

Wiregrass Georgia Technical College: From Transactional to Relational Student Advising



Managing Your Audio



Use Telephone

The screenshot shows a window titled 'Audio' with a minus sign icon in the top left corner. Under the heading 'Audio Mode:', there are two radio button options: 'Use Telephone' (which is selected with a green dot) and 'Use Mic & Speakers'. Below these options, the text 'Dial: +1 800 555 1212' is displayed, followed by 'Access Code: 141-607-114' and '(and additional numbers ..)' in parentheses. At the bottom, a green message states 'You are connected to audio'.

If you select the “use telephone” option, please dial in with the phone number and access code provided.

Use Microphone and Speakers

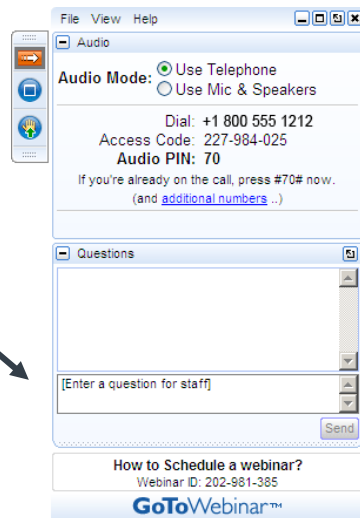
The screenshot shows a window titled 'Audio' with a minus sign icon in the top left corner. Under the heading 'Audio Mode:', there are two radio button options: 'Use Telephone' and 'Use Mic & Speakers' (which is selected with a green dot). Below these options, there is a status bar containing a microphone icon, the word 'MUTED' in red, and a speaker icon followed by ten zeros. At the bottom, there is a blue link labeled 'Audio Setup'.

If you select the “mic & speakers” option, please be sure that your speakers/headphones are connected.

Questions:

To ask the presenter a question, please type into the question panel and press send.

Questions panel



The screenshot shows the GoToWebinar interface. At the top is a menu bar with 'File', 'View', and 'Help'. Below it is the 'Audio' panel, which includes 'Audio Mode' with radio buttons for 'Use Telephone' (selected) and 'Use Mic & Speakers'. It also displays 'Dial: +1 800 555 1212', 'Access Code: 227-984-025', and 'Audio PIN: 70'. Below the audio panel is the 'Questions' panel, which features a large text input area and a 'Send' button. At the bottom of the interface is a footer section with the text 'How to Schedule a webinar?' and 'Webinar ID: 202-981-365', followed by the 'GoToWebinar™' logo.

File View Help

Audio

Audio Mode: ☒ Use Telephone ☐ Use Mic & Speakers

Dial: +1 800 555 1212
Access Code: 227-984-025
Audio PIN: 70
If you're already on the call, press #70# now.
(and [additional numbers](#) ..)

Questions

[Enter a question for staff]

Send

How to Schedule a webinar?
Webinar ID: 202-981-365
GoToWebinar™



EAB

The best practices are
the ones that work for **you.**SM

► Start with best practices research

- › Research Forums for presidents, provosts, chief business officers, and key academic and administrative leaders
- › At the core of all we do
- › Peer-tested best practices research
- › Answers to the most pressing issues

► Then hardwire those insights into your organization using our technology & services

Enrollment Management

Our **Royall & Company** division provides data-driven undergraduate and graduate solutions that target qualified prospective students; build relationships throughout the search, application, and yield process; and optimize financial aid resources.

Student Success

Members, including four- and two-year institutions, use the **Student Success Collaborative**[™] combination of analytics, interaction and workflow technology, and consulting to support, retain and graduate more students.

Growth and Academic Operations

Our **Academic Performance Solutions** group partners with university academic and business leaders to help make smart resource trade-offs, improve academic efficiency, and grow academic program revenues.

