Advising ReDesign Overview
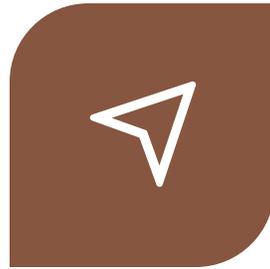
GREEN RIVER COLLEGE

FALL 2025 RECAP

ALLISON WARNER, SR DIRECTOR OF CAREER AND ADVISING

Why Advising ReDesign Now?
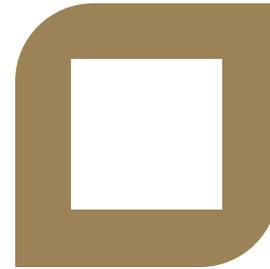
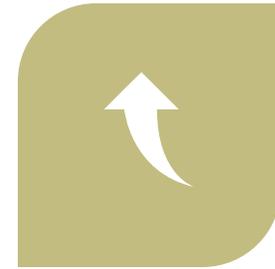GUIDED PATHWAYS/STRATEGIC PLAN AND SEM PLAN

NAVIGATE LAUNCH

ADJUSTMENT TO CTCLINK

RETURN TO OPERATIONS POST COVID

Current Advising Model 2025

Getting Started outcomes:
- Clarify degree goals
- Connect with funding and resources
- Confirm placement
- Assist with next steps

Prospect & New: Getting Started Advisement

Onboarding & Orientation outcomes:
- Online Orientation: welcome and provide overview of Green River College
- New Student Advisement and Enrollment (NSAE): clarify degree and program goals, overview of enrollment / class schedule creation, training on student technology resources, assignment to advisor. Register for first term

New & Onboarding: Online Orientation & NSAEs

Assignment to advisor(s) based on Area of Interest and/or program

Current Transfer Student

Current Career & Technical Student

First Quarter Advising outcomes (with professional advisor or faculty advisor if CTE):
- Clarify degree goals & pathways
- Co-create academic plan
- Connect to campus resources
- Assignment to faculty advisors in area of interest/program pathway

First Quarter Advising

Faculty Advisors & Professional Advisors & Navigators

Advisement through completion outcomes
- Connect with advising team at quarterly Advising Day event for academic plan revisions, academic navigational support, university admissions help and completion planning

Faculty Advisors & Professional Advisors and Navigators

Faculty Advisors & Professional Advisors & Navigators

Stakeholder Involvement

Faculty & Staff

Leslie Kessler-ECE

Lori Fishburn-BTAC

Marji MacKenzie-Library

Jake Frye- English

Nelson Phouphakone-Math

Catherine Cantrell-TS

- Athletics

- Branch Campuses

- DSS

- Veterans

- Open Doors

- ODEI

- MESA

Running Start

Career and Advising

TRiO

International Programs

Workforce Education/MAC

BAS

Timeline of Work

Fall-Spring 2024

- a comprehensive scan of existing practices in professional advising offices, advisor assignment to AOIs

Summer 2024

- Hired external facilitator, broad stakeholder rep, summer work meetings – advising vision statement and framework for redesign

Fall 2024

- Process mapping completed, IE identified themes

Winter 2025

- Student Advising Survey, Priorities identified and subgroups formed and goals set

Spring 2025

- Four priority workgroups met Orientation, Academic Success Teams, Progress Monitoring and Academic Plans

Summer 2025

- Subgroups continued to meet and set goals for year

| Fall | Summer | Fall | Winter | Spring | Summer |

What has been accomplished to date?

Shared Advising Vision
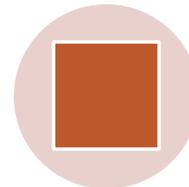
Broad stakeholder representation in workgroups

Ideal journey processing mapping from start to finish advising milestones

All student advising survey

Identification of four priority areas for next two years

Navigate 360 launch and business process integration with professional advising areas

Review of Data Collection, Surveys and Process Mapping Activities

The following slides summarize data gathered from the following activities:

- Advising ReDesign Stakeholder Meeting (Retreat): July 2024 (external facilitator led)

- Ideal state process mapping exercise with Advising ReDesign stakeholder group: September 2024

- Student Advising Experience Survey: March 2025

Current Model-
Pain Points
*Pulled from Advising Stakeholder Meeting
July 2024*

Inconsistent advising models across campus	Need for cross-collaboration between advising roles	Need for mandatory orientation session	Lack of advisor capacity due to high caseload
Need for a comprehensive orientation that provides everything necessary for students in one session	Many entry points	Confusion around faculty involvement in advising	Need for cross-training for staff

