

# Using the RNL Survey Results to Make Great Strides with Academic Advising at a Community College



Presenters:

Heather Keith, Ed.D Dean of Student Success

Robert Devarona, MA Associate Director of Advising, Career and Transfer

Union College of Union County New Jersey



# Who We Are

- 2-year public community college in NJ
- Multi-campus institution in suburban and urban North (Central) New Jersey
- HSI & MSI Designations
- 45 % Hispanic
- 28% Black
- 7608 students enrolled Fall 2022
  - Full Time: 3,440
  - Part Time: 4,168



**UNION**  
**COLLEGE**  
of Union County, NJ

# Where We Were "The Bad Ol' Days"

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- Students received little guidance or follow up
- Students went to multiple departments to register
- Little to no communication done between departments
- Students left unguided "swirling around" and not graduating



# THE HOPE & PRAYER MODEL

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UNSTRUCTURED



UNFOCUSED



WALK-IN BASIS

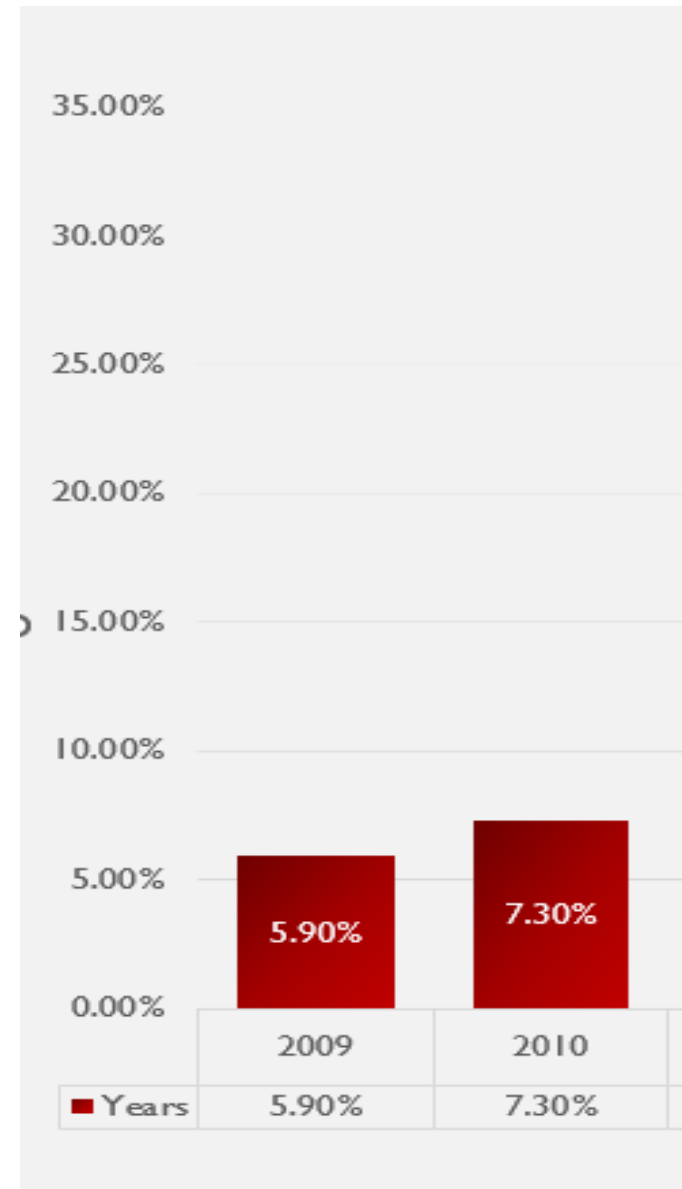
*... "It was a little bit of a disaster..." - Union Student "CA"*

# Where We Were

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- Single digit graduation rates
- Students left unsatisfied with Student Services

*"You came in, you have to sign your name and your ID number on the paper, on the clipboard and you would have to sit down and wait... it was strenuous. I was so mad. I was like, why am I waiting the whole day here?" Union Student "UC"*



