

## **Intake and Onboarding Advisement & Enrollment Events Implementation Team**

### Area Representatives

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### **Student Support Advisor Recommendations**

1. Advisors reach out to students soon after admission, within 2-3 days
2. Students are sent a video welcome from their advisor to introduce and welcome them (so they then have a face to put to the voice when they get calls or texts)
3. Advisors have dashboards in Argos that show all enrollment information about an individual student (ex: transcripts needed, testing exemptions, financial aid forms, health forms, etc.) and also a report that shows all students lacking a specific step (ex: certificate of residency) so targeted communication can be done to the right students at the right time
4. Incoming students have one person (the Student Success Advisor) that helps them through the whole process rather than being passed between offices – the advisor takes the lead for sharing information & reaching out to the student to provide just-in-time communication including:
  - a) Results of credit evaluation of transcripts
  - b) If placement testing is needed & how to prepare (refer to study materials & prep classes)
  - c) Financial aid steps - when to apply, what steps remain, missing paperwork, who completed the FASFA but didn't complete the TAP application, etc.
  - d) How & when to apply for Foundation scholarships
  - e) Getting a job on campus
  - f) Set up appointment for advising & scheduling
  - g) Needing certificate of residency and to pay bill
  - h) How to buy books, including anticipating if they'll need more than the initial limit because of their specific program or plans to buy a computer, etc.
  - i) Connecting to resources like accessibility resources, career counseling, vet services, etc.

- j) Notes for the faculty mentor & other staff to read about initial career & academic conversations
- 5. All communication from the college to new students is a collaborative process between various offices and the advisor (ex: financial aid needs a form so the advisor reaches out to the student to help them complete it)
- 6. There needs to be a set schedule of outreach for students stalled in their enrollment process (ex: 1 week passes and they haven't scheduled needed placement test the advisor reaches back out to the student to offer help)
- 7. Advisors keep track of what students have transcripts and AP exam scores coming, and make sure they arrive and are evaluated, and update schedules as needed
- 8. Intake relationships continue throughout their time so the advisor that helps a student through intake as their advisor for the whole time they're here
- 9. Advisors take the lead in assisting non-matriculated students, helping them register and managing transcripts
- 10. Advisors need significant support and training to tackle this new enhanced role

### **Small Group Orientation Recommendations**

- 1. Is available online and on-campus, with all students having the same experience including STAR Day programs and those enrolling right before classes
- 2. Content is just focused on what they need to know at that point, not what they'll need to know later in their time as a student, it likely includes:
  - a. Maybe a welcome video from the college president?
  - b. Full time vs part time (what are credit hours, how much time in class and how much time studying)
  - c. Connecting them to their programs
  - d. Career information - how to make decisions and find specific information
  - e. Career vs transfer programs (AAS, AOS, AS, AA, cert)
  - f. Fun & excitement, mingling with other students.
  - g. College swag - possibly from schools.
  - h. Basic financial aid & scholarships.
  - i. Campus resources (small mention that they exist)

### **Advising & Scheduling Recommendations**

- 1. Students complete one intake survey in Starfish, that is the reservation form & advising survey & support services survey in one
  - a) Include question about preferred method of communication for the advisor to use in supporting enrollment (phone call, text, email, etc.)
  - b) Include questions about student needs, both academic and non-academic to help the advisor connect them to resources and anticipate problems they might encounter

- c) Results will be stored electronically so other staff and faculty might view relevant parts during their time
- 2. Scheduling takes place during an individual appointment, following the small group orientation, for most students with a few possible exceptions for technical programs and others with minimal student choice
- 3. For the scheduling appointment advisors follow guidelines to ensure consistency in the student experience
- 4. Students can schedule advising appointments online, by calling, or by coming into the office & they get a text reminder
- 5. New student appointments start in May after current students are mostly set

### **Convocation & Orientation Recommendations**

- 1. If a student misses orientation, their advisor reaches out to provide the same information
- 2. Content to include:
  - a) Fun & exciting
  - b) Campus tour to find classrooms
  - c) Meet faculty mentor
  - d) How to read a syllabus & what to expect for rigor
  - e) Campus resources, maybe a passport or something to encourage them to stop at tables in a fair
  - f) Give out planners
  - g) ID if you don't already have one o IT event like last year
- 3. Need to reinstate Welcome Week events for socializing as it is important for students to feel welcomed & connected
- 4. Students transitioning from the Rome campus to Utica (as many start in Rome but eventually need to move to Utica to complete their programs) need support each semester so there should be a small orientation-type program to help them adjust

### **Unique Enrollment Events Recommendations**

#### **1. Express Enrollment Days**

- a) Students can apply, be accepted, placement test, and meet with someone from financial aid in one visit to campus
- b) Orientation, advisement & scheduling will need to happen on a second visit that can be scheduled that day (and can be done online if they can't return to campus)
- c) Students and families can certainly meet with advisors to ask questions about their programs that day

#### **2. STAR Days**

- a) Students will continue to test, complete orientation, and advisement/scheduling in one overnight visit
- b) There may be updates needed for the schedule of events and what students are invited since we want students to meet with their assigned advisor for scheduling

### **3. Students Enrolling in the Final Weeks Before Classes**

- a) Many students who are scheduling in August were accepted prior to this time so advisors encouraging students to schedule sooner and an increased advisor staff should lessen the crunch typically felt during this time
- b) Students still need to complete the same orientation (possibly online) and get the same-length advising appointment as students who registered earlier