LORAIN COUNTY COMMUNITY COLLEGE

JOURNEY TOWARDS HOLISTIC STUDENT SUPPORTS:
KRISTA O'NEILL

Cafeteria Model: Set up for Enrollment/Access

Counselors were specialists who worked mainly on an appointment basis
Long wait times for appointments, back logs for plans.
Academic Advisors were generalists who worked mainly on a walk-in basis (one stop shop-cafeteria model).
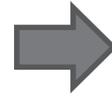Knew general knowledge but not in-depth program nuances, overwhelming knowledge required.
Student Success Coaches added:
Added to help students from entry to completion but "no hook" for students to meet. Success coaches (July 2017) recently moved to advisors and coaching infused in overall advising model.

ADVISING TEAMS BASED ON PATHWAYS

- Health and Wellness → ALHN/HPER/Wellness

- Business & Entrepreneurship
- Computer & Information Technologies
- Culinary & Hospitality

→ Business/CISS/Culinary

- Education
- Human/Social Services & Public Safety

→ Human Services/Social Sciences/ Education/ Criminal Justice

- Liberal & Creative Arts → Liberal & Creative Arts/AA

- Engineering & Manufacturing
- Science & Math

→ STEM/AAS/ENGT

ADVISING TEAMS - REDESIGN

Team Lead (Counselor or Advisor)

- Responsible for training and providing team leadership and oversight.
- Teams are self governing and determine meeting times and frequency and cover each other's students when necessary.

Academic Counselors and Academic Advisors Other team members:

- Career Services
- Financial Services
- Faculty Mentors
- Wrap around services: "It takes a village to graduate a student."

"SOMETIMES WE HAVE TO BELIEVE IN STUDENTS FIRST BEFORE THEY CAN BELIEVE IN THEMSELVES"

Relational model/Appreciative Advising: Students have their person and that person stays with them. Modeled after our accelerated advising program SAIL where we learned most important asset to students was relationship with advisor.

Holistic: Career and financial literacy conversations/Non Cognitive and Structural barriers such as motivation, food and housing insecurity.

Help students find their voice/agency. Bridges out of Poverty   Bonding/bridging capital and future story.

Predictive analytics (inspire for Advisors) and Noel Levitz College Student Inventory provide tools for proactive outreach and intervention.

Professional development and buy in from all staff is key.

WHAT'S NEXT?
MORE HOLISTIC SUPPORTS

- Redesigning is never done. Always evaluating and tweaking the model. Learn from each other.

- Closing Achievement Gaps: Equity by Design across campus.

- Creation of Advocacy Resource Center bringing student supports such as Emergency Aid/Food Pantry/Housing and Legal in one approachable center.

- Expand Persistence Plus Nudging; (initially piloted with Science and Math students).

- Every student's dream matters!