



**RED RIVER COLLEGE**

OF APPLIED ARTS, SCIENCE AND TECHNOLOGY

# AACRAO **SEM** Conference

*Nashville, TN*

Nov 7th to 10<sup>th</sup>, 2010

**Red River College**

***Paths to Success Model***

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# Red River College – Quick Facts

- Degree, **Diploma** + Adv Diploma, *Certificate*, and *Apprenticeship* training
- 12,000 “Day” students
- 20,000 other students
- 5 locations in Wpg + 5 Regional centres
- First Qualified / First Accepted

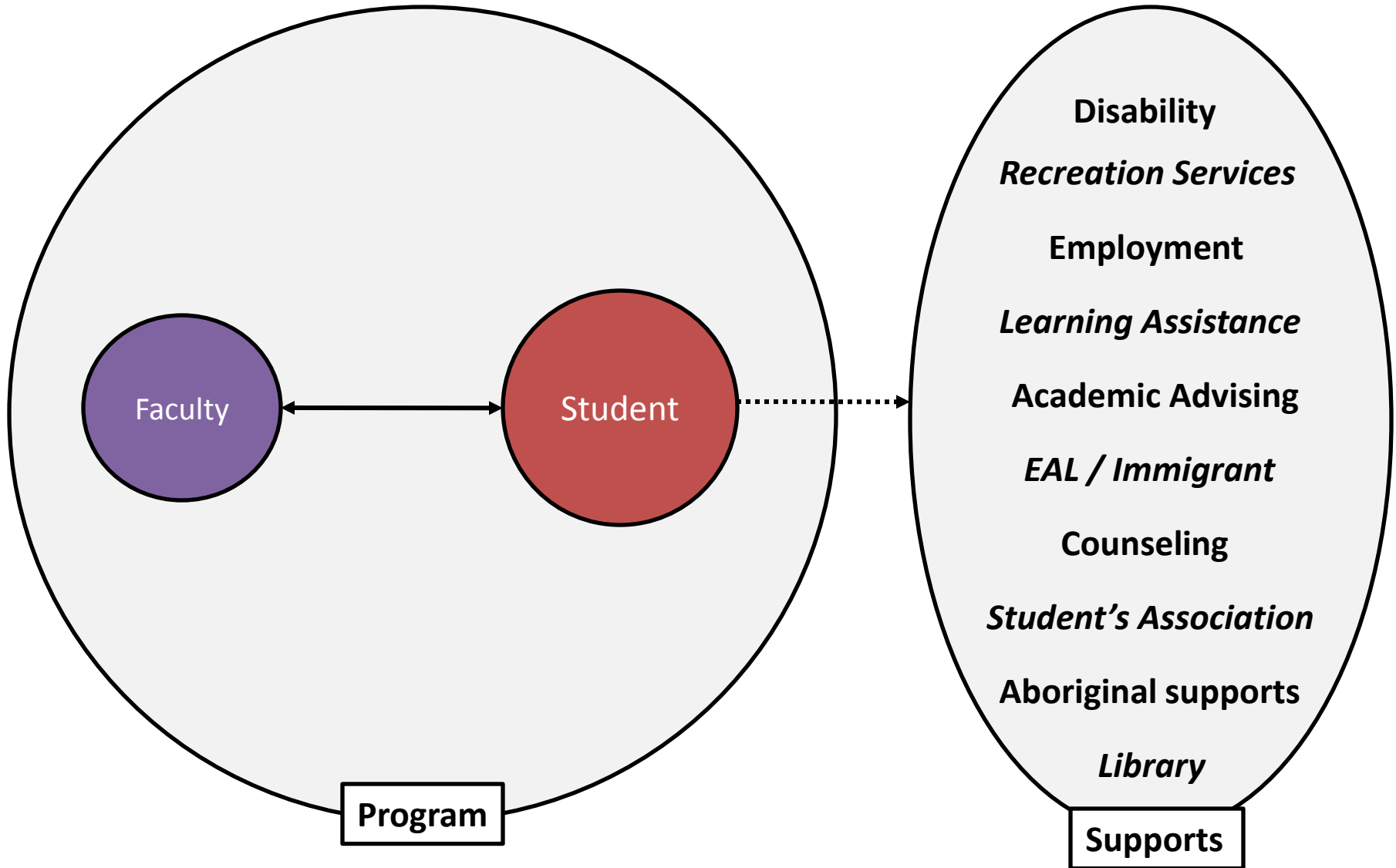
# Presentation Overview

- History
- *Why Did We Start this Initiative?*
- Method / Process
  - Assessment
  - **Communication**
  - Faculty Academic Advising
- ***What Students Want from an Advisor***
- Faculty Academic Advisor Training

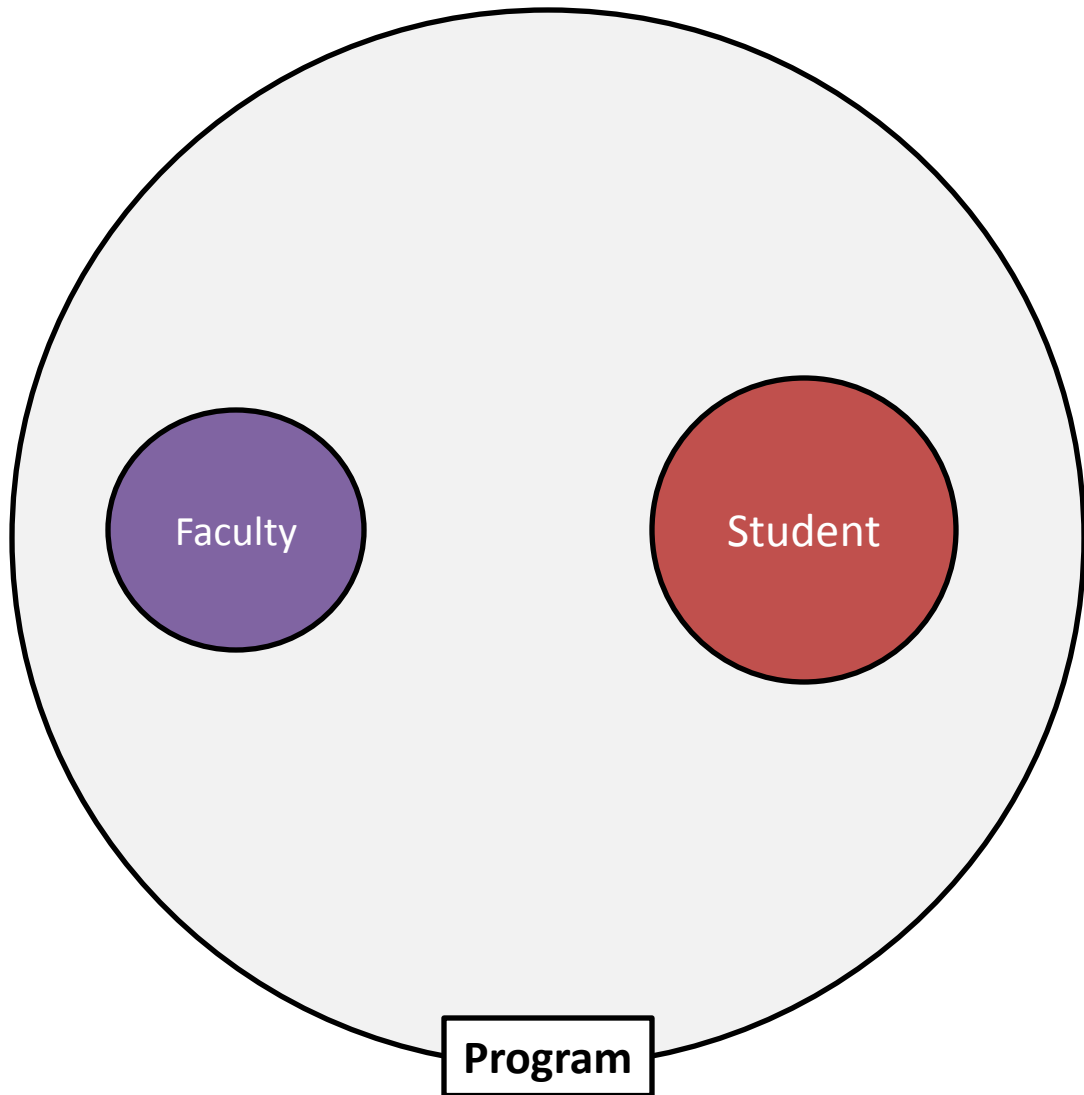
# *Paths to **Success** Model*

# **FIT = Freshman Integration and Tracking System**

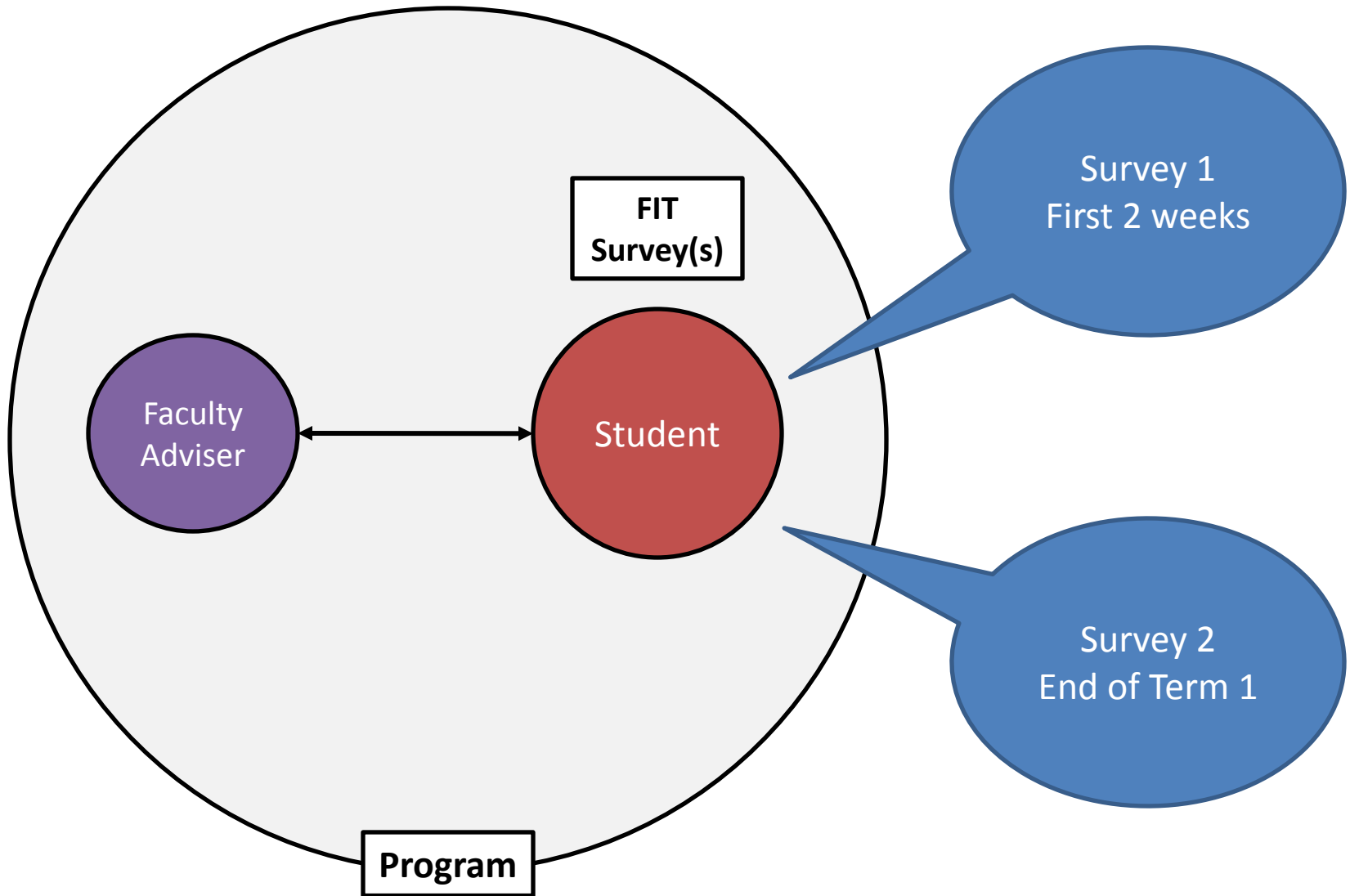
*Developed Humber College (ON, Canada) / Peter Dietsche*



**Before Paths/FIT: 2004/05**




**The Beginning of FIT: 2005/07**



**The Beginning of FIT: 2005/07**

## What types of information does the survey capture?

- Demographic information
- Past academic achievement
- Academic needs
- Attitudinal Indicators
- Reasons for attending
- Program exploration



Survey 1  
First 2 weeks

# Survey Example #1

Q27. Could you **benefit from** extra help in the areas below to ensure success in your program?