**UNION (COUNTY)  
COLLEGE  
FIRST TIME, FULL  
TIME GRADUATION  
RATES**

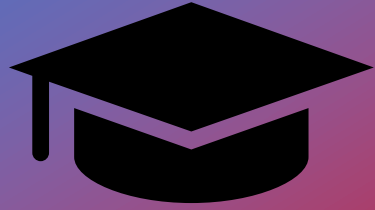
# RNL Data Fall 2014

	UNION COUNTY COLLEGE			NATIONAL COMMUNITY COLLEGES		
	IMP	SAT	GAP	IMP	SAT	GAP
ACADEMIC ADVISING SCALE	6.27	4.77	1.50	6.35	5.43	0.92
Advisor available	6.15	4.88	1.27	6.26	5.45	0.81
Advisor knows program requirements	6.35	4.95	1.40	6.52	5.68	0.84
Advisor applies program to career goals	6.28	4.71	1.57	6.35	5.43	0.92
Advisor knows transfer requirements	6.33	4.66	1.67	6.32	5.36	0.96
Feedback on academic progress	6.24	4.64	1.60	6.31	5.21	1.10

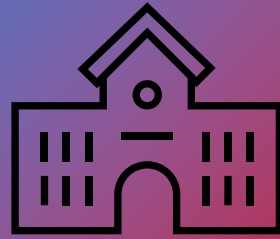


# 'Twas the Summer of 2014

- Created Task Force
  - Deep dive into FTFT transcripts
  - Created tracking tools (dashboards, anticipated grad semester, courses remaining, balance and aid)
  - Development of proactive advising strategy
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# What We Did About It

Mandatory New Student Orientation

Update Advising Model

Student Success Initiatives

Opening the One Stop



# Updated New Student Orientation

(launched Fall 2014)



Mandatory Sessions



Reduced the number  
of sessions

Previously: 172 sessions - 3 a  
day, 2 hours long,  
Updated: 21 sessions - 1 a  
day, 3 hours long



Developed High School Specific sessions



Launched in house Online New Student  
Orientation

# PROACTIVE ACADEMIC ADVISING

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INTENTIONAL AND  
STRATEGIC



USING GUIDED PATHWAYS –  
PATHWAYS TO COMPLETION



HOLISTIC APPROACH TO  
STUDENT NEEDS



# PROACTIVE ACADEMIC ADVISING

*We started talking to students DURING the semester. Mind blowing concept.*

- Advisor Assignment - assigning advisors by major of advisee.
    - Advising Hierarchy
  - Comprehensive Communication plan/targeted outreach
  - Remote Advising (Canvas)
  - Early Alerts
  - Data analysis
  - Having conversations after each semester about financial aid – warning status
  - Course repeats/withdrawals
-

# Advisor Assignment

Specialty Cohort  
students officially  
assigned

- EOF, Athletics, Honors,  
Disability

FTFT students not in  
special cohort assigned  
to ACT Specialists for  
their first year.

FTFT hand off for  
second/third year

Non FTFT Students  
assigned to  
Advising Generalists

Student Success Initiatives at Union:  
Improving Graduation Rates:  
FTFT & Black Males

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# Operation Graduation

- **Works with first time, full-time cohort students after their first year**
- **The goal is on-time degree and certificate completion**
- **Advisors monitor academic performance with semester progress notes**
- **Scholarship opportunities for on-time degree completion**
- **Progress Note Tracking System for Early Intervention**
- **Classroom Visits**
- **Priority Registration**





## Freshman

Student agrees to participate in Project Achievement.

# PROJECT ACHIEVEMENT

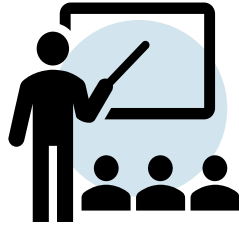
UNION COUNTY COLLEGE

## Transformative Learning Process



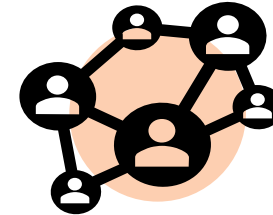
### Mentorship Towards Degree Completion

Student receives a personal advisor that will help him towards degree completion.



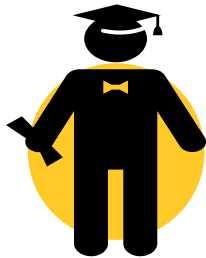
### Educational Workshops

Student attends educational sessions that provide resources for Black males to succeed.



### Social Programs

Student participates in community service and other activities to build his network.



