

# ACADEMIC ADVISING GUIDE



# Academic Advising Guide

This guide is designed for one specific type of student advising which is Academic Advising. Which is advising a student on courses to take towards completion of a degree. This, however, is not the only kind of advising that faculty, Education Division staff, and advising teams should engage in, indeed, there are several other types of advising roles that include career advising, mentor advising, course content advising and problem-focused advising. These different types of advising will be addressed in different resources and guides. The purpose of this guide is to provide direction on how to advise a student academically dependent on the role you play at the college. At TOCC students have several options to receive academic advising, the purpose of having several options is for the convenience and comfort of the student. The following are the different types of advising options students have at TOCC.

**Academic Adviser.** The Academic Advisor for TOCC is the first primary Advisor students interact with and is tasked with helping students with their first semester class registration and connecting students with the major advisor. The Academic Adviser also completes transcript evaluations.

**Faculty Adviser.** The faculty member for a program is tasked with major advising to assure a student is progressing through a program of study. As stated in the faculty contract: “provide advising duties to students which includes but not limited to career advising, academic advising, and checking in on students’ progress”.

**Student Services Advising Team.** Student Services maintains an advising team which is in place for new students when they first come to TOCC to support the Academic Advisor, and for the convenience of students who just want to talk to someone about their academic progress during TOCC’s operating hours. In this capacity Student Services Advising may go beyond just Academic Advising to include student counseling, registration services, and retention services.

**Student Services Transition Coordinator.** The Transition Coordinator is very similar to an advisor. It is important to be familiar with degree requirements and how they transfer over to universities. In this position making college exploration is an important component. This is done with college visits and working with the universities to provide informational sessions. Another important aspect of this position is to understand the application and registration process at various universities. Being familiar with key staff at universities in admissions, financial aid, housing, and program resources is a strength that this position brings to the advising process. The goal is to guide TOCC students with tools and a support system that will help them with transitioning TOCC to a mainstream university. TOCC Alumni play a key role in providing insight on issues they encountered and valuable feedback of their experiences.



**Program Specific Program Coordinators or Other advising positions.** Some programs may have grant funded or institution funded grant coordinator positions that may also have academic advising responsibilities. In these cases, the Faculty Advisor and the Program Coordinator work as an advising team (see *Guidance for Advising Teams*)

## The Advising Process

### First Semester-New Students

Upon entry into the college students are usually seen by the Academic Advisor or someone on the Student Service's Advising Team. The purpose of this advisement is to determine the student's interest and assess their academic abilities, specifically in writing and mathematics. Additionally, if the student is transferring from another institution academic placement is considered at this point. In the first semester students should be encouraged to enroll in core general education courses such as writing, mathematics, Tohono O'odham Studies, and either social science and/or arts/humanities and/or BIO 100N or BIO 105N (especially if student discloses they are science major). Research is very clear that the earlier a student completes their writing and mathematics requirements the more likely they are to graduate. Additionally, by having students focus on general education requirements in the first semester of college, it allows the student time to acclimate to the college environment and develop important writing and critical thinking skills before they focus on a program of study.

Within the first four weeks of the semester the Dean of Academics will request a list of students from the Office of Institutional Effectiveness that indicates which students are enrolled that semester by program. The Dean of Academics will assign a Faculty Adviser to that student and notify the faculty member of the assignment, along with their Area Chair.

Once a student is assigned to a Faculty Adviser that faculty member drives the advising process from that point until the student's graduation or the student changes program of study. For faculty members who have an advising team, the faculty adviser assures that the team functions properly and that the program of study is followed (see *Guidance for Advising Teams*). Students who do not have a program of study will continue to be advised by the Academic Adviser and the Student Services Advising Team.

