ACTIVITY ONE: Reflection Questions

1. How does an integrated advising and student support approach align with your pathways efforts? Think in particular about what’s needed to help students get on their path and keep them on the path.

2. What works well in the current model of student support at your institution?

3. What are key areas you would like your institution to focus on redesigning in order to provide a more integrated advising and student support experience for students?

ACTIVITY TWO: Self-Assessment Rubric Discussion

Using the CCRC handout, “Technology-Mediated Advising and Student Support: An Institutional Self-Assessment,” engage in a discussion with your team about your institution’s current model. The rubric focuses on the work of moving from a model of transactional student support interactions to one in which advising and student supports are SSIPP:

**Student Supports as SSIPP**

- **Sustained**
  - Ongoing support rather than an “inoculation” approach.

- **Strategic**
  - Differentiated services to maximize capacity.

- **Integrated**
  - Services are an integral part of all students’ experiences, and are not viewed as stand-alone interventions.

- **Proactive**
  - Services are designed to provide students information and services before they request them.

- **Personalized**
  - Students receive the support they need when they need it, from an individual who knows them well.


**STEP ONE**

Review the rubric individually. Then individually score where you would place your institution on the scale.
STEP TWO
As a group, discuss the following questions:

1. On what components did you score high? Low? What institutional factors influenced your
   high/low score?

2. What opportunities does engaging in an integrated advising and student support redesign
   present? What would success look like for your institution?

3. What challenges do you anticipate in moving toward “exemplary” on the rubric?

ACTIVITY THREE: Next Steps
Today is the launch of a year of support focused on guiding institutional teams through the
planning and implementation steps for integrated advising and student support redesign.
Spend a few minutes as group reflection on the next steps needed to make the most of
upcoming year of support on this topic and specifically the institute on November 15th.

1. Who needs to be involved to move toward a more SSIPP approach to advising and
   student support? List all of the stakeholders that you think need to be involved.
   a) Of those stakeholders, who needs to be on the planning/implementation team
      that comes to the institute on November 15th? Remember the importance of
      creating a cross-functional and cross-hierarchical team in transformative change
      efforts.

2. What topics, resources, messages, or information do people need in order to begin or
   continue moving toward an integrated student support approach?

3. What messages or actions do you need from your institution’s leadership team to
   ignite the momentum for this work?