### College Graduate

Student earns a college degree to advance in his future endeavors.



### Career and Transfer Services

Student receives career help such as resume writing and letters of recommendation.



### Guest Speakers

Student gets to learn from experienced professionals from a variety of fields.



### Successful/Educated Black Man

Once a student completes Project Achievement, he is to use what he has learned to progress in society and have a profound impact on his family, community, and the world.



Transforming Our Community... One Student at a Time





Summer 2016



The One Stop



# OUR ONE STOP MODEL

<b>Legacy</b>	<b>21<sup>st</sup> Century</b>
Multiple Locations	Single Location
Siloed Specialized Staff	Cross Trained Interdisciplinary Staff
Staff Centric	Student Centric
Encourage Dependence	Prepare Students for Independence
Pen and Paper Based	Technology Based

# Sounds like a mess: One Stop Structure

## Cross Trained staff assist students with multiple functions



### **Student Services Associate**

Onboarding/  
Enrollment: College Application,  
FAFSA, Basic Financial Aid, Student IDs,  
Bill Payment



### **Student Services Generalist**

Registration and Retention: General  
Advising, Chargebacks, SAP appeals,  
Basic Financial Aid, Transcript Review



### **Student Services Specialist**

Specialty determined by department:  
Financial Aid counseling, Transfer,  
Career Services, NJSTARS



### **Department**

Director for each department's office is  
located in the center to assist with  
escalated issues

Back-office functions are done out of the center:  
Inputting transfer credits, scanning documents, packaging  
Financial aid awards

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The One Stop hosts the following departments:

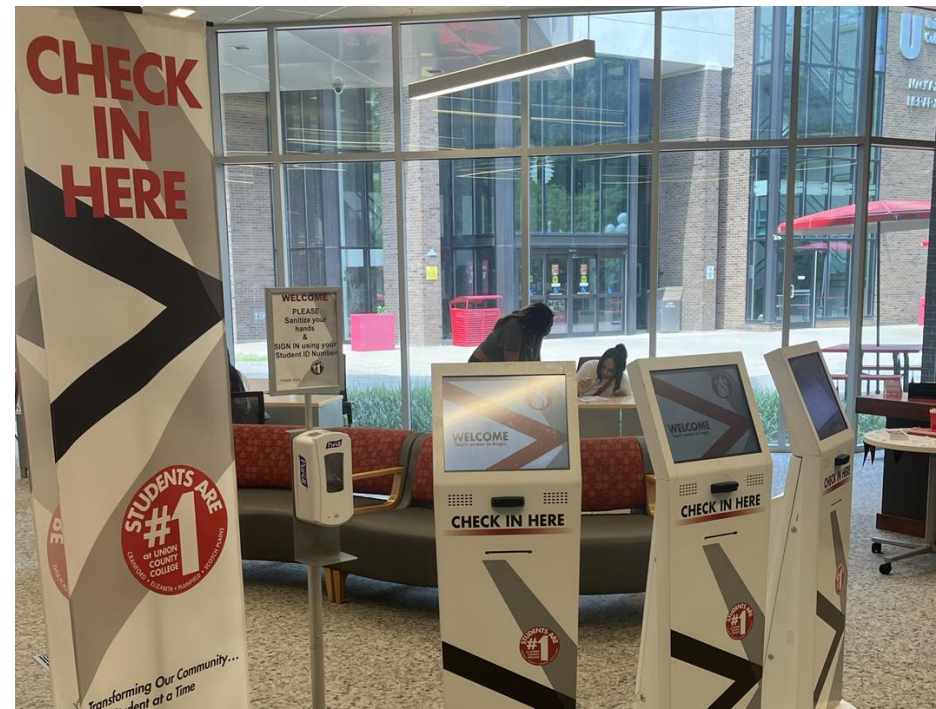
- Admissions
- Transfer Services
- Career Services
- Student Accounts
- Disability Services
- Educational Opportunity Fund
- Financial Aid
- Registrar/ Records
- General Population Advising
- Freshmen/ First Year Advising
- Testing Center