1,100⁺

College and university members

10,000

Research interviews per year

250M⁺

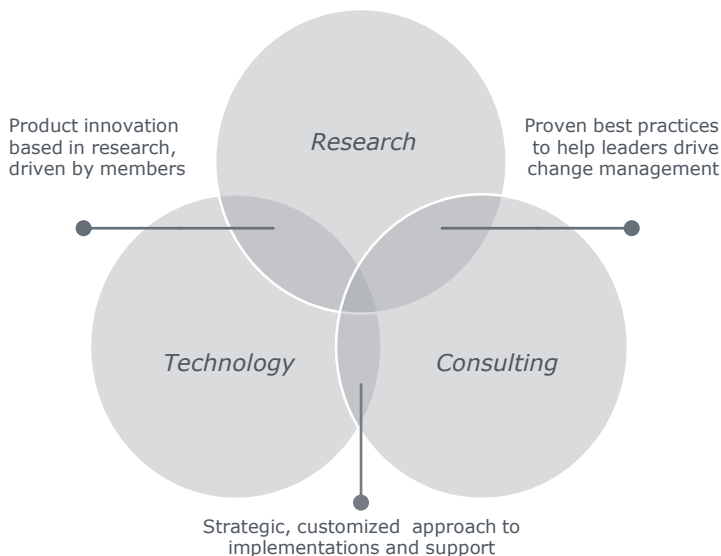
Course records in our student success analytic models

1.2B

Student interactions

Our Differentiated Three Part Approach

Leveraging Technology, Research, and Consulting to Drive Improvements



At EAB, we imagine an **intelligent campus, deeply but invisibly wired** with **analytics that empower students and those who care for them** with the information and tools to make **smarter, more rewarding decisions** along the path to **realizing their full potential** while having the **best possible education experience.**



Shawn Utley, EdD

Executive Vice President
for Academic Affairs

Jammie Wilbanks, PhD

Dean of Student Advising
and Retention



Wiregrass Georgia Technical College



- Valdosta, GA
- 4,100 students
- Part of the TSCG System
- Four campuses
- Member since June 2016
- Onboarding/Academic Planning/Registration Module launched: April 2017
- Campus Module launched: July 2017

Background and Challenges

- Students have minimal insight into the academic planning process, required courses, and registration
- Manual processes impede administrators' productivity
- Segmented advising, lack of sharing academic advising notes, and no comprehensive advising plan

Solution



The ARC

Centralized advising center serves all four campuses. Ten advisors serve students before transitioning them to faculty advisors



Navigate

Navigate **Academic Planning and One-Click Registration** are introduced as a post-advising activities, saving time for advisor-student relationship building

Journey Toward Smart Academic Planning



2014

Faculty Advising

Decentralized
faculty advising
model

- **1 in 3** students struggles with planning and registration
- Students do not necessarily meet with their advisor before first-term registration



2015

The ARC

Centralized,
professional advising
model

- ARC responsible for New Students, Two-Year Stop-Outs, Allied Health, Childcare, Criminal Justice, and Culinary Arts
- Students assigned a faculty advisor at **50-60%** program completion
- **9** full-time advisors
- **1** part-time advisor



2017

The ARC + Navigate

Advisors leverage
Navigate to improve
student experience

- **100%** of ARC advisors use Navigate in advisement sessions
- **37%** by appointment and **63%** via walk-in
- **3,448** appointments since launching Campus module in July 2017

Flipping the Advising Appointment

The Move to Relationship-Based Advising

Pre-Navigate



Multi-Day Process

40-Minute Advising Appointment



Schedule creation dominates the advising appointment and students do not have the tools they need to take charge of their academic plan

