Academic Advising and Career Coaching: A Student Success Model for Adult Learners

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Presentation Overview

- Introduction
- Montgomery County Community College
- The Adult Learner
- Intrusive Advising
- Advising Reform: iPASS and RCT
- Career Advising: The Tool
Mission:

Serve the needs of our community through a commitment to the educational success of our students.

Goals:

Champion Student Success, Foster Meaningful External Relationships, Ensure a Sustainable Organization

Fast Facts:

• 74% are part time
• 39.5% of the student body is comprised of ethnic and racial minorities
• Average age is 25
• 82% of the College's students live in Montgomery County
• 62% of alumni are employed in Montgomery County
• 95% are employed in the Commonwealth of Pennsylvania
• 15,000 students, virtual, three campuses
Fast Facts:

- “Post Traditional Students”
- Career Transitions/Related events is my “why”
- Need to retool/reeducate
- Prefer accelerated and year round offerings
- More career focused/clarity

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Advising – as – teaching (SSIPP)

- **Sustained**
  Ongoing support rather than an “inoculation” approach

- **Strategic**
  Differentiated services to maximize capacity

- **Integrated**
  Services are not viewed as stand-alone interventions.

- **Proactive**
  Services are an integral part of all students’ experiences.

- **Personalized**
  Students receive the support they need when they need it, from an individual who knows them well.
The Experience: Intrusive Advising

Integrated Planning & Advising for Student Success (iPASS)

Potential Solutions to Retention Challenges

- 2013 → IPAS
  - Starfish
  - Educational Planning
  - Blackboard Dashboard

- 2015 → iPASS
  - MyCareerPlan (JobZology)
  - Educational Planning
  - Financial Planning (2018)
• **Proactive Advising:** deliberate, structured student intervention at the first indication of academic difficulty in order to motivate the student to seek help.

• **Proactive Advising:** uses the good qualities of prescriptive advising (experience, awareness of student needs and structured programs) and of developmental advising (relationship to a student’s total needs).
• Identified through Civitas (PA tool)
• Need to complete MyCareerPlan
• Additional advising appointment (30 min)
• Earlier intervention
  – Early Alert Survey from Faculty
The College partnered with JobZology to bring us MyCareerPlan – a tool that combines both career assessment as well as O*NET information about career outlooks.


**Intervention: Advising Interaction**

In addition to the outreach, all students in the treatment group will be required to attend a 30-minute advising meeting. The advising session is an interactive dialogue through which they can clarify their academic and career goals and develop a plan of action for meeting these goals. Advisors will have a “toolbox” to guide their session. The “toolbox” will include a conversation prompt with guiding questions for eight core performance areas; advisors will identify which performance areas require attention and use the guiding questions aligned with these areas to launch the conversation with the student.

**Career Coaching:**

All subsequent Career Coaching is referred to Career Services. The results of the students Jobzology/MCP assessment typically undergirds the discussion.
Advising Appointment Stages:

1-Current Scenario
“What’s going on”

2-Plans and Goals
“What do I hope to achieve”

3-Possible Actions
“How do I plan to get there”

• Confirm student has completed MyCareerPlan.
• Review MCP results with student.
• If a student is interested in a particular career, explore it further in the tool, showing them how to find jobs, how to see the detailed summary of the career (including job growth by state), and/or how to find applicable bachelor’s or graduate degree programs.
• Confirm that student has planned out past this semester and next in Self-Service.
Student Success Coaching

- **Academic Advising**
  - Educational planning to map out your program of study
  - Academic advising specific to your choice of major
  - Weekly ‘lunch and learn’ workshops
  - Online registration assistance

- **Career Services**
  - Career planning assessment
  - Resume, cover letter and interview assistance
  - Internship Assistance
  - Job Fairs

- **Transfer Services**
  - Support available for transferring to a four-year institution.
  - Transfer fairs and workshops
  - Information available about transfer partnerships & scholarships
Questions

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