

Project Outline – Advisement 2.0

- **Introduction**

In spring 2017, LaGuardia Community College initiated Advisement 2.0 pilot which aimed to provide more regular and intentional guidance to every student according to need at every point along a clearly defined pathway from admission to graduation. By engaging in this improved model for advisement, the College takes responsibility for student GPA, credit accumulation, reduction of moot courses, and completion of benchmark courses by building needed professional development and digital tools in order to increase quality advisement contacts where students update their academic plans and create goals that build momentum toward academic success.

Advisement 2.0 has several major components: a tier structure based on students' academic standing and remedial needs; an advisor team engaging faculty, professional advisors and peer advisors; digital tools C2C and SSP (Student Success Plan); a guided pathway to graduation (Degree Map).

- **Resources Allocated**

1. Number of faculty advisors participated: 114 (fall 2018)
2. Number of peer advisors participated: 20 (fall 2018)
3. Number of professional advisors participated: 20 (fall 2018)
4. Development of in-house digital tools: C2C, Student Success Plan (SSP)

- **Evidence**

1. Advisement 2.0 Logic Model
2. Advising Structure and Tier Rules
3. Advisement 2.0 KPIs Tracking_Fall 2019
4. Advisement 2.0 Surveys
5. Advisement 2.0 - Fall 2019 Evaluation
6. Advisement 2.0 Spring 2018_Final Report

- **Assessment Tools/Strategy/Methodology**

1. Advisement 2.0 KPIs report, conducted by the IR office year around and designed to inform advisors and department chairs of the following:
 - Number and percentage of students withdrawn from the Advisement 2.0 roster
 - Number and percentage of SSPs created
 - Number and percentage of students advised
 - Number and percentage of students graduated
 - Number and percentage of students enrolled for the following semester
2. Advisement 2.0 evaluation reports, conducted by the IR office at the end of each semester. These reports studied students' various performance outcomes and provided a guideline when implementing the initiative to more department and majors. The following outcome measures were covered:

- Advisement rates, by tier, department and major
- Early advisement rates (students who got advised in Session I)
- Average GPA and credits earned for students advised with SSP, advised without SSP, and not advised at all
- Momentum score changes for students advised with SSP, advised without SSP, and not advised at all
- Next semester return rate
- Next semester return rate for early withdrawn students

- **Findings**

1. With Advisement 2.0, the percentage of high need students (Tiers 2 & 3) being advised has risen substantially, compared to the spring 2016 baseline.
2. Students engaged with connected advising (when the advisor uses our digital tools) benefit the most.
3. Students with the greatest need benefit the most from connected advisement, as measured by credit accumulation.

- **Recommendations**

1. Track the longitudinal impacts of advisement. Are students who are advised with the SSP repeatedly, across semesters, more likely to succeed?

Advisement 2.0 Logic Model – Updated 4/24/17

Theory of Change: LaGuardia Community College’s Advisement 2.0 pilot aims to provide more regular and intentional guidance to every student according to need at every point along a clearly defined pathway from admission to graduation. By engaging in this improved model for advisement, the College **takes responsibility** for student GPA, credit accumulation, reduction of moot courses, and completion of benchmark courses by **building needed** professional development and digital tools in order to increase quality advisement contacts where students update their academic plans and create goals that build momentum toward academic success.

Goal	Input	Activities	Outputs	Outcomes
<p>Improve the Advisement Team Model in order to increase student momentum toward degree attainment.</p>	<ul style="list-style-type: none"> • 2.0 Steering Committee • CSS Working Group 1 • Fulfillment and Reaction Support • Wave I Advisement Teams • CTL Peer Advisor Leadership • Peer Advisors • SIC Staff • Communications and Marketing • Street Team 	<ul style="list-style-type: none"> • Train advisement 2.0 teams and tier supports on advisement benchmarks (LEAD Doc) and use of 3 year plans for advising students. • Create Momentum Tracker for students (see output details) for My LaGuardia • Develop and implement tiered advisement model based on move from course selection to holistic advisement • Ensure advisement notes are included in SEMS for all tiers. • Create Momentum Dashboard for Advising Portal • Professional development workshops aimed at clarifying team roles, building team relationships, and improving coordination and communication. 	<p>Improve Behaviors that Correlate with Student Success</p> <p><u>More students:</u></p> <ul style="list-style-type: none"> • Attend Class • Maintain Financial Health (FAFSA, other indicators) – indicators? • Participate in Advising meetings, as per tier • Complete SMART Goals Plan and follow-up on it • Complete at least one section of Graduation Plan in ePortfolio (career or transfer) • Register for next semester (100% of courses fit degree; take key courses) 	<p>Increase in momentum:</p> <ul style="list-style-type: none"> • Maintain cum GPA 2.0 or higher • Complete key benchmark courses in the major each year, as identified in 3 Year Plan • Complete 15 or more credits & all remediation in Year 1; 16-35 credits by end of Year 2; on track for graduation in Year 3 <p><i>Note: Comparison group is pre-pilot for same teams</i></p> <p>Improve Student Success Outcomes</p> <ul style="list-style-type: none"> • Adv 2.0 students achieve higher than predicted success rates: Students per tier, who complete recommended advisement contacts achieve higher than predicted success <p>Improve Satisfaction w/ Advisement:</p> <ul style="list-style-type: none"> • Improve student satisfaction with advisement experience as measured in student surveys.

What is The Academic Path?

We have identified the Academic Path as key actions that students should take to ensure satisfactory progress towards graduation. We have focused on three periods: Pre-Term, 1st semester, and 2nd semester through graduation.

- A) **Pre-Term Actions.** Before the student takes her first class, we will track these actions to see if the student is on-track for successful completion of pre-term activities. The Advisement staff will play the key role in guiding these actions.
1. Take Placement Test
 2. Submit Immunization Documents, as needed
 3. Apply for Financial Aid
 4. Review Major and Career choices (Family Day, Career Connect, My First Day)
 5. Attend New Student Advisement & Registration; register for appropriate classes, including First Year Seminar, key course in the major and needed basic skills courses
- B) **First Semester Actions:** In the first semester, we designate the FY Seminar faculty as the primary advisor, supported by peer mentors and advisement professionals. Key actions are:
1. Maintain satisfactory attendance in FY Seminar and all other classes
 2. Create an ePortfolio; review choice of career/major and write up educational, career and transfer plans in ePortfolio-based Graduation Plan
 3. Attend at least one event in My Campus Events and record learning in the ePortfolio
 4. Register for next semester (100% of courses fit degree; take key & basic skills courses)
- C) **Actions in Subsequent Semesters.** After the first semester, as students enter the Tier structure, these student actions demonstrate that a student is on the path:
1. Maintain satisfactory class attendance
 2. Maintain Financial Health (FAFSA, other indicators)
 3. Attend/participate in Advising meetings, as per tier
 4. Complete SMART Goals Plan and follow-up on it
 5. Update at least one section of Graduation Plan in ePortfolio (career or transfer)
 6. Register for next semester (100% of courses fit degree; take key courses)

Momentum Check Points

1. Maintain cumulative GPA 2.0 or higher
2. Complete key benchmark courses in the major each year, as identified in 3 Year Plan
3. Complete 15 or more credits & all remediation in Year 1; 16-35 credits by end of Year 2; on track for graduation in Year 3

Fall 2019 Advisement 2.0 KPIs Tracking (Actively Enrolled Students)

Tier 1

Department	Enrolled	SSP Completed	Advised	% SSP/Enrolled	% Advised/Enrolled	% SSP/Advised	Enrolled for SP 2020	% Enrolled for SP 2020
Business and Technology	311	78	171	25%	55%	46%	157	50%
Education and Language Acquisition	115	9	52	8%	45%	17%	69	60%
English	-	-	-				0	
Health Sciences	-	-	-				0	
Humanities	-	-	-				0	
Lib Arts: Mathematics & Science	-	-	-				0	
Liberal Arts: Social Sciences & Humanities	-	-	-				0	
MEC	243	61	133	25%	55%	46%	164	67%
Natural Sciences	-	-	-				0	
Social Science	69	14	38	20%	55%	37%	26	38%
Total	738	162	394	22%	53%	41%	416	56%

