

Tacoma Community College Advising Overview WSSSC

**Karl Smith,
Vice President of Student Affairs**

5/8/2025

- ✓ Holistic
- ✓ Intrusive
- ✓ Equitable



About TCC 23/24

41%

Part Time Students

54%

Academic Program

30%

Workforce Training

9%

Basic Education for
Adults

20%

HS Dual Enrolled

60%

Female

51%

Black, Indigenous or
People of Color

47%

are over the age of 24

42%

receive need based aid

10K+

Annual Enrollment

60

Associate
Degrees

4

Applied Bachelors
Degrees

24

Professional
Certificates

FOCUSED ON: ACCESS & EQUITY
GROUNDING WORK IN: GUIDED PATHWAYS

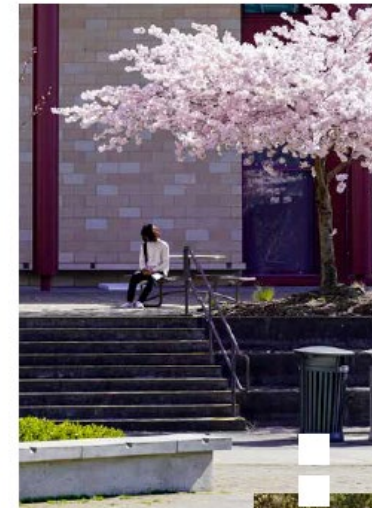
NWCCU Advising Mid-Cycle Accreditation Review



Feedback: “The institution designs, maintains, and evaluates a systematic and effective program of academic advisement to support student development and success.”



Programmatic Assessment



TCC considers the learning outcome assessment process to be integral to continuous improvement efforts within student learning and success. College faculty conduct student learning outcome assessments at the course, program, and institutional levels. (Std. 1.C.5; 1.C.6)

Faculty are responsible for the design, implementation, and communication of outcomes. They are assisted in this task by an Institutional Assessment and Continuous Improvement Coordinator (IACIC), along with the support of assessment teams.

Two excellent examples of programmatic assessment at TCC are found within Library Science (LS) and Advising, as described below.



