

## Advising & Student Support Redesign Project for North Carolina Community Colleges



In the past decade, community colleges in North Carolina have faced significant challenges related to student success and completion. In an environment of continuous and rapid change, NCCCS advisors, counselors, and instructors have worked to help all student populations, including underserved groups, with enrollment, persistence, learning, and completing credentials.

### College Advising & Student Support Priorities

Despite this intentional focus on student success, greater system-level resources are required to sustainably implement effective **NC Guided Pathways to Success (NC GPS)** advising and student support essential practices at scale. In surveys, focus groups, and planning sessions during the past two years, college leaders and practitioners have consistently indicated that **advising and “wrap-around” (non-academic and academic) student support services** are their highest priority technical assistance and professional development needs.

### NC Advising & Student Support Redesign Team

To meet the needs of colleges across the System, the NC Advising and Student Support Redesign Team was established in August 2017 to collaboratively design an effective state-wide plan. Co-sponsored by the NC Student Success Center and chaired by **Daniel Alvarado**, NCCCS Associate Director of Student Services, the team includes **Mike Beck, Seth Buchanan, Scott Byington, Sarah Deal, Lynn Hurdle-Winslow, Brian Merritt, Roxanne Newton, and Sabrina Terry.**

### NCCCS Advising & Student Support Framework

In October 2017, the team participated in the national Advising and Student Support Institute, organized by Achieving the Dream. In recent months, the team has adopted a comprehensive framework and a redesign plan that includes state-wide goals and implementation strategies customizable for all 58 colleges. The year-long project will provide technical assistance and professional development to fulfill the vision of the **NCCCS Advising & Student Support Framework.**

**NCCCS Advising & Student Support Vision**  
Every student will be guided from pre-admission to completion with proactive/appreciative advising and career, academic, and financial planning; timely communication; and integrated support and interventions.



### Project Timeline & Activities

1. Develop an NCCCS advising framework and vision statement [Fall 2017]
2. Identify college “advising liaisons” for communication and feedback [March 2018]
3. Establish NCCCS standards and models [Spring 2018]
4. Identify current best practices in the NCCCS [Spring 2018]
5. Develop training resources and toolkits [Spring/Summer 2018]
6. Provide regional “train-the-trainer” workshops [Fall 2018]

**For more information,** contact Daniel Alvarado, Associate Director, Student Services, at [alvaradod@ncccommunitycolleges.edu](mailto:alvaradod@ncccommunitycolleges.edu)