## One Stop Shop

- High tech, high touch
- Electronic Sign-in
- Walk-in Services



# RESULT OF CHANGES



High staff turn over between 2014 and 2016 – revolutionary change



Increased graduation and retention rates



More efficient means of functioning institutionally



Increased collaboration among institutional constituents



# RNL Data Fall 2016

	Union College			National Community Colleges		
	IMP	SAT	GAP	IMP	SAT	GAP
ACADEMIC ADVISING EFFECTIVENESS	6.31	4.87	1.44	6.35	5.53	0.82
Advisor available	6.21	4.93	1.28	6.25	5.57	0.68
Advisor knows program requirements	6.42	5.01	1.41	6.51	5.76	0.75
Advisor helps me apply career goals.	6.30	4.78	1.52	6.35	5.54	0.81
Advisor knows transfer requirements	6.40	4.77	1.63	6.33	5.46	0.87
Feedback on academic progress	6.25	4.86	1.39	6.31	5.32	0.99

# Critics review – Student Interview Feedback

"I fully appreciate the structure of the student services center because, I think they call it like one stop shop or something like that. And that's exactly what it comes off. As you know, you have your individual sections and then you can go to wherever and get done whatever you need. I used to go to another school, and I remember I needed help with financial aid, and completing that kind of stuff and I remember just in that one day I needed to travel back there like four times on the train and they didn't have that one stop shop kind of deal. It was, oh, you must go to this building and that building and all this stuff. So, dealing with this school is a breeze compared to that" - Union Student "OL"

Let's FastForward!

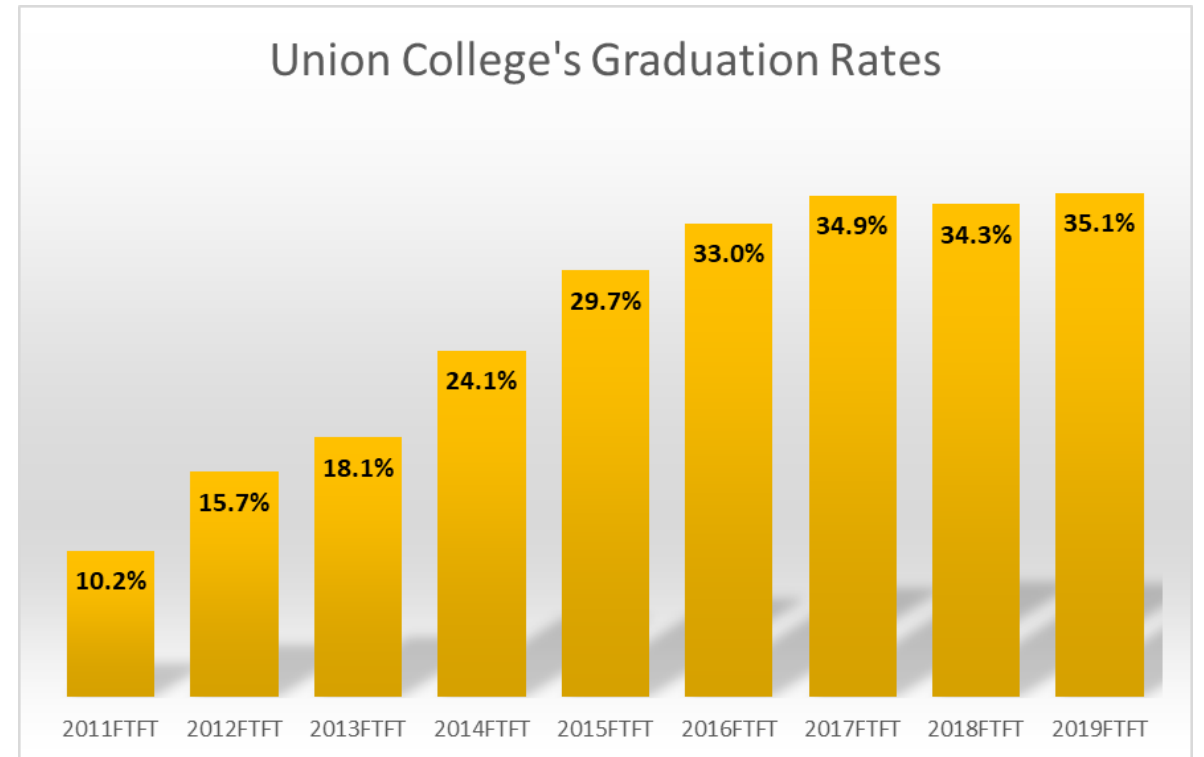
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# RNL Data Fall 2020