*I could benefit greatly / I could benefit somewhat / Would be of very little benefit / Would be of no benefit*

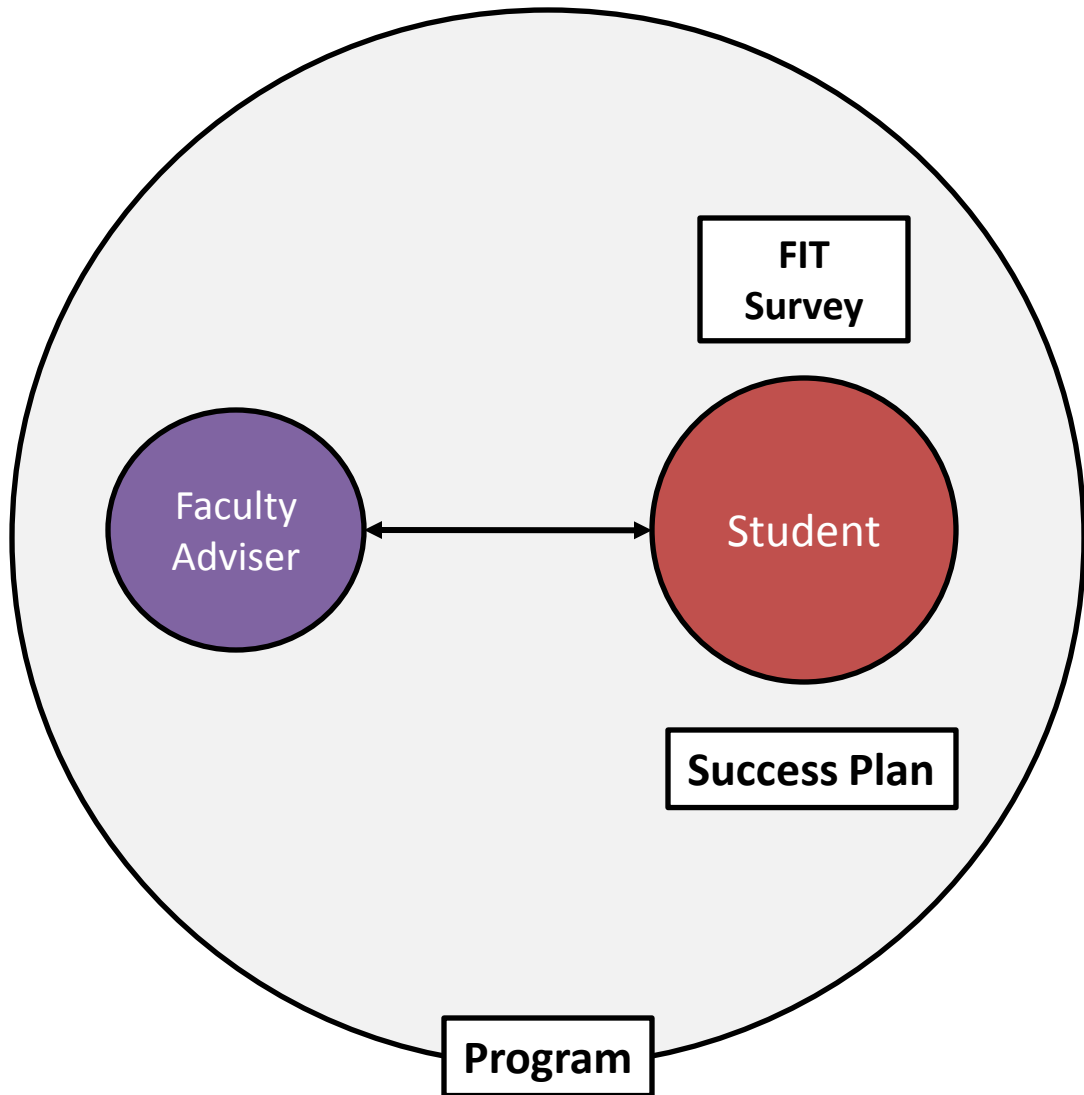
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Expressing ideas in writing
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Improving reading skills
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Developing better study habits
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Improving test-taking skills
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Choosing/changing course/program
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Selecting an appropriate career

# Survey Example #2

Q28. Would you **accept help** in the areas below to ensure success in your program?

*Highly likely / Somewhat likely / Unlikely / Very likely*

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Expressing ideas in writing
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Improving reading skills
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Developing better study habits
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Improving test-taking skills
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Choosing/changing course/program
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Selecting an appropriate career



**Year 1&2: 2005/07**

# How Can We Help You?

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STUDENT NAME	Dale Hawerchuk/ 12034584
PROGRAM	Electronic Engineering Technology
CAMPUS	Princess Street

---

This report provides information on college services available to meet the needs you identified for yourself when completing the Partners in Education survey. Your faculty academic advisor will also be contacting you shortly, and will meet with you if you're interested in discussing how you're doing at the College so far.

## Financial Aid

The Student Services Centre (Room D-101, Tel: 632-3979) provides information on applying for Student Aid and the disbursement of student loans. They also provide assistance in getting a short-term emergency loan or applying for financial assistance through an award, a bursary, or a scholarship.

## Writing Skills

Tutoring Services (Room D-101) provides individual tutoring and group workshops to help you improve your writing skills, including better ways to edit or proof your work. For more information call (204) 632-2251 or visit our website <http://www.rrc.mb.ca/tutoring>

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Using these services could help you adjust to college life and ensure the successful attainment of your personal and career goals. Each of the above services provide you with a handout that provides a brief list of strategies that you may find useful. Please drop by and pick one up in the next three weeks.

## How Can We Help You?

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STUDENT NAME	Teemu Selanne/ 12034584
PROGRAM	Electronic Engineering Technology
CAMPUS	Princess Street

---

This report provides information on college services available to meet the needs you identified for yourself when completing the Partners in Education. Your faculty academic advisor <NAME> will be contacting you shortly, and will meet with you if you're interested in discussing how you're doing at the College so far.

You're doing great, but if you need help....

Your responses indicate that you feel you are academically and financially prepared for college and do not require additional support. Should you feel otherwise now, or in the future, you should know that the following have been designed to meet student needs.

Financial Services: Student Assistance Centre, D101

Counseling Services: Room D102

Writing Skills: Tutoring, D110

Math Skills: Tutoring, D110

Academic Advising: Faculty Academic Advisor or D101

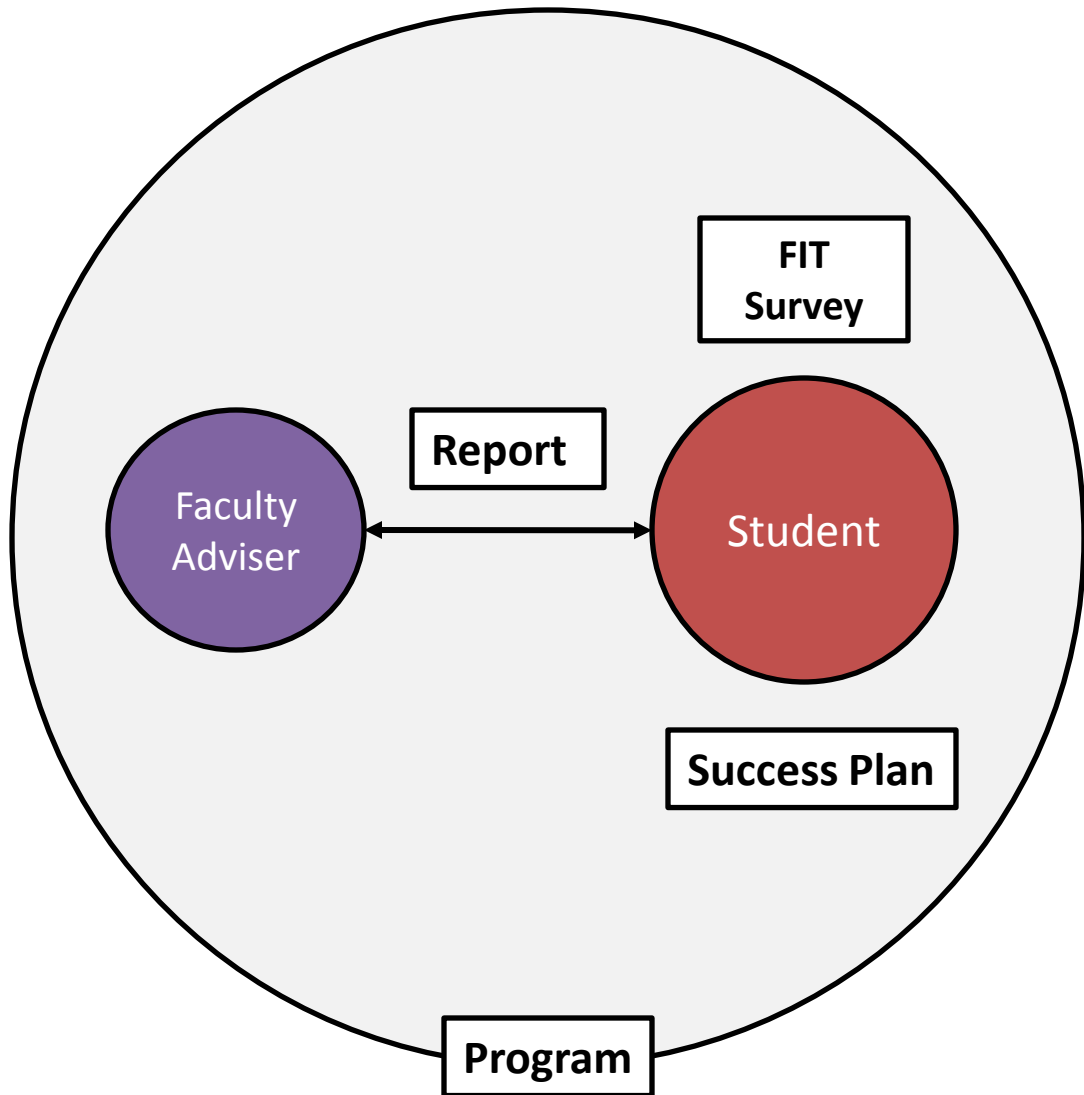
Career/Employment Services: D102

Additional Info: [www.rrc.mb.ca/student-services](http://www.rrc.mb.ca/student-services)

These departments have knowledgeable and considerate staff whom you will find ready and able to help you solve problems and make your first semester rewarding and successful.

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Using these services could help you adjust to college life and ensure the successful attainment of your personal and career goals. Each of the above services provide you with a handout that provides a brief list of strategies that you may find useful. Please drop by and pick one up in the next three weeks.



