

Academic Advising Guide
(Revised September 2015)

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The Advising Session

“The questions we raise, the perceptions we share, the resources we suggest, the short term decisions and long range plans we help them think through, all should aim to increase their capacity to take charge.” A. W. Chickering, 1994

Advising sessions will be tailored to the student especially in light of the student’s academic status as a freshman, transfer, readmitted, or continuing student; however, there are components to the session that should be applied during all sessions.

Foremost, advising is a conversation with the student concerning their academic goals and their academic needs. In this conversation, advisors teach students decision making skills, how to read the curriculum and follow a particular policy/procedure, how to think critically about the choices they’ve made. When a teachable moment presents itself, take that opportunity to bring the conversation to beyond the level of “Do you know what you need to take?” We want them to become self-sufficient in order to fulfill their academic goals but some need to be educated on how to get to that point.

Questions to ask to assist in finding the teachable moment:

- What is your major?
- How are your classes going?
- What class subjects do you like?
- What are your interests?
- Why this major?
- If undecided, what worries you most about deciding on a major?
- What are the skills you feel you need for a career in this field?
- Do you plan to transfer?
- What have you done to prepare for this major/career?
- When do you expect to complete the degree?
- What are jobs that you don’t want to pursue?

Advising Mission

Academic advising is integral to fulfilling the teaching and learning mission of higher education. Through academic advising, students learn to become members of their higher education community, to think critically about their roles and responsibilities as students, and to prepare to be educated citizens of a democratic society and a global community. Academic advising engages students beyond their own world views, while acknowledging their individual characteristics, values, and motivations as they enter, move through, and exit the institution. Regardless of the diversity of our institutions, our students, our advisors, and our organizational structures, academic advising has three components: curriculum (what advising deals with), pedagogy (how advising does what it does), and student learning outcomes (the result of academic advising).

Source: National Academic Advising Association (2006), Preamble of the Concept of Academic Advising

CURRICULUM REQUIREMENTS

To appropriately advise a student on the necessary classes, the advisor must review the academic requirements of the Mandatory Placement Plan, General Education, Technical degree programs (Associate in Applied Science) and General/transferrable degree programs (Associate in Arts/Associate in Science). For transfer students (AA/AS), advisors should identify premajor requirements for the program the students intend to pursue upon transfer (if that program is known).

Mandatory Placement Plan

To help Kentucky students succeed in college, the state legislature requires all degree-seeking students attending state colleges to take transitional courses in subjects in which college entrance exams and college placement tests indicate that the student is not fully prepared for collegiate-level courses.

To meet this mandate and to help our students succeed, Bluegrass Community and Technical College offers a wide array of transitional (developmental) courses in reading, writing, and mathematics. These courses are designed to give students the skills they need in order to succeed in collegiate-level courses and are required through [BCTC's Mandatory Placement Plan](http://bluegrass.kctcs.edu/~media/Bluegrass/Faculty_Staff/quickview/documents/mandatory_placement/mandatory_placement_plan_15-16.ashx) http://bluegrass.kctcs.edu/~media/Bluegrass/Faculty_Staff/quickview/documents/mandatory_placement/mandatory_placement_plan_15-16.ashx .

According to the BCTC Mandatory Placement Plan, students must demonstrate that they are ready for collegiate-level coursework through the ACT/SAT exam or through the COMPASS placement tests. BCTC uses the scores from these exams to place students in appropriate courses: http://www.bluegrass.kctcs.edu/~media/Bluegrass/Advising_and_Assessment/2015-2016%20placement%20report_Students.ashx

Students who have not taken the ACT or SAT or have scores that are 3 or more years old will be required to complete the COMPASS placement test. Also, students who submit an ACT score (or SAT equivalent) below 18 in English, 20 in Reading, and 21 in Math will be required to take the placement

test for that specific subject. Students who scored a 19 or 20 in Math can opt to take the math placement test to place directly in MAT 150 or be placed into MA 111 or into the combination MAT 85/MAT 150.

