

Mapping the Advising Ecosystem

May 19| 3:00 PM – 4:00 PM ET



SHEEO

State Higher Education
Executive Officers Association



ECMC
Foundation

Project Overview

- Two-year, multi-state learning community designed to strengthen state-level leadership role
- Support states in assessing their advising ecosystems, developing durable policy agendas, and advancing sustainable models that improve student outcomes
- Structured assessment, technical assistance, coaching, and peer learning to advance lasting advising reforms that center students



Today's Facilitators



John Lane
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SHEEO



Julie Johnson
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Advisors



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Policy and Research
Collaborator
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Senior Associate
Postsecondary
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Postsecondary Policy, Strategy, and Intermediary Firm



Strategy
& Policy



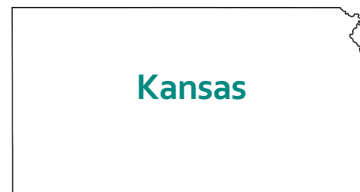
Coaching &
Implementation



Research &
Evaluation



Our Learning Community



Introducing Our Partners

Colorado Department of
Higher Education

Iowa Department of Education

Kentucky Council on
Postsecondary Education

Louisiana Office of Financial
Student Assistance

New Jersey Office of the
Secretary of Higher Education

The State University of **New
York**

North Carolina Community
College System

Rhode Island Office of the
Postsecondary Commissioner

Virginia State Council of
Higher Education

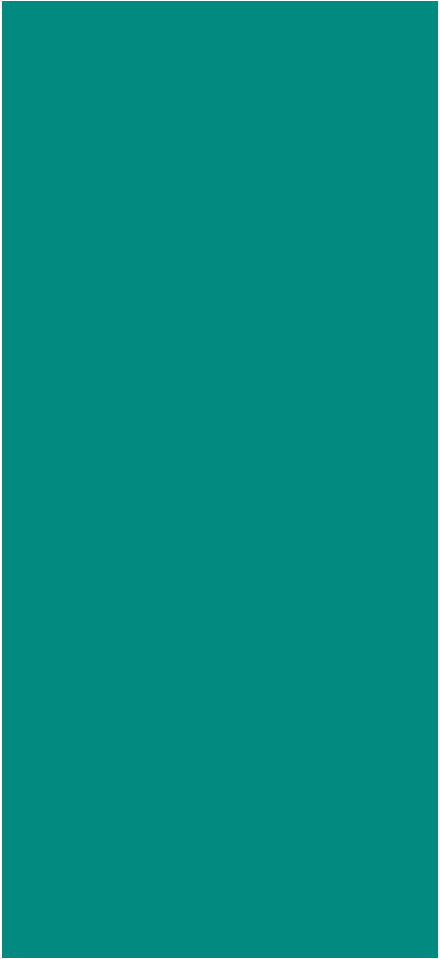
Wyoming Community College
Commission and the
University of Wyoming



Agenda

1. Review and Reflect: Webinars 1 and 2
2. The Holistic Student Supports Ecosystem
3. From Services to Systems: Leadership for Collaboration
4. Next Steps for June-September





Review and Reflect



Review & Reflect: Key Elements of Holistic Advising

- **Proactive, ongoing relationships:** Advisors engage with students throughout their college journey, not only when crises arise, so they build trust through regular communication
- **Integrated support across departments:** Advising is connected to financial aid, basic needs support, tutoring, career services, early alerts, and community resources
- **Attention to students' full context:** Advisors consider students' responsibilities (e.g., work, family), goals, strengths, and challenges when developing success plans