**Year 1&2: 2005/07**

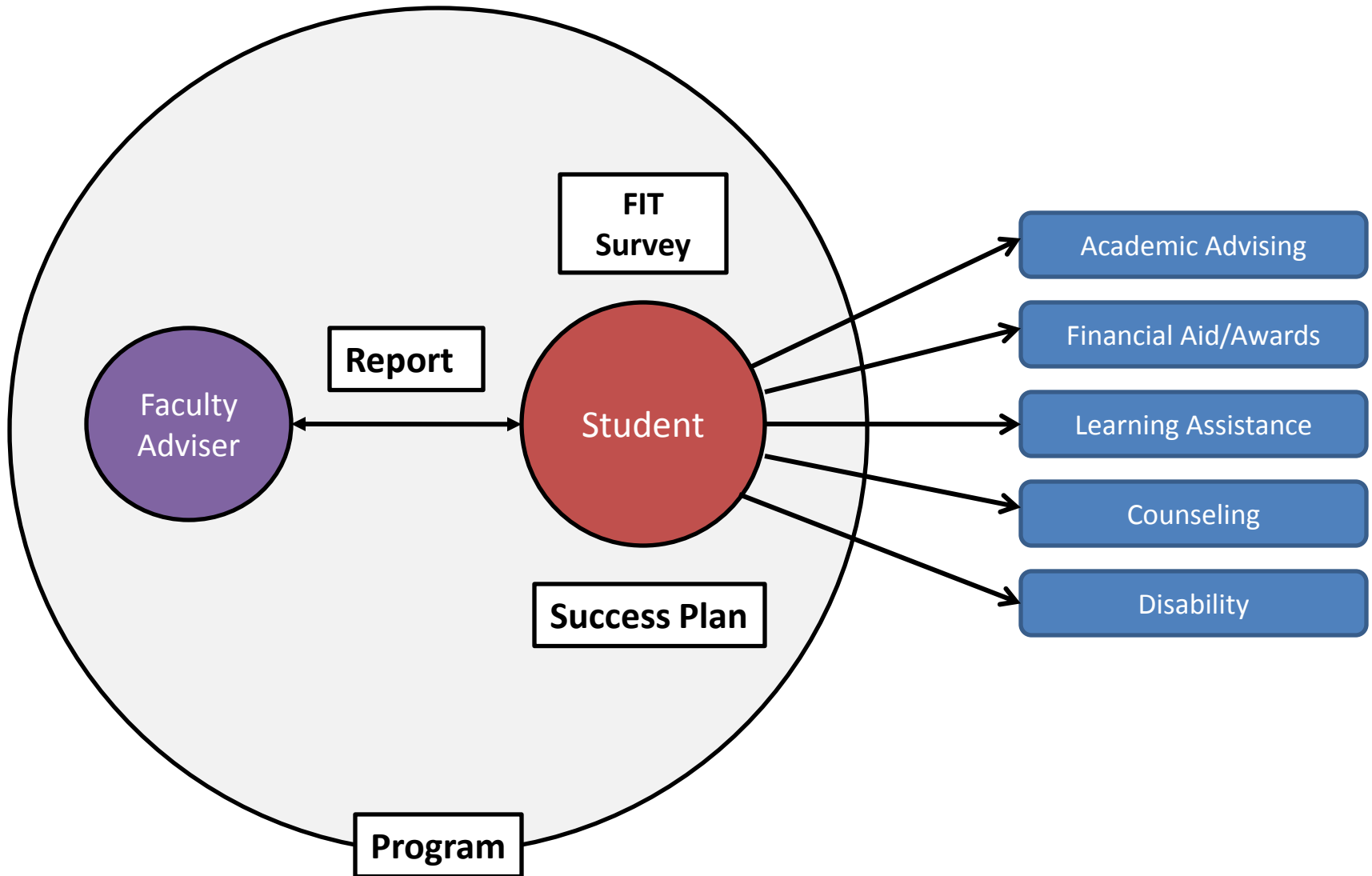


## FIT STUDENT ATTITUDE AND COMMITMENT REPORT

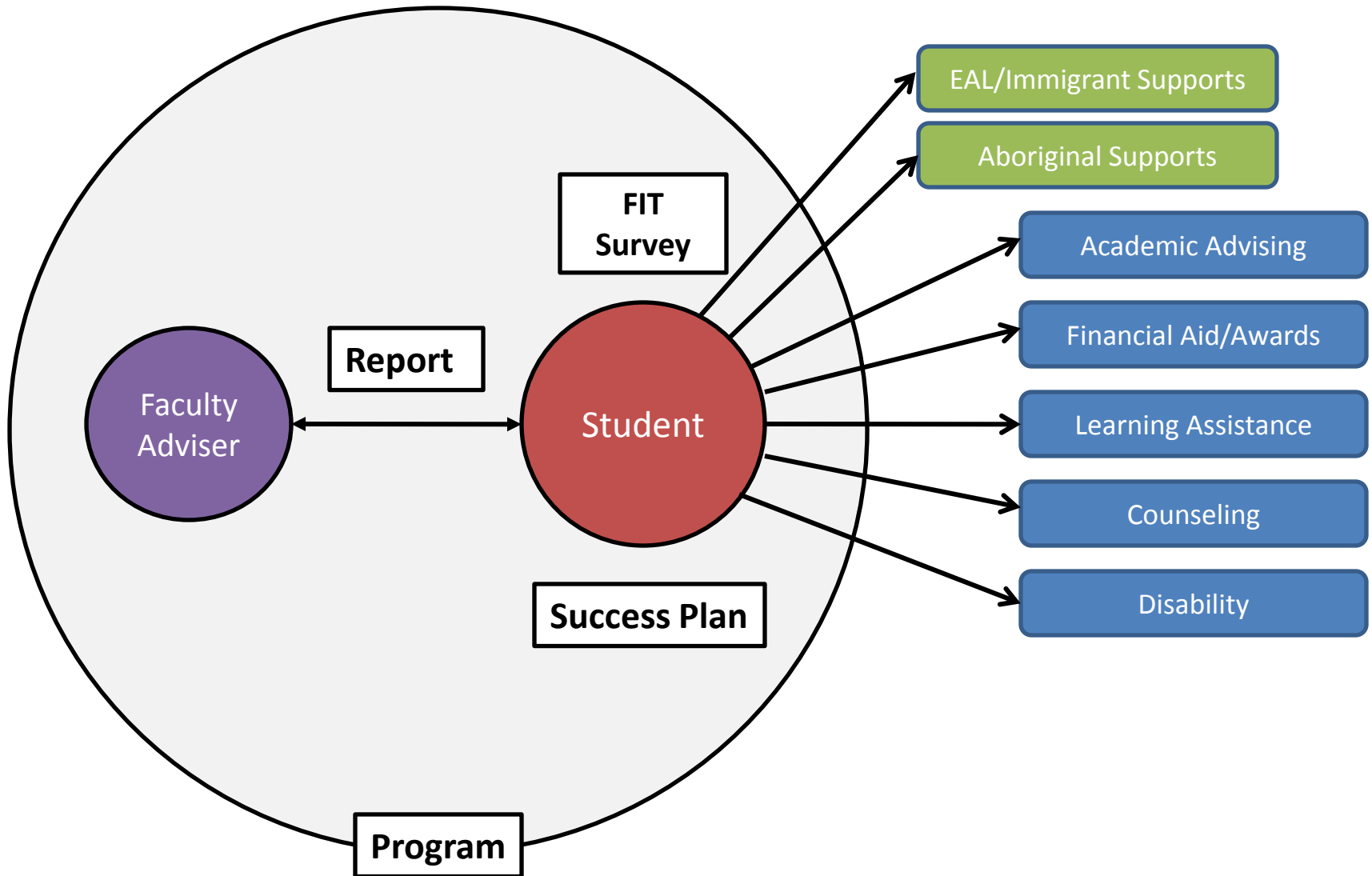
Legend: H=High, M=Medium, L=Low

### Program: Electronic Engineering Technology

		ATTITUDES				COMMITMENT	
Student Name	Student #	Confidence in Success	Occupational Certainty	Value of Education	Prefer a Job	Educational Commitment	Institutional Commitment
Jimmy Mann	1234567	H	M	L	H	L	M
Dale Hawerchuk	2345678	M	L	H	L	M	H
Morris Lukowich	3456789	L	H	L	M	H	M
Randy Carlyle	4567890	H	H	L	H	L	M
Teemu Selanne	5678901	H	L	H	L	M	H



**Year 1&2: 2005/07**



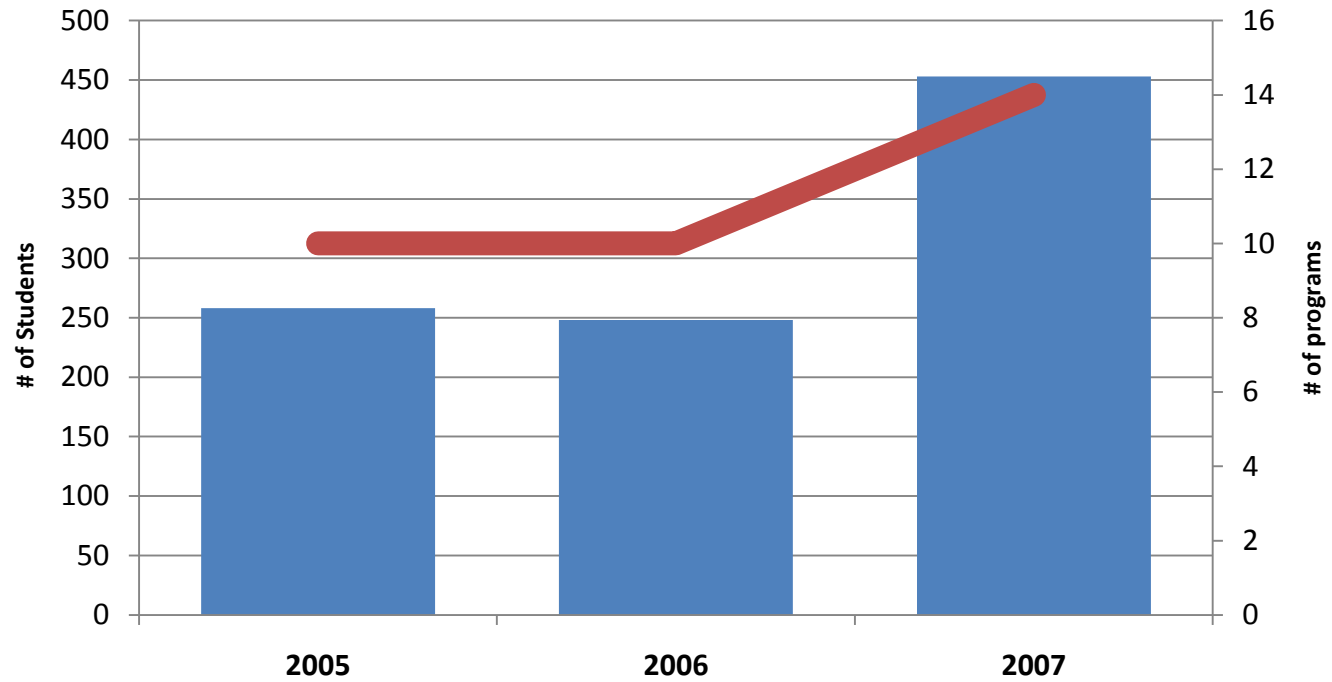
**Year 3: 2007/08**

# Model Effectiveness

**2.25%**

Net Improvement in Term 1 Retention Rates

# FIT Participation



■ # of Students    — # of programs

# ***Survey Changes***

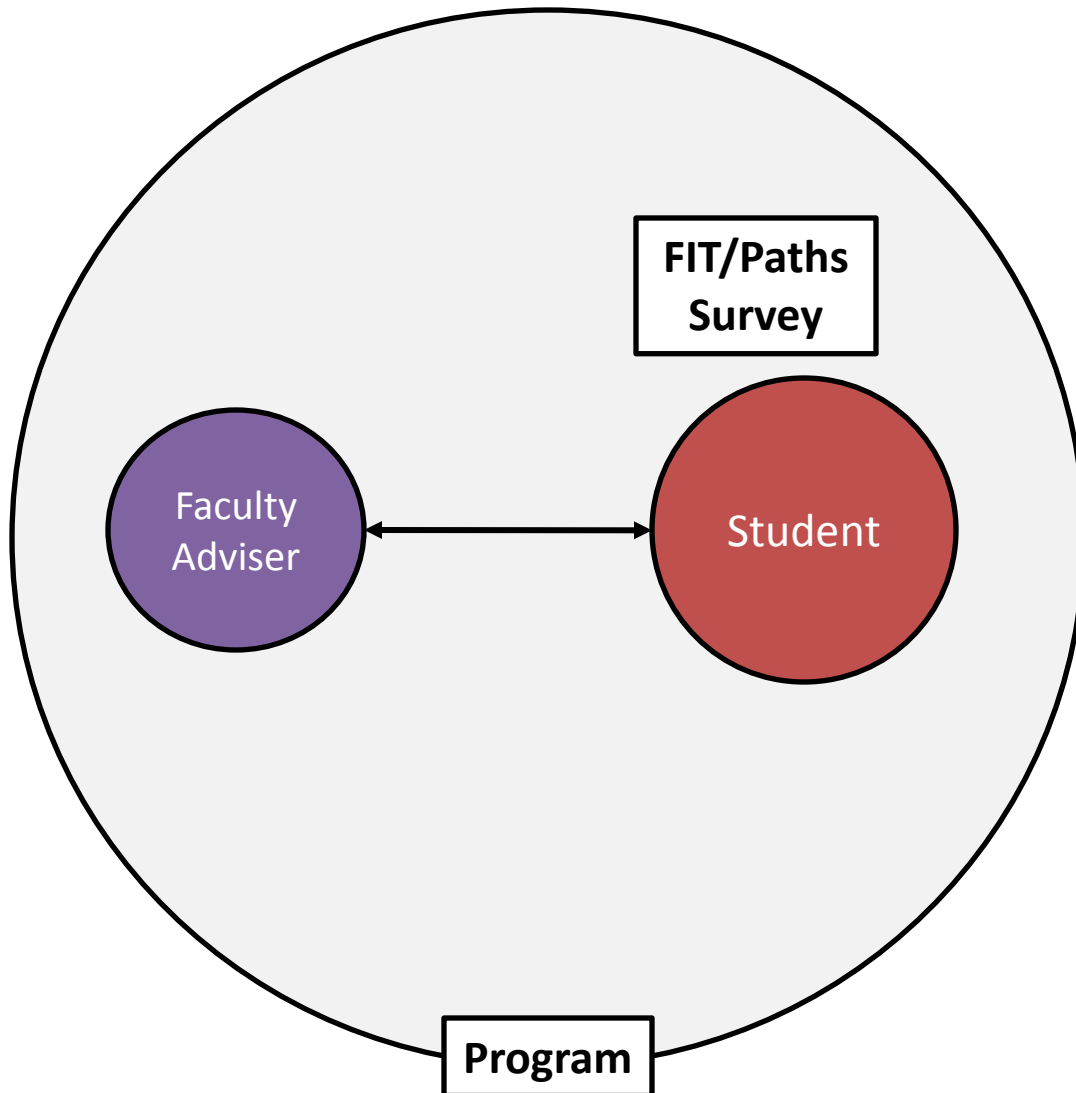
- A. Make the survey shorter*
- B. Improve issue identification*
- C. Promote services more explicitly*

# ***Process Changes***

- A. Conduct the survey earlier*
- B. Conduct Faculty Advising earlier*
- C. Improve feedback to students*
- D. Improve Faculty report cards*
- E. Enhance Faculty Advisor training*

# ***Other Changes***

- A. Combine with Diagnostics***
- B. Focus on the Classroom***
- C. Look at Upgrading***



## ***Survey Changes***

- A. Make the survey shorter*
- B. Improve issue identification*
- C. Promote services more explicitly*