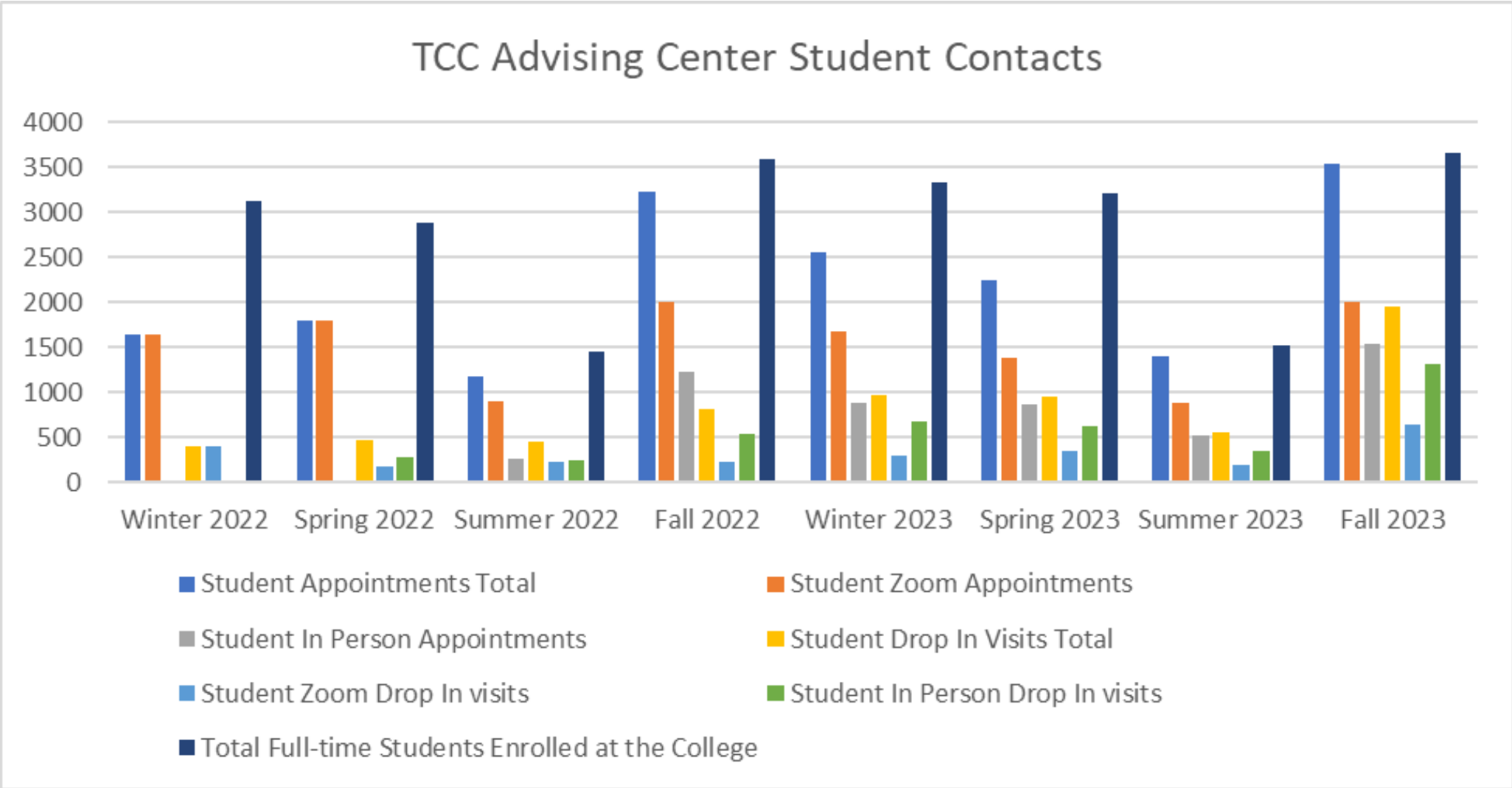


Advising Key Performance Indicators SSI

	TCC				TCC Comparison Group					
Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
My academic advisor is approachable.	6.53	5.88	1.62	0.65	6.36	5.73	1.53	0.63	0.15	★
My academic advisor helps me set goals to work toward.	6.39	5.61	1.82	0.78	6.22	5.45	1.66	0.77	0.16	
My academic advisor is concerned about my success as an individual.	6.37	5.55	1.85	0.82	6.25	5.43	1.65	0.82	0.12	
My academic advisor is knowledgeable about my program requirements.	6.65	6.04	1.53	0.61	6.42	5.65	1.57	0.77	0.39	★★★
My academic advisor is knowledgeable about the transfer requirements of other schools.	6.46	5.82	1.61	0.64	6.37	5.59	1.57	0.78	0.23	★



Advising Key Performance Indicators: Contact



Retention All Students Summary

Retention Trend: *1st Fall to 2nd Fall Retention/Completion*

Cohort: *All Students*

Level: *Tacoma*

Intent: *None*

Disaggregation: *Summary*

Race/Ethnicity (Alone or 2+ Races): *(All)*

Includes: Summer entry continuing in Fall & Fall entry cohorts only

Data will be shown only for years in which all selected quarters have outcomes data. If a year of interest is not shown below, adjust the Entry Quarter filter to include fewer quarters.

Cohort ?
All Students

Select College
Tacoma

Education Intent
(All)

