Academic Advisor Training and Communication Process
Overview

Summary of A3 Proposal

2. BACKGROUND: Problem Statement

The quality of training, communication, and information that the Academic Advisors receive during their first 90 days is critical to the quality of service that is provided to students and influences the Omni’s ability to improve student success and graduate on time. The current process of onboarding, orienting and training new advisors’ during their first 90 days is not streamlined or standardized. As a result of key stakeholders, Academic Advisors report that they completed 85% of training within the first 90 days. Of the training completed, the Advisors perceived that 30% of the total training was effective in helping them perform their job tasks. The purpose of this analysis is to examine the current process, understand why it is not performing as desired, and propose goals and strategies for improvement.

2. CURRENT CONDITIONS: Current State Process Map

3. ROOT CAUSE: The Why Analysis

3.1. Unreliable Responsibilities

3.2. Unreliable Reporting Structure

3.3. Lack of Integrated Technology

3.4. Lack of Communication

3.5. Performance Expectations Provided

4. GOALS

4.1. 20% Goal

4.2. 50% Goal

4.3. 100% Goal

5. COUNTERMEASURES: Actions to Eliminate Problem

5.1. Goal Setting

5.2. Effectiveness Training

5.3. 100% Quality of Data

5.4. 100% 90% 30 Day Review

6. IMPLEMENTATION PLAN: Timeline and Activities

6.1. Proposed 3 month plan to improve the training & communication process for New Academic Advisors

7. EFFECT CONFIRMATION: Verify Impact of Change

8. FOLLOW UP ACTIONS: Steps to Sustain Change

Project Begin: 2/3/2016
Project End: 3/24/2016
Client: Academic Advisors
Owner: CRLEAS

Academic Advisor

New Academic Advisor

Process Improvement

70% - 100% 70% - 100% 70% - 100%
Background

Problem Statement

**CHASS Student Goals**
Student Success & Finish in 4

**Talent Management**
Training, Coaching & Goalsetting

**Decentralized**
Across the College

**Current Process**
Not Streamlined or Standardized

**Why?**
Continuous & Strategic Improvement
1. Undefined Responsibility
2. Inconsistent Reporting Structure
3. Lack of Integrated Technology
4. Lack of Communication
5. No Performance Expectations Provided
Future Conditions

Target Goals

- 100% - Goal Setting
- 100% - On-time Completion of Required Training
- 100% - 90 Day Review
- 90% - Perception of Effectiveness
Countermeasures
Actions to eliminate problem

- Expectations
- Training
- Systems
- Communication
Proposed 18 month plan to improve the training & communication process for New Academic Advisors

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>PLAN START</th>
<th>PLAN DURATION</th>
<th>MONTHS</th>
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</thead>
<tbody>
<tr>
<td>Develop employee expectations</td>
<td>1</td>
<td>4</td>
<td>1-4</td>
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<tr>
<td>Develop training checklist</td>
<td>1</td>
<td>4</td>
<td>1-4</td>
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<tr>
<td>Develop systems access checklist</td>
<td>1</td>
<td>4</td>
<td>1-4</td>
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<tr>
<td>Create tracking system for training</td>
<td>1</td>
<td>4</td>
<td>1-4</td>
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<tr>
<td>Create Flow of Communication</td>
<td>1</td>
<td>4</td>
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<tr>
<td>Banner Implementation</td>
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<td>18</td>
<td>1-18</td>
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<tr>
<td>Standardize Process across CHASS</td>
<td>3</td>
<td>6</td>
<td>3-9</td>
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<tr>
<td>Streamline Systems Access into one form</td>
<td>5</td>
<td>4</td>
<td>5-8</td>
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<tr>
<td>Campus-wide Performance Management &amp; Coaching</td>
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<td>12</td>
<td>6-18</td>
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<tr>
<td>Assess need for online trainings</td>
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<td>12</td>
<td>7-18</td>
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<tr>
<td>Assess need for online training assessments</td>
<td>7</td>
<td>12</td>
<td>7-18</td>
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<tr>
<td>Improve EACS to encompass access to all systems</td>
<td>10</td>
<td>4</td>
<td>10-14</td>
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<tr>
<td>Implement Customer Request System</td>
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<td>8</td>
<td>11-18</td>
</tr>
</tbody>
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Proposed 18 Month Timeline
Effect Confirmation
Verify Impact of Change

Proposed Process Improvements
*Data represents responses received. No departmental data to verify responses.

- Goal Setting: 100%
- 90 Day Review: 100%
- On Time Completion of Required Training: 49% Baseline, 51% Goal
- Effectiveness Rating: 76% Baseline, 14% Goal
Follow-up Activities
Steps to Sustain Change

Act ➔ Plan ➔ Check ➔ Do

Continuous Improvement

Leadership Approval
Engage Stakeholders
Identify a way forward