

<p>PBCC Goal: The College will practice effective enrollment management to ensure optimal access, retention program completion and student success.</p>	<p>PBCC Objective: By 2012, the College will increase retention and completion rates by 10%</p>	
<p>Strategy to Address the Objective: The College will develop and implement a formalized Academic Advisor Training Program to ensure that high quality advising is received by all students.</p>		
<p>Desired Outcome of the Strategy: An academic advisement staff who has developed the essential competencies necessary to assist students in meeting personal, educational, and professional goals.</p>		
<p>Brief Narrative Description of the Strategy and Plan: Effective academic advising is closely related to student retention. A competent advisor requires knowledge regarding College policies, procedures and resources; skill in utilizing technical tools, and the development of relational advising skills in order to provide guidance to the student in the educational planning process. A mandatory Advisor Development Training Program covering these areas will be developed, utilizing both in-person workshops and electronic-delivery course modules.</p>		
<p>Team Members: Susan Lang, Dir. College-Wide Student Programs, Co-Chair Gwennette Royal, Student Dev. Coordinator, Belle Glade, Co-Chair Jeanne Boettcher, Post Secondary Advisor, College-Wide Diane Cotignola, Test Center Coordinator, Palm Beach Gardens Dawn Debuwitz, Student Dev. Coordinator, Lake Worth Ron Long, Counselor/Associate Profession, Palm Beach Gardens Amy McDonald, Senior Business Analyst, College-Wide Robert Schweriner, Student Dev. Coordinator, Boca Raton Junie Thompson, Financial Aid Specialist, Boca Raton Gail Tomei, Career Counselor/Associate Professor, Lake Worth</p>	<p>Submitted by: Team members</p>	<p>Date: May 7, 2009</p>

Action Steps <i>What will be done?</i>	Responsibilities <i>Who will do it?</i>	Timeline <i>By when?</i> <i>(Day/Month)</i>	Resources <i>A. Resources Available</i> <i>B. Resources Needed (financial, human, political & other)</i>	Potential Barriers <i>A. What individuals or offices may resist?</i> <i>B. How?</i>	Involvement <i>A. What groups are involved?</i> <i>B. How are they involved?</i>
Step 4: Research use of web conferencing software at advisor work stations.	Advising Cluster; Dean Liaison; Director of College-Wide Programs; IT	Jan. 2010	A. N/A B. Technical assistance	A. Some advising staff members B. Resistance to new technology	A. As stated B.
Step 4: Establish a collection of resources to serve as a library for advising staff, to include webinar CDs; streaming video of workshops; NACADA training CDs; books, etc.	Director of College-Wide Programs	Apr. 2010	A. Small collection of CDs currently available B. Accessible space; system for signing out materials; purchase of additional materials for inclusion	A. N/A B. N/A	A. Student Services Deans, Advising Staff B. Recommending materials for inclusion
Step 5: Collaborate with Human Resources in creating a system to track employee participation in web-based modules, evaluate competencies met, and reward certificate of completion.	Director of College-Wide Student Programs; Director of Human Resources	May 2010	A. B. Human Resources participation and assistance	A. N/A B. N/A	A. As stated B.

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Step 6: Create a series of 3 web-based modules, focusing on areas identified in Step 2, which new advisors need to complete within the first year of employment and current advisors need to complete within one year of the implementation date; certificate awarded upon successful completion. (see Step 5)	Director of College-Wide Programs; Information Technology	1 st module Sep. 2010; 2 nd module May 2011; 3 rd module May 2012	A. B. Assistance from Information Technology & Instructional Technology staff	A. Information Technology Staff B. Other priorities in offices charged with implementation	A. Information Technology; Advising Cluster; Student Services' Deans B. Providing input as needed

Evidence of Success: *(What evidence will be provided that progress is being made? What are the benchmarks of success?)*

Success will be measured by completion of above steps in accordance with defined timeline, to include a series of workshops; the establishment of a resource library; and the development of web-based modules designed to ensure that academic advisors develop the essential competencies necessary to aid in student success.

Assessment Process: *(How will the outcomes of the strategy be measured? What are the specific measures?)*

Use assessment tool for workshop attendees; track workshop participation to ensure participation; a library of resource materials available to all advising staff; web based modules will have assessment component & certificate upon completion.

Request for Funds *(Are funds required to implement the action plan?)*

Describe the need for funds	Type of Funding	Amount Needed	Date Needed
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NACADA Training materials	<input checked="" type="checkbox"/> Materials/Supplies	<input type="checkbox"/> Personnel	<input type="checkbox"/> Other	550.00	
Materials for inclusion in advisor resource library	<input checked="" type="checkbox"/> Materials/Supplies	<input type="checkbox"/> Personnel	<input type="checkbox"/> Other	1500.00	
	<input type="checkbox"/> Materials/Supplies	<input type="checkbox"/> Personnel	<input type="checkbox"/> Other		

Progress Report: *(To be completed during the action plan at determined points)*

Date:	Describe Progress:	Barriers to Implementation:	Submitted by:	Current Status:
				<input type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red
				<input type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red
				<input type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red
				<input type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red
				<input type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red
				<input type="checkbox"/> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red

Green = On schedule
 Yellow = Delayed
 Red = Very behind schedule