

Course Title: Advising and Counseling Training I (ACT I)

Instructor Names and Email Addresses:

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Course Description:

ACTI is a 13-week online course that introduces Counselors and Advisors roles in the Fayetteville Technical Community College student's matriculation process from admission to graduation. Topics include: Counselor's/Advisor's role clarification, introduction of the Counselor's/Advisor's Handbook, orientation to college resources and programs, introduction of software programs to facilitate student enrollment from admissions to graduation, introduction of best practices tips and techniques, and review of FTCC academic policies and procedures. The course also allows an opportunity for exchange of creative ideas on methods and techniques in advising and counseling that could be employed to improve the overall student success from admission to graduation. Upon completion of this course, the students should have a conceptual basis of reference to rely on as they pursue their role as Academic Advisors or Counselors. Each of the seven modules will last approximately 10 to 14 days.

Units of Study:

Module One: Welcome to the FTCC Family

Students will begin to feel a part of the FTCC family by getting acquainted with their fellow professionals and developing a better understanding of the FTCC philosophy of student success. This module is entirely devoted to getting acquainted. Not only will students meet each other and the instructors but they will also be introduced to the Advising and Counseling Handbooks (textbooks for the class) and course objectives.

Module Two: Clarification of Counseling and Advising Roles

Students will begin to build a base for strong working relationships by understanding the roles both counselors and advisors play in student success through identification of effective communication techniques and exploration and discussion of the FTCC processes and resources. If students can understand the differences and similarities in advising and counseling roles at FTCC, they can not only perform their own counseling and advising duties more effectively but work better as a team to help FTCC students succeed in achieving their goals.

By practicing effective communication techniques, students can better communicate with fellow professionals and FTCC students. Even though a complete understanding of "how we do things at FTCC" can only be achieved through experience, students will benefit tremendously by examining and discussing the FTCC processes and institutional hierarchy.

By attending a virtual FTCC campus tour through the FTCC webpage, students will become more familiar with campus resources; thereby improving both advising and counseling skills.

Module Three: The Student's Journey (The Admission Process)

Students will develop better advising and counseling skills by better understanding advising and counseling issues that relate the FTCC student's journey through the admission process. There are so many steps (hurdles) an FTCC student must pass over before being officially admitted to the college. Official transcripts must be received, evaluation of transcripts must occur, special military credit may be given, testing must be completed to ensure proper placement in developmental or curriculum courses, and the student must make many decisions.

This is a very stressful time for FTCC students. By developing a better understanding of this process, students (as counselors and advisors) can better guide FTCC students through this very stressful first step in their journey to success.

Module Four: The Student's Journey (The Registration Process)

Students will develop better advising and counseling skills by better understanding advising and counseling issues that relate the FTCC student's journey through the registration process.

Students will be provided an overview of the many registration options available to FTCC students. Those registration options are as follows: DATATEL registration from the academic advising center and Advisor's Office, DATATEL open registration, and STAR registration.

Students will learn the "right" questions to ask FTCC students prior to registration in order to give them good advice and counsel. By better understanding the purging of students for non-payment, other financial aid issues, the difference in co-requisites and pre-requisites, students (advisors and counselors) will be better armed to deal with problems for FTCC students that could develop from those areas.

Module Five: The Students' Journey (Year-Round Advising and Counseling)

Students will be exposed to and develop a working knowledge of year-round and unique counseling and advising issues, to include more in-depth exposure to college resources through referral listings and various resource forms. By examining and discussing academic suspension, students with academic learning difficulties, course substitution, cooperative education, college transfer, attendance and grade policies and appeals, course repeat policies and procedures, schedule adjustments and withdrawals, withdrawal from eArmyU classes, tuition refunds, grading systems, and course conflict form completion, students will be able to give better advice and counsel to FTCC students.

Module Six: The Student's Journey (Graduation)

Students will develop better advising and counseling skills by better understanding advising and counseling issues that relate to the FTCC student's journey through graduation. Students will review and discuss graduation requirements and graduation procedures for FTCC students.

Module Seven: Special Counseling and Advising Issues

Students will understand Advisor's and Counselor's role clarification, campus resources and processes as they relate to special advising and counseling issues. Students (Advisors and Counselors) will develop a better understanding of their roles in relation to recruitment, student extracurricular activities, and committee responsibilities.

FTCC offers educational opportunities to a very diverse and unique student population. Students (Advisors and Counselors) will develop a better understanding of the special needs of the Special Population, SOC, eArmyU, and Distance Learning Students. The last special advising and counseling issues students will explore are legal issues concerning Family Educational Rights and the Privacy Act.