Students who are required to take the COMPASS placement test will take the test prior to the first advising session at BCTC. A student's COMPASS scores will determine placement into college level or transitional classes. If a student scores into transitional level classes, the student must complete the necessary sequence of classes prior to the enrolling in the majority of college level classes. Direct students who need to take the COMPASS to contact the BCTC Campus nearest them.

Writing sequence: ENC 90 > ENC 91 > ENG 101;

Reading sequence: RDG 20 > RDG 30 > general education courses

or

RDG 185 + general education courses;

For Math and Statistics sequence, refer to the Pathways provided by the Math department:

http://bluegrass.kctcs.edu/Mathematics_and_Statistics/Math_Advising.aspx

Students in transitional reading or lower level transitional writing classes, including ESL, shall be limited to enrollment in BCTC content classes chosen from a select list of classes (refer to course list below) until they complete their transitional coursework. Students who enroll in courses for which they are not eligible are subject to removal.

It is the advisors' and the students' responsibility to be knowledgeable about the course restrictions placed on students in transitional reading, lower level transitional writing or transitional math classes.

Kentucky Administrative Regulation 13 KAR 2:020 states that a student must enroll in the appropriate transitional course(s) in the first two terms that a student is enrolled at the institution. In support of BCTC's QEP (Quality Enhancement Plan), should a student place into a transitional reading course, the student is required to register for that course during their first semester. Should the course not be offered at an appropriate time or not be available, the student may have the next term to complete the reading placement course.

Course List for Students Enrolled in Transitional Reading or Writing (2015-2016)

Students taking transitional reading or writing will have limited choices. They will most likely be taking a math class and a writing class. To be a full-time student, they will need at least 12 hours.

Recommendations are linked here:

http://bluegrass.kctcs.edu/~media/Bluegrass/Faculty_Staff/quickview/documents/mp_courselist.ashx

When appropriate, the student can start to enroll in courses that complete the General Education, pre-major or program requirements.

General Education Requirements

General Education areas include:

- Communication (Written and Oral)
- Arts & Humanities (Heritage and Humanities)
- Social & Behavioral Sciences
- Natural Sciences
- Quantitative Reasoning.

Course options for each area are listed in the KCTCS Catalog and on the [Advisor Quickview](#) .

Program Requirements

To advise the students on classes most appropriate for their major, the advisor and the student need to review the program requirements. The AA/AS and Technical Program worksheets are a helpful tool to use during the advising session and for the student. If the student is transferring and has selected an Academic Pathway, advisors should check pre-major requirements the student may be able to complete at BCTC.

Technical Program Worksheets and AA/AS Degree Worksheets:
[Programs of Study](#) .

Advising Tips

- Have a conversation with the student. No need to share life stories but in talking with them, you can suggest more appropriate classes or programs. Let the answers to “What is your major?” “Do you plan to transfer?” “How are classes going?” lead you to the appropriate advising tool.
- Familiarize yourself with and use the advising tools on the BCTC’s website: program plans, academic calendar, contacts, and other advising resources, especially Peoplesoft. In the session, use the tools so the student can see how to use it and encourage them that they have access to use as well.
- Follow Mandatory Placement- Students must follow the mandatory placement guidelines until they successfully complete the transitional class or test out of the transitional class.
- Review Program Plans, checklists, or requirement list per the department:
 - Advise for the general education classes the student can take appropriate to placement, major, skills and interest.
 - If undecided - Explain the general education requirements as applicable for a general AA/AS degree or a program, discuss options and refer to Career Counseling with contact information.
 - If in a program outside your area, using program plan, follow the check list or information per the program website, explain the requirements. Advise on general education requirements, introductory classes, then give the student the contact information for that department for further information on the program and potential program classes.
- Many students don’t know “college” language. How will they know if we don’t teach them?
- Ask more questions to clarify what the student is really asking about.
- Let the silence happen. Give the student a chance to process what you have said.
- Have patience. We all have other things to do but sometimes you and the student need to take a moment and ask “how’s it going?”
- Avoid the “wild goose chase”. Programs have contacts on the web. Student Service areas of academic prep, career counseling, tutoring and registration have informative websites with numbers and office hours. Also, programs of study with contacts are listed online. In other words, don’t make advising harder than it is. Contact the appropriate expert and ASK!