Tier 2A

Department	Enrolled	SSP Completed	Advised	% SSP/Enrolled	% Advised/Enrolled	% SSP/Advised	Enrolled for SP 2020	% Enrolled for SP 2020
Business and Technology	237	125	175	53%	74%	71%	162	68%
Education and Language Acquisition	96	25	54	26%	56%	46%	69	72%
English	51	20	33	39%	65%	61%	28	55%
Health Sciences	1,155	573	818	50%	71%	70%	785	68%
Humanities	285	61	161	21%	56%	38%	185	65%
Lib Arts: Mathematics & Science	272	76	166	28%	61%	46%	186	68%
Liberal Arts: Social Sciences & Humanities	206	63	127	31%	62%	50%	103	50%
MEC	146	42	84	29%	58%	50%	98	67%
Natural Sciences	95	38	59	40%	62%	64%	66	69%
Social Science	151	39	83	26%	55%	47%	85	56%
Total	2,694	1,062	1,760	39%	65%	60%	1,767	66%

Tier 2B

Department	Enrolled	SSP Completed	Advised	% SSP/Enrolled	% Advised/Enrolled	% SSP/Advised	Enrolled for SP 2020	% Enrolled for SP 2020
Business and Technology	225	156	191	69%	85%	82%	159	71%
Education and Language Acquisition	74	18	47	24%	64%	38%	54	73%
English	-	-	-				0	
Health Sciences	112	80	97	71%	87%	82%	77	69%
Humanities	98	18	46	18%	47%	39%	63	64%
Lib Arts: Mathematics & Science	112	44	74	39%	66%	59%	60	54%
Liberal Arts: Social Sciences & Humanities	-	-	-				0	
MEC	147	33	80	22%	54%	41%	111	76%
Natural Sciences	-	-	-				0	
Social Science	166	61	111	37%	67%	55%	106	64%
Total	934	410	646	44%	69%	63%	630	67%

Tier 3

Department	Enrolled	SSP Completed	Advised	% SSP/Enrolled	% Advised/Enrolled	% SSP/Advised	Enrolled for SP 2020	% Enrolled for SP 2020
Business and Technology	400	184	285	46%	71%	65%	265	66%
Education and Language Acquisition	172	73	127	42%	74%	57%	102	59%
English	41	13	26	32%	63%	50%	26	63%
Health Sciences	518	285	386	55%	75%	74%	347	67%
Humanities	337	130	242	39%	72%	54%	218	65%
Lib Arts: Mathematics & Science	251	76	165	30%	66%	46%	135	54%
Liberal Arts: Social Sciences & Humanities	198	61	129	31%	65%	47%	110	56%
MEC	314	125	217	40%	69%	58%	221	70%
Natural Sciences	70	25	52	36%	74%	48%	47	67%
Social Science	396	158	283	40%	71%	56%	257	65%
Total	2,697	1,130	1,912	42%	71%	59%	1,728	64%

All Tiers

Department	Enrolled	SSP Completed	Advised	% SSP/Enrolled	% Advised/Enrolled	% SSP/Advised	Enrolled for SP 2020	% Enrolled for SP 2020
Business and Technology	1,173	543	822	46%	70%	66%	743	63%
Education and Language Acquisition	457	125	280	27%	61%	45%	294	64%
English	92	33	59	36%	64%	56%	54	59%
Health Sciences	1,785	938	1,301	53%	73%	72%	1,209	68%
Humanities	720	209	449	29%	62%	47%	466	65%
Lib Arts: Mathematics & Science	635	196	405	31%	64%	48%	381	60%
Liberal Arts: Social Sciences & Humanities	404	124	256	31%	63%	48%	213	53%
MEC	850	261	514	31%	60%	51%	594	70%
Natural Sciences	165	63	111	38%	67%	57%	113	68%
Social Science	782	272	515	35%	66%	53%	474	61%
Grand Total	7,063	2,764	4,712	39%	67%	59%	4,541	64%

Advisement 2.0 Student Survey – Draft – November 27, 2017

1. Who were you advised by this semester?
 - a. Staff advisor (located in B100/B102)
 - b. Faculty member
 - c. Peer advisor
2. How did you know where to go for advisement? *Check all that apply.*
 - a. Email
 - b. Text message
 - c. Phone Call
 - d. My LaGuardia
 - e. Student Advising Services Office (B100/ B102)
 - f. Professor
 - g. Classmate
 - h. Other: _____
3. What did you discuss with your advisor? *Check all that apply.*
 - a. General academic progress
 - b. Choice of major/ and or career
 - c. Course selection for next semester
 - d. Transfer options
 - e. How to improve in class
 - f. Personal issues/ concerns
 - g. Tutoring
 - h. Financial issues
 - i. Other
4. After your advisement meeting, did you open your Student Success Plan on My LaGuardia?
 - a. Yes
 - b. No
5. Please rate your agreement with the following statements
(strongly agree – agree – disagree – strongly disagree):
 - a. My advisor is interested in my success.
 - b. My advisor is knowledgeable and helpful.
 - c. I followed up on the plan I created with my advisor.
 - d. Advice I received from my advisor has helped me be more successful.
6. Did you schedule another appointment at the end of your advising session?
 - a. Yes
 - b. No
7. Did you attend an advising event this semester (Student Success Fair, Advising Day, etc.)?
 - a. Yes
 - b. No
8. Did you review the #LevelUpLearning information on My LaGuardia?
 - a. Yes
 - b. No
9. Overall, how satisfied are you with your advising experience this semester?
 - a. Very Satisfied
 - b. Satisfied
 - c. Dissatisfied
 - d. Very Dissatisfied
10. What can LaGuardia do to improve your advising experience in the future?

Advisement 2.0 Advisor Survey, draft 11.27.17

1. What type of advisor are you?
 - Staff Advisor
 - Peer Advisor
 - Faculty Advisor

2. What advisement team are you affiliated with?
 - Business & Technology
 - Health Sciences
 - Natural Sciences

3. How many students from your assigned group did you advise this semester?
 - 1-2
 - 3-5
 - 6-10
 - 11-50
 - More than 50

4. On average, how many meetings did you have with each student?
 - 1
 - 2
 - 3 or more

5. a. How long was your average advisement meeting?
 - 5-10 min.
 - 11-20 min.
 - 21-30 min.
 - 30-45 min.
 - 45+ min.
 - b. Please use this scale to respond to this statement: *I had adequate time to meet with students*
1-Strongly Agree, 2-Agree, 3-Disagree, 4-Strongly Disagree

6. Overall, was it challenging to set up advising meetings?
 - Yes
 - No

If so, in what way(s)? Select any issue that was particularly common and problematic to overcome:

 - Students were difficult to reach
 - We could not find common times to meet
 - Students did not show for their appointments
 - Other (explain)

7. Roughly what percentage of your assigned students came to a scheduled appointment?

- 0-25
- 26-50
- 51-75
- 76-100

8. What did you commonly discuss with students during your advising sessions? Select all that apply.

- General academic progress
- Choice of major and/or career
- Transfer planning
- Course selection for future semester
- Ways that student could do better in their classes
- Student's emotional problems
- Places student could get academic help (tutoring, etc.)
- Student financial problems
- Other, please identify:

9. What features of the Advising Dashboard and the Student Success Plan did you find useful?

Please rate on the following scale: 1—Very Useful, 2—Useful, 3—Slightly Useful, 4—Not at all Useful, 5—Not Applicable/Did Not Have Opportunity to Use

- Access to student information (eg Attendance, GPA, etc.)
- Access to Degree Audit
- The ways it helped structure the conversation
- The ways it reminded me of issues I might address
- The ability to create a plan for students to address issues
- The ability to easily refer students to specific offices
- Access to Tip Sheets as a way to give students helpful information
- The ability to send students a summary record of the conversation
- The Momentum indicator as a tool for helping students identify issues
- The way it gathered information and tools in one place
- The ability to communicate with other advisors about a students' needs

10. What ways did you commonly use the Dashboard and the Student Success Plan? Please check all that apply:

- Previewed it before an appointment with students
- Kept it open during the conversation, in case I needed to check for information
- Used it to help me structure the conversation
- Filled out the Student Success Plan during the conversation
- Filled out the Student Success Plan after the conversation

11. At this point, what aspect of the Dashboard and the Student Success Plan do you feel you need to understand better? What would be helpful to learn more about?

