

Developing an Online Incoming Student Advising and Student Services Program

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Introduction

- Maureen Schwab
- The Christ College of Nursing and Health Sciences (TCCNHS)
 - Single degree program / 350 students
 - 3 divisions
 - Nursing
 - General Education
 - Student Services



Objectives

- Describe the challenges of developing an online Student Services and Advising program for orienting and advising incoming students,
- Describe the benefits of developing this program, and
- Discuss the possibilities of developing similar programs at participants' institutions.



Time and Materials Management: How We Started

- Overwhelm – too many loose threads, not well organized, time consuming, and costly
- Special needs to consider for our college:
 - Specialized placement testing for all students
 - Uniforms and nursing equipment acquisition
 - Health records
 - CPR certification
 - Fingerprinting and background checks
 - Drug testing
- Planning meeting



Time and Materials Management: Planning

- What activities need to be done and by whom
 - Student Services Personnel: Admissions, Registrar/Bursar, Financial Aid, Support Personnel
 - Lead English Professor, Math and Biology Leads
 - Technology Director
 - Advising Coordinator
- Understanding of roles and communication are key!
- What materials are needed:
 - Design a shell (New Student Community) on Angel
 - Each group places needed materials in shell
 - Updated and revised with each new wave of incoming students



Time and Materials Management: Timeline

- Tutorials and Placement exams are uploaded
 - Links are checked
 - Dates corrected as needed
- Student applies and gets accepted
 - Pays matriculation fee
 - in Mid-April the Student Services letter sent:
student activates electronic systems: Citrix,
Outlook webmail, Angel, SonisWeb



Time and Materials Management: Timeline (usually through April)

- Advising Coordinator notified, College Advisor assigned
- Technology support initiated
 - Get ID, passwords, Enter student in systems
- Emails written and sent welcoming students
- Announcements are written in Angel as needed to help students find their way or answer question that seem to come up repeatedly
- Registrar evaluating transcripts



Time and Materials Management: Timeline (May Student Activities)

- Complete advising survey
- Complete MAT and BIO assessments
 - Tutorials available online
 - Timed tests
 - Graded immediately
 - Recommendations for less than 76%
- Complete English Placement Exam (EPE)
 - Two weeks to complete, Two weeks to grade



Time and Materials Management: Timeline (Summer Activities)

- Contact and meet with College Advisor (June)
 - Review advising survey (strengths and challenges)
 - Review assessment scores and transferred courses
 - Determine approach (2 or 3 year plan)
 - Pre-register
- Records Day (2): uniforms, background check, fingerprinting, ID badges... (June)



Time and Materials Management: Timeline (Summer Activities)

- Health Requirements: physicals, immunizations, TB testing, CPR requirements, Health insurance (early July)
- Register (mid-late July)
- Get bill (end July), Start classes (August)
- Planning occurs in reverse chronological order



Time and Materials Management: Advising

- Initiate Angel files:
 - Wiki
 - Admissions information
 - Faculty Advisor-Advisee Form
- PC:
 - pre-registration form
 - reflections of survey – both uploaded to Angel after completion



Time and Materials Management: Advising

- Coach about approach to assessments
- Meet
 - Phone or in person
 - Review required assessments
 - advising survey, concerns, pre-registration
- Online Registration
- Assign Faculty Advisor – files moved to advisor



Advising Survey and Results

- 30 questions – short answer, multiple choice, essay, and select all that apply.
- Biographic information
- General academic plans and goals
- “Balancing issues” – work, family, relationship, support, financial status, other activities and demands on life



Advising Survey and Results

- Study plans
- Strengths
- Life goals
- Skill self-assessment
- Results reviewed by advisor and discussed at first meeting



Time and Materials Management

- Angel – New Student Community



Benefits and Challenges

- Communication
- Student Behaviors
- Time
- Organization
- Accessibility to Information/Cost



Communication

- Challenge

- Getting information in a timely fashion to all the needed parties

- Benefit

- Improved communication with students
- Greater awareness of other personnel/divisions roles and improved in-house communication



Student Behaviors

Challenges:

- Not reading materials or not understanding instructions
- Lack of computer skills and familiarity of Angel system

Benefits

- Helps develop student skill of checking emails and reading closely
- Helps us to be clearer
- Learns how to use Angel system before starting classes



Time

Challenges

- Generating files and 'populating' Angel is time consuming

Benefits

- Materials stay in student files throughout their TCCNHS college experience
- Online format is easily transferred from orientation to advising groups
- Learn to write for generic period of time – does not need constant revision



Organization

- Chronic Problem for College of Late Submission of Files
 - Incomplete files of student data due to lack of submitting materials of understanding of due dates
- This problem is significantly reduced. Materials are submitted much sooner. Attributed to numerous reasons:
 - Advisors
 - Clarity of materials
 - One-stop shop (Angel)

Accessibility to Information/Cost

- Challenges: personal issue if student does not have computer access.
- Previously had lost mailings
- Expensive mailings
- Identify issue early
- Always accessible
 - No paper copies to lose
 - Due dates and contacts always posted 24/7
- Costs benefits:
 - Less printing and mailing expense
 - Angel already in place and being used for classes



Summary



Small Group Pair/Share

How might you utilize this or a similar system at your institution?

What suggestions do you have for variations of this system?



Questions?



**Please complete the evaluation
for this session**

Thank you for coming!