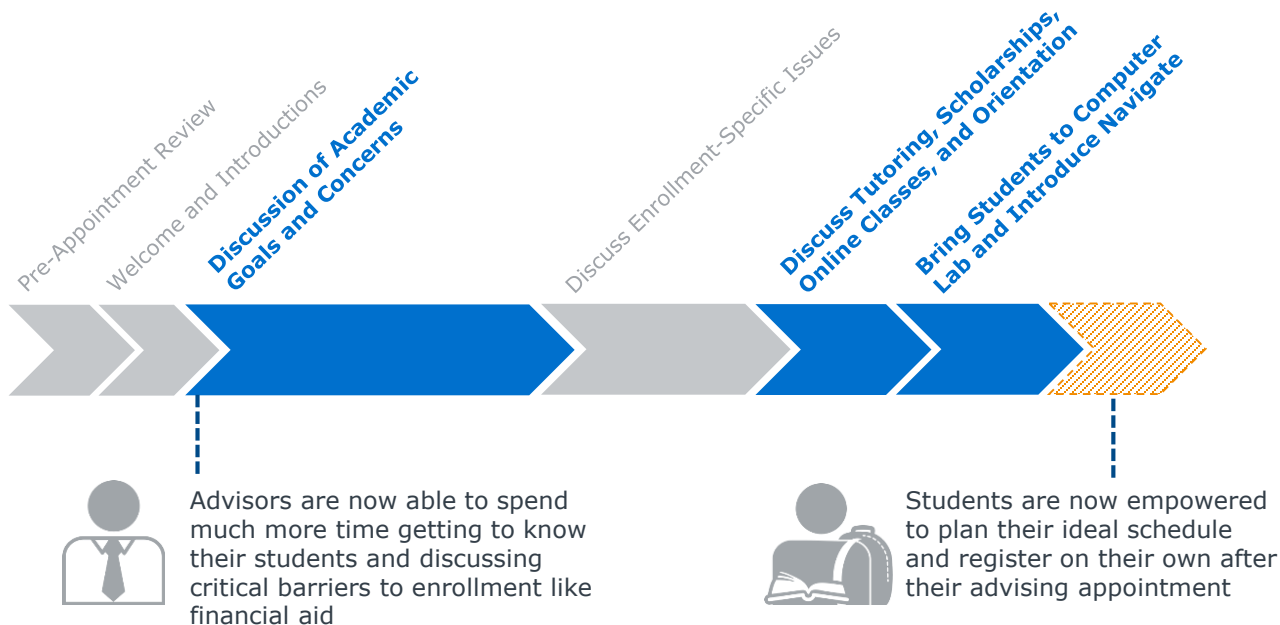
Flipping the Advising Appointment

The Move to Relationship-Based Advising

Post-Navigate



Single-Day Process
25-Minute Advising Appointment



The New Normal: Proactive Advising

Increased Capacity Leaves Time for Advisors to Offer Topic-Based Support

**Streamlined
Advising
Appointments** +

**More Evenly
Distributed
Appointments** =

**Increased
Advisor
Capacity**

mySuccess
AUGUST events
Academic Success Seminars

- Grammar Rules
- Basic Computer Skills
- Preparing for Dental Assisting
- Time Management
- Effective Study Habits
- Math for Nursing
- Managing Academic Stress
- Effective Test Taking
- File Management

“Using this with students has been awesome. **I used to note all their classes on a piece of paper, which they promptly lost....** If they didn't register with me, who knew if they would follow up or follow my advice? Now, I can back up our conversations with Navigate **and I feel more comfortable that students will stay on track** because it's all right there for them.”

-Wiregrass Advisor, June 2017”

Clear Communication Drives Navigate Utilization



12

Advisor Resources

"A good place to start in **myNavigate** is the My Profile tab. The student's Wiregrass email address is listed here...YAY! The student can also opt in to receive really important messages via text and email. Encourage your students to complete the Major Explorer survey so that you can use that information in the next advising session."



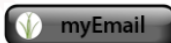
Student Resources



Home > myCampus

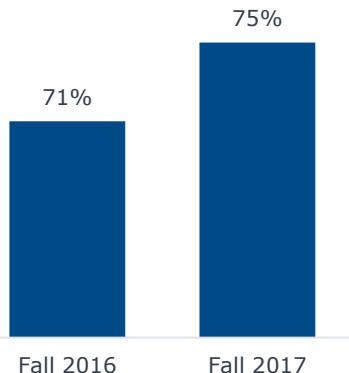
myCampus

"**myNavigate**-Use this feature along with your Academic Advisor to navigate through your program successfully. myNavigate will remind you of important registration and financial aid deadlines and provide easy access to student services such as tutoring, services for special populations, and other great resources."



Early Outcomes at Wiregrass

**% of Enrollees
Who Registered**

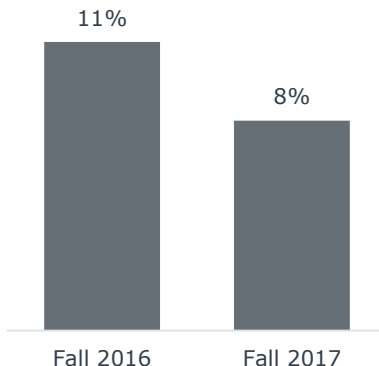


4%



Increase in Enrollee
Conversion Rate

**% Registered Students
Who Were Dropped for
Non-Payment**



3%



Decrease in Registered-
Not-Paid Students

▶ **\$79K**

additional revenue
earned from
enrolling a greater
proportion of their
total applicant pool
in fall 2017



Out of

1,904

students who **visited the ARC**
from July to September 2017

76%

utilized **Navigate**

Students Thrive with the Right Tools



92%

of students who made a program change used Navigate



I'm able to do it on my own time instead of having to set an appointment to do everything, I can kind of get a jump start before meeting with my advisor. **There is benefit in planning out future terms...**since I need to know how much it will cost to take courses in the next semester."

*-Student Navigate User,
March 2017*

Your Moderators for Today's Webinar



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