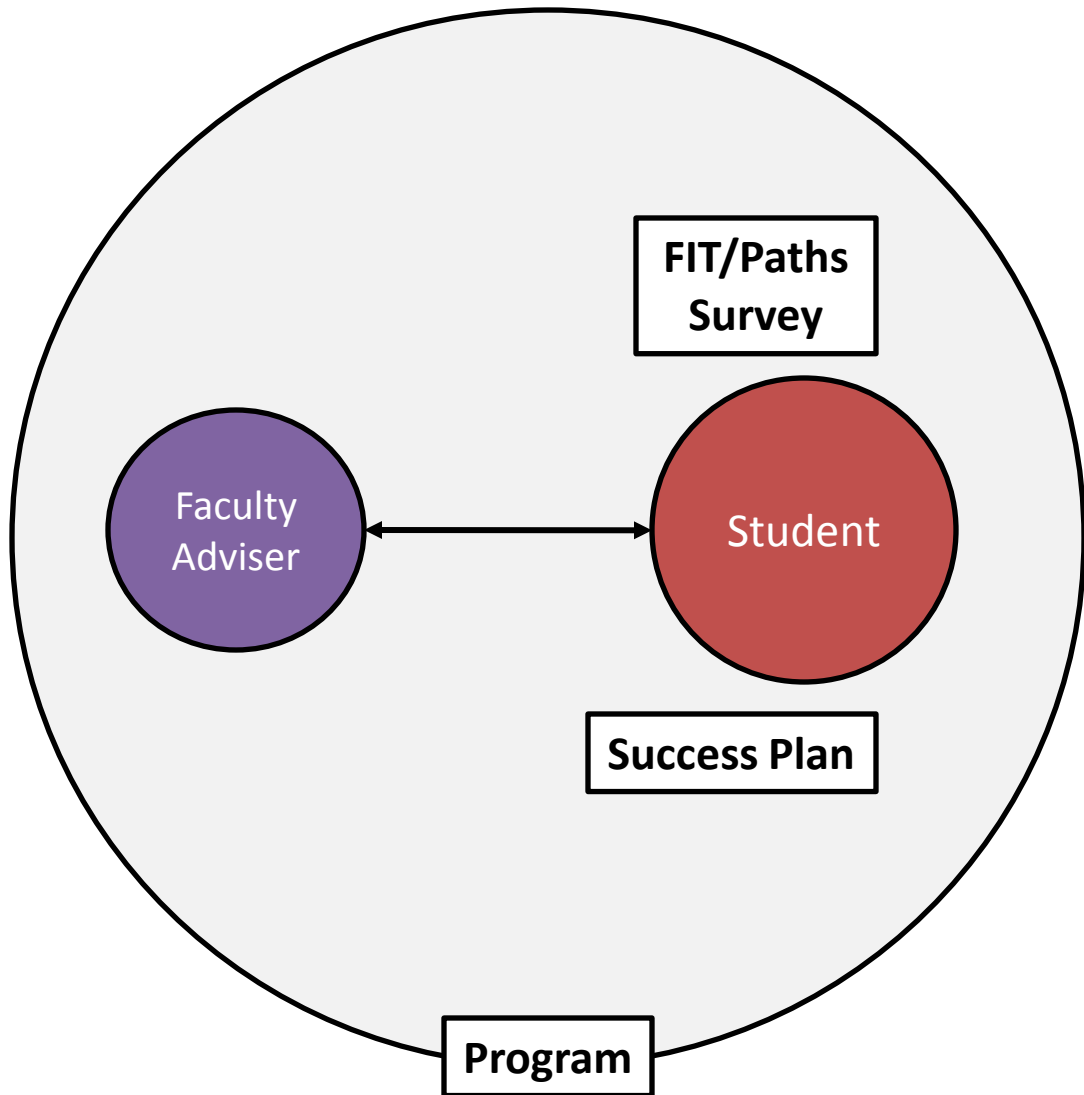
**Year 4: 2008/09**

***Below are some skills that are common for many College programs. Would you like help in any of the following areas?***

	Yes	No	Not sure
Writing essays and reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking notes during lectures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning from textbooks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Math skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Memorization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Managing your time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving your study skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test taking strategies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicating in English (EAL/ESL supports)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## ***What other supports would you benefit from?***

	Yes	No	Not sure
Meeting people / fitting in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial supports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using a computer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supports for Aboriginal students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supports for immigrants, visa students, and new Canadians	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal counselling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability counselling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recognition of prior learning (PLAR)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tutorial support / additional classes for difficult subjects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## ***Process Changes***

*D. Improve  
Feedback to  
Students*

**Year 4: 2008/09**

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STUDENT NAME	Dale Hawerchuk/ 12034584
PROGRAM	Electronic Engineering Technology
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# Student Success Plan

Name / 0123456  
Research and Planning

The Student Success Plan identifies supports and services that are available to all College students. The resources you may find helpful, based on your responses on the FIT/Paths to Success survey, have been marked with a ✓.

## Student Service Centre

<http://www.rrc.mb.ca/studentervices>

Notre Dame Campus Room D101/ Princess Campus Room P104 / Phone: 632-2327

The Student Service Centre serves as the Information Centre and the first point of contact for all students and visitors to the campus. The Centre offer a variety of services in one convenient location including helping students understand college procedures, providing information on Student Loans and Awards, and advising students on the process to gain credit recognition for knowledge and skills from work, life, and previous education related to their program.



Academic Advising



Financial Aid and Awards



Recognition of Prior Learning (RPL/PLAR)



General College Information

## Learning Assistance Centre (LAC)

<http://www.rrc.mb.ca/lac>

Notre Dame Campus Room D110 or Princess Campus Room P210,

The Learning Assistance Centre offers individual and group tutoring and workshops to help students with their studies. Please call 632-2251 or visit to learn more about the free academic supports available to students. A small investment in time can make a big difference in success!



Writing essays and reports



Math skills



Improving your study skills



Taking notes during lectures



Memorization



Test taking strategies



Learning from textbooks



Managing your time



Communicating in English

## Personal Counselling and Disability Services



<http://www.rrc.mb.ca/counsellingsevices>

Notre Dame Campus Room D102, Tel: 632-3966 / Princess Campus Room P210, Tel: 949-8375

Confidential counselling services are available to college students at no charge. Counsellors can help students manage concerns such as stress, anxiety, depression, abuse, and family or relationship problems. Counsellors also help students with disabilities access a range of educational support services.



## Aboriginal Student Support Service Centre

<http://www.rrc.mb.ca/aboriginaleducation>

Notre Dame Campus Room F209, Tel: 632-3773/ Princess Campus Room P210J, Tel 949-8506

The Aboriginal Centre provides a range of supports for Aboriginal and non-Aboriginal students at the College, including Counselling, Academic Advising, Elders in Residence, and Cultural Teachings. There is also a computer lab, kitchen facilities and a resource library. Drop by the Aboriginal Centre, meet new friends, and make yourself feel at home.



## Diversity and Immigrant Student Support Office

<http://www.rrc.mb.ca/diversity>










Notre Dame Campus Room D206, Tel: 632-2404/ Princess Campus Room P210K, Tel: 949-8393

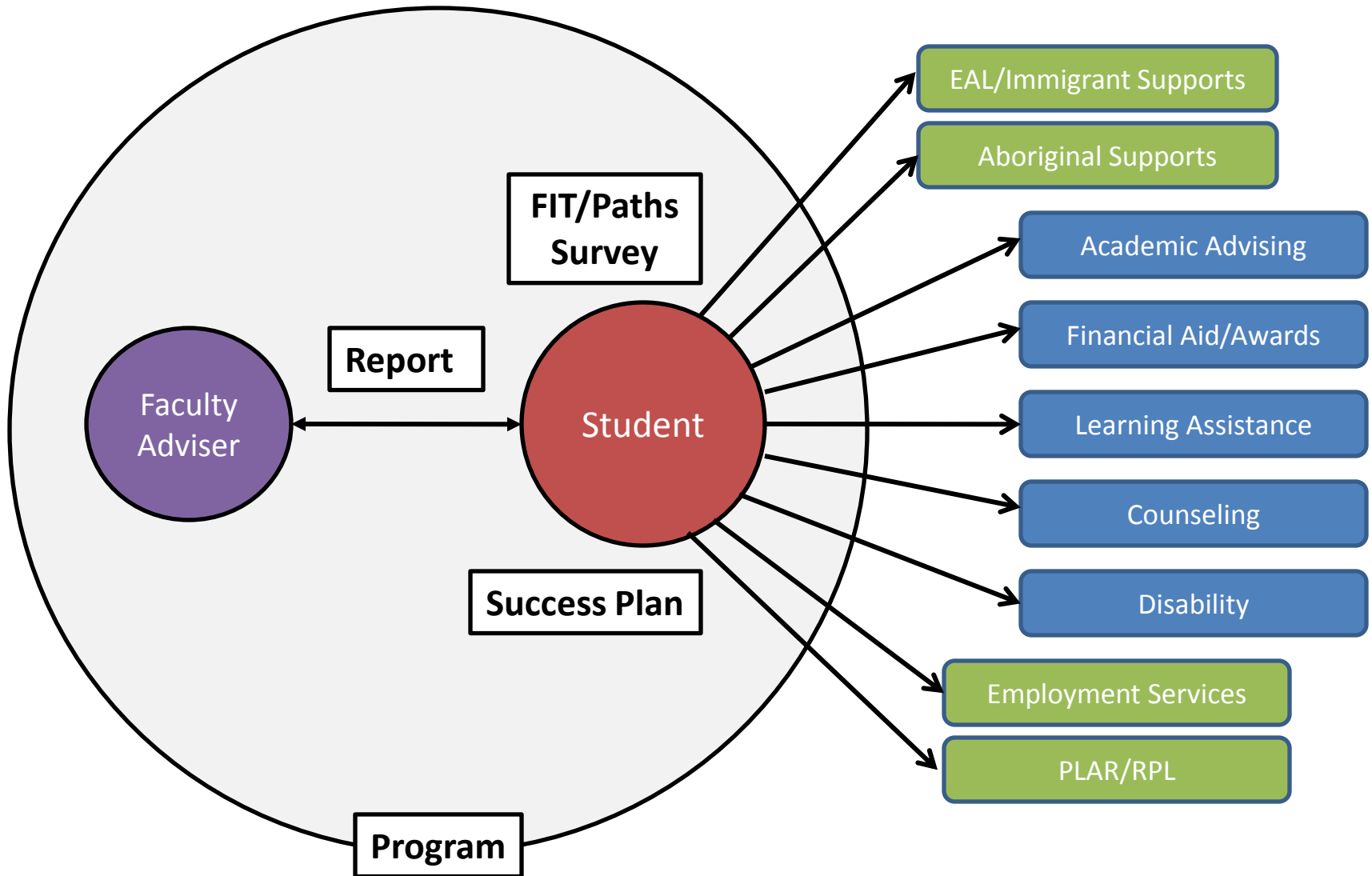
The Diversity and Immigrant Student Support office offers services and programs to immigrant and additional language students to help them be successful in a Canadian College environment. There are mentor programs, language and culture workshops, social programs and diversity workshops.

## ***Learning Assistance Centre (LAC)***

***<http://www.rrc.mb.ca/lac>***

The Learning Assistance Centre offers individual and group tutoring and workshops to help students with their studies. Please call 632-2251 or visit to learn more about the free academic supports available to students. A small investment in time can make a big difference in success!

	Writing essays and reports		Math skills		Improving your study skills
	Taking notes during lectures		Memorization		Test taking strategies
	Learning from textbooks		Managing your time		Communicating in English