How do we improve?
Pulled from Advisor Stakeholder Meeting July 2024

Develop checkpoints leading to student ownership over ed plan

Provide culturally competent methods of advising

Establish a line of communication between advising departments

Provide opportunities for relationship building with students

Establish progress monitoring metrics using new and existing data

Mandatory First-Year Experience (FYE) course for students

Better use and more intentionality behind Advising Day

Time to follow-up with advisees on a more consistent basis

Uniform student orientation process

Provide holistic wrap-around services for students

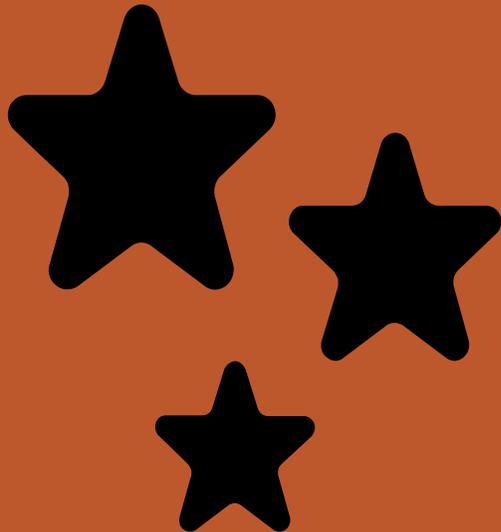## Current Model
Shining Points
Pulled from Advising Stakeholder Meeting July 2024

Advising is customized to the students and where they're at in their college careers

Dedicated advising staff

Usage of technology in improving advising services

Wealth of knowledge and resources within advising

Individual meetings with advisors specific to their student experience (

What do our students need?

Based on Student Winter 2025 Survey (400 responses)

- Clear Communication

- Variable Appointment Availability

- Clear points of contact

- Empathy

- Timely responses

- More resources for student success

- Help with class planning

- Variety of modalities to meet

- Follow up with students

- Knowledge about student questions

- Hire more staff
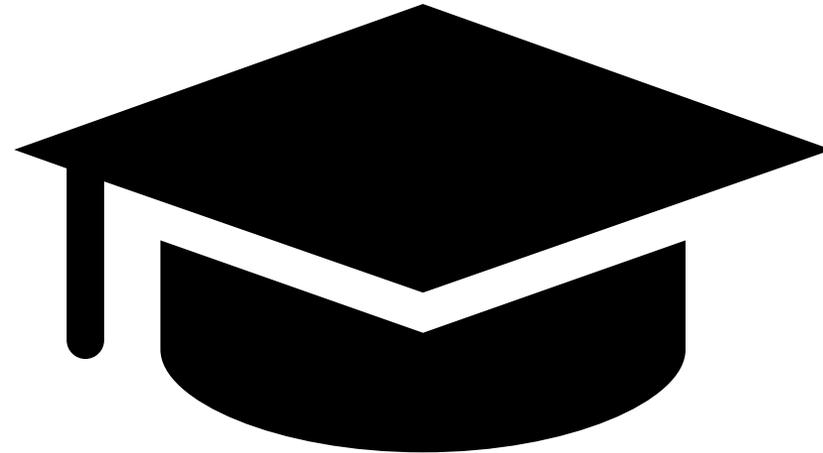
What do our students need (faculty and staff voices)
Based on Ideal process mapping exercise fall 2024

To do

To know

To monitor

To communicate

To feel

Prospective Students

To do: review getting started steps, meet with an advisor, attend an info session, become familiar with GRC programs, self-identify affinity groups

To know: how to get started, about program and affinity group resources, how to connect to resources

To monitor: enrollment status, connection with resources, orientations, and advising, placement status

To communicate: how to get started, nudges and just in time information, contact information for programs (how to connect)

To feel: welcomed, excited, sense of belonging, they chose the best environment for academics, that campus support is available

New Students through First Term Enrollment

To do: attend orientation, complete placement, enroll in classes, complete specific tasks related to affinity groups, apply for funding, attend info sessions for affinity groups

To know: where to go for support, enrollment tips, how to navigate getting started tasks

To monitor: placement, funnel of students who participate in orientation and enroll (disaggregate data) appropriate class schedules based on program, students who qualify for affinity group programs, tuition payment,

To communicate: dates and deadlines for first term, financial aid tasks and tuition reminders, advisement goals and points of contact, how to be prepared for first term

To feel: supported, excited, prepared, ready, welcomed, connected

First Year through 45 Credits

To do: create educational plan, meet with student services and advisor, participate in workshops and info sessions as needed, complete coursework, explore majors, attend Advising Day, use tutoring centers

To know: how to navigate college services and environment, attend classes and develop study skills, access student support services, when to enroll and how to enroll and what to enroll in

To monitor: completion and revisions of Ed Plans, course completion, GPA, retention rates, student basic needs and mid quarter alerts, attendance for affiinity groups, credits completion, undecided students

To communicate: encouragement, quarterly advising events, enrollment and funding deadlines, expectations

To feel: supported, connected, confident, successful

Second Year through 90 Credits

To do: meet with advisor, apply for graduation, update Ed Plan, attend college fairs and visits, have plan to pay for college and beyond GRC, apply to transfer to univeristies, complete courses successfully

To know: transfer admissions process, career planning, have a plan post GRC degree or cert

To monitor: degree completion, course completion, progress towards degree completion, GPA trends, retention rates, external barriers to success

To communicate: transfer timeline and process, graduation process, post college planning, course requirements to finish, degree planning

