



Community College of Philadelphia

Targeting Risk & Intervention

Description: Restructured academic advising functions at the College

- Summer 2016 – Hired 7 full-time faculty advisors. Prior to this, academic advising was conducted by faculty on a part-time basis, and students were seen on a drop-in basis only.
- Each full-time faculty advisor is assigned to a cohort of students in one of five curricula: healthcare studies, liberal arts, business, psychology, and justice.
- Online scheduling for both individual and group advising appointments – Starfish CONNECT.
- Implementation of the Kiosk “waiting room” feature in Starfish CONNECT.
- Starfish Faculty Trainers – the training session are lead by the teaching faculty. Goal is
- increase awareness and faculty usage of Starfish.

Impact on Student Supports

Increase in number of scheduled advising appointments confirmed and attended by students.

- Fall 2015 – 2,189 (drop-in advising)
- Spring 2016 – 3,006 (drop-in advising)
- Fall 2016 – 6,340 (appointment based)

Increase in number of tracking items reported overall (i.e. kudos, raise flags, and referrals)

- Fall 2015 – 18,951
- Fall 2016 – 30,315

Implementation of First Year Experience course – beginning Fall 2016: Students in FYE are required to complete an individual educational plan, career plan, and financial plan.

Top Successes

- Caseload advising provided students and the seven faculty advisors with the opportunity to build personal relationships. Having an assigned faculty advisor creates consistency for students and greater engagement in the advising experience.
- The dramatic increase in STARFISH usage in Fall 2016 provided students, advisors, teaching faculty, and support services a platform to wrap support around students.



Challenges

- Increasing institutional awareness about the Starfish Early Alert system and the benefits it affords students.
- Strategizing the best ways to support all students who have been identified as “at risk” and how to best support them.