Involve the student, explain how to use the resources, give them permission (and encouragement) to research the programs, policies and to follow through with procedures and with contacting appropriate departments.

Steps of Advising Session Outlined

On PeopleSoft: “Main Menu>KCTCS Student Administration>KCTCS Student Records>Advisors” to access:

- PS Student Information (for test scores, current classes, evaluated transfer credit)
- LSAR (for coursework in Legacy; this would include classes taken before 2000)
- Unevaluated Incoming Courses (transfer courses not yet evaluated)
- Self Service Enrollment Permission (to lift the Advising Hold)

1. Open the student’s “PS Student Information” page.
 - a. Check that the student’s “High Term” is correct.
 - i. The “High Term” should be set to the semester for which you’re advising. If there is not a “High Term” listed or it is incorrect, direct the student to the Admissions Office AFTER you have advised the student. The Admissions Office will need to correct this before the student can register.
 - b. Verify that the student’s program plan is listed correctly in PS.
 - i. If incorrect, explain how to change major through PS.
 - ii. If the student plans to transfer, check that their Academic Pathway is correct. View “Academic Pathways” under “Transfer Advising” on [Advisor Quickview](#).
 - iii. Be sure to check for commonly misidentified program plans (esp. for SDEM advisors working with new students who often select the incorrect program plan):
http://district.bluegrass.kctcs.edu/ben.worth/quickview/program_plan_check.htm
 - c. Check that there is no negative service indicator.
 - i. If there is an indicator, click on the icon to determine what the HOLD is and the office related to it. AFTER advising the student, direct the student to the appropriate office to resolve the negative service indicator. The student will need to clear this hold (most of the time) before being allowed to register for classes. This might be an unpaid bill, traffic ticket, a missing transcript, or library fine.
 - d. Check the student’s records for Mandatory Placement purposes.
 - i. If the student has not completed any college level work, you must check ACT, SAT, COMPASS and/or KYOTE scores. Click on the “Test Score” tab on the PS Student Information page. If the scores are older than 3 years, the student must take the COMPASS placement test in order to be advised. Refer them to the designated testing room.
 - ii. If the student has taken courses at other colleges, check the “Test/Transfer Credit” tab in PS Student Information or the “Unevaluated Incoming Courses” link.
2. Once you have reviewed the student’s test scores and previous college credit, advise accordingly.
 - a. Use the Mandatory Placement chart, located on the [Advisor Quickview](#), to determine which developmental classes (if any) the student should register for this semester. Inform the student that these courses MUST be taken this semester.
 - b. If the student needs to complete transitional reading and writing courses, see the approved Mandatory Placement course options list to determine which classes these students may enroll in along with the developmental reading and writing classes.
 - c. If the student has completed or tested out of transitional classes, determine which courses to recommend.
 - i. Technical Programs:
 1. review Program Plan requirements available online under [Programs of Study](#)
 2. suggest General Education classes (options on [Advisor Quickview](#))

