



Institutional Effectiveness Plan

Success Story

Success with Case Management Advising

The Comprehensive Advising & Mentoring Services Department

December 2016



About Comprehensive Advising & Mentoring Services

The Office of Comprehensive Advising & Mentoring Services at South Texas College serves students by guiding them through their critical first year in higher education. Through the implementation of the Case Management Advising program, First Time in College (FTIC) students are empowered to formulate and reach their own educational goals. Due to the success of the Case Management strategies, Fall-to-Fall retention and student GPA for first year students experienced a significant increase.

Featured Goal

Deliver quality academic advising services to students — FTIC students are assigned to academic advisors to establish a student connection with a professional advisor so that they can formulate and reach their academic goals.

Strategies

To meet the featured goal, the Office of Advising & Mentoring Services set out to utilize the following strategies:

- Design a customized career plan for each incoming student using the DegreeWorks technology-mediated self-advising tool
- Encourage the utilization of Counseling and Disability Services workshops, the Centers for Learning Excellence and other student support services available
- Advise FTIC students for the upcoming semester, and remind them to apply for Financial Aid
- Provide end of semester reminders and final exam preparation



Institutional Effectiveness Plan

Success Story

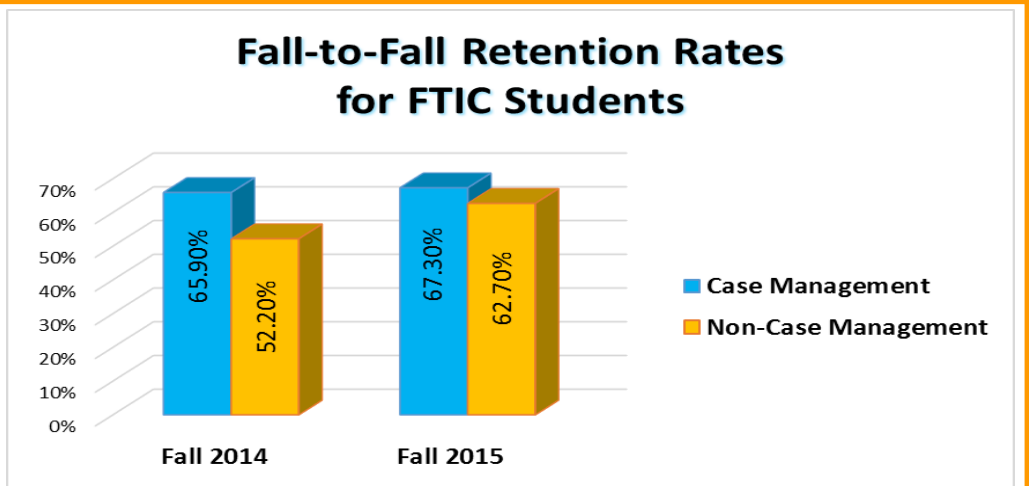
Success with Case Management Advising

The Comprehensive Advising & Mentoring Services Department

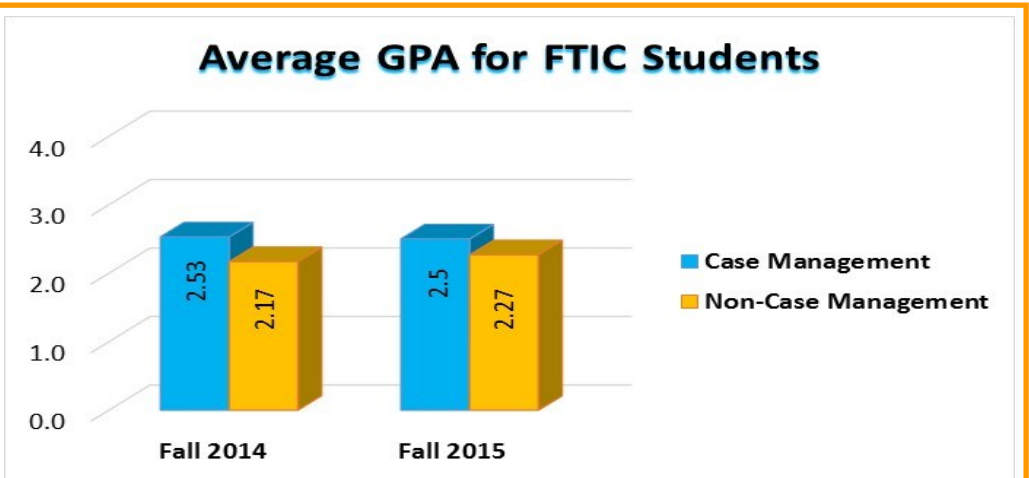
December 2016

Results

- Fall-to-Fall retention rates were higher for FTIC students who received Case Management advising (65.90% for Fall 2014 and 67.30% for Fall 2015) compared to FTIC students who did not (52.20% for Fall 2014 and 62.70% for Fall 2015).



- The average term GPA of FTIC students who received Case Management advising (2.53 for Fall 2014 and 2.50 for Fall 2015) was higher than the average GPA of students who did not (2.17 for Fall 2014 and 2.27 for Fall 2015).



Recommendations

- Transition academic advising from Case Management advisors to faculty advisors after students have completed their first year of college
- Case Management advising should be expanded to serve all FTIC students



The Office of Institutional Effectiveness & Assessment
A Unit of the Information Services & Planning Division

iea.southtexascollege.edu
(956) 872 3809

