your “out of office” in between semesters)

I am on semester break until _____. If I am your academic advisor and you need clearance to register, please contact Counseling Services at 217-234-5232. Thanks!
Defining the Role of Faculty within Advising at Community Colleges

A Panel Discussion

Introductions

Lake Land College
- Rural community college in Mattoon, IL
- Mandatory advisement for all degree-seeking students (4,000)
- 7 Counselors who are faculty and 108 faculty who advise as part of contract

Columbus State Community College
- Urban community college in Columbus, OH
- Advisement is recommended not required
- Shared advising model (Professional and Faculty Advisors)
- Faculty advisors do not participate in academic interventions

Palo Alto College (one of the Alamo Colleges)
- Urban Community College (Part of the comprehensive College System)
- Mandatory Advising for all First-Time-in-College Students
- Blended advising model (Professional Advisors, Counselors, and Faculty Advisors)

What do you see as the strengths of academic faculty being formally involved in academic advising at community colleges?
Strengths of Faculty Involvement in Academic Advising

- Research shows that students who form strong relationships with faculty/staff are more likely to persist
- Faculty are the experts in their fields
- Opportunity to mentor students outside of the classroom

What do you see as the challenges of academic faculty being formally involved in academic advising at community colleges?

Challenges

- Faculty advising limited by/for those under contract
- Lack of training in advising
  - Understanding the development needs of community college students (first-generation, adult, academically underprepared, etc.)
- Lack of formal recognition
- Lack of accessibility
What do you provide for support of faculty advisors on your campus?

Resources

• Utilized Current College Forums such as Professional Development Days and Training Opportunities throughout the Semester to focus on Student Success
• Student Success Lead to our Current College-wide Focus on Academic Advising

Resources

Communication
• Important advisement dates
• “What to do if a student…”
• Referral resource
• Email examples

Advising/Curriculum
• Advisor checklist
• Interpreting test scores
• Foreign language requirements
Resources

- Advising wiki
  - General degree info
  - “How to” advising guide

How do you evaluate faculty advisors and/or assess the impact of faculty advisors on student success?

Evaluation / Assessment

- Noel-Levitz and CCSSE
- Survey students and faculty advisors about their advising experience
Evaluation / Assessment

- Academic Advising Committee (a joint Academic/Student Affairs effort) is currently in the process of developing Student Learning Outcomes/Academic Advising Syllabus for Sophomores

What initiatives do you have in place to enhance faculty advising?

Initiatives

- Achieving the Dream / Foundations of Excellence application partially focused on improvement to advising delivery on campus
- Newly created Dean of Advising position
- Connect 4 Student Success – An Advising Services Initiative
<table>
<thead>
<tr>
<th>Initiatives</th>
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<tbody>
<tr>
<td>• Academic Advising Committee is implementing the College Action Plan. The Undergraduate Advising Center (jointly staffed) will be operational in April to establish a more formal connection with students</td>
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<thead>
<tr>
<th>Initiatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Advising Task Force-2 faculty members from each academic division, 2 counselors and 3 Student Government members</td>
</tr>
<tr>
<td>• Mission Statement, goals and objectives (NACADA summer institute)</td>
</tr>
<tr>
<td>• Current focus is creating a Faculty Advisor Development Program. How do we move advisors from beginners to masters?</td>
</tr>
</tbody>
</table>

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**Defining the Role of Faculty within Advising at Community Colleges**

A Panel Discussion