

HAYWOOD COMMUNITY COLLEGE	INSTRUCTIONAL  ACADEMIC ADVISING	Procedure 4.1.5.1
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The academic advising program at Haywood Community College (HCC), called “Navigating College”, is part of the College’s quality enhancement plan (QEP) for the 2019 SACSCOC reaccreditation. Navigating College is a hybrid advising model which utilizes:

- Two positions at different levels of the advising process called “Success Coaches” and “Faculty Advisors”;
- A centralized advising space for new students called “The Summit Center”;
- An e-learning resource for new students called “Compass”;
- And an interactive professional development tool for advisor training called “QUEST”.

### **Success Coaches**

Success coaches are dedicated advisors who help new students identify goals, paths to those goals, and appropriate programs of study for those goals during the advising process. Success coaches focus on advising, early intervention, and retention. They work in a centralized advising center located in Student Services, and assist students until they are considered “Settled and Successful” in their program of study. (See settled and successful definition under academic advising process).

### **Faculty Advisors**

Faculty advisors are a select group of faculty members who serve as advisors for students as they transition from success coaches and progress towards the attainment of one or more credentials. Faculty advisors focus on advising students on coursework needed to graduate, assist students in mapping out a plan to transition to four-year institutions, and/or helping students identify career and employment opportunities that align with their program of study.

### **Academic Advising Process**

Under the Navigating College model, new students first work with a success coach in the summit center to determine their educational goals, verify their program of study, create a My MAP (My Master Academic Plan), and register for classes. Success coaches are responsible for monitoring and supporting these students as they begin their educational journey. Once the student is considered “settled and successful” in their program major, the success coach transfers them to a faculty advisor. “Settled and Successful” means the student is not likely to change programs of study and they are achieving satisfactory academic progress towards their personal goals. For these purposes, satisfactory academic progress is considered to be:

- 15 completed credit hours within the program of study and a program GPA of 3.0; or

- 24 completed credit hours within the program of study and a program GPA of 2.5. After transitioning to a faculty advisor, students work towards the completion of their chosen program. The faculty advisor assists with mapping out future courses, planning for graduation, pathways to other higher education institutions, and/or available options in the career field. If at any point a student falls below the satisfactory academic progress, they are referred back to a success coach for assistance.

### **Compass**

Compass is a rapid e-learning resource for prospective and current students that offers insight regarding how to navigate the processes, terminology, and programs at HCC to achieve personal educational goals. This unique tool helps all students with information that helps them better understand how HCC can help them on their educational journey. Student understanding of the information within the Compass tool is assessed on the Knowledge Based Inventory (KBI) given by their success coach, and again in their ACA course.

### **QUEST**

QUEST (Question, Understand, and Engage Students for a Timely graduation) is an interactive training and development tool for faculty and success coaches. Through this training, faculty help students maintain academic progress, make adjustments when needed, and incorporate faculty and success coach expertise. Training will be varied depending upon an employee's level of interaction with students.

### **The Summit Center**

The summit center is a dedicated physical space on campus where all new students are introduced to a success coach and begin their educational journey. This physical space is located in the 1500 building on campus. The summit center serves as a place to help students progress in their academic journey and reach their goals. It is positioned to be in close proximity to student services, where admissions, financial aid, and student wellness and career counselors are readily available for easy access.

Adopted: April 18, 2019