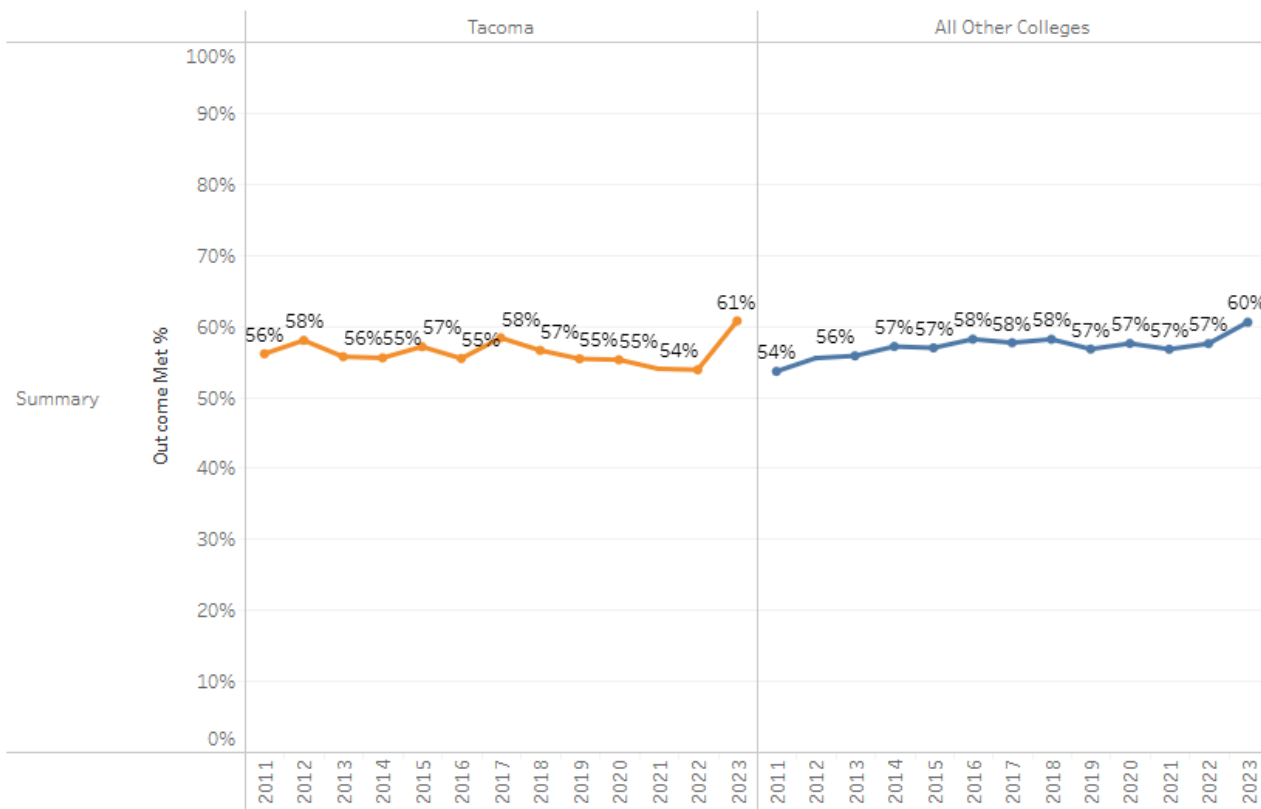
Retention/Completion
1st Fall to 2nd Fall Ret...

Disaggregation
Summary

Race/Ethnicity
(Alone or 2+ Races)
(All)

Reporting Year
(Multiple values)

Reporting Level
■ Tacoma
■ All Other Colleges



Colleges included: Bates, Bellevue, Bellingham, Big Bend, Cascadia, Centralia, Clark, Clover Park, Columbia Basin, Edmonds, Everett, Grays Harbor, Green River, Highline, Lake Washington, Lower Columbia, Olympic, Peninsula, Pierce, Renton, Seattle Central, Seattle North, Seattle South, Shoreline, Skagit Valley, South Puget Sound, Spokane, Spokane Falls, Tacoma, Walla Walla, Wenatchee Valley, Whatcom, and Yakima Valley



Advising Model

“Intrusive/case management advising with a focus on equity minded advising practices designed to proactively provide wraparound support for our vulnerable and marginalized students.”



Business, Paralegal, and Technology

Degree pathways include: Accounting, Business Transfer, Business Applied Science, Networking & Cybersecurity, Paralegal, Applied Management Bachelors, and IT Bachelors.



Creative Arts, Literature, and Communication

Degree pathways include: Undecided, Associate of Arts Direct Transfer, Associates in General Studies, Art, Communications, Interdisciplinary Writing, Literature, Music, Spanish, and World Languages.



Education, Social & Behavioral Sciences

Degree pathways include: Anthropology, Education, Early Childhood Education, History, Human Services, Chemical Dependency, Political Science, Psychology, and Sociology.



Healthcare

Degree pathways include: Allied Health, Community Health Bachelors, DMS (Ultrasound), EMT, Health Information Technology, Health Information Management Bachelors, Invasive Cardio Therapy, Nursing, Pre-Nursing, Nursing Assistant, Paramedic, Nuclear Medicine, Radiology, and other healthcare-related fields.



