

<b>HAYWOOD COMMUNITY COLLEGE</b>	<b>INSTRUCTIONAL ACADEMIC ADVISING</b>	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”;
- 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 admission center located in Student Services, and assist students until they are ready to advise.

### **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 to determine their educational goals, verify their program of study. The Success coaches are responsible for monitoring and supporting these students as they begin their educational journey. The success coach transfers them to a faculty advisor.

### **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

### **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.

Adopted: April 18, 2019

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