Academic Advisement Center

Customer Service Plan

2012-13
Dixie State College

Academic Advisement Center

“Discover Your Destiny”

Our Vision

Through collaborative advisement and a meaningful educational plan we are preparing students for self-determination as they seek academic, vocational and social success.

Our Beliefs

• Advisement is about what is best for the student’s educational progress.
• All students are responsible to assume a proactive role in their educational planning.
• Academic advising will be available for every student on the Dixie State College campus.
• Students will leave advisement sessions more informed and with a stronger educational direction.
• Advisement encompasses academics, scholastic standards, advanced degrees, careers, and other lifelong options.
• Advisors will support students as they balance their college responsibilities and academic challenges.
• Advisors will receive continued training and professional development to better serve the student body.

Our Commitments

• To ensure that advisors deliver consistent, accurate information to all students by providing advisors with adequate professional training, resources and improved communication between departments.
• To ensure Washington County High Schools receive information regarding college preparation by being a representative to students, faculty and staff.
• To establish proven retention procedures and routines that will keep students at DSC.
• To oversee academic interventions using DSC’s Scholastic Standard policy and to offer information concerning tutoring and financial support.
• To provide advisement & registration procedures and routines that will assist all students enrolling for classes at DSC.
• To provide all students including pre-professional and transfer students with sufficient information to make their educational process a positive experience.
• To ensure that returning adult students have a welcoming and simplified route to enrollment and registration.
• To provide academic resources for current and prospective students in a dynamic technological format and utilizing enhanced software to maintain accurate student advising information.
• To provide local recruiting and advising for all certificate programs through our career & technology education advisor.
• To provide students with accurate and complete graduation audits for their particular degree.

Academic Advisement Center (ACC)
Customer Service Plan for the 2012-13 School Year

We divided the Academic Advisement Center (ACC) into three departments: the General Education Center, the Program Advisor Center and the Student Success & Retention Center. The General Education Center and the Student Success & Retention Center are divided into sub departments. We have found that many student needs are not being met simply because of the confusion as to where they should go or whom they should see considering their particular problem or situation.

General Education Advising Center
□ GE advisors meet with undeclared students providing academic direction, support, and compassion.

□ GE Advisors will complete graduation audits for AA & AS degrees, and Certificates.

□ GE Advisors have been assigned to coordinate sub-departments within the AAC to include:
  • Advisor Training/Professional Development
  • Career & Technical Education (CTE)
  • Returning Adults
  • Veterans
  • Washington County Outreach
    a. Vocational Rehab, Work Force Services, LDS Family Center, Southwest High School, Millcreek High School, Job Corps
  • DXATC Outreach
  • Success Academy
  • AdvisorTrac
  • AmeriCorps
  • NCAA
  • Washington County School District Outreach
    a. Counselor Meetings
    b. Utah Scholars
    c. Scholarships
    d. Education After Graduation
  • IT Support Specialist
Program Advising Center

- Professional and Educational Support for all Program Advisors
  - Continue to establish best practices and outcomes in advisement
  - Develop a three day new advisor orientation as a foundation of knowledge and skills in advising students
  - Continue to coordinate the certification and training of advisors across campus and consult with practicing advisors and administrator on issues related to structure, practice, assessment and evaluation of advising.
  - Continue to provide Self Serve, Native Banner, and AdvisorTrac training for advisors.
  - Continue the appropriate benchmarks that were developed in 2010-2012 for advisement performance (Level 1, Level 2, Level 3 Training Blueprint form)
  - Develop and implement an advising syllabus as a tool to allow the advisors to outline the advising relationship with their student’s success.
  - Maintain the online advisor training manual to include a conceptual overview of advising.
  - Continue to maintain the 2012-2013 online informal advisement learning community BLOG to discuss issues and topics relevant to advising. Invite advisors to present their best practices, leaning experiences and questions for discussion available on the following site http://www.advisortalkacrosscampus.blogspot.com/
  - Continue to provide a quarterly best practice and policy & procedures newsletter to advisors that began on August 2011 for the Advisement Annual Retreat.
  - Become more familiar with graduate program opportunities and internship opportunities by staying connected, with a strong working relationship, with the Career Center Services.
  - Continue to stay current on new insights of advising offered by attending the Utah Advising Orientation Association (UAOA) and with the National Academic Advising Association (NACADA) orientation.

Student Success & Retention Center

- Retention Advisor
  I. Create a cohort for at risk students and track the success of those students for the first three semesters.
  II. Specifically work on activities that will enhance the fall to fall retention rates of first year to second year students.
    a. Early Alert Interventions
    b. Mid-term Interventions

- Academic Intervention Advisor
  1. Track and provide interventions for all students that are academic jeopardy
    a. Alert
    b. Warning
    c. Probation
    d. Suspension