- Use of Degree Audit
- Use of the Momentum Indicator

- Use of information available on the Dashboard
- Use of the Student Success Plan
- Use of the Dashboard's communication tools

12. Are there features you would like to see built into future versions of the Dashboard and the Student Success Plan? What suggestions do you have for improvement?

13. Please rate your experience advising students in Fall 2017 by responding to this statement.

Overall, in my advisement conversations, I felt that I was able to help students.

1-Strongly Agree, 2-Agree, 3-Disagree, 4-Strongly Disagree

14. In general, what went well in your advisement experiences this fall?

15. In general, what was difficult in your advisement experiences this fall?

16. How were your advertising conversations this fall differed from your prior advising conversation? If applicable, please briefly describe:

17. Is there anything else you want to tell us at this time?

Fall 2019 Advisement Rate

Tier 1						
Department	Enrolled	SSP Completed	Advised	% SSP/Enrolled	% Advised/Enrolled	% SSP/Advised
Business and Technology	311	78	171	25%	55%	46%
Education and Language Acquisition	115	9	52	8%	45%	17%
English	-	-	-			
Health Sciences	-	-	-			
Humanities	-	-	-			
Lib Arts: Mathematics & Science	-	-	-			
Liberal Arts: Social Sciences & Humanities	-	-	-			
MEC	243	61	133	25%	55%	46%
Natural Sciences	-	-	-			
Social Science	69	14	38	20%	55%	37%
Tier Total	738	162	394	22%	53%	41%

Tier 2A						
Department	Enrolled	SSP Completed	Advised	% SSP/Enrolled	% Advised/Enrolled	% SSP/Advised
Business and Technology	237	125	175	53%	74%	71%
Education and Language Acquisition	96	25	54	26%	56%	46%
English	51	20	33	39%	65%	61%
Health Sciences	1,155	573	818	50%	71%	70%
Humanities	285	61	161	21%	56%	38%
Lib Arts: Mathematics & Science	272	76	166	28%	61%	46%
Liberal Arts: Social Sciences & Humanities	206	63	127	31%	62%	50%
MEC	146	42	84	29%	58%	50%
Natural Sciences	95	38	59	40%	62%	64%
Social Science	151	39	83	26%	55%	47%
Tier Total	2,694	1,062	1,760	39%	65%	60%

Tier 2B						
Department	Enrolled	SSP Completed	Advised	% SSP/Enrolled	% Advised/Enrolled	% SSP/Advised
Business and Technology	225	156	191	69%	85%	82%

Education and Language Acquisition	74	18	47	24%	64%	38%
English	-	-	-			
Health Sciences	112	80	97	71%	87%	82%
Humanities	98	18	46	18%	47%	39%
Lib Arts: Mathematics & Science	112	44	74	39%	66%	59%
Liberal Arts: Social Sciences & Humanities	-	-	-			
MEC	147	33	80	22%	54%	41%
Natural Sciences	-	-	-			
Social Science	166	61	111	37%	67%	55%
Tier Total	934	410	646	44%	69%	63%

Tier 3						
Department	Enrolled	SSP Completed	Advised	% SSP/Enrolled	% Advised/Enrolled	% SSP/Advised
Business and Technology	400	184	285	46%	71%	65%
Education and Language Acquisition	172	73	127	42%	74%	57%
English	41	13	26	32%	63%	50%
Health Sciences	518	285	386	55%	75%	74%
Humanities	337	130	242	39%	72%	54%
Lib Arts: Mathematics & Science	251	76	165	30%	66%	46%
Liberal Arts: Social Sciences & Humanities	198	61	129	31%	65%	47%
MEC	314	125	217	40%	69%	58%
Natural Sciences	70	25	52	36%	74%	48%
Social Science	396	158	283	40%	71%	56%
Tier Total	2,697	1,130	1,912	42%	71%	59%

All Tiers						
Department	Enrolled	SSP Completed	Advised	% SSP/Enrolled	% Advised/Enrolled	% SSP/Advised
Business and Technology	1,173	543	822	46%	70%	66%
Education and Language Acquisition	457	125	280	27%	61%	45%
English	92	33	59	36%	64%	56%
Health Sciences	1,785	938	1,301	53%	73%	72%
Humanities	720	209	449	29%	62%	47%
Lib Arts: Mathematics & Science	635	196	405	31%	64%	48%
Liberal Arts: Social Sciences & Humanities	404	124	256	31%	63%	48%

MEC	850	261	514	31%	60%	51%
Natural Sciences	165	63	111	38%	67%	57%
Social Science	782	272	515	35%	66%	53%
Total	7,063	2,764	4,712	39%	67%	59%

Average Term Credits Earned and Term GPA, Fall 2019

Dept	Tier	Fall 2019 Credits Earned				Fall 2019 GPA			
		SSP	Advised, No SSP	Advised, Total	Not Advised	SSP	SSP	Total	Not Advised
Business and Technology	1	14.0	11.4	12.6	11.0	3.5	3.4	3.5	3.3
	2A	11.9	11.4	11.8	9.5	3.1	3.0	3.1	2.8
	2B	10.5	9.9	10.4	8.0	3.1	3.0	3.1	3.0
	3	9.4	7.6	8.8	6.6	2.5	2.2	2.4	2.0
Dept Total		11.0	9.8	10.6	9.0	3.0	2.9	2.9	2.8

Education and Language Acquisition	1	11.3	10.6	10.8	10.2	3.3	3.4	3.4	3.3
	2A	11.2	10.8	11.0	8.9	2.8	3.4	3.1	2.9
	2B	10.2	9.0	9.5	7.8	2.8	3.0	3.0	2.9
	3	9.5	6.0	8.0	6.5	2.5	1.8	2.2	1.8
Dept Total		10.1	8.7	9.3	8.6	2.7	2.8	2.7	2.7

English	2A	12.9	10.2	11.8	8.6	3.3	3.2	3.2	3.2
	3	11.0	7.8	9.4	7.3	2.5	2.0	2.2	2.1
Dept Total		12.1	9.0	10.7	8.0	3.0	2.6	2.8	2.7

Health Sciences	2A	8.6	8.1	8.5	9.0	3.2	3.0	3.1	2.9
	2B	7.3	3.9	6.7	7.0	3.4	2.4	3.2	2.7
	3	7.5	7.2	7.4	5.8	2.6	2.3	2.5	1.8
Dept Total		8.2	7.7	8.0	8.1	3.0	2.8	3.0	2.6

Humanities	2A	11.7	10.4	10.8	10.0	3.0	3.0	3.0	3.1
	2B	8.7	9.1	9.0	7.8	2.9	3.0	3.0	3.1
	3	9.1	7.8	8.5	6.4	2.4	2.2	2.3	2.1
Dept Total		9.8	9.0	9.4	8.3	2.6	2.6	2.6	2.7

Lib Arts: Mathematics & Science	2A	9.2	8.8	9.0	7.4	2.5	2.5	2.5	2.6
	2B	10.6	9.8	10.3	8.1	3.0	3.1	3.1	2.9
	3	7.5	7.5	7.5	5.3	2.2	2.3	2.2	1.6
Dept Total		8.8	8.4	8.6	6.7	2.5	2.5	2.5	2.3

Liberal Arts: Social Sciences & Humanities	2A	9.8	9.0	9.4	8.3	3.0	3.0	3.0	2.7
	3	7.8	7.2	7.5	5.5	2.3	2.2	2.3	1.8
Dept Total		8.8	8.1	8.4	7.0	2.7	2.6	2.6	2.3

MEC	1	12.3	10.5	11.4	10.4	3.1	2.9	3.0	3.0
	2A	10.7	9.4	10.1	7.9	2.6	2.5	2.6	2.4
	2B	10.4	10.1	10.2	9.1	2.7	2.7	2.7	2.7
	3	10.2	7.3	9.0	5.8	2.5	2.2	2.3	1.7
Dept Total		10.8	9.1	10.0	8.4	2.7	2.5	2.6	2.5

Natural Sciences	2A	11.4	9.6	10.7	8.1	2.9	2.7	2.8	2.7
	3	8.1	7.3	7.7	4.7	2.1	1.5	1.8	1.6
Dept Total		10.1	8.3	9.3	7.0	2.5	2.1	2.3	2.3