3. refer the student to an advisor in that department for program specific information.
- ii. Transfer Students:
 1. review AA/AS requirements with the AA or AS Advising Worksheet
 2. suggest course from those remaining. Be aware of the pre-major requirements if a student is transferring. Check the Academic Pathway.
 3. refer student to Transfer Center for information on opportunities for meeting with college reps and transfer scholarships
- iii. Undecided Students:
 1. review remaining general education requirements
 2. discuss what the student is interested in and areas where they are successful
 3. give options of classes to explore various technical or baccalaureate degrees
 4. refer to career counseling and give career websites
 5. review the My Academic Plan (MAP) under the Current Student Page
3. The student should list these courses and alternates on the Advising Form provided.
4. Give the student permission to register by entering the correct term and then checking the boxes for appropriate term on “Self Service Enrollment Permission” Please make sure both boxes are checked. There are times the second check mark may disappear, so make sure before saving that both are checked.
5. Wrap-up the session with the final steps the student must take to complete registration
 - a. Clear their other HOLDS (refer to “High Term” and “Negative Service Indicator” notes above)
 - b. Register themselves on PeopleSoft
 - c. *Important* Remind students that PeopleSoft permits students to take classes at any KCTCS college. To enroll in BCTC classes, students must select “Bluegrass” from the list of colleges. Directions are available from [Class Registration Instructions](#) .
 - d. Refer them to the Academic Calendar online (Tuition due dates, drop dates, advising dates, etc)
 - e. Remind them to see their assigned advisor during Priority Advising and Registration which they can locate in their Student Self Service or STARFISH (in their Network)

PeopleSoft - Student Self-Service Screens

To view a student's record, you must log into the PeopleSoft Registration System. This is a secure website that all faculty, staff and students have access to once the individual user id and password have been activated and established. Below are the pathways to the basic screens advisors will use during an advising session.

Log into the PeopleSoft: <https://kctsaprd.mycmsc.com/psp/kctsaprd/?cmd=login&languageCd=ENG>

KCTCS Student Administration > KCTCS Student Records > Advisors:

From the Advisors screen:

TO GIVE A STUDENT PERMISSION TO REGISTER (aka "lifting the advising hold"):

Self Service Enroll Permission > type student's PS ID# > Search > Add (+) new row and enter term code > check manual override box > Save

TO VIEW A STUDENT'S PS INFORMATION:

PS Student Information > type in student's PS ID# > Search

TO VIEW A STUDENT'S ACADEMIC HISTORY PRIOR TO PEOPLESOFT:

LSAR Grades > type in student's PS ID# > Search

TO VIEW A STUDENT'S ACT, SAT, COMPASS, and/or KYOTE SCORES:

PS Student Information > type in student's PS ID# > Search > select Test Scores tab

TO VIEW A STUDENT'S TRANSFER WORK:

PS Student Information > type in student's PS ID# > Search > select Test/Transfer credit tab at top

TO VIEW A STUDENT'S UNEVALUATED INCOMING TRANSFER WORK:

Unevaluated Incoming Courses>type in student's PS ID#>Search

NOTE: If the class's status is listed as "Rejected", the class has not been fully evaluated. Once it is evaluated that status will change. As long as the class is transferred from an accredited college and is a college level course, it will at least count towards overall credit hours. Until a student registers for classes their transfer work is not evaluated unless they submitted the Transfer Evaluation Form. You will need to:

Check the Transfer Equivalency System website for details on course transfer equivalency:

http://tes.collegesource.com/view/tes_view01.asp?rid=%7bCC20EE6E-2C44-4C28-94BB-79D8B5672E09%7d&aid=%7bBDDDB62B5-42F0-4F68-B83E-4A6BFBDDAC82%7d .

TO CHECK FOR OPEN CLASSES:

Class Schedules > for campus, type BLC; type term code; for course number, type the prefix and number (e.g. ENG 101) > Search > then select the Location code for your campus from the list that appears when you scroll down the page

Advising Resources and Notes to Use

Advisors have a variety of resources available to them, and advisors are expected to be able to use these resources to assist students:

1) Online tools

- a. [Advisor QuickView](#) -Mandatory Placement, General Education courses and other advising tools
- b. Program of Study http://bluegrass.kctcs.edu/Academics/Programs_of_Study.aspx
- c. Advising and Registration instructions for students:
http://bluegrass.kctcs.edu/Advising_and_Assessment/FAQs.aspx
- d. UK Pathways <http://www.uky.edu/US/pathways.html>

2) Degree requirement Worksheets and Program Checklists – Available online through the Programs of Study website: http://bluegrass.kctcs.edu/Academics/Programs_of_Study.aspx . Use the worksheet and checklists for an advising session, an advisee’s Plan of Action for their SAP appeal (see #7 below) and an advisee’s progress towards graduation (see #9 below).