Science, Engineering, and Mathematics

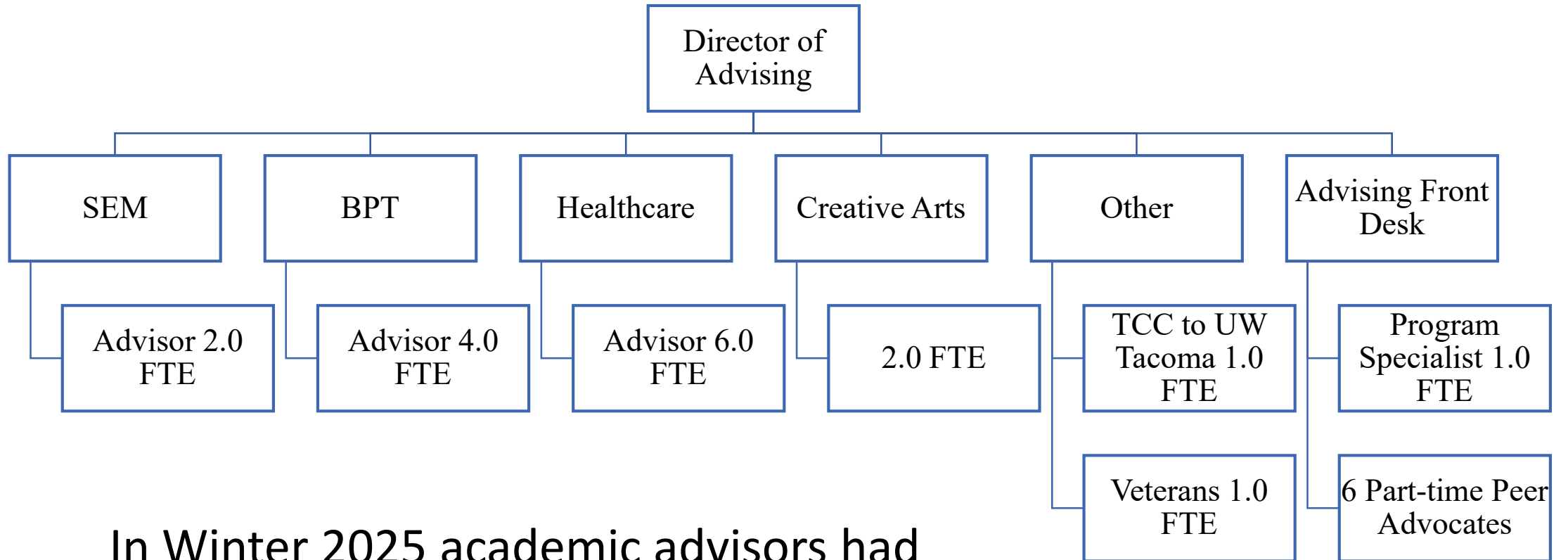
Degree pathways include: Astronomy, Atmospheric Science, Biology, Chemistry, Chemical and Bioengineering, Computer Science, Civil and Mechanical Engineering, Computer & Electrical Engineering, Environmental



Transfer to University of Washington Tacoma

This pathway includes a direct transfer to the University of Washington Tacoma with assistance from the TCC-to-UWT Transfer Advisor.

TCC Advising Org Chart



In Winter 2025 academic advisors had an average of 319 actively enrolled students on their caseload.



Professional Advising Adjacent Services

- Dual Enrollment
 - Running Start Educational Planners (4.0 FTE)
 - Fresh Start Advisors (3.0 FTE)
- BEDA (4.0)
- Workforce Navigator (4.0 FTE)
- International Advisors (1.0 FTE)
- Pathways Navigators (4.0)
- Entry Services Navigator (1.0 FTE)
- Basic Needs Navigator 1.75 FTE (Housing 1.0 FTE, .75 FTE Food Pantry)
- Counseling (5.0 FTE)
- Peer Mentoring (Various areas throughout campus)
- Faculty Advising (All Full-time Tenure Track Faculty)



Defining the Role of Advising at TCC

Academic Advisor

- Embedded into each cluster
- Mandatory and intrusive advising
- Academic Planning (educational plans)
- Permission codes (agreed upon process with faculty)
- Data Checking
- Plan Stacks / Residency / transcripts
- Academic Alerts
- Degree Applications
- Referral Resources (academic and non-academic)
- Funding source - financial literacy

Faculty Mentor/Advising (Under Construction)

- Ed Planning Day Activities
- Career Planning Activities
- Orientation Activities
- Academic Advising – Ed Planning
- Honors
- Scholarships
- Transfer
- Other



Academic Advisor Position Summary

Position Summary

The Academic Advisor works directly with students at Tacoma Community College to provide academic advising, initial career planning, and retention services designed to keep students enrolled in college and help them achieve their educational goals.