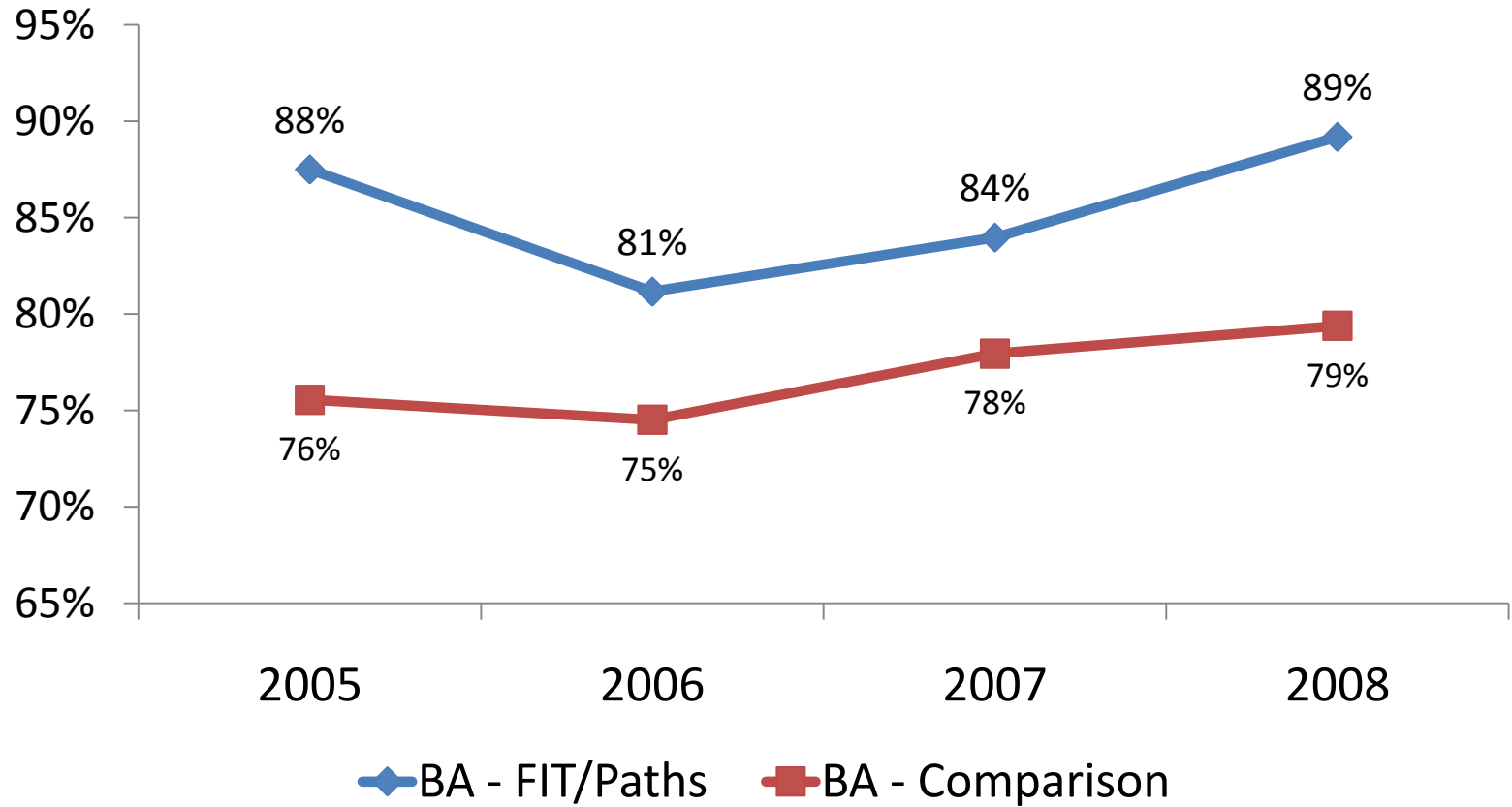
**Year 4: 2008/09**

# Model Effectiveness

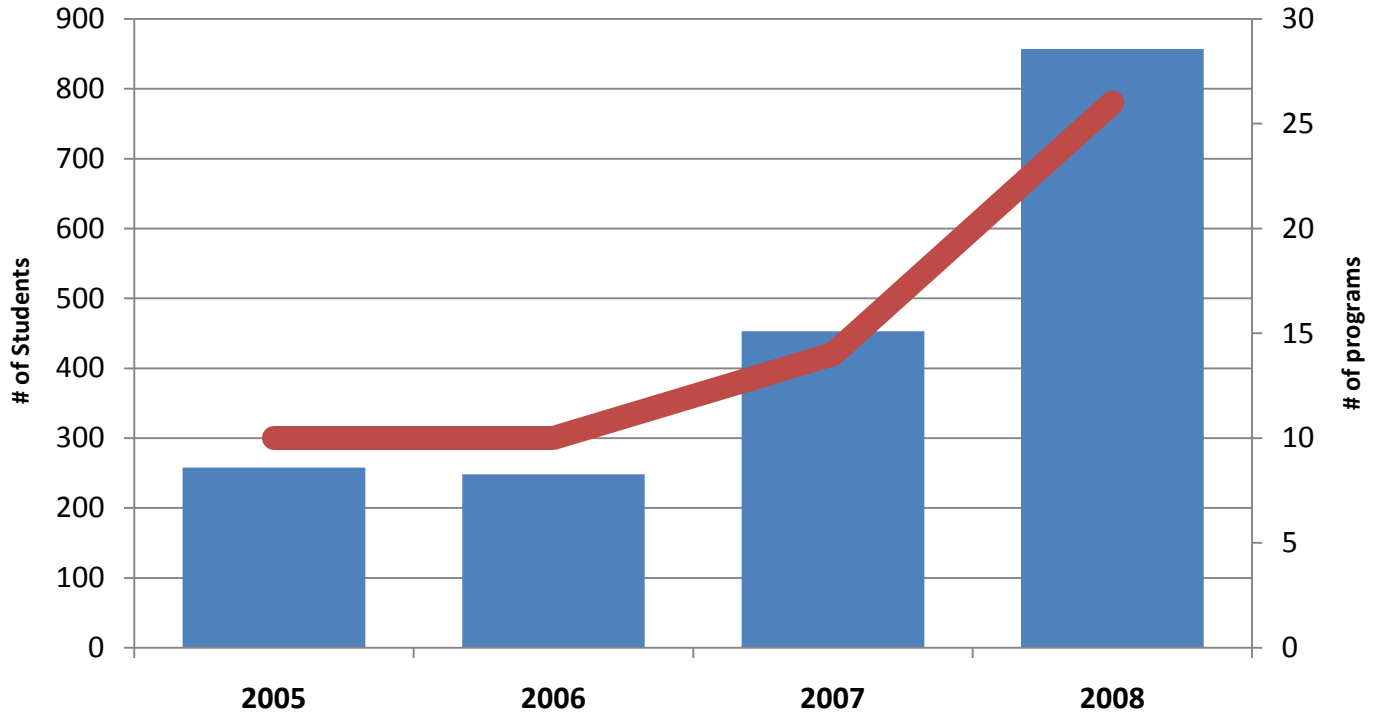
**7.2%**

Net Improvement in Term 1 Retention Rates

# Comparison of Term 1 Retention Rates Business Administration



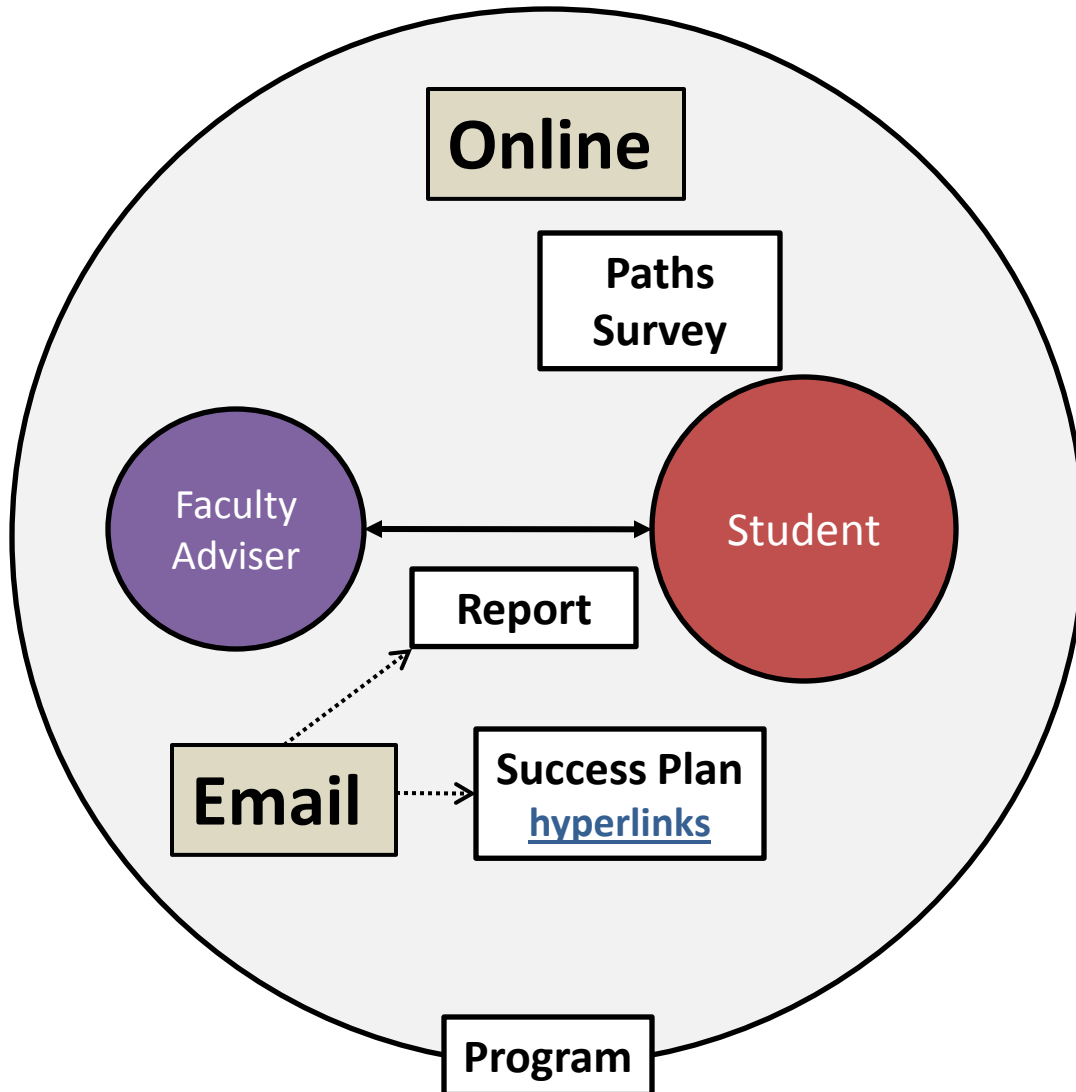
# FIT / Paths Participation



■ # of Students    — # of programs

# *Process Changes*

- *We should adopt Paths*
- *Go Online*
- *Self-assessments not reliable*
- *Enhance Service Promotion*
- *Improve stakeholder feedback*
- *Enhance faculty advising training*



## ***Online Surveys***

- A. Speed up*
- B. "Skip Logic"*
- C. Program specific q's*

## Student Success Plan

The following **Success Plan** provides information and resources that can help you **succeed** in your program and is based on what you said on the **Paths to Success** survey. Every student has their own **path to success**, and we hope that you get to know your **fellow students**, **instructors**, and **staff at RRC**, and make use of whatever **supports** and **assistance** that will *help you*. All the underlined words in this **Success Plan** are links to the College's website, and can be accessed by clicking on them.

Your program has **faculty academic advisors** in place to help you. They can meet with you to answer questions about your program, and direct you to supports if you need them.

### **Use Academic Supports**

The College offers many **academic resources** for students, though the most valuable ones are often your **instructors** and **fellow students**. The College has a [Learning Assistance Centre](#) at each campus, which offers **individual and group tutoring** to help students with their studies. They also have [Online Resources](#) to help students with time management, writing, math, study skills, and test taking along with other [Helpful Links](#).

The [Library](#) also has a lot of great [online research guides](#) for specific programs - you should see if they have one for your program.

Students who want additional information about College programs or need help with an **academic related issue**, such as appealing a grade, should contact an [Academic Advisor](#). If you think you may be eligible for College credit for previous education or have prior learning from work and life experience applicable to your program you should get more information on [Recognition for Prior Learning \(RPL\)](#).

### **Participate in Student Events**

Red River College encourages students to get involved with [activities on campus](#). The [Red River College Students' Association](#) hosts many **events** to get to know other students. The [Aboriginal Student Centre](#) and the [Diversity and Immigrant Support Centre](#) also host regular events for students at the College.

### **Be Active, Reduce Stress**

Many students find College to be overwhelming and stressful. Staying **physically active** and **eating well** are two common ways that people use to **manage stress**. Find out what **recreational services** are available at your campus ([Notre Dame Campus recreational services](#) / [Princess Street Campus recreational services](#)). The College also provides [Health Services](#) to students, with some valuable information on ways to reduce stress and be healthy.

### **If you need Help, Talk to Someone**

[Personal Counselling Services](#) are available to College students at **no charge**. Counsellors can help students manage concerns such as stress, anxiety, depression, abuse, and family or relationship problems. Counsellors also help students with a **disability** access a range of **educational support services**. The College also has two [Elders-in-Residence](#) who are available to speak with both Aboriginal and non-Aboriginal students, as well as a [counsellor](#) to speak with Aboriginal students who need someone to talk to.

