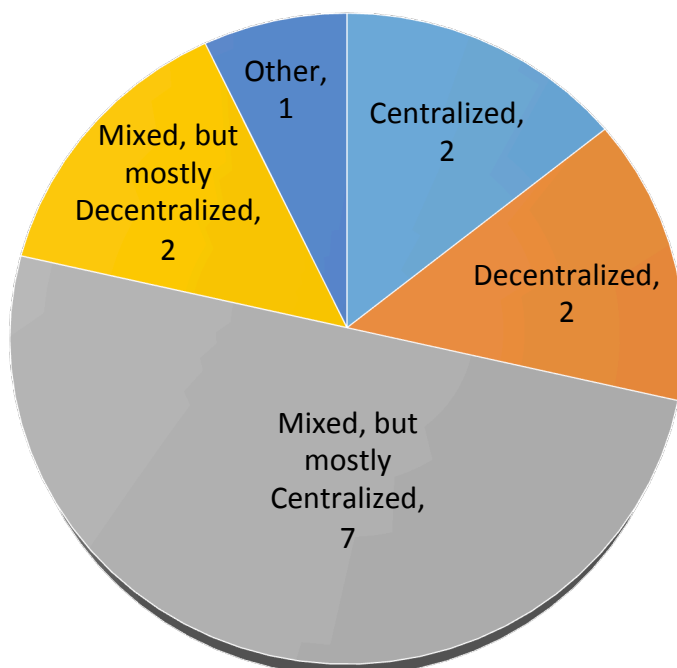


In March 2017, the Center for Student Success surveyed New Jersey's community colleges regarding their current advising models. Colleges were asked to consider their entire student population when answering the questions. Fourteen* NJ community colleges completed the survey. Results show that the prescriptive approach such as developing schedules and explaining curriculum is the one used by most of our colleges, with 13 of the 14 colleges describing their advising in this way. However, over half of the colleges surveyed also indicated using developmental advising and coaching strategies. One college is focused solely on a coaching model for their advising strategy.

When asked about the advising system, half of the colleges surveyed reported using a mixed approach that is mostly centralized (see Figure 1). In terms of staff, most are using a combination of full and part time professional advisors. All fourteen colleges use full-time faculty advisors in some capacity, though 2 colleges report that advising is voluntary for their full-time faculty.

Fig 1: Which best describes your current advising system?



All fourteen colleges surveyed offer advising on a walk in basis.

The average wait time was 55 minutes during peak registration season.

The wait time during non-peak season dropped to 5 minutes.

Eleven of the fourteen colleges who responded to the survey also offer advising on an appointment basis.

Only 4 of the 14 colleges report ALL of their students, regardless of enrollment status, have an assigned advisor. Most students change advisors more than once during their time at the college (see Figure 2).

When it comes to specialized advising, 13 of the 14 colleges report offering services to groups such as NJ Stars, Veterans, students with disabilities, athletes, career tracks, EOF, new, re-admitted, honors, and international students.

None of the surveyed colleges mandate advising for all students; however ten of the fourteen colleges require advising for special cohorts of students such as EOF, those with developmental needs, academic status, and financial aid appeals. Despite advising not being mandated, reports show that students are seeking advising, with approximately 30%-70% meeting with an advisor at least once per semester, and 8 colleges report that students seek advising at least twice per semester. When it comes to assisting students with their career path, all fourteen colleges report using multiple campus support services such as professional advisors and counselors, first-year seminar instructors, faculty, and administrators. And when it comes to helping students develop academic plans, only 4 of the colleges that responded to the survey are doing this consistently with their students (see Figure 3). Technology is used at most colleges, with 11 of the colleges surveyed reporting using technology to support advising work (see Figure 4). Nine of the colleges notify students if they get off track for various reasons such as graduation degree audit, multiple absences, early alert for grades, and non-compliance.

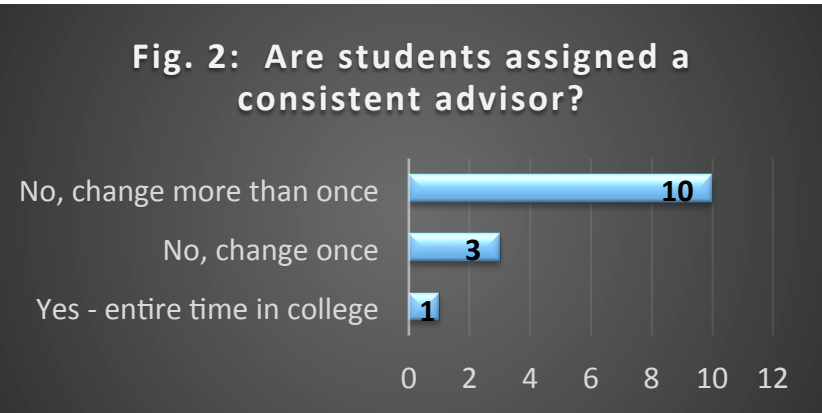
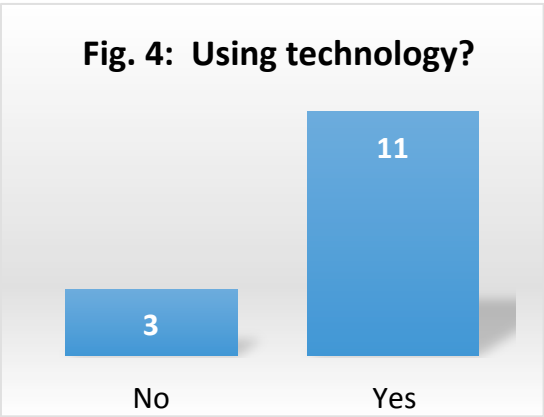
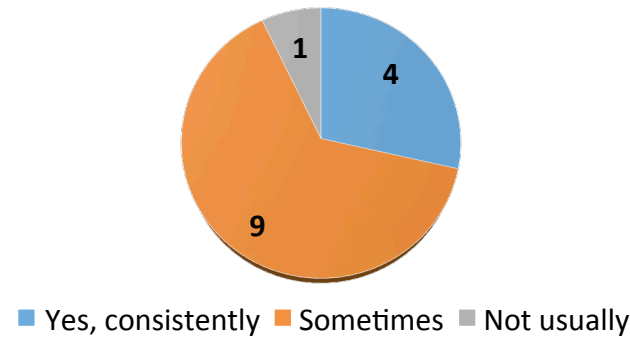


Fig. 3: Do advisors build academic plans with their advisees?



**Atlantic Cape Community College, Bergen Community College, Brookdale Community College, Camden County College, Essex County College, Hudson County Community College, Mercer County Community College, Middlesex County College, County College of Morris, Passaic County Community College, Raritan Valley Community College, Rowan College at Burlington County, Rowan College at Gloucester County, Sussex County Community College, Union County College*