Represented Exempt Staff (WFSE)

TACOMA COMMUNITY COLLEGE
AND

WASHINGTON FEDERATION OF STATE
EMPLOYEES EXEMPT BARGAINING UNIT

EFFECTIVE

JANUARY 1, 2023 THROUGH DECEMBER 31, 2025





Advising Model

- Mandatory Educational Planning for the following student populations:
 - All new students assigned an academic advisor within meta-major or career cluster
 - All new students meet with an Academic Advisor prior to first quarter registration
 - All students with 0-30 credits meet quarterly with an Academic Advisor
 - All students with 30+ credits, a 2.0 GPA or below, are required to meet with an Academic Advisor
- Students choose a specialization at 30 credits or two quarter completion with an Academic Advisor
- ***Students remain with an Academic Advisor throughout the completion of their program or pathway***
- ***All students have the opportunity to connect with a faculty mentor/s***



Mandatory Entry/ First Year Advising Options

Students can satisfy this mandatory requirement by scheduling 1:1 advising appointments, attending pathway specific group advising sessions, attending new student orientation and through drop in advising available to students in person and through remote online options.



Mandatory Entry/ First Year Advising

TCC scaled mandatory entry and first-year advising to ensure every degree seeking student meets with an academic advisor within their chosen career pathway prior to registering for classes and throughout their first year of enrollment until completing 30 college credits while maintaining a 2.0 or better GPA.

Fall quarter 2023, 95% of first year students (979 out of 1028 total new students) who were required to participate in mandatory advising, connected with an advisor.



Classroom Advising

Advisors go to every COL 101 College Success class during the quarter to reach and engage with new students in classroom based advising. Advisors present on the importance of educational planning and the role of advisors in assisting students. Additionally, TCC's college success class incorporates advising related assignments including development of an educational plan that students co-create with their advisor.

- During fall quarter 2023, advisors visited a total of 35 COL 101 classes in person and online and interacted with more than 750 students.



Academic Advising Session



ACADEMIC ADVISING DEPARTMENT CHECKLIST

1. Goals for the Session
2. Program of Study Confirmation
3. Funding
4. Class Registration and Educational Planning
5. Support Resources
6. Advising Follow up and Notes

GOALS FOR THE SESSION

- ☐ Tell me about what your goals are here at TCC and what questions do you have before we get into the appointment.

PROGRAM OF STUDY CONFIRMATION

- ☐ Verify the following:
- ☐ What is your program of study? Confirm in ctcLink. If incorrect need to [submit a program plan change form](#). (use the [Program Plan Tracker](#) to confirm no other advisor has already submitted a program plan change form)
- ☐ Ensure student's understanding program of study with the end in mind (career or transfer planning? Do they have transfer plans? Do they have career plans?)
- ☐ Verify student is term activated for the upcoming term. If unenrolled for 1 year or more, student needs to reapply to TCC. Will maintain the same ctcLink ID #.
- ☐ Do they have any Advising Holds we can remove?
- ☐ Who is the students assigned advisor by program and last name? Ensure advisor assignment is correct in ctcLink.
- ☐ Have you attended college before? If yes where and have transcripts sent to placement@tacomacc.edu and official transcript sent to TCC. How does the students prior completed classes fit into their program of study at TCC?
- ☐ If not complete the [assessments for math and English](#) if they haven't already done so.

FUNDING

- ☐ What is the students funding source?
- ☐ What alternative funding sources are available to the student? [Determine Work Force Eligibility online here](#)
- ☐ Scholarships – TCC Foundation Scholarship Jan 1st – March 31st and www.washboard.org
- ☐ 3rd party employer funding? Student should contact cashier's office or student financial services sfs@tacomacc.edu
- ☐ Nel Net Payment Plan

CLASS REGISTRATION and EDUCATIONAL PLANNING

Academic Advising Department Checklist

- ☐ Goals for the Session
- ☐ Program of Study Confirmation
- ☐ Funding
- ☐ Class Registration and Educational Planning
- ☐ Support Resources
- ☐ Advising Follow up and Notes



Advising Hours and Modality

Spring Quarter Academic Advising Hours

Hours of Operation

Monday-Friday
8am-5pm

Building 7, Advising Center

In-Person Drop-In Advising

Tuesday 9am-10:30am and 2:30pm-4pm
Wednesday 9am-10:30am and 2:30pm-4pm

Building 7, Advising Center

No AM Drop in Advising Wednesday April
30th

Online Drop-In Advising

Tuesday 9am-10:30am and 2:30pm-4pm
Wednesday 9am-10:30am and 2:30pm-4pm

No AM Drop in Advising Wednesday April
30th

[Join Zoom Meeting*](#)

To dial by phone, call 253-215-8782 and
enter the Meeting ID: **881 182 0140**

**Please note Zoom online drop in advising
sessions will lock 15 minutes prior to the end
of the session and no additional participants
will be admitted.*



Academic Alerts

Term Name: Fall 2024

Window Name	Start Date	End Date	Opening reminder	Mid-window reminder	Closing reminder
Window 1	10/01/2024	10/18/2024	09/30/2024	10/09/2024	10/16/2024
Window 2	11/05/2024	11/22/2024	11/04/2024	11/13/2024	11/20/2024



🔍 search for students by name or ID

Most recent data processing: May 8, 2025 1:00 AM

Viewing data for All Students

Students with Low Course Engagement

+ 33 students vs yesterday

+ 13 students vs yesterday

0 students vs yesterday

The Persistence Prediction is a predictive indicator of a student's likelihood to re-enroll and stay enrolled at your institution.

