ACC Spring Meeting

Morning Session (9am to 12pm)
- Business Meeting convened at 9:09 AM
- Land acknowledgment
- Hot Topics Break Out - Attendees were divided up into Counseling and Advising groups.
- Our State Board of Community and Technical Colleges (SBCTC) Director of Student Services, Lauren Hibbs, and Policy Associate, Christine McMullin, joined us to share some legislative updates and key bills to watch. Please review the attached report for details.
- Associate Director, Policy and Planning, Ami Magisos and her colleagues from the Washington Student Achievement Council (WSAC) also joined us to share about Washington's goal to improve secondary credential attainment for its residents and work they are doing to support our students' basic needs. Please see attached WSAC presentation for details.
- Finally, our ctcLink subcommittee provided an update related to enhancement requests we submitted in fall. We are moving forward with our most critical requests that impact equitable services to students.
- Elections
    - Diana Hermann - President-Elect
    - Olla Ibrahim - Member at Large

- Fall meeting: October 27th or November 3rd
- Business Meeting Adjourned at 12:00 pm

Afternoon Session (1pm to 3pm)

During our afternoon session, we offered a facilitated discussion around our advising models, guided pathways work progress and how it is or has changed our advising. We also discussed the impact or non-impact of ctcLink in supporting effectively caseload management. Finally, we explored the alternative technology tools, whether purchased or homegrown, that others are using to meet student needs.

The notes that follow are key points from our discussion:

What's your advising model?
- Many colleges in the system are in some state of transition and are in various states of Guided Pathways implementation.
- Some colleges are also transitioning from an individual advising practitioner model to a care team/multi-practitioner advising model.
- Pathways advising – "We have an approach, but it is not perfect – we have struggled with students who need to make major pathway changes – strive to encourage empowerment through advising as teaching, may be prescriptive first term, but trend students toward empowerment."

What are the student touchpoints?

- Care team approach – "building relationship from the beginning – have about 15 to 1 FMA to Prof Advisor – meet regularly – reaches out to them – professional advisor does the degree planning – faculty does the career planning portion of the work."

What are the pain points?

- Many colleges are finding that ctcLink does not fully support their general and unique advising needs to effectively manage their caseloads; Most colleges are using some other tool such as EAB Starfish/Navigate, while others have developed homegrown tools to manage their caseloads and advise students effectively.
- High case loads of 400:1 and 600:1 are significantly reducing advisors' ability to engage in timely, equitable advising practices; "Ultimately, we have the capacity to serve the students who come to see us."
- Colleagues are concerned about being able to respond to the student in a timely manner; processes are manual; with advising calendars being full, no capacity to send messages and respond;
- "We can't say we have case management when we are primarily communicating via email and other electronic tools; what are the key benchmarks of advising case management?"