Social Science	1	11.8	9.9	10.6	11.0	3.4	2.7	3.0	2.7
	2A	10.8	10.4	10.6	9.2	2.9	2.9	2.9	2.7
	2B	12.1	11.5	11.8	9.8	2.9	3.0	2.9	2.5
	3	9.0	7.6	8.4	7.4	2.1	1.8	2.0	1.8
Dept Total		10.1	9.1	9.6	8.8	2.5	2.3	2.4	2.3

Overall	1	13.0	10.8	11.7	10.7	3.3	3.2	3.2	3.2
	2A	9.7	9.2	9.5	8.8	3.1	2.9	3.0	2.8
	2B	10.0	9.6	9.9	8.5	3.1	2.9	3.0	2.8
	3	8.7	7.4	8.2	6.2	2.4	2.1	2.3	1.8
Grand Total		9.5	8.7	9.2	8.2	2.8	2.6	2.7	2.5
Grand Total (Tier 2A, 2B, 3)		9.3	8.5	9.1	7.7	2.8	2.5	2.7	2.4

Fall 2019 Advisement 2.0 Next Semester Return Rate

Tier 1					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	311	116	195	156	80%
Education and Language Acquisition	115	39	76	70	92%
English	-	-	-	-	
Health Sciences	-	-	-	-	
Humanities	-	-	-	-	
Lib Arts: Mathematics & Science	-	-	-	-	
Liberal Arts: Social Sciences & Humanities	-	-	-	-	
MEC	243	46	197	161	82%
Natural Sciences	-	-	-	-	
Social Science	69	30	39	25	64%
Tier Total	738	231	507	412	81%

Tier 2A					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	237	33	204	160	78%
Education and Language Acquisition	96	15	81	69	85%
English	51	8	43	29	67%
Health Sciences	1,155	117	1,038	777	75%
Humanities	285	54	231	180	78%
Lib Arts: Mathematics & Science	272	30	242	181	75%
Liberal Arts: Social Sciences & Humanities	206	50	156	101	65%
MEC	146	17	129	97	75%
Natural Sciences	95	9	86	66	77%
Social Science	151	33	118	83	70%
Tier Total	2,694	366	2,328	1,743	75%

Tier 2B					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	225	30	195	156	80%

Education and Language Acquisition	74	5	69	52	75%
English	-	-	-	-	
Health Sciences	112	-	112	75	67%
Humanities	98	6	92	60	65%
Lib Arts: Mathematics & Science	112	27	85	60	71%
Liberal Arts: Social Sciences & Humanities	-	-	-	-	
MEC	147	14	133	111	83%
Natural Sciences	-	-	-	-	
Social Science	166	26	140	104	74%
Tier Total	934	108	826	618	75%

Tier 3					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	400	13	387	245	63%
Education and Language Acquisition	172	8	164	92	56%
English	41	1	40	25	63%
Health Sciences	518	9	509	341	67%
Humanities	337	4	333	197	59%
Lib Arts: Mathematics & Science	251	10	241	128	53%
Liberal Arts: Social Sciences & Humanities	198	9	189	103	54%
MEC	314	5	309	210	68%
Natural Sciences	70	-	70	46	66%
Social Science	396	8	388	234	60%
Tier Total	2,697	67	2,630	1,621	62%

All Tiers					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	1,173	192	981	717	73%
Education and Language Acquisition	457	67	390	283	73%
English	92	9	83	54	65%
Health Sciences	1,785	126	1,659	1,193	72%
Humanities	720	64	656	437	67%
Lib Arts: Mathematics & Science	635	67	568	369	65%
Liberal Arts: Social Sciences & Humanities	404	59	345	204	59%

MEC	850	82	768	579	75%
Natural Sciences	165	9	156	112	72%
Social Science	782	97	685	446	65%
Tier Total	7,063	772	6,291	4,394	70%

Fall 2019 Advisement 2.0 Next Semester Return Rate, Advised with SSP

Tier 1					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	78	20	58	56	97%
Education and Language Acquisition	9	1	8	8	100%
English	-	-	-	-	
Health Sciences	-	-	-	-	
Humanities	-	-	-	-	
Lib Arts: Mathematics & Science	-	-	-	-	
Liberal Arts: Social Sciences & Humanities	-	-	-	-	
MEC	61	6	55	50	91%
Natural Sciences	-	-	-	-	
Social Science	14	3	11	8	73%
Tier Total	162	30	132	122	92%

Tier 2A					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	125	12	113	93	82%
Education and Language Acquisition	25	2	23	20	87%
English	20	4	16	13	81%
Health Sciences	573	52	521	422	81%
Humanities	61	9	52	45	87%
Lib Arts: Mathematics & Science	76	11	65	52	80%
Liberal Arts: Social Sciences & Humanities	63	11	52	38	73%
MEC	42	3	39	38	97%
Natural Sciences	38	3	35	30	86%
Social Science	39	5	34	26	76%
Tier Total	1,062	112	950	777	82%

Tier 2B					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	156	20	136	114	84%

Education and Language Acquisition	18	2	16	14	88%
English	-	-	-	-	
Health Sciences	80	-	80	58	73%
Humanities	18	1	17	12	71%
Lib Arts: Mathematics & Science	44	12	32	28	88%
Liberal Arts: Social Sciences & Humanities	-	-	-	-	
MEC	33	4	29	28	97%
Natural Sciences	-	-	-	-	
Social Science	61	7	54	46	85%
Tier Total	410	46	364	300	82%

Tier 3					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	184	4	180	135	75%
Education and Language Acquisition	73	2	71	52	73%
English	13	-	13	11	85%
Health Sciences	285	-	285	214	75%
Humanities	130	2	128	95	74%
Lib Arts: Mathematics & Science	76	2	74	54	73%
Liberal Arts: Social Sciences & Humanities	61	2	59	39	66%
MEC	125	1	124	101	81%
Natural Sciences	25	-	25	23	92%
Social Science	158	2	156	107	69%
Tier Total	1,130	15	1,115	831	75%

All Tiers					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	543	56	487	398	82%
Education and Language Acquisition	125	7	118	94	80%
English	33	4	29	24	83%
Health Sciences	938	52	886	694	78%
Humanities	209	12	197	152	77%
Lib Arts: Mathematics & Science	196	25	171	134	78%
Liberal Arts: Social Sciences & Humanities	124	13	111	77	69%

MEC	261	14	247	217	88%
Natural Sciences	63	3	60	53	88%
Social Science	272	17	255	187	73%
Tier Total	2,764	203	2,561	2,030	79%

Fall 2019 Advisement 2.0 Next Semester Return Rate, Advised without SSP

Tier 1					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	93	41	52	41	79%
Education and Language Acquisition	43	11	32	29	91%
English	-	-	-	-	
Health Sciences	-	-	-	-	
Humanities	-	-	-	-	
Lib Arts: Mathematics & Science	-	-	-	-	
Liberal Arts: Social Sciences & Humanities	-	-	-	-	
MEC	72	19	53	42	79%
Natural Sciences	-	-	-	-	
Social Science	24	15	9	5	56%
Tier Total	232	86	146	117	80%

Tier 2A					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	50	11	39	31	79%
Education and Language Acquisition	29	5	24	21	88%
English	13	2	11	9	82%
Health Sciences	245	9	236	165	70%
Humanities	100	24	76	57	75%
Lib Arts: Mathematics & Science	90	10	80	63	79%
Liberal Arts: Social Sciences & Humanities	64	17	47	34	72%
MEC	42	4	38	32	84%
Natural Sciences	21	-	21	18	86%
Social Science	44	11	33	26	79%
Tier Total	698	93	605	456	75%

Tier 2B					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	35	5	30	26	87%

Education and Language Acquisition	29	2	27	23	85%
English	-	-	-	-	
Health Sciences	17	-	17	10	59%
Humanities	28	2	26	22	85%
Lib Arts: Mathematics & Science	30	6	24	18	75%
Liberal Arts: Social Sciences & Humanities	-	-	-	-	
MEC	47	2	45	42	93%
Natural Sciences	-	-	-	-	
Social Science	50	10	40	32	80%
Tier Total	236	27	209	173	83%