- a. AA and AS Advising Worksheets are available in pdf and Excel versions.
- b. Technical Program Checklists (Excel version of the Technical Programs coming soon.

3) Phone and Email advising. Advising sessions may be held in an advisor’s office or via telephone or email if the circumstances require it. Due to FERPA laws, you can’t talk about a student’s specific grades earned, GPA, or class schedules unless you first verify the identity of the student. Once you verify the identity of the student, you can ask the same questions as in an in-office advising session.

Please note that if the student has a “Privacy” hold placed on their account, you can’t verify anything related to the student without seeing a photo id. When you cannot verify a student’s identity through photo ID, use one of these methods:

- KCTCS email. Because KCTCS email requires validation with a KCTCS userID and Password, it is considered a valid form of communication and may be used to discuss grades and other confidential information. Be sure you are using your KCTCS account on your end. You CANNOT ask for their SSN, however if they voluntarily provide this information you may use it.
- Over the telephone, have students provide their KCTCS ID number and one of the following non-directory identifiers:
 - o Recent course and final completed grade
 - o Recent Course and professor’s name
 - o Current GPA
- You CANNOT ask for their SSN, however if they voluntarily provide this information you may use it.
- Additional Tips for using phone and email are available on the [Advisor QuickView](#) .

4) Academic Plan of Action for SAP Appeals. Advisors are responsible for assisting their advisees with the Academic Plan of Action for a SAP Appeal. Advisors should follow the program checklist

through the Programs of Study link on the [Advisor QuickView](#) . If an advisor's assigned advisee has program plan with which the advisor is unfamiliar, the advisor may redirect the student to the appropriate program coordinator.

a. Academic Plan of Action forms:

http://bluegrass.kctcs.edu/Financial_Aid/Financial_Aid_Forms.aspx

b. Important dates: http://bluegrass.kctcs.edu/Financial_Aid/Important_Financial_Aid_Dates.aspx

5) Selection of Program Plans. (http://bluegrass.kctcs.edu/Academics/Programs_of_Study.aspx)

Advisors help students understand important differences between BCTC technical programs offering AAS degrees, certificates and diplomas and the AA, AS, and AFA transfer programs. Advisors help students avoid common program plan errors. For students who are undecided or who want to change their major, they should work with Career Development and Counseling to help locate the credential right for them.

To ensure students are assigned to an appropriate advisor, students need to verify and if necessary update their program on their Student Self-Service account.

6) Graduation Applications. Advisors are responsible for auditing a student's record for a degree.

a. AA/AS students submit application online:

<https://legacy.bluegrass.kctcs.edu/forms/registration/graduation/>

b. AAS students submit traditional application

7) College Services. Advisors play an important role in directing students who need assistance to a variety of student services offered by such areas as Academic Tutoring, Career Development and Counseling, Distance Learning, the Learning Resource Center and the Transfer Center.

a. http://www.bluegrass.kctcs.edu/Student_Life/Student_Services.aspx

b. <http://www.bluegrass.kctcs.edu/SDEM.aspx>

c. http://www.bluegrass.kctcs.edu/Academics/Distance_Learning.aspx

Advising Situations and What Advisors Can Do
(Transfer, Readmitted and Continuing Students)

For Transfer students, coursework is evaluated by the departments through the Registrar's Office. Please review the Transfer Credit page to become familiar with the evaluation process: http://www.bluegrass.kctcs.edu/Registrar/Transfer_Credit_Evaluation.aspx .

Transfer student whose work has been posted but hasn't been evaluated i.e. "Rejected" on PS

-Explain that courses aren't rejected, it is just that the courses haven't been evaluated on the student's account.

-Check the Transfer Information webpage for links to the BCTC Equivalency Table and details about transferring credit into BCTC:

http://www.bluegrass.kctcs.edu/Registrar/Transfer_Credit_Evaluation.aspx .