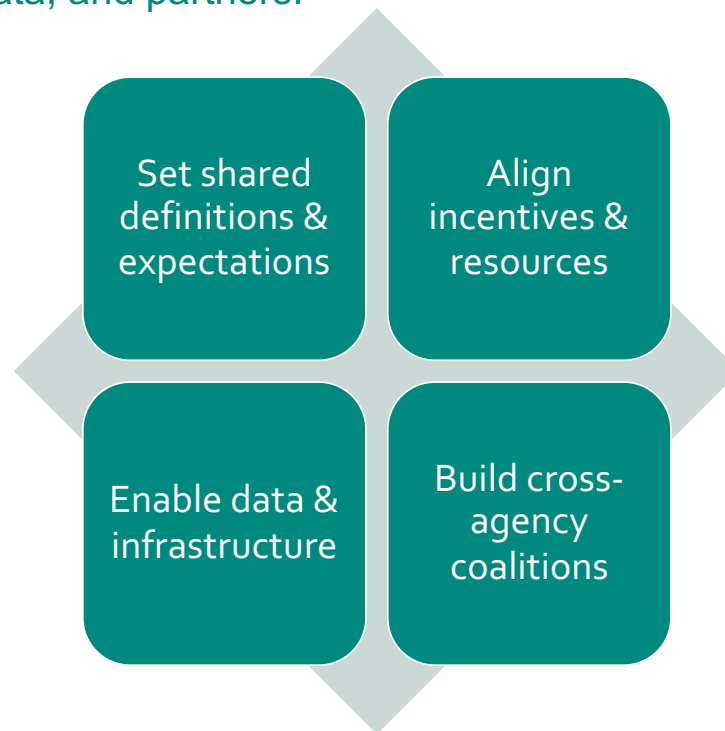
Review & Reflect: Key Elements of Holistic Advising

- **Data-informed outreach and follow-up:** Advisors use early alerts, flags, and dashboards to identify students who may need support and reach out proactively
- **Focus on all students:** Practices are designed to remove obstacles and make timely, responsive, wraparound support easy to access for all students, including those navigating a higher level of need
- **Shared responsibility:** Student success is seen as a collective institutional effort, not something borne by academic advisors alone



Why the State Role is Decisive

While institutions do the day-to-day implementation, state agencies make it possible to scale and sustain holistic advising by aligning expectations, resources, data, and partners.

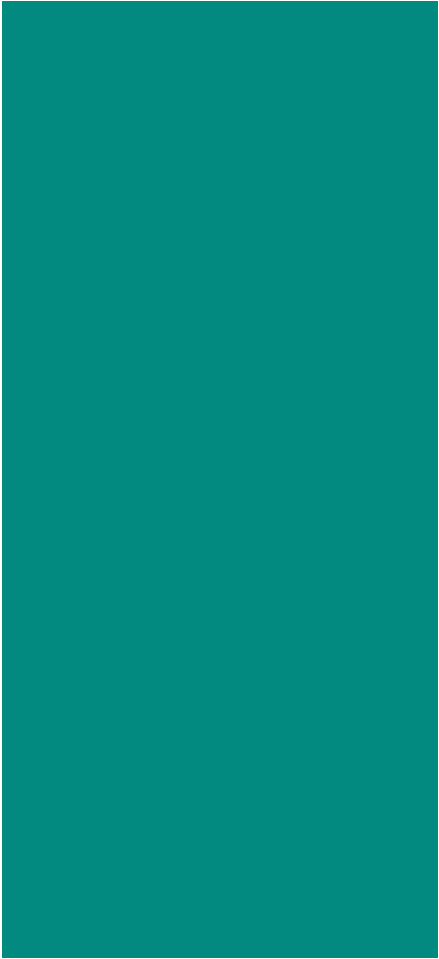


	Know	Feel	Do
Traditional Advising	• Vague sense of what classes come next • Unsure how summer fits her plan • Limited awareness of resources	• Overwhelmed and anxious • Afraid of making the wrong choice • Alone in juggling school, work, finances	• Delays or hesitates to register • Bounces between offices • Chooses what fits her work schedule, even if it slows progress
Holistic Advising	• Clear academic plan co-created with advisor • Knows how summer/fall move her forward • Knows where to get help	• More confident and relieved • Not alone—has a point person • Managing stress with clearer guidance	• Registers on time with a realistic course load • Makes informed tradeoffs between work and school • Reaches out to her advisor when challenges arise
Advising within a Comprehensive Support Program	• Long-term academic & career plan • Clear milestones and expectations • Access to program-based financial supports	• Secure and encouraged • Less financial stress • Known, valued, and supported	• Registers with confidence and clear expectations • Maintains enrollment momentum across terms • Stays engaged through regular, proactive check-ins

Build Cross-Agency Coalitions

- **Convene the partners that influence student success** beyond student experiences on campus (workforce agencies, human services, governor's office, K–12, systems, institutions)
- **Reduce fragmentation** by aligning programs and expectations across agencies so students experience a connected system
- **Support statewide referral and partnership pathways** (benefits access, career services, mental health, transportation, housing, childcare) to provide students with a unified experience
- Use the **state's convening power** to establish shared ownership, not just compliance