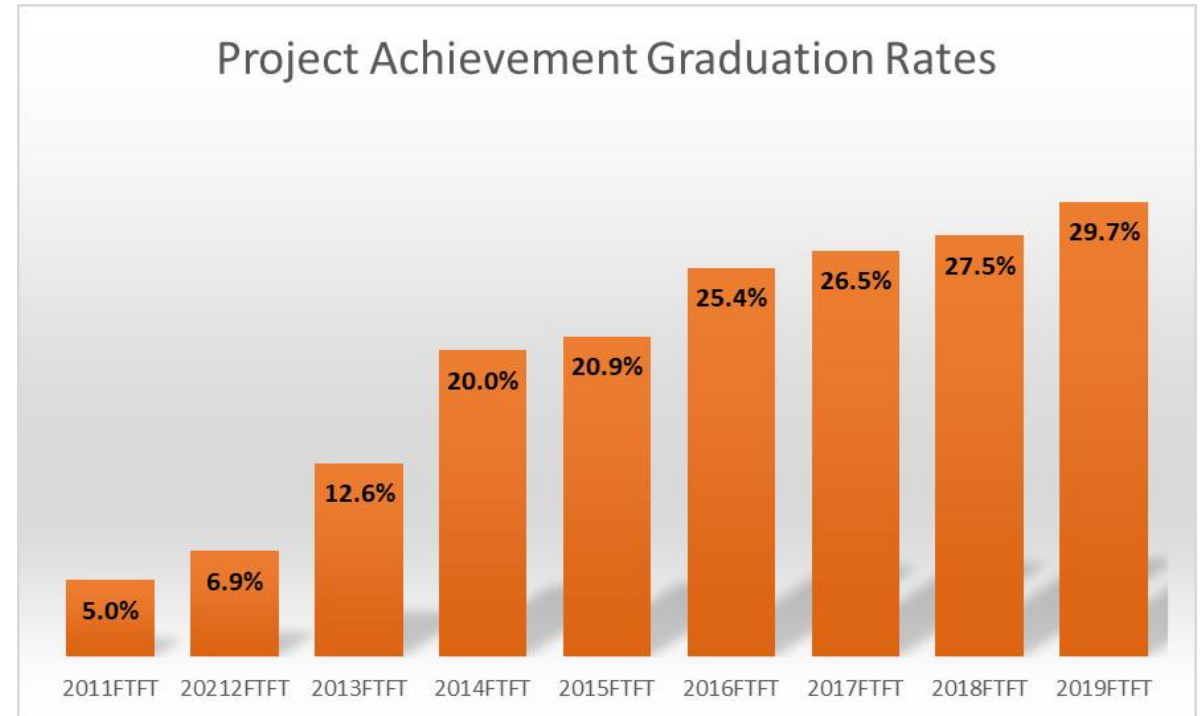
	Union College			National Community Colleges		
	IMP	SAT	GAP	IMP	SAT	GAP
ACADEMIC ADVISING EFFECTIVENESS	6.36	5.77	0.59	6.44	5.88	0.56
Advisor available	6.32	5.73	0.59	6.37	5.89	0.48
Advisor knows program requirements	6.40	5.83	0.54	6.58	6.07	0.51
Advisor helps me apply career goals.	6.31	5.68	0.63	6.46	5.90	0.56
Advisor knows transfer requirements	6.40	5.83	0.57	6.44	5.88	0.56
Feedback on academic progress	6.37	5.77	0.60	6.36	5.66	0.70