Persistence Prediction | SPRING 2025 - SUMMER 2025 ⓘ



Very Low	0%
Low	11.93%
Moderate	38.83%
High	45.42%

Weekly Change in Persistence Prediction ⓘ

↑ **109** Students have shown a lift in their persistence prediction of 5% or more within the last 7 days.

↓ **162** Students have shown a drop in their persistence prediction of 5% or more within the last 7 days.

 [View students](#)

 [Create alert](#)

 [Schedule Appointment](#)

 Copy my Meet with Me link

 [Create note](#)

 [Send message](#)

 [View groups](#)

Pinned Groups (1/20)

982

All Enrolled Who Checked Black ...
Static

+ PIN NEW GROUP



Advising Nudge Communication Plan

Advising Communication Plan Winter 2025

- Week 1 ---- 1/6 academic preparedness (all new W25 advisees)
- Week 2 ----01/16 Equity Centered Outreach 2pm-5pm--- Alert Window Opens (1/14/25)
- Week 3--- 01/21 Advising Holds Email Nudge (all new W25 advisees)
- Week 4---01/27 Ed Planning Day (pathways specific advisees)
- Week 5---02/03 Equity Centered Outreach Nudge
- Week 6---02/10 Enroll
- Week 7---02/18 Enroll
- Week 8—02/24 Equity Centered Outreach 2pm-5pm
- Week 9—03/03 Unenrolled and withdrawal nudge
- Week 10—03/13 Equity Centered Outreach 2pm-5pm
- Week 11---3/21 W25 not enrolled for SP25
- Week 12—Spring break

