







Bakersfield College Advising Work Plan

















Advisor Actions - Weeks 1 through 4

Momentum Points  Encouraging students to meet momentum points - take action	Clarify Path  Corrective comm. for students off path - take action	Inform/Refer  Proactive checking in and referral to services - (academic/non)	Remove Barriers  Handoff to Counseling for student intervention - (academic/non)	Opportunities  Pathways specific opportunities - take action	Walk In  Responding to in-person and virtual support needs – take action
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Start of Term	Timing	Action(s)
Step 1 (CONCERN): Filter in Starfish for all students who have received "College level Math and English - Completed" flag: with attributes for current term >9 units, current term <13units, and academic standing combined is not assigned Step 2 (ACTION): Call all students who resulted from filter in step 1 and track notes in Starfish <i>Continue until no late start courses available – Student academic and non-academic (personal/life) concerns referred to counselors</i>	Weeks 1 & 2 <i>(add/drop period)</i>	
Step 1 (CONCERN): Filter in Starfish for all students who have received "College level Math and English - Completed" flag: with attributes for current term >9 units, current term <13units, and academic standing combined is not assigned Step 2 (ACTION): Call all students who resulted from filter in step 1 and track notes in Starfish <i>Continue until no late start courses available – Student academic and non-academic (personal/life) concerns referred to counselors</i>	Weeks 3 & 4 <i>(capturing late starts)</i>	
Step 1 (CONCERN): Filter in Starfish for all students who have received "Missing Comprehensive Ed Plan" flag: with attributes for ... Step 2 (ACTION): Message all students who have resulted from filter in step 1 through Starfish for tracking purposes <i>Message about how the student can complete through Starfish - Student academic and non-academic (personal/life) concerns referred to counselors</i>	Week 4	
Start of Term Goals: Proactive outreach to students using Starfish to filter for specific attributes. Ensure students have a plan and are meeting momentum points.		
















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Advisor Actions – Weeks 5 through 9

Momentum Points  Encouraging students to meet momentum points - take action	Clarify Path  Corrective comm. for students off path - take action	Inform/Refer  Proactive checking in and referral to services - (academic/non)	Remove Barriers  Handoff to Counseling for student intervention – (academic/non)	Opportunities  Pathways specific opportunities - take action	Walk In  Responding to in-person and virtual support needs – take action
Mid Term			Timing	Action(s)	
Step 1 (CONCERN): Proactive messaging for academic support services along with the impact of dropping courses Step 2 (ACTION): Message all pathway students through pathway email			Week 5	 	
<i>Message about how the student can complete through Starfish - Student academic and non-academic (personal/life) concerns referred to counselors</i>					
Step 1 (CONCERN): Filter in Starfish for all students who have received "30 attempted units" flag: with attributes for current term >9 units, current term <13units, and academic standing combined is not assigned Step 2 (ACTION): Call all students who resulted from filter in step 1 through Starfish for tracking purposes, schedule appointments as needed			Weeks 5 & 6 (CSU fall application start)	  	
Step 1 (CONCERN): Filter in Starfish for all students who have received "Missing Comprehensive Ed Plan" flag: with attributes for ... Step 2 (ACTION): Call all students who have resulted from filter in step 1 through Starfish to schedule appointments as needed			Weeks 7 & 8	  	
<i>Can download a list of students from Starfish and send through the pathway email address.</i>					
Step 1 (CONCERN): Proactive messaging for academic support services along with the impact of dropping courses Step 2 (ACTION): Message all pathway students through pathway email			Week 9	 	
<i>Can download a list of students from Starfish and send through the pathway email address.</i>					
Mid Term Goals: Identify needs and surface any support needs or barriers to be addressed to keep student on their path. Remind all students that faculty and staff at Bakersfield College want them to succeed AND to contact you should they have a problem and you will help connect them to support.					







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Advisor Actions – Weeks 10 through 16

Momentum Points	Clarify Path	Inform/Refer	Remove Barriers	Opportunities	Walk In
 Encouraging students to meet momentum points - take action	 Corrective comm. for students off path - take action	 Proactive checking in and referral to services - (academic/non)	 Handoff to Counseling for student intervention – (academic/non)	 Pathways specific opportunities - take action	 Responding to in-person and virtual support needs – take action
End of Term			Timing	Action(s)	
Step 1 (CONCERN): Prompt registration for upcoming term: Filter in Starfish for all students within specific pathway: with attributes for current student and academic standing combined is not assigned			Week 10	  	
Step 2 (ACTION): Message all students who have resulted from filter in step 1 through Starfish for tracking purposes					
<i>Continue until no late start courses available – Student academic and non-academic (personal/life) concerns referred to counselors</i>					
Step 1 (CONCERN): Student priority registration period			Weeks 11 - 13	  	
Step 2 (ACTION): Meet with student walk-ins (or respond to phone calls/emails) for students needs, during the priority registration period					
<i>Continue until no late start courses available – Student academic and non-academic (personal/life) concerns referred to counselors</i>					
Step 1 (CONCERN):			Weeks 13 - 16	  	
Step 2 (ACTION):					
End of Term Goals: Retention and Success: Identify and proactively outreach to students who have not enrolled for the upcoming term. Ensure students have a plan and are meeting momentum points.					

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Advisor Actions – Ongoing

Momentum Points  Encouraging students to meet momentum points - take action	Clarify Path  Corrective comm. for students off path - take action	Inform/Refer  Proactive checking in and referral to services - (academic/non)	Remove Barriers  Handoff to Counseling for student intervention – (academic/non)	Opportunities  Pathways specific opportunities - take action	Walk In  Responding to in-person and virtual support needs – take action
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End of Term	Timing	Action(s)
Step 1 (CONCERN): Kudos Campaign (i.e. students who improved or are meeting mile posts) Step 2 (ACTION):	Ongoing	 
<i>Continue until no late start courses available – Student academic and non-academic (personal/life) concerns referred to counselors</i>		
Step 1 (CONCERN): Step 2 (ACTION):	Ongoing	
<i>Continue until no late start courses available – Student academic and non-academic (personal/life) concerns referred to counselors</i>		
	Ongoing	
End of Term Goals: Proactive outreach to students using Starfish to filter for specific attributes. Ensure students have a plan and are meeting momentum points, .		