

# Advising & Student Support Redesign Project

for North Carolina Community Colleges

In the past decade, community colleges in North Carolina have faced significant challenges related to student success and completion. In an environment of continuous and rapid change, NCCCS advisors, counselors, and instructors have worked to help all student populations, including underserved groups, with enrollment, persistence, learning, and completing credentials. Despite this intentional focus on student success, greater system-level resources are required to sustainably implement effective NC Guided Pathways to Success (NC GPS) advising and student support essential practices at scale. In surveys, focus groups, and planning sessions during 2015-2017, college leaders and practitioners consistently indicated that advising and “wrap-around” (non-academic and academic) student support services were their highest priority technical assistance and professional development needs.

## NCCCS Advising & Student Support Framework

In 2019, the Advising Board reviewed the previous comprehensive framework and adjusted the framework to include outreach. Professional development will continue in order to fulfill the vision of the NCCCS Advising & Student Support Framework.

## NCCCS Advising & Student Support Vision

Every student will be guided from pre-admission to completion with proactive/appreciative advising beginning with outreach and including career, academic, and financial planning; timely communication; and integrated support and interventions.