### ***Use Academic Supports***

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# **Faculty Report - Paths to Success**

Name: Mike

Student #:01234567

Program: Business Administration

Email: mdkrywy@rrc.mb.ca

**Below are some common skills.**

**Would you like help in any of these areas?**

<b>Taking notes during lectures or labs</b>	No
<b>Writing essays or reports</b>	Yes
<b>Learning from textbooks</b>	No
<b>Math skills</b>	No
<b>Memorizing information / details</b>	No
<b>Improving your study skills</b>	Yes
<b>Taking tests (tips and strategies)</b>	No
<b>Using a Computer (basics)</b>	No
<b>Searching for information online</b>	No
<b>Managing your time</b>	Yes

**Student Support Networks**

**How likely are you to do the following to help with your studies?**

<b>Speak with your instructors one on one</b>	Definitely
<b>Form a study group with other students</b>	Definitely
<b>Look online for additional information</b>	Definitely
<b>Get help from a tutor</b>	Maybe
<b>Attend a 1 hour tutorial class, workshop, or session</b>	Maybe

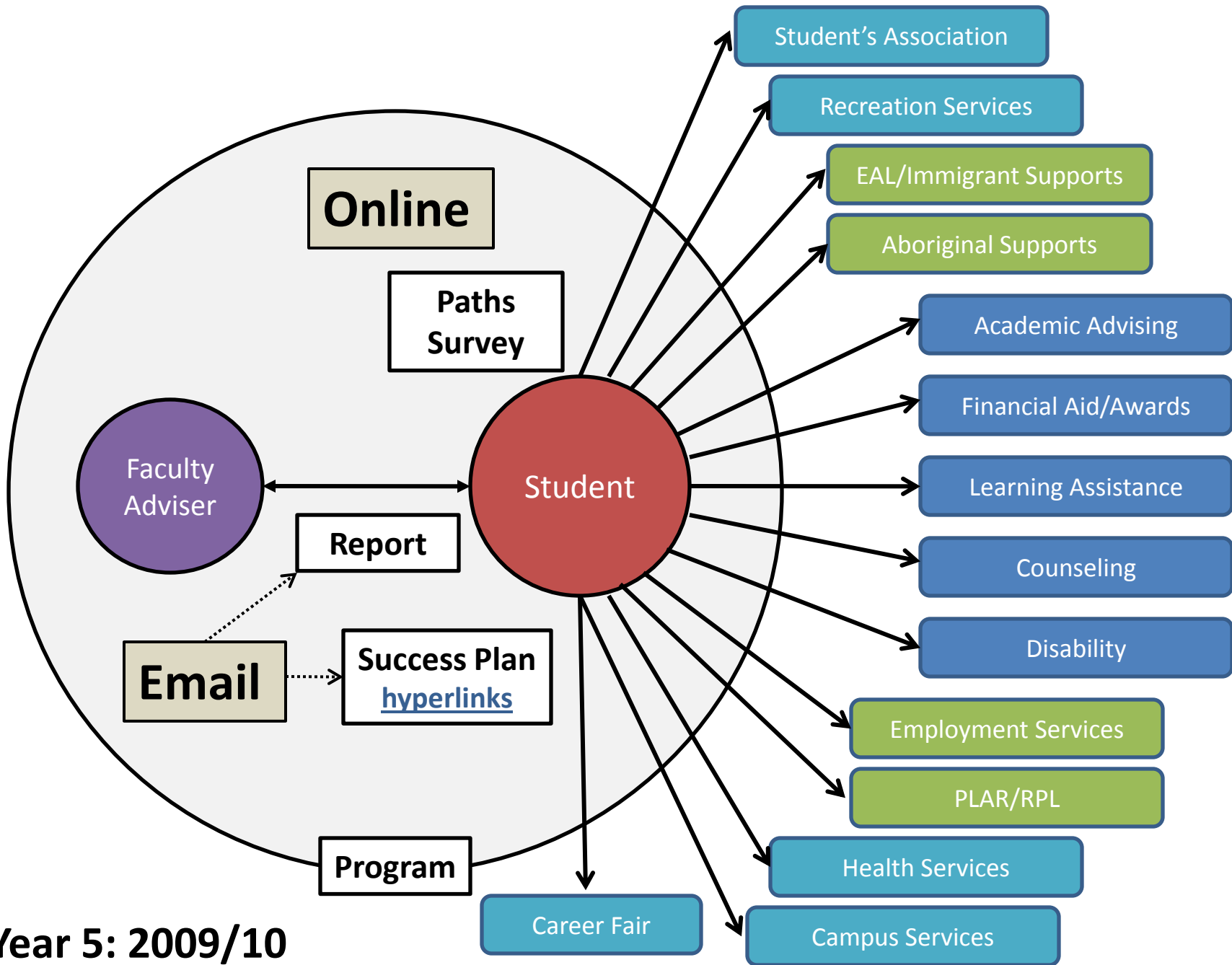
**You are working on an assignment, and don't expect to complete it on time. What would you do?**

Hand it in on time, even if it wasn't your best work or fully completed YES

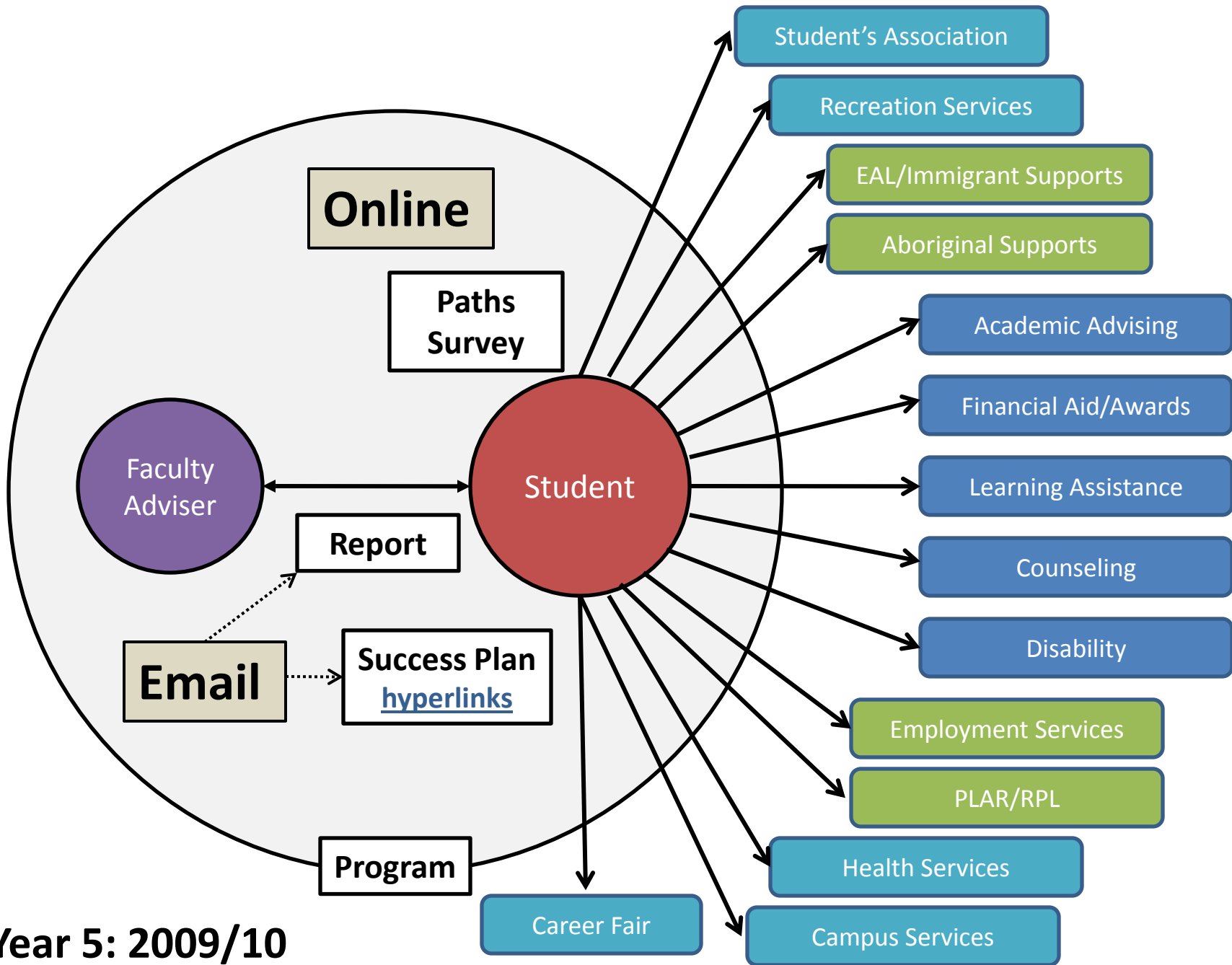
Call the instructor ahead of time, and ask for an extension

Hand it in late, and explain to the instructor afterwards why it was late

Hand it in late without speaking to the instructor



**Year 5: 2009/10**



**Year 5: 2009/10**

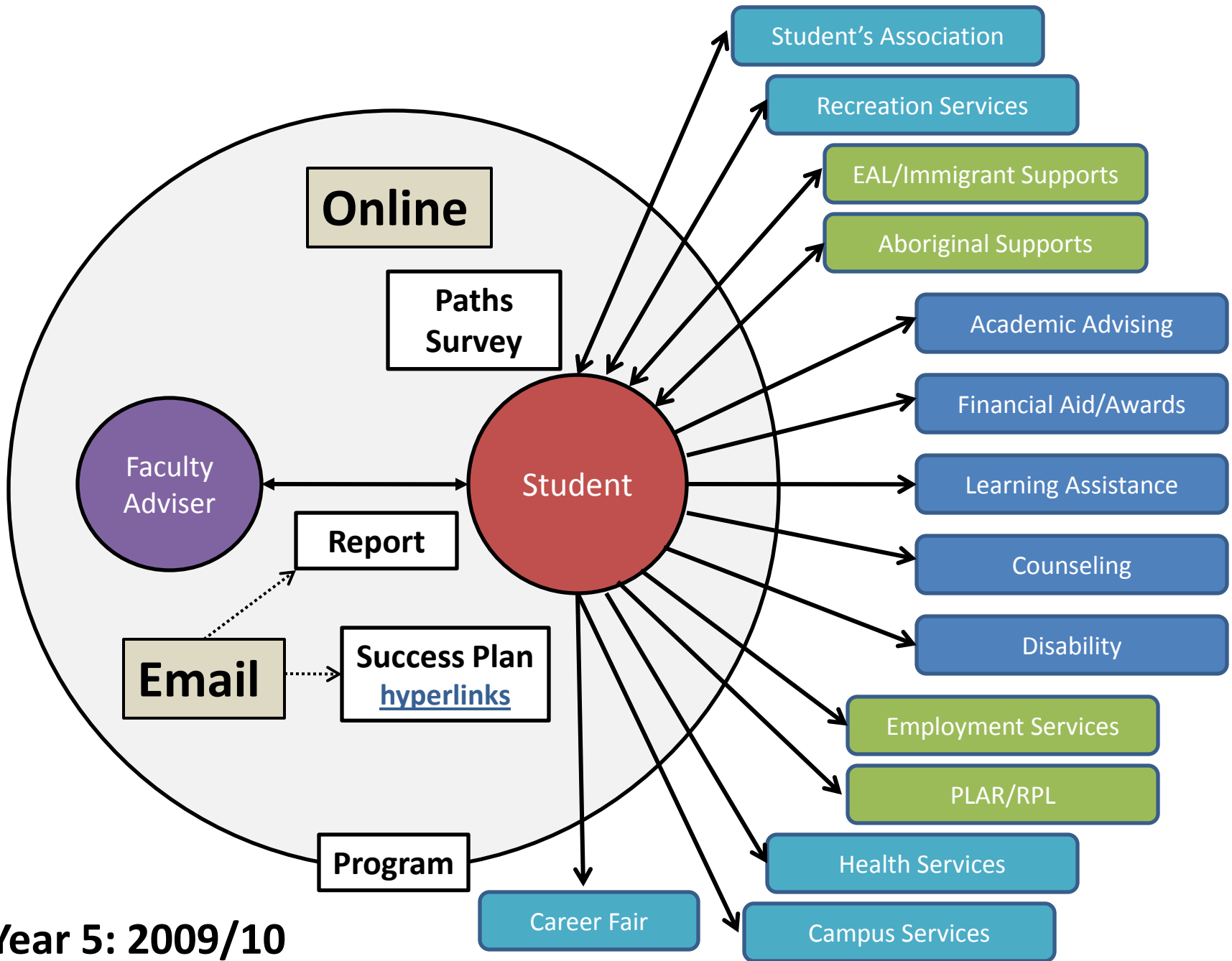
**The Diversity and Immigrant Student Support centre offers services to immigrant students and those who want to improve their English.**