Tier 3					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	101	4	97	59	61%
Education and Language Acquisition	54	4	50	23	46%
English	13	-	13	8	62%
Health Sciences	101	3	98	67	68%
Humanities	112	1	111	67	60%
Lib Arts: Mathematics & Science	89	4	85	47	55%
Liberal Arts: Social Sciences & Humanities	68	3	65	36	55%
MEC	92	2	90	56	62%
Natural Sciences	27	-	27	18	67%
Social Science	125	3	122	75	61%
Tier Total	782	24	758	456	60%

All Tiers					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	279	61	218	157	72%
Education and Language Acquisition	155	22	133	96	72%
English	26	2	24	17	71%
Health Sciences	363	12	351	242	69%
Humanities	240	27	213	146	69%
Lib Arts: Mathematics & Science	209	20	189	128	68%
Liberal Arts: Social Sciences & Humanities	132	20	112	70	63%

MEC	253	27	226	172	76%
Natural Sciences	48	-	48	36	75%
Social Science	243	39	204	138	68%
Tier Total	1,948	230	1,718	1,202	70%

Fall 2019 Advisement 2.0 Next Semester Return Rate, Not Advised

Tier 1					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	140	55	85	59	69%
Education and Language Acquisition	63	27	36	33	92%
English	-	-	-	-	
Health Sciences	-	-	-	-	
Humanities	-	-	-	-	
Lib Arts: Mathematics & Science	-	-	-	-	
Liberal Arts: Social Sciences & Humanities	-	-	-	-	
MEC	110	21	89	69	78%
Natural Sciences	-	-	-	-	
Social Science	31	12	19	12	63%
Tier Total	344	115	229	173	76%

Tier 2A					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	62	10	52	36	69%
Education and Language Acquisition	42	8	34	28	82%
English	18	2	16	7	44%
Health Sciences	337	56	281	190	68%
Humanities	124	21	103	78	76%
Lib Arts: Mathematics & Science	106	9	97	66	68%
Liberal Arts: Social Sciences & Humanities	79	22	57	29	51%
MEC	62	10	52	27	52%
Natural Sciences	36	6	30	18	60%
Social Science	68	17	51	31	61%
Tier Total	934	161	773	510	66%

Tier 2B					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	34	5	29	16	55%

Education and Language Acquisition	27	1	26	15	58%
English	-	-	-	-	
Health Sciences	15	-	15	7	47%
Humanities	52	3	49	26	53%
Lib Arts: Mathematics & Science	38	9	29	14	48%
Liberal Arts: Social Sciences & Humanities	-	-	-	-	
MEC	67	8	59	41	69%
Natural Sciences	-	-	-	-	
Social Science	55	9	46	26	57%
Tier Total	288	35	253	145	57%

Tier 3					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	115	5	110	51	46%
Education and Language Acquisition	45	2	43	17	40%
English	15	1	14	6	43%
Health Sciences	132	6	126	60	48%
Humanities	95	1	94	35	37%
Lib Arts: Mathematics & Science	86	4	82	27	33%
Liberal Arts: Social Sciences & Humanities	69	4	65	28	43%
MEC	97	2	95	53	56%
Natural Sciences	18	-	18	5	28%
Social Science	113	3	110	52	47%
Tier Total	785	28	757	334	44%

All Tiers					
Department	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
Business and Technology	351	75	276	162	59%
Education and Language Acquisition	177	38	139	93	67%
English	33	3	30	13	43%
Health Sciences	484	62	422	257	61%
Humanities	271	25	246	139	57%
Lib Arts: Mathematics & Science	230	22	208	107	51%
Liberal Arts: Social Sciences & Humanities	148	26	122	57	47%

MEC	336	41	295	190	64%
Natural Sciences	54	6	48	23	48%
Social Science	267	41	226	121	54%
Tier Total	2,351	339	2,012	1,162	58%

Fall 2019 Advisement 2.0 Next Semester Return Rate -- Withdrawn Students

Advised with SSP					
Tier	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
1	1		1	1	100%
2A	51		51	22	43%
2B	11		11	5	45%
3	84		84	23	27%
Tier Total	147	-	147	51	35%

Advised, no SSP					
Tier	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
1	4		4	1	25%
2A	40		40	11	28%
2B	10		10	6	60%
3	115		115	22	19%
Tier Total	169	-	169	40	24%

Advised total					
Tier	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
1	5	0	5	2	40%
2A	91	0	91	33	36%
2B	21	0	21	11	52%
3	199	0	199	45	23%
Tier Total	316	0	316	91	29%

Not advised					
Tier	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
1	8		8	2	25%
2A	100		100	19	19%
2B	40		40	5	13%
3	225		225	23	10%
Tier Total	373	-	373	49	13%

Overall					
Tier	Enrolled	Graduated	Expected to Return	Actual Return	Return Rate
1	13	0	13	4	31%
2A	191	0	191	52	27%
2B	61	0	61	16	26%
3	424	0	424	68	16%
Tier Total	689	0	689	140	20%

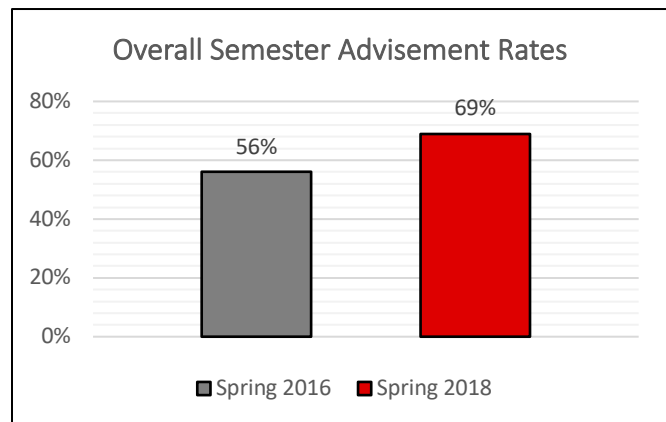


ADVISEMENT 2.0

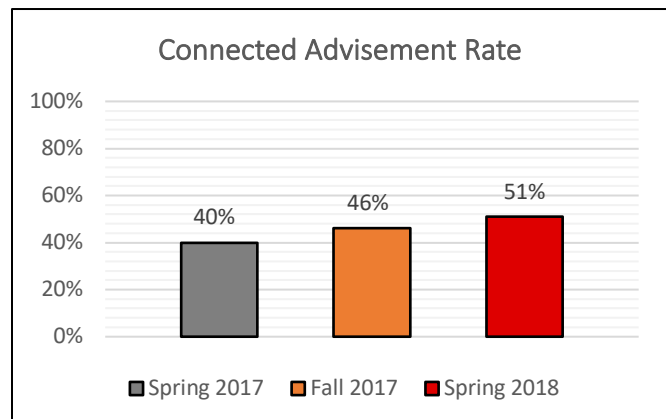
Spring 2018 Evaluation | March 14 2019

Advisement 2.0 utilizes the strengths of Professional, Faculty and Peer Advisors to target students who most need support. The initiative brings together the advising community to aid collaboration and professional development, and to build digital tools to support quality advising conversations that empower students. *As of its third semester of operation, Spring 2018, Advisement 2.0 is making important gains to increase the number of quality advisement conversations for high need students, which in turn positively impacts student success.*

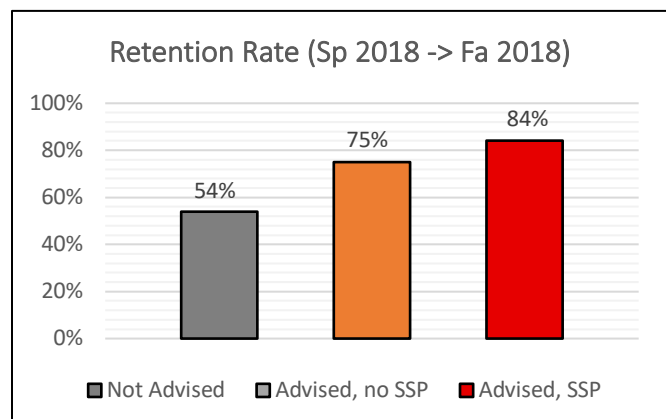
Are we advising more high need students? We consider developmental need, GPA, credit accumulation and pace, and completion of priority courses to pair higher need students with advisors. **Advisement 2.0 has increased advisement to this population by 13 points.**