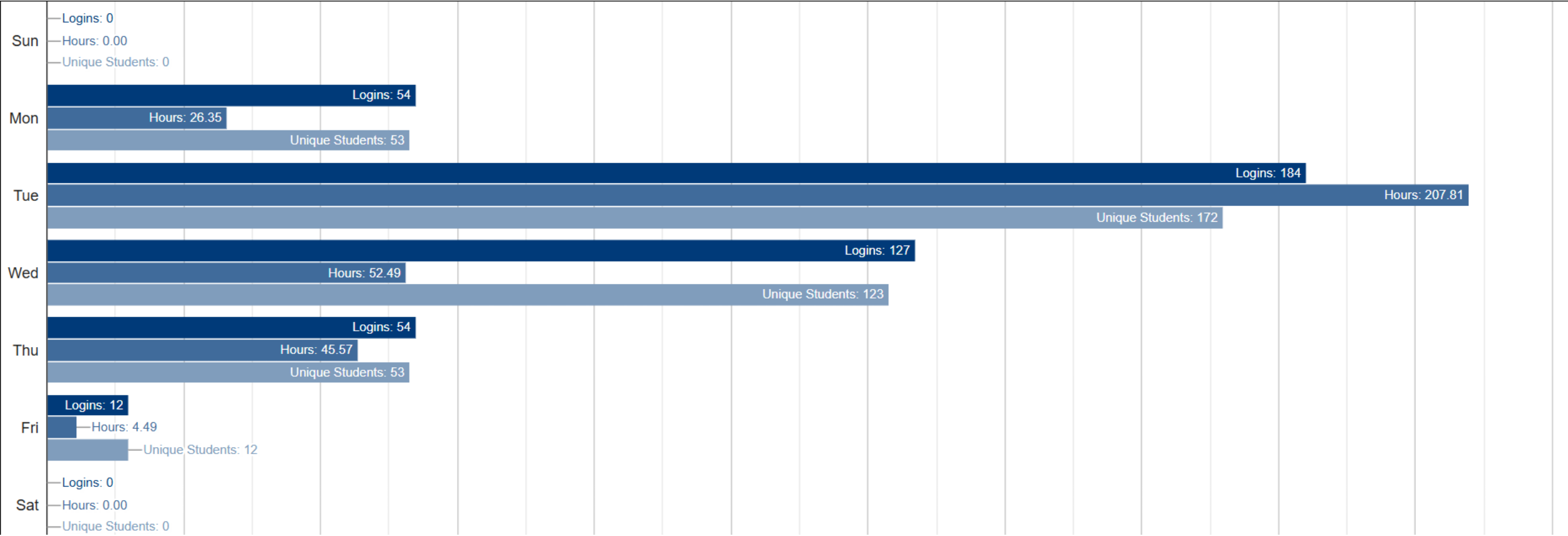
Academic Advising Center Advisor Trac



Logins by Hour by Day of Week - Report

From 2025-04-01 to 2025-04-30
For center: Academic Advising Center

**Total Unique
Students: 391**





Academic Advising Center



Appointments / Availabilities by Hour by Day of Week - Report

2025-04-01 to 2025-04-30

For center: Academic Advising Center

Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Totals
12:00 am	-	-	-	-	-	-	-	-
1:00 am	-	-	-	-	-	-	-	-
2:00 am	-	-	-	-	-	-	-	-
3:00 am	-	-	-	-	-	-	-	-
4:00 am	-	-	-	-	-	-	-	-
5:00 am	-	-	-	-	-	-	-	-
6:00 am	-	-	-	-	-	-	-	-
7:00 am	-	-	-	-	-	-	-	-
8:00 am	-	12/30 (40%)	0/3 (0%)	3/4 (75%)	4/9 (44%)	5/9 (56%)	-	24/55 (44%)
9:00 am	-	21/52 (40%)	15/31 (48%)	14/24 (58%)	16/24 (67%)	9/18 (50%)	-	75/149 (50%)
10:00 am	-	19/44 (43%)	5/17 (29%)	12/19 (63%)	11/15 (73%)	11/16 (69%)	-	58/111 (52%)
11:00 am	-	7/25 (28%)	6/14 (43%)	11/19 (58%)	2/4 (50%)	5/9 (56%)	-	31/71 (44%)
12:00 pm	-	3/6 (50%)	16/26 (62%)	9/14 (64%)	6/6 (100%)	6/8 (75%)	-	40/60 (67%)
1:00 pm	-	20/32 (63%)	20/28 (71%)	26/35 (74%)	11/18 (61%)	1/3 (33%)	-	78/116 (67%)
2:00 pm	-	13/26 (50%)	12/22 (55%)	11/17 (65%)	6/6 (100%)	6/11 (55%)	-	48/82 (59%)
3:00 pm	-	19/41 (46%)	14/24 (58%)	7/12 (58%)	5/12 (42%)	1/8 (13%)	-	46/97 (47%)
4:00 pm	-	18/32 (56%)	13/21 (62%)	2/11 (18%)	7/10 (70%)	1/2 (50%)	-	41/76 (54%)

Academic Advising Center

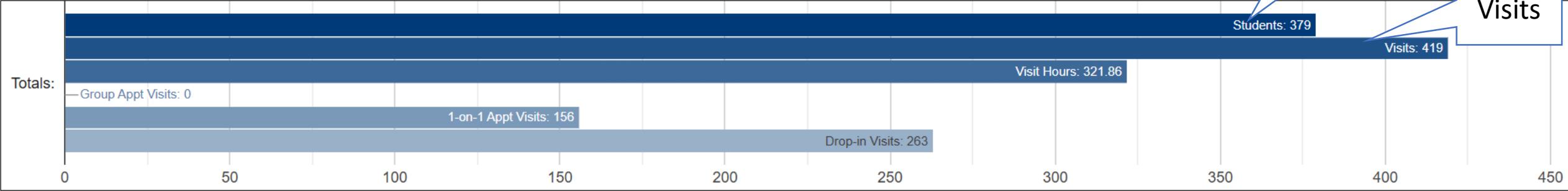


Students Visits Summary - Report

From 2025-04-01 to 2025-04-30
For center: Academic Advising Center
Criteria: including totals by appt type