**Would you like help with:**

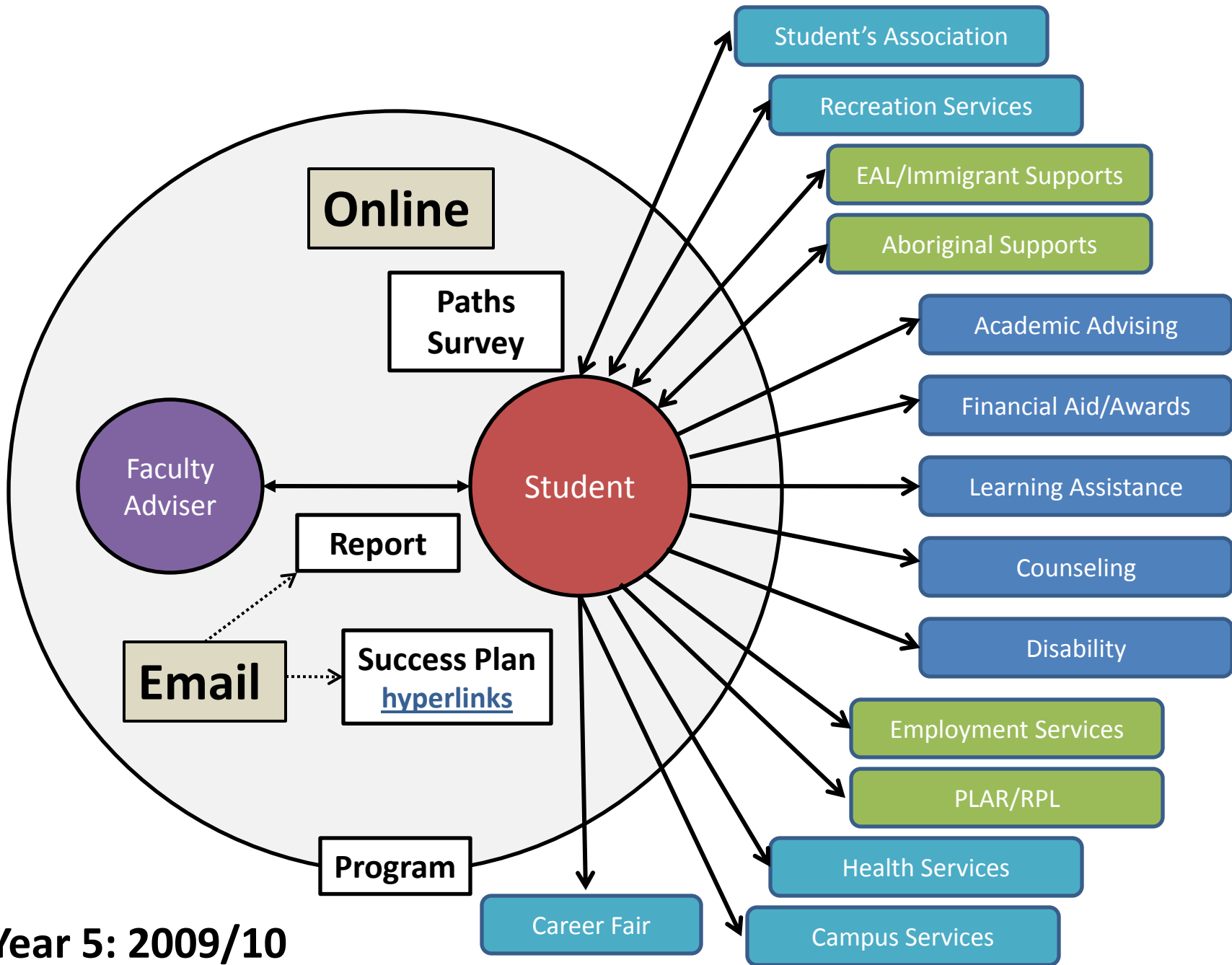
- Practicing your English
- Learning about Canadian culture
- Using the centre as a place to relax or study
- Meeting other students
- Meet and have support from professionals in your field
- None of the above

**52) Would you like to be emailed by the Diversity and Immigrant Student Centre to get more information?**

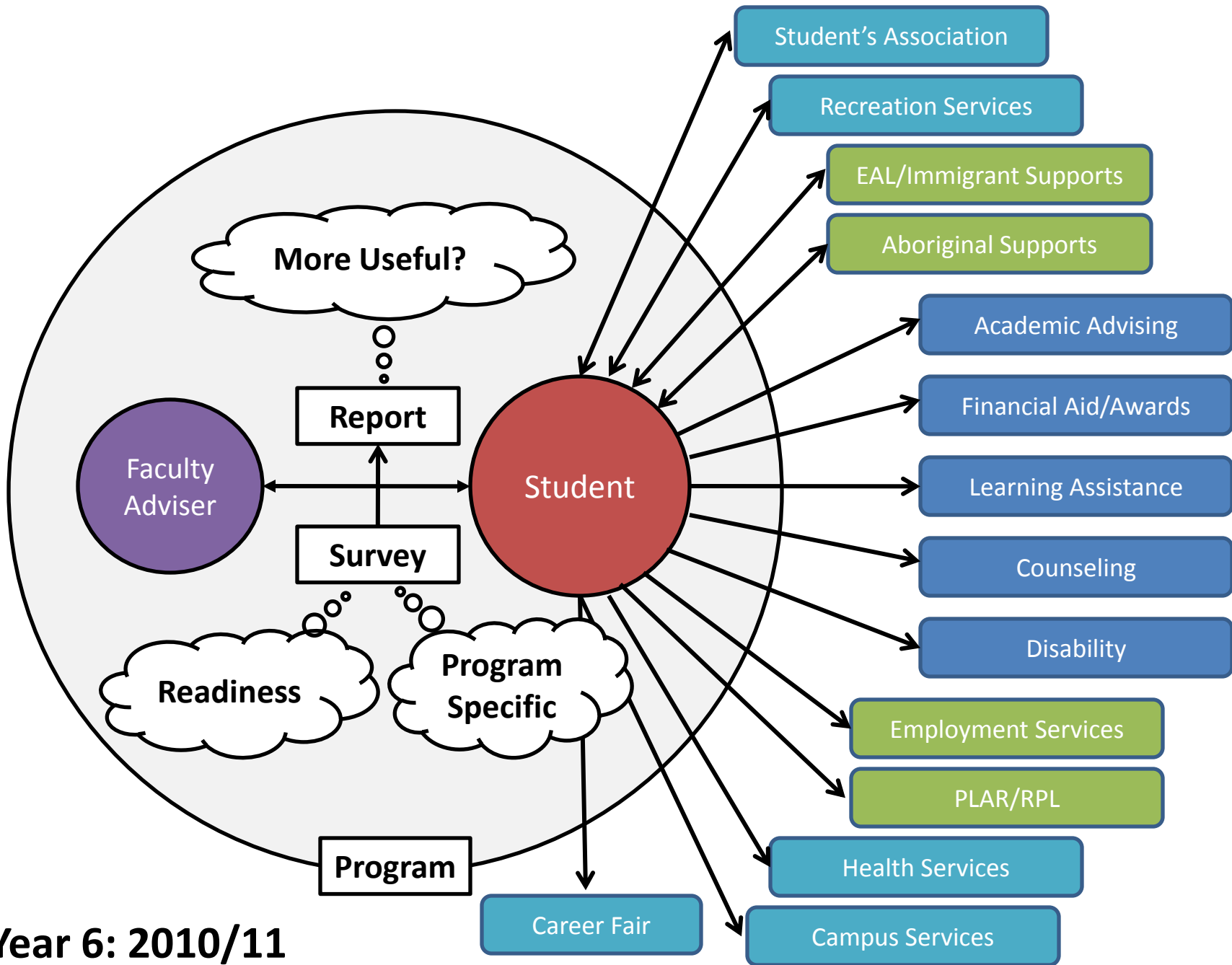
- Yes
- No



**Year 5: 2009/10**



**Year 5: 2009/10**



# Faculty Report - Paths to Success

Name: «wsb1\_0» «wsb1\_4»

Student #: «wsb1\_1»

Program: «nprog»

email: «wsb1\_2»

Phone: «wsb248»

Are you interested in meeting with your advisor? «wsb163»

Preferred method of contact? «wsb247»

This report has information from the Student's **Paths to Success** survey, and some suggested **questions** that you could ask students when meeting with them. Could you please ask all students **Q1**, and then use your discretion when deciding what else to discuss with the student.

Student Success Plan	
<b>Q1:</b>	Did you receive your <b>Student Success Plan</b> by email?
	<ul style="list-style-type: none"> <li>Was the plan helpful?</li> <li>Which links did you check out?</li> </ul>

Program Interest		
<b>Q2:</b>	What made you <b>choose</b> this program?	
<b>Survey question:</b> <i>What was the main thing that influenced you to take your program?</i>		
<b>Student response:</b> «wsb234»		
<b>Previous Experience (at a job related to the program)</b>	Worked	«wsb18_0»
	Volunteered	«wsb18_1»

Transition to College		
<b>Q3:</b>	How has <b>College life</b> been so far?	
	<ul style="list-style-type: none"> <li>What were you doing before coming to College?</li> <li>How does RRC compare to high school / college / university?</li> <li>Have you been able to make time to study?</li> </ul>	
<b>Years since last in school full-time</b>		«wsb94»
	<b>Level Completed</b>	<b>Grade</b>
<b>High School</b>	«wsb20_0» «wsb149»	«wsb125» %
<b>College</b>	«wsb20_1»	«wsb143»
<b>University</b>	«wsb20_2»	«wsb144»
<b>Expected hours paid work per week:</b>		«wsb58» hours
<b>Expected hours study per week:</b>		«wsb158» hours

**Q7:** Are you aware of guidelines for handing in assignments?

**You are working on an assignment, and don't expect to complete it on time. What would you do?**

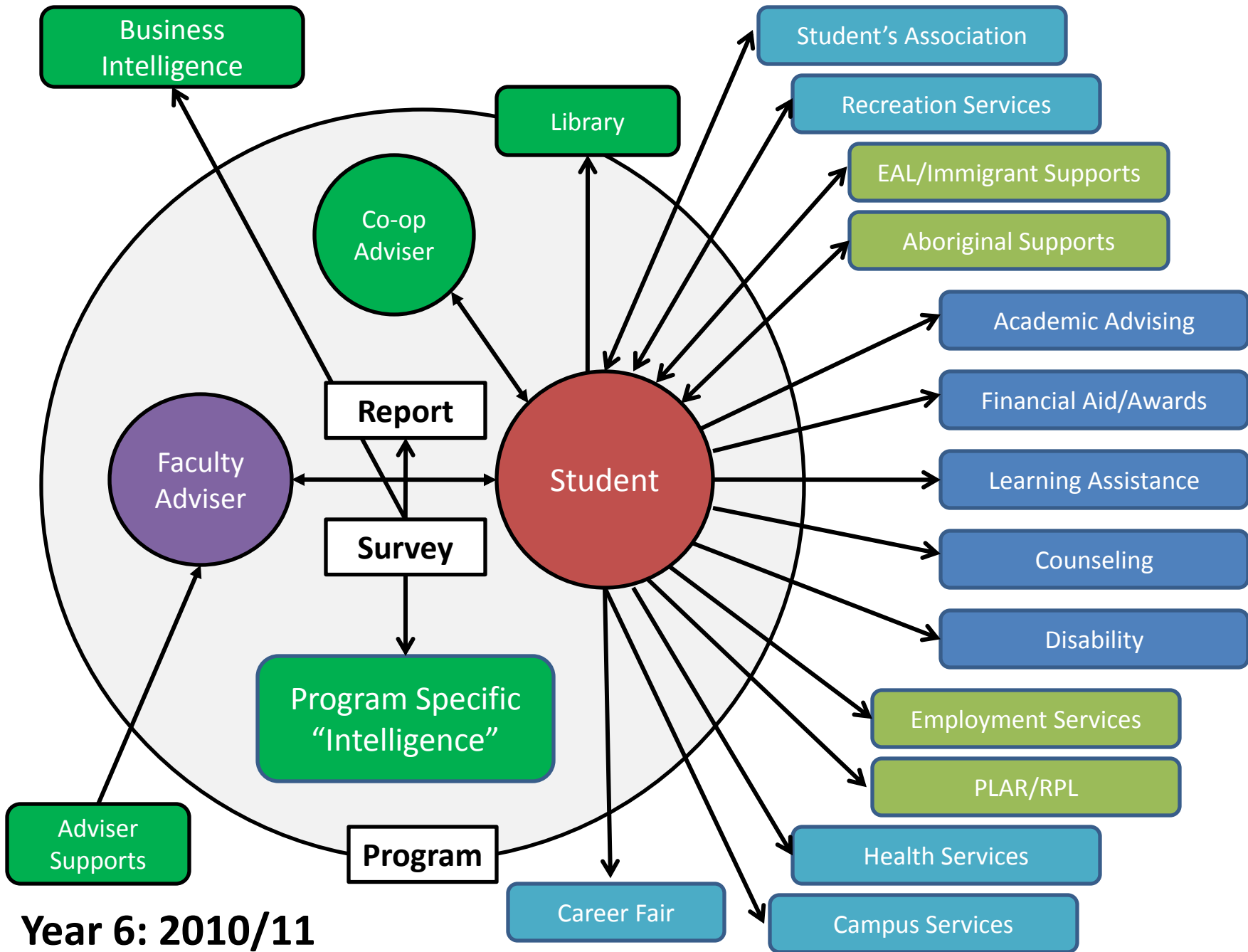
Hand it in on time, even if it wasn't your best work or fully completed