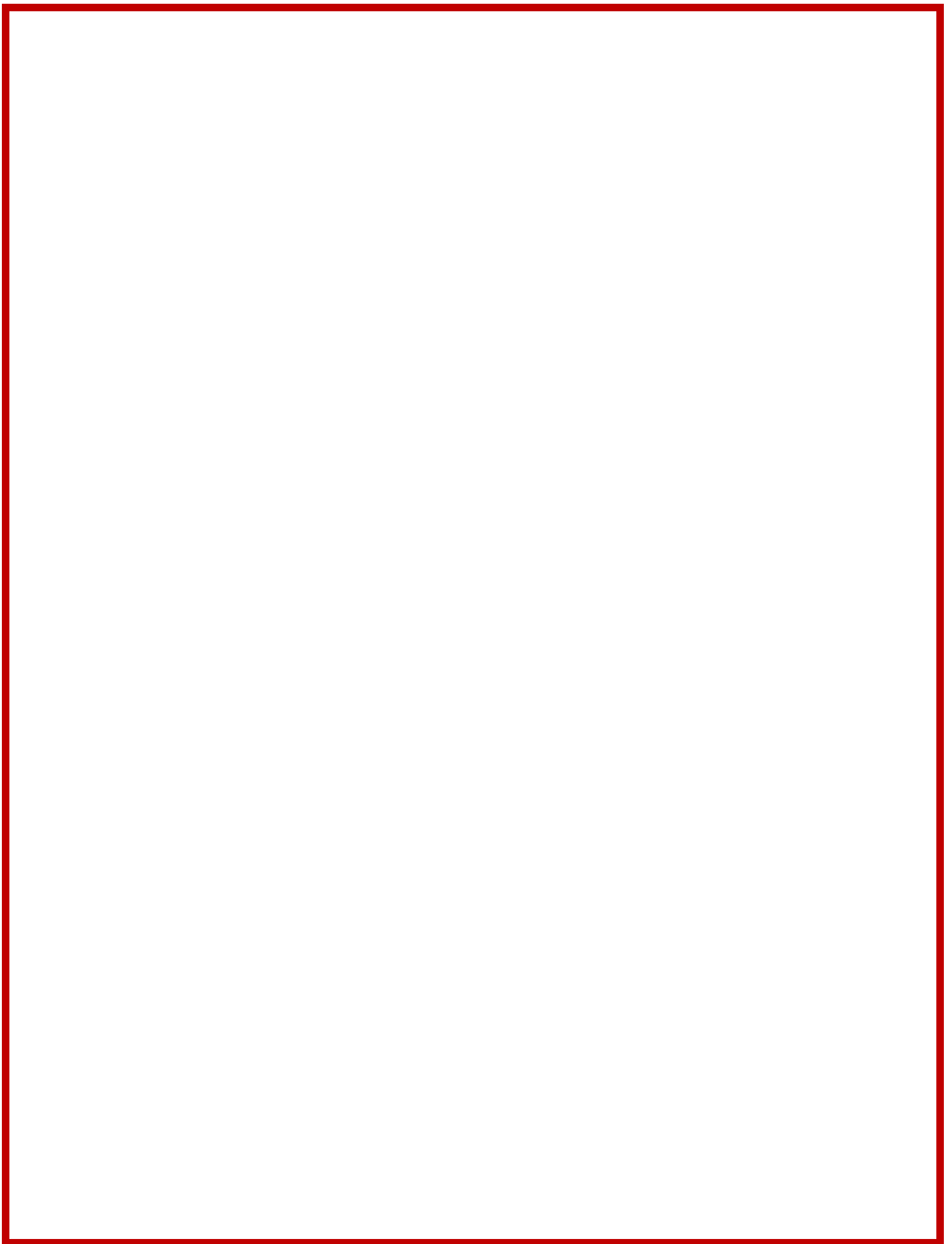


Are we increasing quality “connected” advisement conversations? The Student Success Plan (SSP) is a digital tool that provides structure and sends an advising record for the student to act on. **As a share of all advisement, quality connected advisement has gone up 11 points.**



Is advisement having a positive impact on student success? Advisement without an SSP is having a substantial impact on high need student retention (+21 points). **Quality, connected advisement with an SSP is impacting student retention by 30 points!**





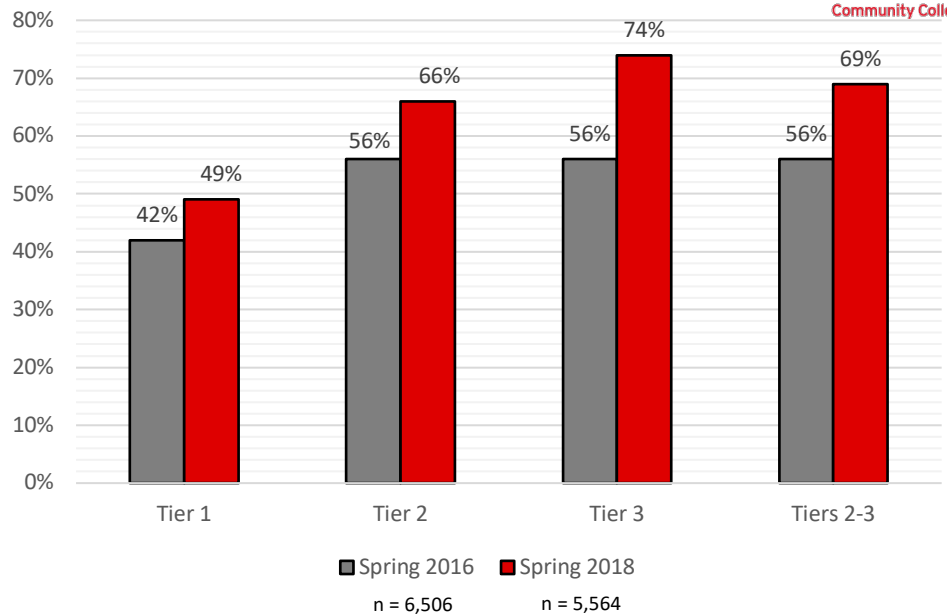
Does Advisement 2.0 help us advise more high need students?

Yes! We are now advising a higher proportion of students in the target population, across all tiers.

Advisement 2.0 deploys a tier structure to focus energy on high need students. Teams work with Communications and IT to engage students with advising services.

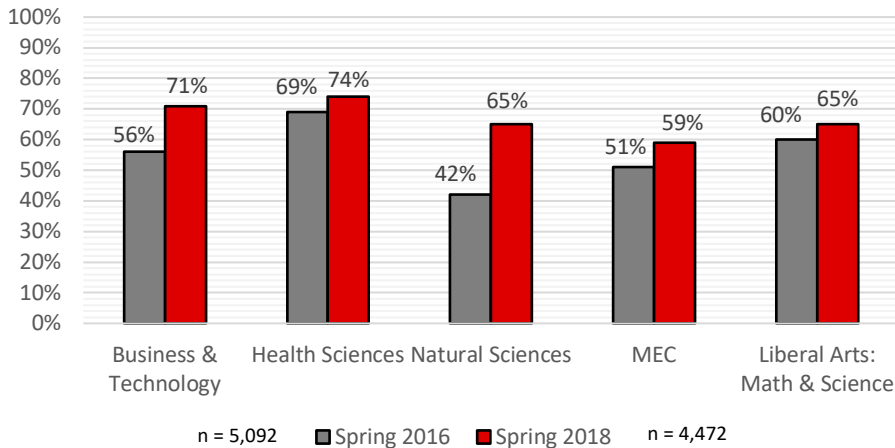
Tier 3 students (highest need) are matched with professional advisors; Tier 2a students with faculty; and Tier 2b with peers. Tier 1 students receive high tech advising and are welcome to make advising appointments.

Overall Semester Advisement Rates



Takeaway: With Advisement 2.0, the percentage of high need students (Tiers 2 & 3) being advised has risen substantially, compared to the Spring 2016 baseline.

Overall Semester Advisement Rates by Team (Tiers 2-3)



How do advisement rates vary across Advisement 2.0 teams?

Advising teams (faculty, peers & staff) work together, grouped into clusters by department or "meta major."