# FTFT Graduation Rates



# Black Male Graduation Rates

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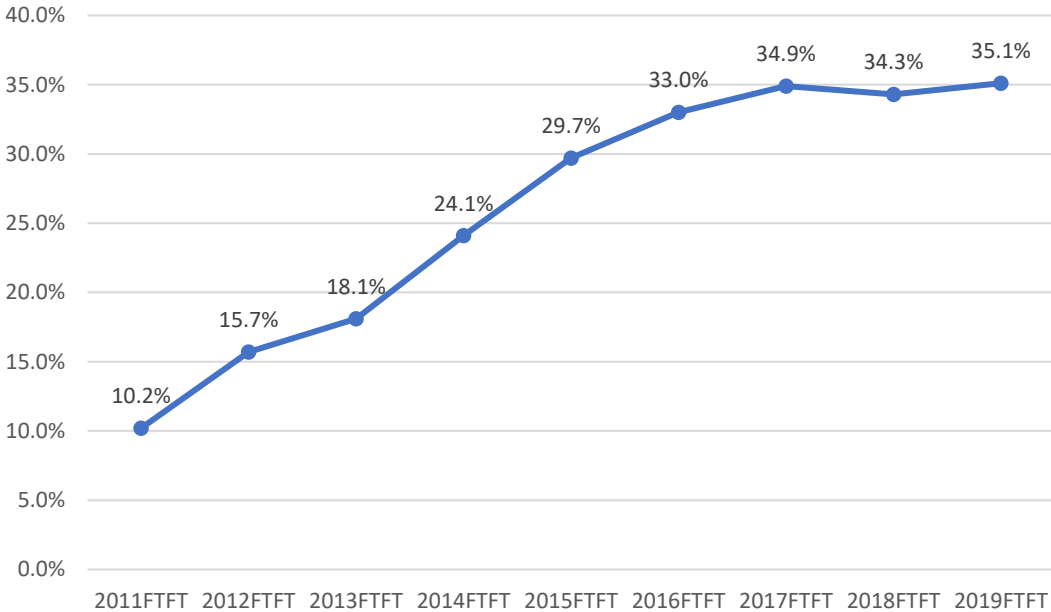


# Results are in

- Tripled FTFT graduation rate
- 5X FTFT Black male graduation rate
- Aspen nominations 2021 & 2023