- Advise generally for program/major requirements, definite courses the student will need but hasn't completed.

-Try to determine if the student has completed the necessary Mandatory Placement Policy with appropriate ACT, COMPASS, etc scores or transfer work. Please note, for Reading, if there are no scores, check for 12 college credit hours to bypass having to test in Reading.

-Explain the Enrollment Permission can only be lifted and the student be eligible to register when course evaluation can be determined and/or test scores are available to place student into classes. The student can either wait for the evaluation or can take the placement test determine placement to have the Enrollment Permission lifted.

-Check the college/university's website for catalog. Review the General Education requirements and course description. If course appears on the Gen Ed list and it is obvious that the course will transfer, the course could come through as fulfilling the spirit of our specific gen ed but caution the student that it needs to be officially evaluated. Avoid taking a class from that area until class can be evaluated.

-Direct student to make request for review through Jeanette Dodson:

https://legacy.bluegrass.kctcs.edu/forms/registration/transfer_equiv_request/ .

-If you have chance to look up student prior to appointment, send information to Jeanette Dodson.

Student has transfer work not posted

-Explain the Enrollment Permission can only be lifted and the student be eligible to register when official transcript has been submitted, test scores are available and/or course evaluation can be determined to place student into classes.

-Check the Transfer Information webpage for links to the BCTC Equivalency Table and details about transferring credit into BCTC:

http://www.bluegrass.kctcs.edu/Registrar/Transfer_Credit_Evaluation.aspx .

- Advise generally for program/major requirements, definite courses the student will need but hasn't completed.

-Try to determine if the student has completed necessary the Mandatory Placement Policy with appropriate ACT, COMPASS, etc scores or transfer work. Please note, for Reading, if there are no scores, check for 12 college credit hours to bypass having to test in Reading.

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https://legacy.bluegrass.kctcs.edu/forms/registration/transfer_equiv_request/ .

-If you have chance to look up student prior to appointment, send information to Jeanette Dodson.

Student with 24 hours but is undecided about major.

-Review the student's record for an AA or AS degree so the student can see progress. Do the grades show strengths in an area? Does the student plan to transfer for a bachelor's degree?

-Explain that you can continue to advise for a general degree but it is better to have a goal in mind so that the student doesn't end up with a large amount of electives.

-Put the student in contact with Career Counseling.

-Suggest BCTC's Explore Your Career webpage and the Occupational Outlook Handbook to find out more specifics of a variety of careers.

Student who is continuing with transitional classes per placement scores but has a few college credit classes.

-Verify that the student is making progress in the transitional classes. Transitional instructors typically provide students with a progress report.

- If still needs to complete transitional classes in Reading (20, 30) and Writing (ENC 90), the student should follow the Mandatory Placement Recommended Course list.

-Student can retest in specific subject for a \$20 fee.

A pre-Allied Health (Dental Hygiene, Nursing, Radiography, Respiratory Care, Surgical Technology etc) student who has followed transitional sequence, is successfully completing college credit courses and major requirements.

-Continue to follow the Program Checklist:

http://www.bluegrass.kctcs.edu/Academics/Programs_of_Study.aspx .

-Suggest to contact the Program Coordinator or Pre-Nursing Advisor, attend the Pre-Admissions Conference and review Selective Admissions process.

Student planning to transfer.

-Review student's progress towards the AA or AS degree and the general education requirements that transfer.

-Suggest courses appropriate to the general education requirements and pre-major requirements.

-Check the Transfer Pathways for UK: <http://www.uky.edu/US/pathways.html> or for the desired college.

-Refer student to the Transfer Center for transfer specifics like applications, scholarships, following correct pathway.

Student changing major to a program outside your area

-Review Program Checklist for sequence of required courses:

http://www.bluegrass.kctcs.edu/Academics/Programs_of_Study.aspx .

-Go to the program website for details of admissions to the program, program coordinator.

-Advise the student for next appropriate courses and to contact the program coordinator to verify courses/requirements.