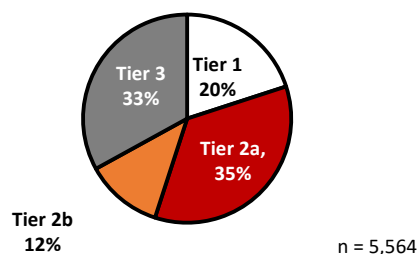
Broken out by team, this Spring 2018 data examines the percentage of high need students engaged with advisement, compared to baselines.

The Health Science team has achieved the highest advisement rate, followed closely by Business and Technology.

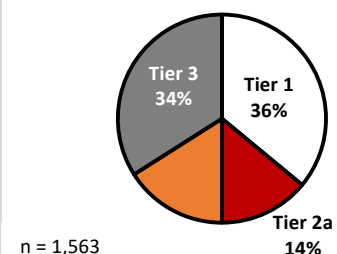
Fast Fact: Tier Structure

The proportion of students in each tier varies by team. Health Sciences assigned Tier 1 students to faculty, which skews the overall breakdown. At right, see the overall breakdown and a sample department

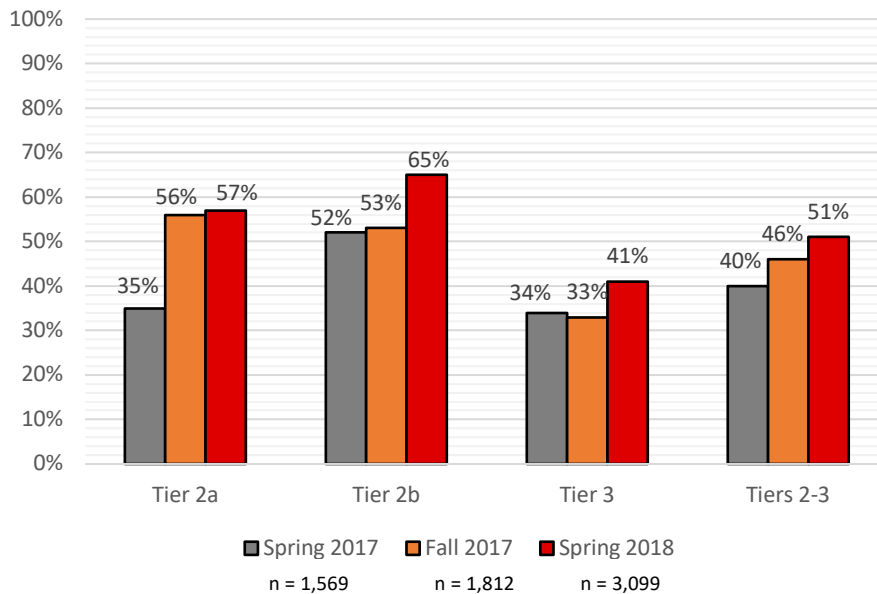
Tier Breakdown (All)



Business & Technology



Connected Advisement Rate



Takeaway: The rate of connected advisement is rising for all tiers.

Are we building connected advisement?

Yes! Data shows that the rates of connected advisement -- using our digital advisement tools -- are going steadily up.

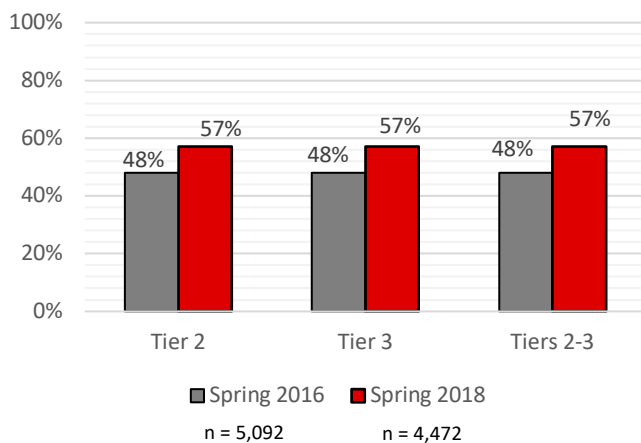
Advisors worked with IT to develop the Student Success Plan (SSP), housed in an advisor dashboard. The SSP helps connect the advising conversation. It suggests an advisement structure and helps each advisor share what was discussed with other advisors -- and with students themselves, who can use the SSP to guide follow-up actions.

Note: Connected advisement = number of completed SSPs divided by total advisement

Are We Increasing Early Advisement?

When students get advised late in Session II, the conversation is often rushed, with less chance for in-depth discussion. Advisement 2.0 encourages students to come in during Session I. We are making slow but steady progress on this effort.

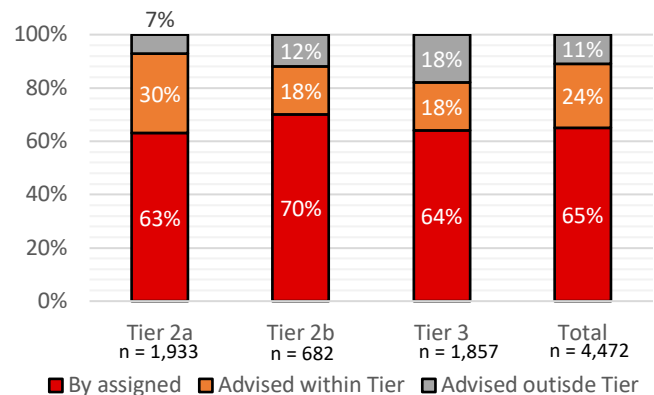
Early Advisement (By end of Session I)



Who Advises Students?

Advisement 2.0 uses a team approach. Although students are assigned to an individual advisor, if they show up elsewhere, they get help. SSP records for Session I show that, across tiers, the vast majority of students are actually visiting their assigned advisor.

Advised by Assigned Advisor, Session I



Moving Forward: Questions for Future Exploration

- How many students are advised virtually, versus face-to-face? What patterns can we see in this regard?
- What does the Student Success Plan reveal about the most common topics in advisement conversations? How do these patterns vary by advising team? By advisor type?
- Using the SSP, what can we discover about student follow-up on the guidance provided by advisors?
- Some students seek advisement multiple times in a semester. What can we discover about patterns of multiple advisement and its relationship to student success?

Does Advisement 2.0 build student success?

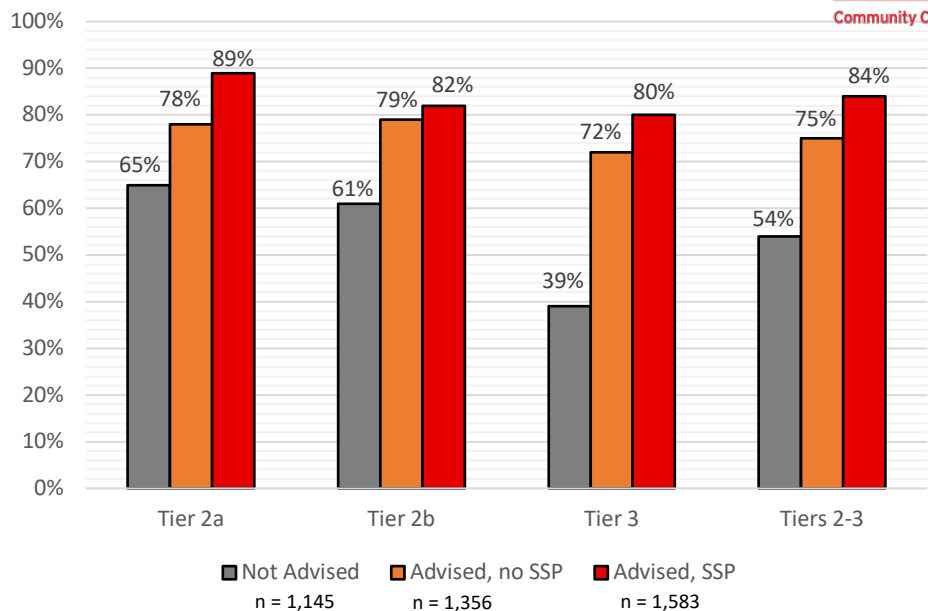
Yes! Advisement 2.0 builds student success as measured by: retention, credit accumulation, momentum, and GPA.