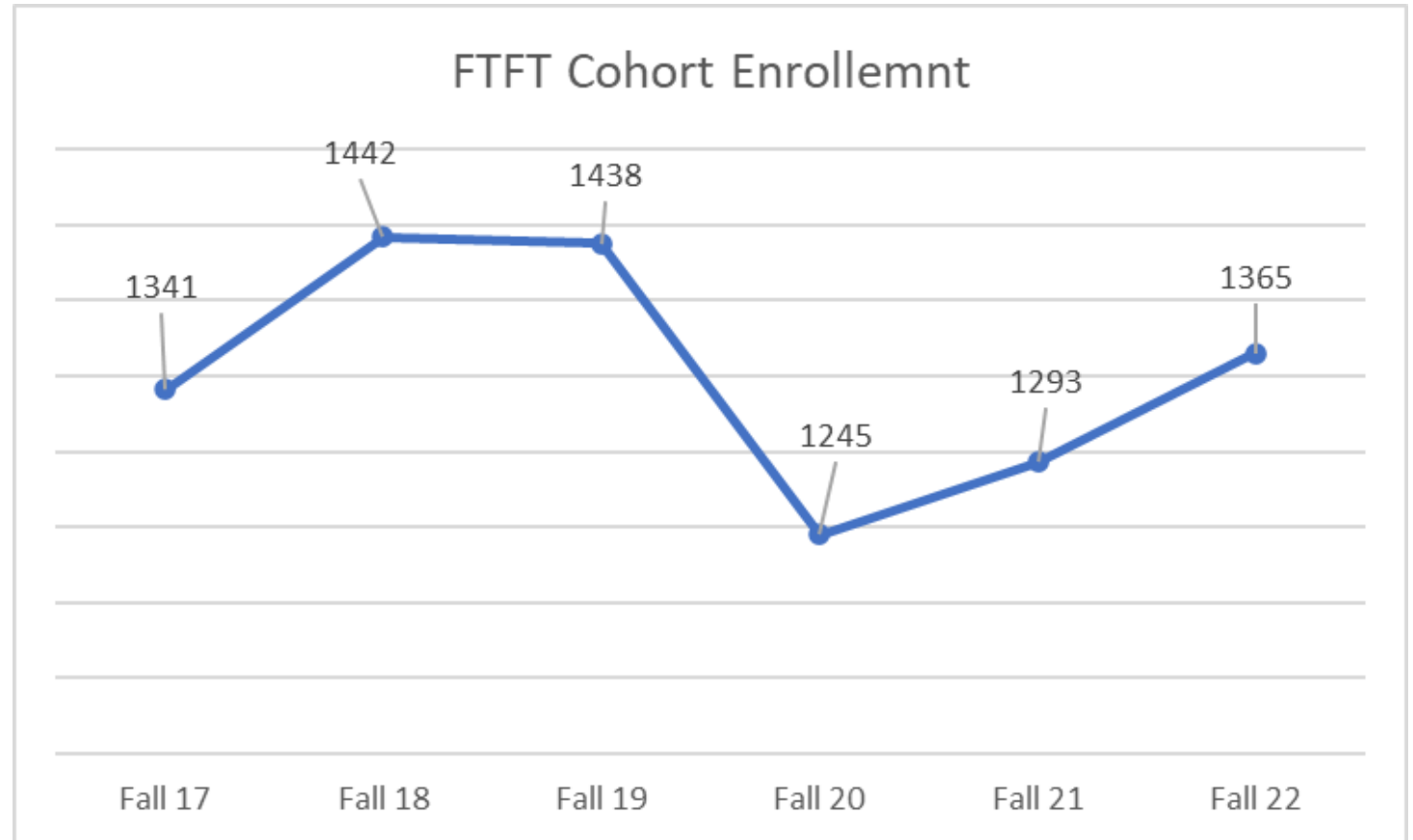
Union's Overall Grad Rates



# Results are in (NSO)

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- Continued enrollment increase into Fall 18
- Something happened in 2020...got to look into that.
- Continued increase since 2020 as we rebuild



# What's new? What's next?

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EXPANSION TO STUDENT  
SUCCESS INITIATIVES



ADVISOR ASSIGNMENT  
REMODEL



EXPANSION IN ADVISING  
TECHNOLOGY

# Inspire The Future

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- Advisors work one-on-one with students to promote on-time degree and certificate completion for first time, full time Hispanic students
- Inspire the Future includes career services opportunities, workshops, and various social engagement events are held on and off campus related to personal and professional development for the Hispanic population to foster a culture of student success.



# Advisor Assignment by Meta Major

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## Operation Graduation to take FTFT from First semester

- Students keep one advisor throughout their academic career.

## Larger focus on General Population graduation/retention rates

- Assigned by Academic Division
  - Humanities, STEM, SSBH, Allied Sciences, Nursing, Exploratory Degrees
- Create an Advising Team: One division advisor per Campus



# Working Smarter



ADVISE – Automated Early Alerts. Campus wide in Summer 2022



COMEVO – Online New Student Orientation option for Students



Mongoose/ Constant Contact - Texting/ Engagement  
Email services Information



ConexEd- Remote Student Services and Virtual Campus

# Remote Student Services

- Virtual advising center (walk-ins)
- Appointment scheduler
- Chat and Video meetings
- Advising/ Financial Aid teams integrated with CANVAS
- Advising more accessible



Quick questions? "Knock" on the door of one of the Student Services Associates below.

 Justiniano Albert Student Service Associate +19087097500 albert.justiniano@ucc.edu Office: Cranford Campus, One Stop	 Codiot Merissa Student Services Associate merissa.codiot@ucc.edu Office: Elizabeth Campus, One Stop	 Jozlyn Z Townsend Student Services Associate jozlyn.townsend@ucc.edu Office: Elizabeth Campus, One Stop			
SEND OFFLINE MESSAGE	SCHEDULE MEETING	SEND OFFLINE MESSAGE	SCHEDULE MEETING	SEND OFFLINE MESSAGE	SCHEDULE MEETING
 Madeline C LaTempa Student Services Associate madeline.latempa@ucc.edu Office: Cranford Campus, One Stop	 Michael A Oxendine Student Services Associate oxendine@ucc.edu Office: Elizabeth Campus, One Stop	 Lissa Perdigao Student Services Associate perdigao@ucc.edu Office: Cranford Campus, One Stop			
SEND OFFLINE MESSAGE	SCHEDULE MEETING	SEND OFFLINE MESSAGE	SCHEDULE MEETING	SEND OFFLINE MESSAGE	SCHEDULE MEETING



Questions



# UNION COLLEGE

of Union County, NJ

Thank You!!!

- Dr. Heather Keith: [keith@ucc.edu](mailto:keith@ucc.edu)

- Robert Devarona: [robert.devarona@ucc.edu](mailto:robert.devarona@ucc.edu)