The HSS Ecosystem



The Need for Holistic Student Support

3 in 5

college students
experience basic
needs insecurity

Hope Center, 2023

48%

of students who
stop out cite financial
or personal reasons

ECMC Foundation

2x

more likely to persist
when holistic advising
is in place

MDRC research

It's not only the absence of resources , but the *fear* of losing them that disrupts learning, persistence, and completion. (ECMC Foundation)



Domains of Support: Where Student Needs Live



Source: ECMC Foundation Basic Needs Initiative



From Services to Systems

Having Services

- Services exist in siloed departments
- Students must self-identify needs
- Referrals are informal or accidental
- No shared data or feedback loops
- Staff unaware of what colleagues offer



Having a System

- Services are integrated & cross-functional
- Proactive outreach identifies need early
- Warm handoffs with case coordination
- Shared data informs practice & policy
- Leaders actively enable collaboration



Leadership for Collaboration

Staff need adequate tools, space, and guidance from leaders to sustain the collaboration that makes HSSS a reality.

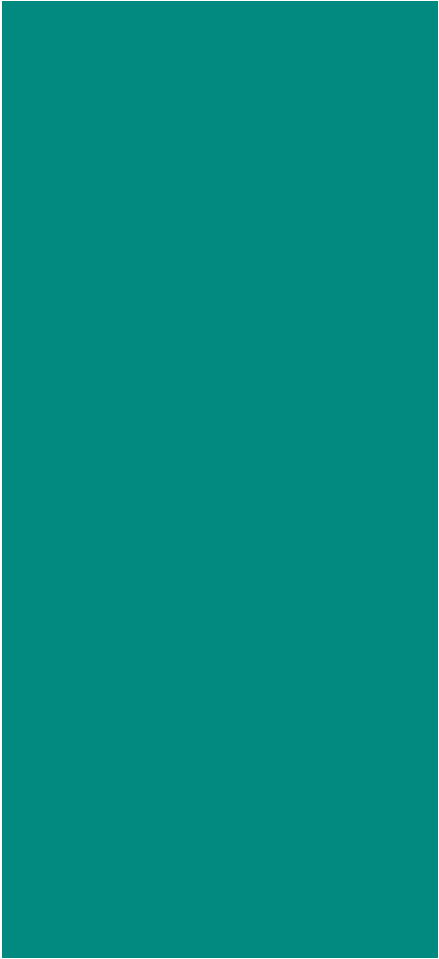
- 1 Build cross-functional teams** Break silos between academic affairs, student services, financial aid, and community partners.
- 2 Foster data infrastructure** Invest in shared data systems that let staff identify students at risk and track outcomes across domains.
- 3 Design warm referral pathways** Move from 'here's a phone number' to coordinated handoffs with case tracking and follow-up.
- 4 Invest in professional development** Ensure advisors, staff, and faculty are trained to detect students' needs and are able to connect them to resources on and off campus
- 5 Activate external partnerships** Formalize MOUs and resource-sharing with community orgs, public benefit agencies, and healthcare providers.



Group Discussion

1. How does your state currently connect higher education with other systems that support students (e.g., workforce, human services, K-12, public benefits, behavioral health, community-based organizations)?
1. Which state agencies, offices, or external partners need to be brought to the table to strengthen coordination around advising, student success, and basic needs?
1. What examples of successful coordination between agencies and organizations exist in your state (in any content area)? What makes them successful?





Next Steps



Summer Schedule

June 9: Webinar 4: Role of Faculty in Holistic Advising

June 19: In-Progress Holistic Advising Assessment Worksheet due

July and August: One check-in with each state team

August 3-6: SHEEO Higher Education Policy Conference in Chicago - let's meet up!

September 15: Webinar 5: Data, Metrics and Shared Definitions



Thank You!



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Domains of Support: Where Student Needs Live

Basic Needs	Mental Health	Healthcare	Childcare
Food, housing, clothing, safety	Counseling, crisis support, wellness	Physical health, disability supports	Dependent care, family services
Transportation	Technology	Financial Stability	Legal & Civic
Transit access, commuter support	Device access, internet connectivity	Emergency aid, benefit navigation	Immigration, justice system support

Source: ECMC Foundation Basic Needs Initiative