Advisement 2.0 uses a tier structure (see Q.1) to focus resources on high need students.

Spring 2018 data shows that, across all tiers, advisement improves student retention. And when the advisor engages the student in connected advisement, using the Student Success Plan, the impact of advisement is substantially enhanced.

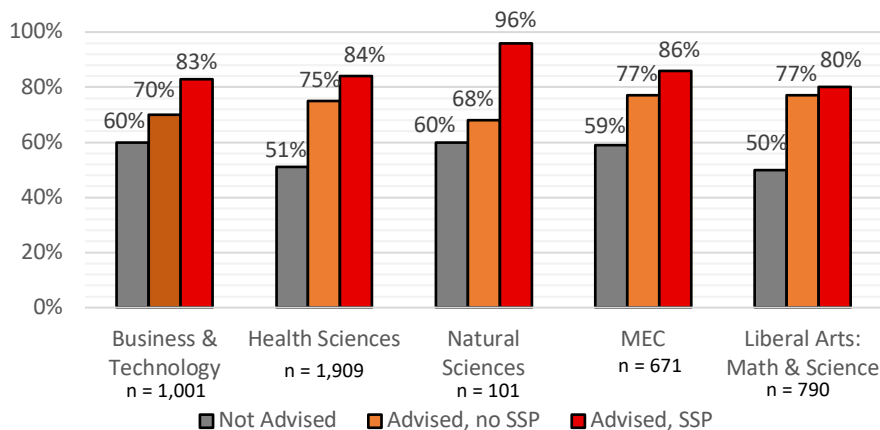
Note: Graduating students are removed from consideration for retention analysis.

Retention Rate (Spring 2018 -> Fall 2018)



Takeaway: Advisement correlates with success. Students engaged with connected advising (when the advisor uses our digital tools) benefit the most.

Retention Rate (Tiers 2-3) (Spring 2018 -> Fall 2018)



Takeaway: Connected advisement has a significant impact in all departments.

How does the positive impact on retention vary by advising team?

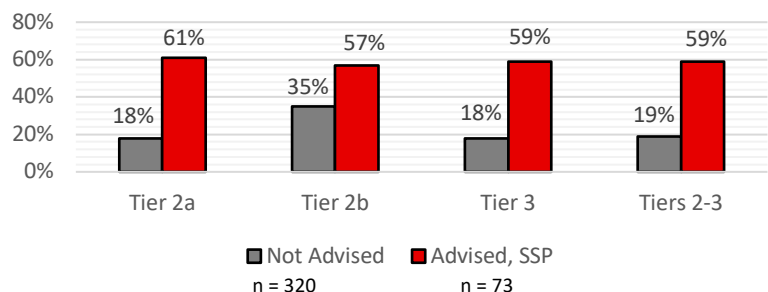
Across advising teams, advisement – and, particularly, connected advisement -- demonstrates a positive impact on retention.

In data from Spring 2018, the difference between not advised and connected advisement (using the SSP) is greatest for the STEM and Health Science majors.

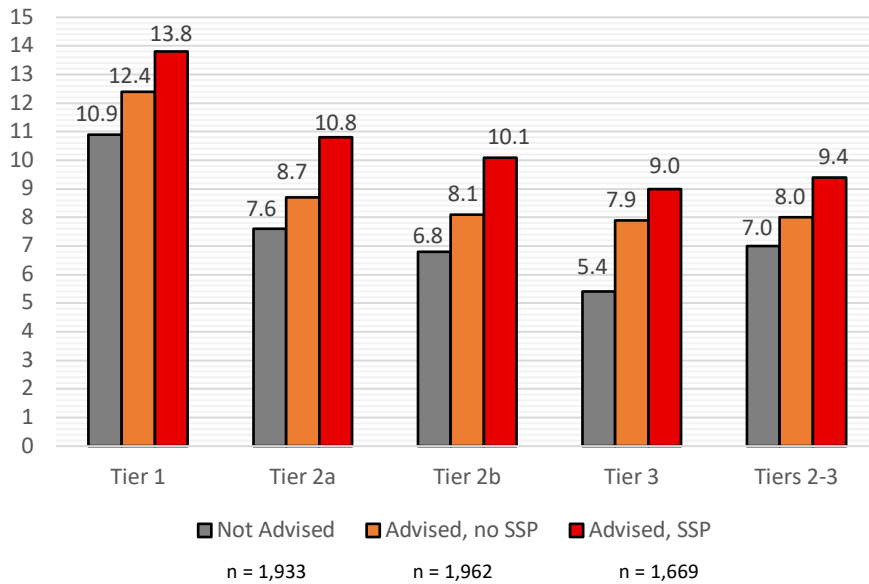
Fast Fact: Advising Students who Withdraw

Advisement 2.0 data generally excludes students who withdraw from all of their classes (roughly 7% of students in any given semester). This semester we studied withdrawing students and found that those who got advised were much more likely to return in the next semester.

Retention Rate of Withdrawn Students (SP 18 -> FA 18)



Credit Accumulation (Spring 2018)



Does Advisement 2.0 Speed Progress toward Graduation?

Across all tiers, students advised through Advisement 2.0 are accumulating credits faster, accelerating progress towards degree completion. For Tiers 2-3, students getting connected advisement, with an SSP earned an average of 2.4 more credits, compared to students not advised.

Spring 2018 data also shows that the impact of connected advisement on credit accumulation is strongest with the Business & Technology and MEC teams.

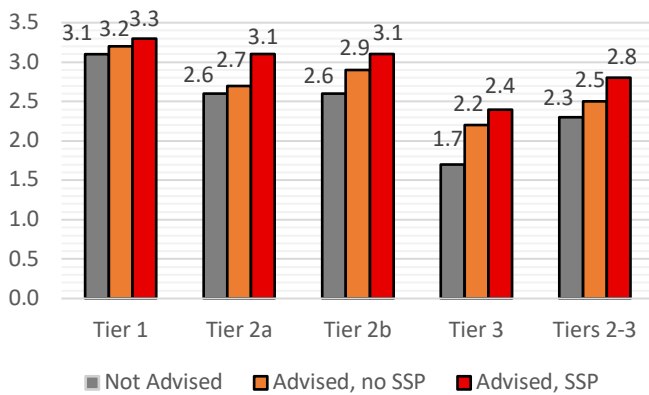
Takeaway: Students with the greatest need benefit the most from connected advisement, as measured by credit accumulation.

Does Advisement 2.0 Build Student Learning and Momentum?

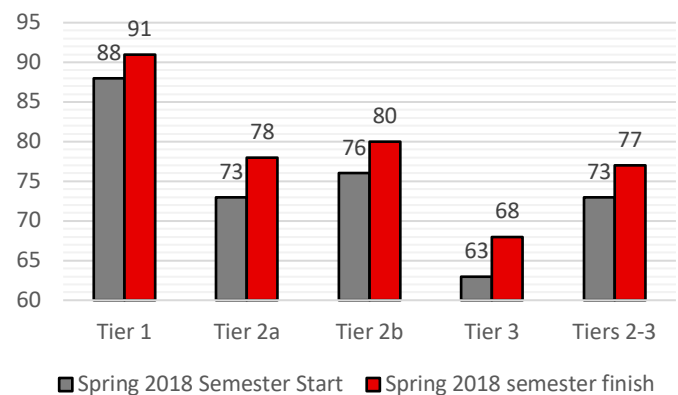
GPA Impact: Students engaged with connected advisement, using the SSP, show an average .5 higher GPA

Momentum: LaGuardia students who have greater Momentum are more likely to graduate. Based on a multi-factor algorithm, a higher Momentum scores indicates that a student is taking and passing the courses they need and moving forward on an effective pace. Students engaged with connected advisement build greater Momentum.

Student GPA (Spring 2018)



Momentum change, Advised with SSP



Moving Forward: Questions for Future Exploration

- Which students benefit most from Advisement 2.0? Which advising teams have the greatest impact on students? What factors might contribute to this?
- What are the longitudinal impacts of advisement? Are students who are advised with the SSP repeatedly, across semesters, more likely to succeed? What difference does FYS make, in terms of advisement impact?
- What aspect of the SSP impacts advisement? What parts of the SSP are advisors using? How are students responding to the SSP?