**The responsibility of the Faculty Adviser includes:**

1. Meeting with the student each semester to determine their courses.
2. Check in with student throughout the semester regarding their academic progress.
3. Provide advisement beyond academic progress such as career advisement, career readiness, course content advisement, and if situation determines may provide advisement on \*social or \*personal issues to help the student's academic success.
4. Transfer and transfer options, exploration of different universities and university programs.
5. If student is looking at direct employment with their associate degree, providing career advisement, resume advise, and interviewing readiness.
6. Work with Transition Coordinator to assist student with internship placement, career exploration, and college transfer.
7. During last two semesters of the student's associate degree: Semester 1 do a degree audit and make sure all classes have been met and any classes that are needed will be offered and can be done in a practical manner. Semester 2, once the student has registered, complete the degree audit, sign it, and provide to the student. Assist them in completing the graduation application. Note that the signed degree audit must be submitted with the graduation application.
8. Reporting requirements. Faculty should record all advising interactions in the MyTOCC portal (see *Course Advising Guide*)

\* Advising students on social and/or personal issues, does not mean the adviser acts as a counselor or provides advise beyond the faculty member's professional training. Advising on social and personal matters means the faculty member understands how these issues impact the student's academic performance and makes the appropriate referral to other college staff who are trained to work with student's who have social and personal issues. Faculty Adviser are mandatory reporters per the student and personnel handbooks. Students who disclose abuse of a child, reports imminent danger to self or to others, reports sexual misconduct or harassment between a student and staff or a student and another student are all examples of information faculty are mandated reporters. Faculty should consult the personnel handbook and student handbook for further information.

**Roles and responsibilities of Non-Faculty Academic Advisers for Students who are in a Program of Study:**

After a student has been assigned to a Faculty Adviser a student from time to time may continue to see the Academic Adviser or someone from the Student Services Advising Team.

This may be out of convenience or because the student has developed a trusting relationship with that staff member. While this manual does not provide specific instructions, the Academic Adviser and the Student Services Advising Team have the same access to a student's program of study through Jenzabar EX, that Faculty Advisers have through their MyTOCC portal (see *Course Advising Guide* to see what Faculty Adviser access when working with a student). The following are the roles and responsibilities when working with students who have been assigned a Faculty Adviser:

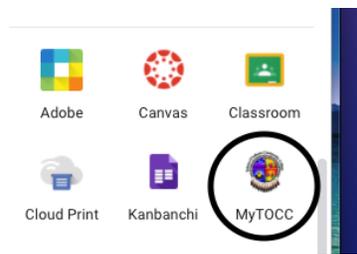
1. Provide the student with their program of study (aka degree audit) which informs them of the courses they have completed and remaining course requirements for their program of study (access through Jenzabar EX).
2. Provide direction on courses to take but recommend they follow-up with their faculty Adviser.
3. Document the interaction in Jenzabar EX and inform the Faculty Adviser about the interaction. If you are not sure who the Faculty Adviser is, the Faculty Adviser should be listed on the degree audit or you can contact the Academic Coordinator to find out.
4. If a student reports they are having problems with their Faculty Adviser report this to the Dean of Academics and Dean of Student Services, so that the student concerns can be addressed, and we can work with the faculty member to improve service.
5. Remember as with the responsibilities for Faculty Advisers, academic advising should not always be limited to courses, make sure to take the time to understand the student's situation and provide appropriate guidance for the success of the student.

### Course Advising Guide

When meeting with a student there are two ways to access the student's degree progress (1) through your MyTOCC, or (2) the student's MyTOCC. If possible it is good to access the advising information through the student's MyTOCC by having them login to their account and accessing their information. This will allow you to teach the student how to access their information at any time and empowers them to have control over their educational journey.

### Faculty MyTOCC

Login in through your TOCC Gmail same way you do with Canvas, the logo looks like:



From the menu in MyTOCC

Select “Academic”

Select “Advisee Roster”

Search “Find Students”

Select student you are working with

This will be your menu of options:



**Academic History:** Provides information about the student’s program of study, and any assessments they have taken.

**Course History:** Provides a chronological course history with grades.

**Grade Report:** Allows you to look up the student’s grade based on semester.

**Unofficial Transcripts:** This is the unofficial transcript.

**Advisee Meetings:** This is where you can schedule, but also log all your advising meeting with the student.

**Degree Audit:** This is the most important: the degree audit tells you what courses the student has completed towards their program of study and which courses are remaining.