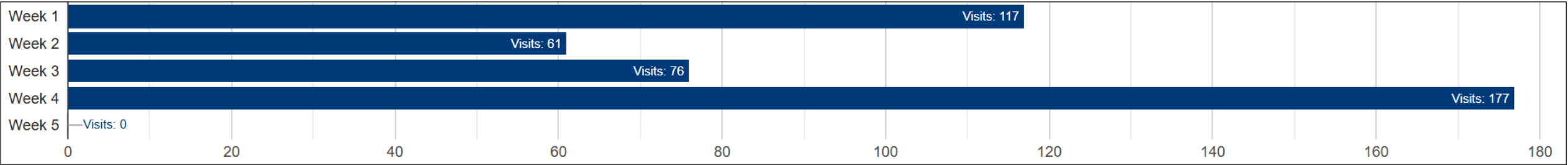
Unique
Students

Total
Visits



Visits by Week by Center - Report

From 2025-04-01 to 2025-04-30



Academic Advising Center



Optional: In-Person vs Online Appointments - Report

From 2025-04-01 to 2025-04-30

For center: Academic Advising Center

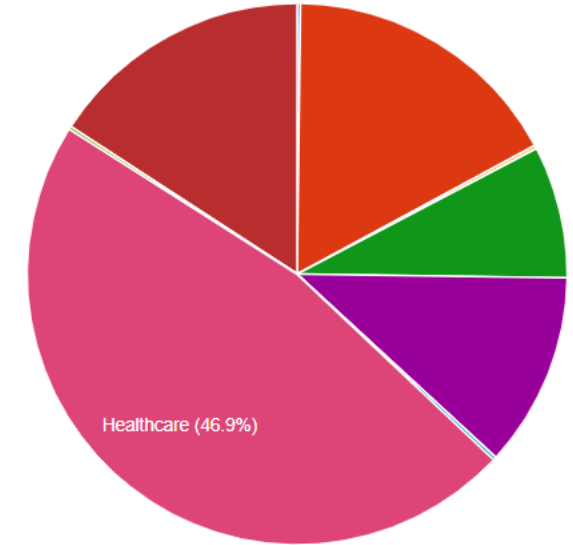
Reason	In-Person	Online
Change my major	9	4
	In-Person: 9	Online: 4
Changing my class schedule	7	6
	In-Person: 7	Online: 6
Discuss academic concerns	29	26
	In-Person: 29	Online: 26
Discuss graduation/transferring	30	11
	In-Person: 30	Online: 11
Help selecting classes	87	51
	In-Person: 87	Online: 51
Registration Hold	17	24
	In-Person: 17	Online: 24
Veteran Educational Plan VR&E/MyCAA/TA	3	1
	In-Person: 3	Online: 1
Withdraw from a Course	1	0
	In-Person: 1	Online: 0
Reason count: 8	In-Person: 183	Online: 123

Academic Advising Center



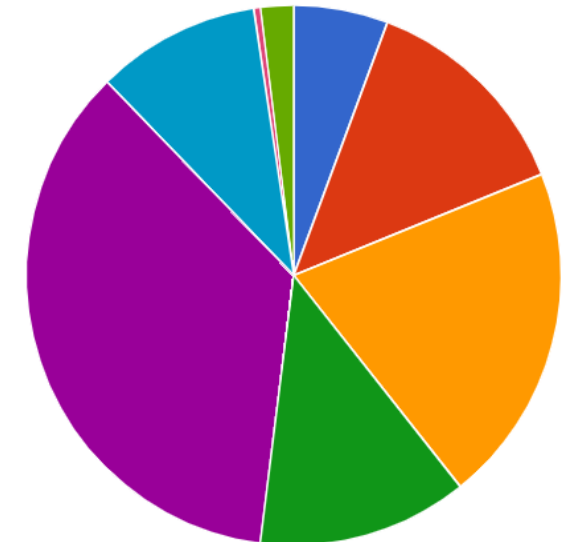
Subject	Students	Visits	Hours	Percent
AH	1	1	0.05	0.2%
Business, Paralegal, Technology	72	77	166.57	16.9%
CMST&	1	1	0.08	0.2%
Creative Arts, Lit, Communication	33	36	14.99	7.9%
Education, Behavioral & Social Sciences	46	53	22.19	11.6%
EMS	1	1	0.20	0.2%
Healthcare	193	214	76.87	46.9%
MATH	1	1	0.05	0.2%
Science, Engineering, Math	67	72	30.80	15.8%
Subject Totals:	406	456	311.80	100%

By Subject



Reason	Students	Visits	Hours	Percent
Change my major	24	26	10.37	5.7%
Changing my class schedule	57	60	19.27	13.2%
Discuss academic concerns	87	93	31.52	20.4%
Discuss graduation/transferring	55	58	19.30	12.7%
Help selecting classes	148	163	211.91	35.7%
Registration Hold	45	45	16.20	9.9%
Veteran Educational Plan VR&E/MyCAA/TA	2	2	0.91	0.4%
Withdraw from a Course	9	9	2.32	2.0%
Reason Totals:	406	456	311.80	100%

By Reason





Discussion