Call the instructor ahead of time, and ask for an extension

YES

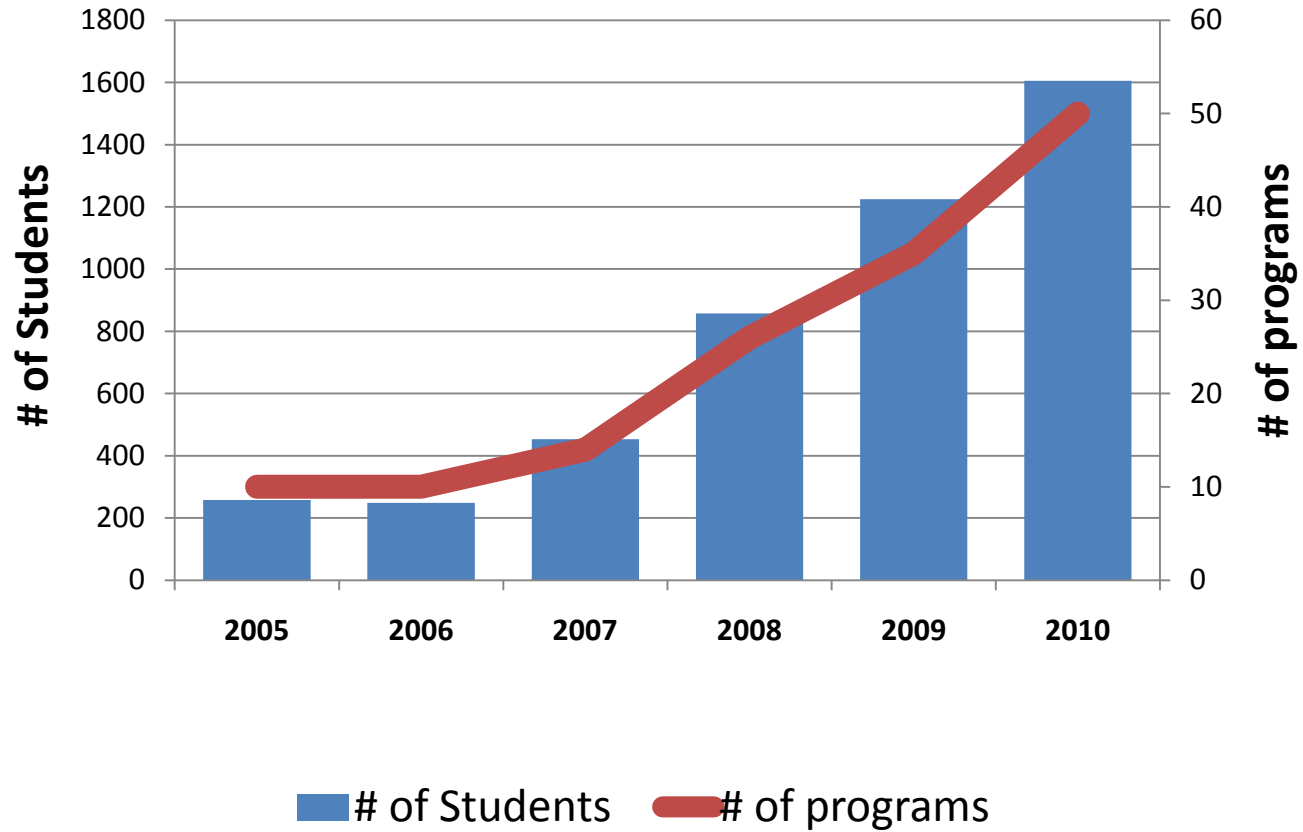
Hand it in late, and explain to the instructor afterwards why it was late

Hand it in late without speaking to the instructor



**Year 6: 2010/11**

# Paths Participation



# *Recap*

- Collaborative model
  - *Student-focused* / **Success** driven
  - Build Partnerships
  - **Actionable** business intelligence
  - Flexible / *Adaptable*
  - “**Organic**”

# Faculty **Academic** Advising

# RRC history of Faculty Academic Advising

**Some programs have a  
“formal” advising process**

*Many programs have  
“informal” advising*

A few programs don't  
do any advising

**Early development of the  
FIT advising model**

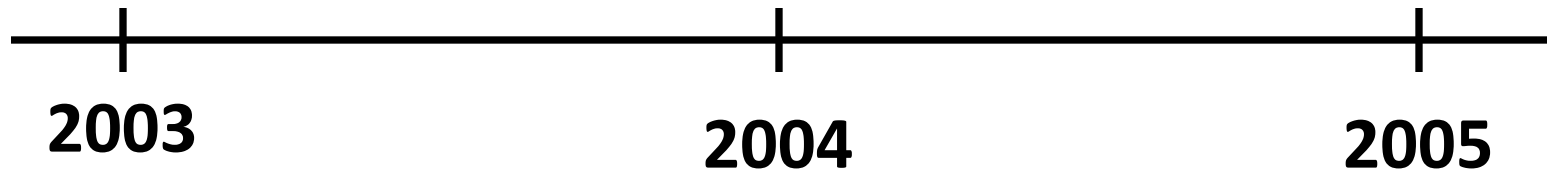
*Begin creation of an  
Advising Handbook*

Development of FIT reports  
to support advising

**Implementation of the  
FIT advising model**

*Finalize Advising  
Handbook*

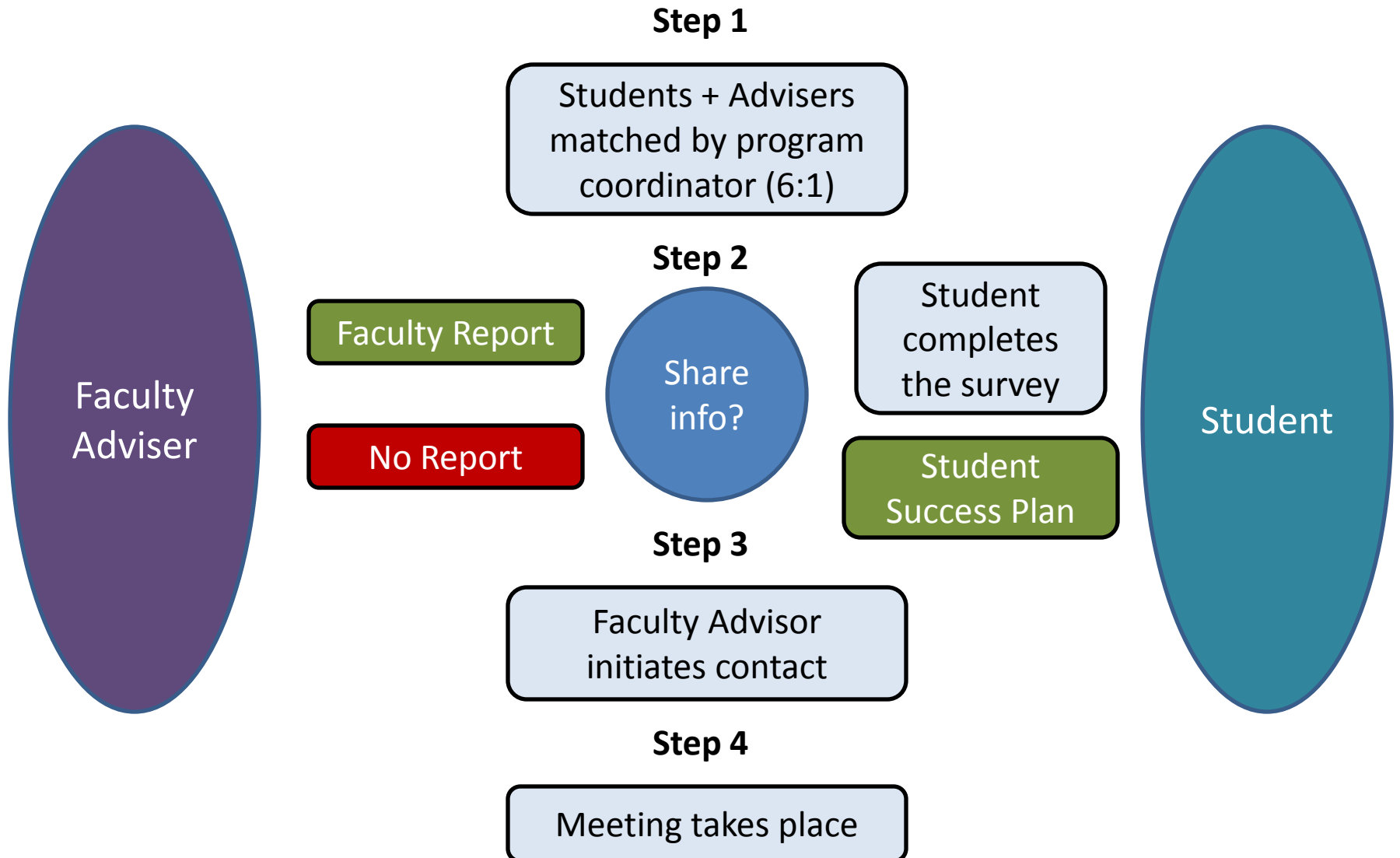
Basic Training for  
Advisers



# Why **Advise**?

- **Provide timely intervention**
- *Answer Questions*
- **Refer Students to Supports**

# The **Advising** Process



# Role of Faculty Academic Adviser

Should...	Should Not...
Initiate contact with students	Have to repeatedly chase students to ensure a meeting
Provide program-specific academic expertise	Provide personal counseling
Refer students to other supports at the College	Try to solve all the students problems by themselves

# Making the Most of the Student Advising Meeting

- Questions to build *rapport*

What are the goals  
you hope to achieve?

What made you  
choose this program?

# Making the Most of the Student Advising Meeting

- Questions to build rapport
- Questions to gain knowledge about a student's chances of *academic success*

Have your study habits changed since you left high school?

Have you found a “study buddy”?

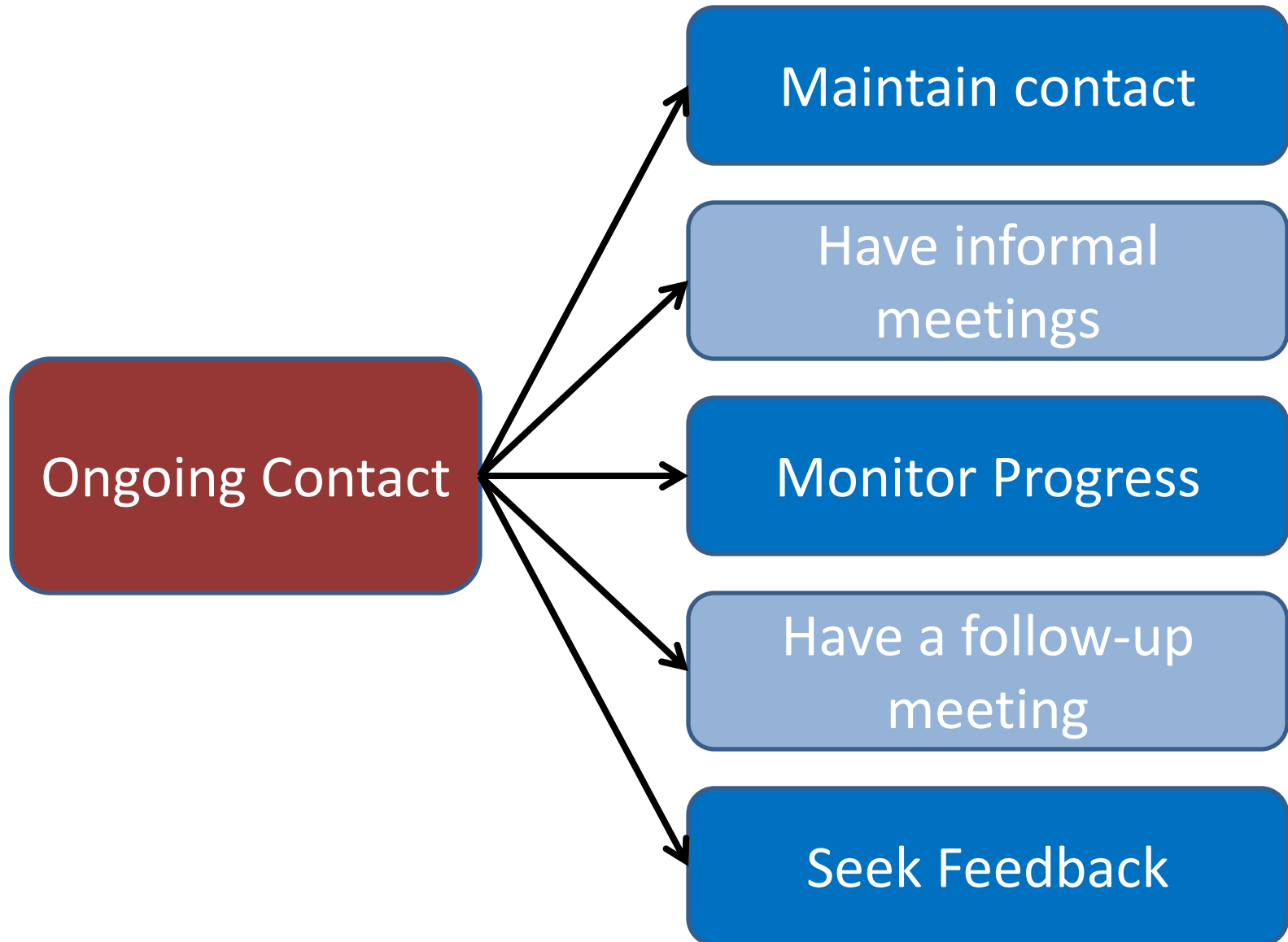
# Making the Most of the Student Advising Meeting

- Questions to build rapport
- Questions to gain knowledge about a student's chances of academic success
- **Questions/Statements to focus the *conversation* and share your *opinion***

What do you think  
will happen if you  
take this step?

What are you most  
concerned about?

# Maintaining a Relationship



# Making Referrals

Student Services

Coordinator

Chair

Based on  
Success Plan

Difficulty with  
Workload

Instructor  
Complaints

Class work or  
behaviour

Changing  
Sections

Crisis

# Tips for Referring

- Identify the **services** that best meet the student's needs
- Reinforce the idea that services are used by many students
- Stress that services are free and confidential
- Remember decision to accept a referral rests with the student

# Advising **Summary**

- Making the **Connection**
- An extension of the instructor's role
- Creates a ***Consistent Approach***
  - Best Practices
  - Shared Conversations

# The Future of **Paths to Success**

# Next Steps

- **Orientation Handbook + Best Practices**
- Diagnostics
- **Applicant Survey**
- *Spin-off* projects with **Paths** as a **component**
  - *Web Resources* – e.g. *Success Skills*
  - On-line counseling and advising – Distance Ed
  - *Parallel process for staff career development*

**Questions?**