To feel: connected, confident, accomplished, successful, prepared, excited, supported, ready and proud
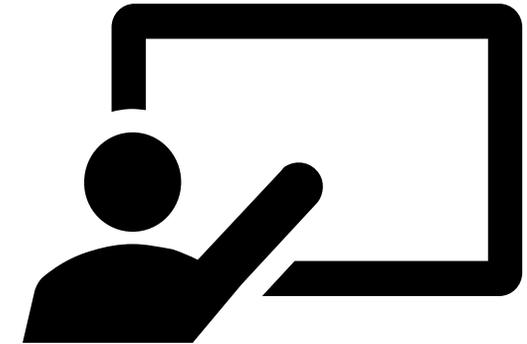
Completion and Beyond

To do: create post grad plan, share next steps with advising, request transcripts, advising exit meeting provide feedback for future students and student services, letters of recommendation requests

To know: post program planning, how to navigate job or transfer advising, how to be involved with GRC alumni, how to return to GRC in the future and how to finish

To monitor: degree completion rates, percentage of students who transfer, career path post-graduation, survey results of GRC experience

To communicate: how to stay connected with GRC and be an active alumni, GRC is an option for future academic goals, request for testmionials

To feel: pride in their accomplishment as a Gator and as an alumi, accomplished, prepared, supported, sense of community, confident

Identified Advising Priorities for ReDesign

New Students

- ***Orientation****
- Enrollment
- ***Advisor & Success Team Connection****
- Connect to Resources

welcomed, excited, sense of belonging, they chose the best environment for academics, that campus support is available

First Year Students

- Identify a Path
- ***Build an Academic Plan****
- ***Advising Touchpoints**** *(progress monitoring)*
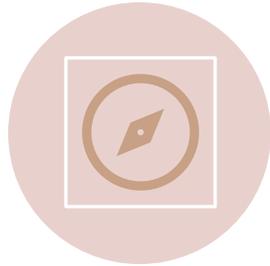- Connect to Resources

supported, connected, confident, successful

Second Year Students

- Revise Academic Plan
- Create Post-Grad Plan
- ***Advising Touchpoints**** *(progress monitoring)*
- Apply for Graduation

connected, confident, accomplished, successful, prepared, excited, supported, ready and proud

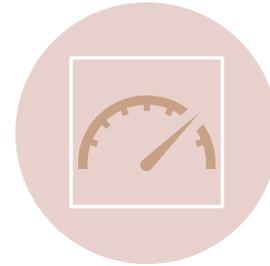# Advising ReDesign Priorities/Subgroups

ORIENTATION

ACADEMIC PLANNING

PROGRESS MONITORING

ACADEMIC SUCCESS TEAMS

Next Steps: Work on Four Priorities

o **Orientation:** Design & launch a universal entry system and orientation model & step closer to required orientations for most students (GROW)

o **Academic Plans**: Create training and marketing platforms to educate students, faculty and staff on how to make a plan in Navigate. Require the majority of students pursuing a degree to complete a plan by start of 3rd term.

o **Progress Monitoring**: Integrate 4 universal progress monitoring metrics in Navigate, create supportive advising interventions:

#1: Has earned credits in a Math class within 30 credits at GRC (degree seeking and as appropriate per degree)
#2: Has earned credits in an English class within 30 credits at GRC (degree seeking and as appropriate per degree)
#3: Has met with Advisor within first 2 terms of enrollment
#4: Has an academic plan by end of second term

o **Academic Success Teams**: create stronger connections and hand-offs between professional advising, faculty advising and area specific navigators. Identify specific work duties between the advisement resources & Increase clarity between the difference advisement resources for students and encourage useage/connection

How to get involved
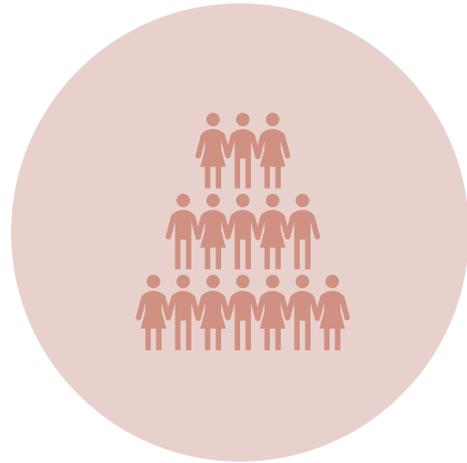
WE WELCOME NEW MEMBERS TO JOIN SUBGROUPS!
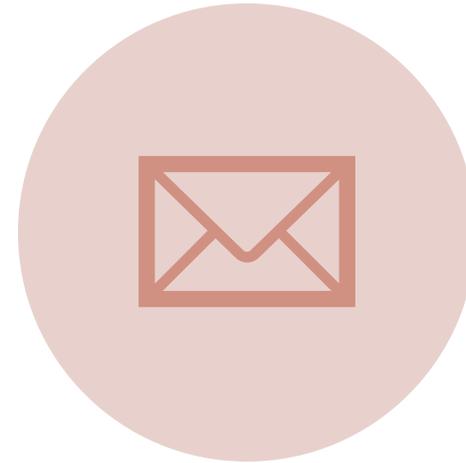
CONTACT ME! ALLISON WARNER – AWARNER@GREENRIVER.EDU