Strategic Plan for Academic Advising & Personal Counseling

Drawn from the College’s Strategic Plan, this document provides focus for the areas of Student Services, Academic Advisement, Career Services, Student Programming, and Student Placement Testing for the years 2008-2010.

Mission: It is the mission of the area of Academic Advising & Counseling to provide seamless processes, service excellence, and meaningful engagement, which will lead to student success.

The priorities in this plan derive directly from the initiatives in the Strategic Plan, as referenced below.

Priority 1: Develop strategies to enhance seamless processes which will allow students an easier transition to and through the academic advisement processes

A. Implement the use of the NOLIJ data imaging and retrieval system
B. Implement the use of the new degree audit reporting system (DARS) to help students
C. Create and put into practice a restructured new student orientation process which ensures a higher rate of student participation while creating a more personalized orientation atmosphere
D. Implement retention strategies developed by the Student Success & Retention Task Force
E. Develop and execute strategies to provide better student advisement through an enhanced New Student Orientation Program
F. Outreach the academic advisement services through workshops, classroom visits, (Student Support Seminar), and hallway drive through setups

Priority 2: Develop strategies to enhance service excellence which provide a caring, helpful and student centered atmosphere

A. Create and implement service standards
B. Provide customer service training to staff
C. Enhance relationships with offices that have similar student services issues

Priority 3: Develop strategies to enhance seamless processes which will allow students an easier transition to and through the personal counseling and ADA coordinating

A. Restructure Personal Counselor position to become full-time and include duties of the ADA Coordinator – Hire for position and provide any training needed
B. Develop strategies which will highlight services to students using workshops and information sessions
C. Build relationships with the Akron Campus Counseling & ADA Offices to coordinate services to better assist students

Priority 4: Establish expected student learning outcomes
Priority 5: Develop strategies to enhance service excellence which provide a caring, helpful, and student centered atmosphere.

A. Create and implement office service standards
B. Provide customer service training
C. Enhance relationships with offices that have similar student services issues
D. Continue to build relationships with faculty members who have the desire to assist in the mentoring of student in their discipline