### **Student login to MyTOCC**

- Student goes to MyTOCC from the Gmail the same way Faculty does.
- Student selects “Academics”
- Student selects “My degree progress”

### **How a student registers for courses**

#### **From MyTOCC (preferred)**

There are two ways a student can register from MyTOCC, the first is from the degree audit page and the second is from the “Returning Students” link on MyTOCC. The returning student page provides instructions. The degree audit provides a list of courses that are being offered in the following semester the fill a given requirement. The student can select a course and register for that course right from the degree audit page.

#### **From website (if unable to register from MyTOCC)**

There are some circumstances that a student cannot register using MyTOCC, various reasons include having a hold on their account, or they are trying to add a course during the week of adding a course with instructor’s permission.

- Instruct the student to go to <https://tocc.edu/download-registration-form/>
- Download the registration transaction form.
- Have the student fill out the form and email it to [admissions@tocc.edu](mailto:admissions@tocc.edu)

#### **In-person**

A student may also stop by the Student Services building and register in-person. Before registering in-person the student should have met with you as the adviser and selected the courses that they need. Also, it would be very helpful if the registration transaction form located at <https://tocc.edu/download-registration-form/> is already filled out.

### **Advising tips for success.**

Every student will have a different academic journey, but there are some tips that have been shown to increase student success and completion.

#1 Encourage the student to complete the majority of their writing and math requirements in their first two semesters.

#2 Focus on general education requirements first and core program requirements second. By focusing on general education requirements first this will provide the student with the academic competency and skill level so when they take their core classes they can focus on the content of the core program courses, instead of focusing on developing basic academic skills and competencies.

#3 Provide practical guidance. Get to know your students social, work, and family obligations. Understand their limitations and abilities. Students can be easily discouraged academically, when they are advised beyond their practical abilities.

#4 Empower don't enable. There are times that the role of an adviser is as an advocate for their student. As mentioned earlier not all student academic journeys are the same, and so there are times that a system may not meet a student's needs. At these times an adviser may be in the role of advocate. But whether in the role of adviser or advocate we should always keep in mind that one of the important roles of higher education is the development of critical thinking and problem-solving skills. Therefore, our role should always be to encourage the student to act independently and advocate for themselves whenever possible. At times this may mean role modeling the behavior, but it should always have the goal of empowering the student to be able to problem solve and navigate difficult situations with confidence.

#5 Set boundaries. Through the development of a trusting relationship between student and adviser, it is important a professional to know your own limitations in being able to assist a student with given personal situations and when to get other professionals in the college involved. This models healthy professional relationships.

### **Most Important Role of any Adviser is to Model and Support the College's Core Values**

#### **T-Şo:şon –Our Core**

##### **T-Wohocudadag (Our Beliefs)**

We believe that T-Wohocudadag provides balance, strengthens us and helps us respect ourselves, other people, and cultures.

##### **T-Apedag (Our Well-Being)**

We believe that T-Apedag is inclusive of what is healthy and good for us (physically, spiritually, emotionally, and mentally), and for all that is around us.

##### **T-Pi:k Elida (Our Deepest Respect)**

We believe that T-Pi:k Elida is a deep sense of respect for the land, your surroundings, the people, things upon the land, and also for your own self and your life.

**I-We:mta (Working Together)**

We believe that I-We:mta is crucial for the success of the College, and includes sharing, working together, and giving back to the community.

**Guidance for Advising Teams**

Some programs at TOCC have coordinators or other staff that by their job descriptions also have advising duties. In these situations, the Program of study will utilize an advising team model. An advising team functions by completing the tasks of faculty adviser but may utilize more than just the faculty member but can include other team members of the advising team. The main role and responsibility of the faculty member is to make sure that advising team is utilizing the appropriate program of study and to make sure team members meet with their assigned students each semester. The advantage of an advising team is that the team can meet once or twice a semester and review student progress as a group, which can provide a broader perspective on a student's needs, academic issues, and direction that should be considered with a student.