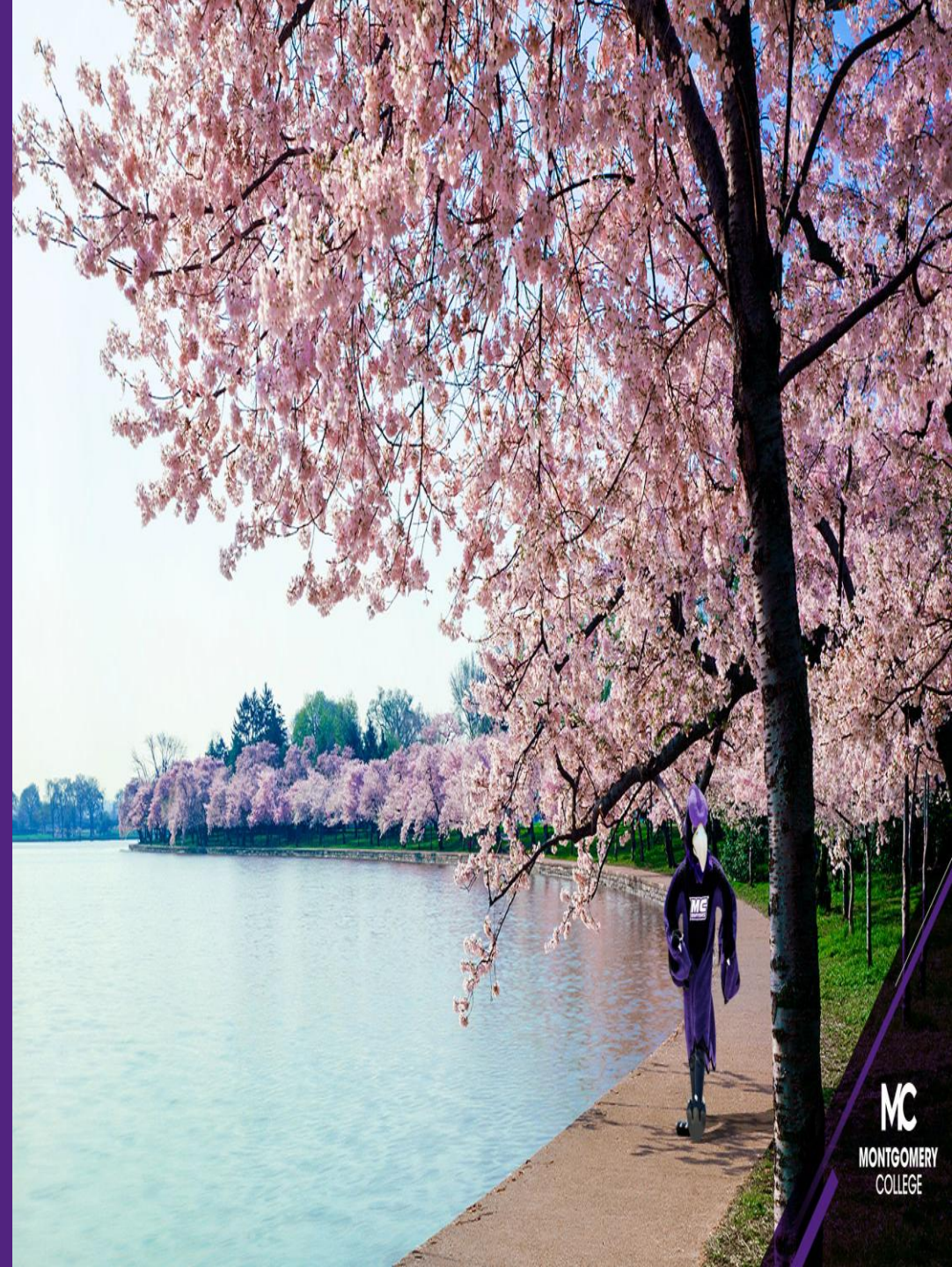




THE MC ADVISING NETWORK

NEW FACULTY ORIENTATION, AUGUST 2026



ADVISING MATTERS!

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**MC HAS MANY STRONG
SERVICES AND DEDICATED
PEOPLE!**

**BUT STUDENTS EXPERIENCE US
THROUGH STEPS, HANDOFFS,
MESSAGES, SYSTEMS, DEADLINES,
RELATIONSHIPS, AND MOMENTS OF
CLARITY...AND CONFUSION.**

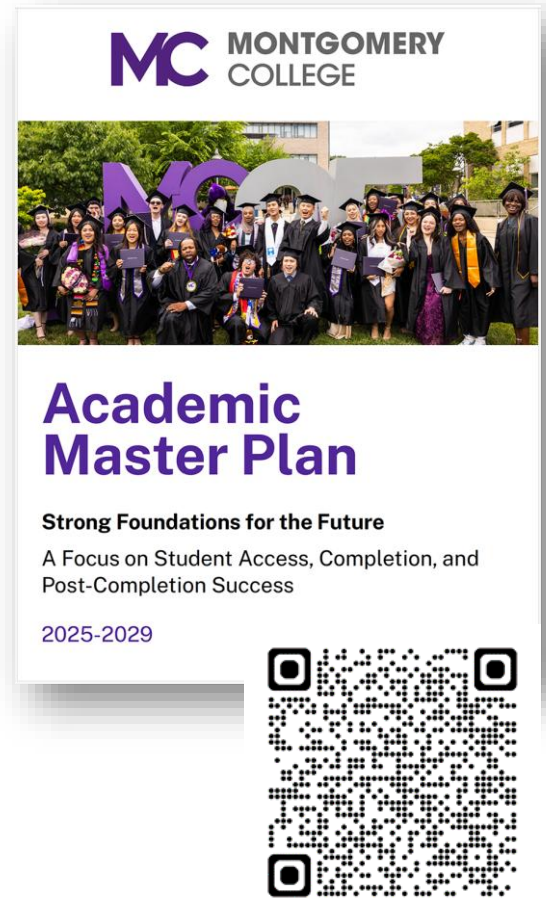




ADVISING: WHERE ARE WE HEADED?

AMP GOAL 1: SERVE ALL STUDENTS THROUGH ACADEMIC ADVISING

- I. More support for students
- II. Stronger connections across campus
 - Clearer teamwork between faculty, Student Affairs, and student services
 - Shared tools to keep track of students' goals and progress
- III. Resources & training for faculty
 - Professional development to help you advise and support students



College-wide effort to guide every student from Day 1 to graduation and beyond!

MOVING FROM SILOED ADVISING TO HOLISTIC ADVISING!

Typical college students often face disconnected higher education processes, support services, advising, and technological systems.



Holistic advising offers a more seamless, personalized student experience that connects students to supports they need to actualize their educational and career goals.



MC HOLISTIC ADVISING DEFINITION

Holistic advising at Montgomery College

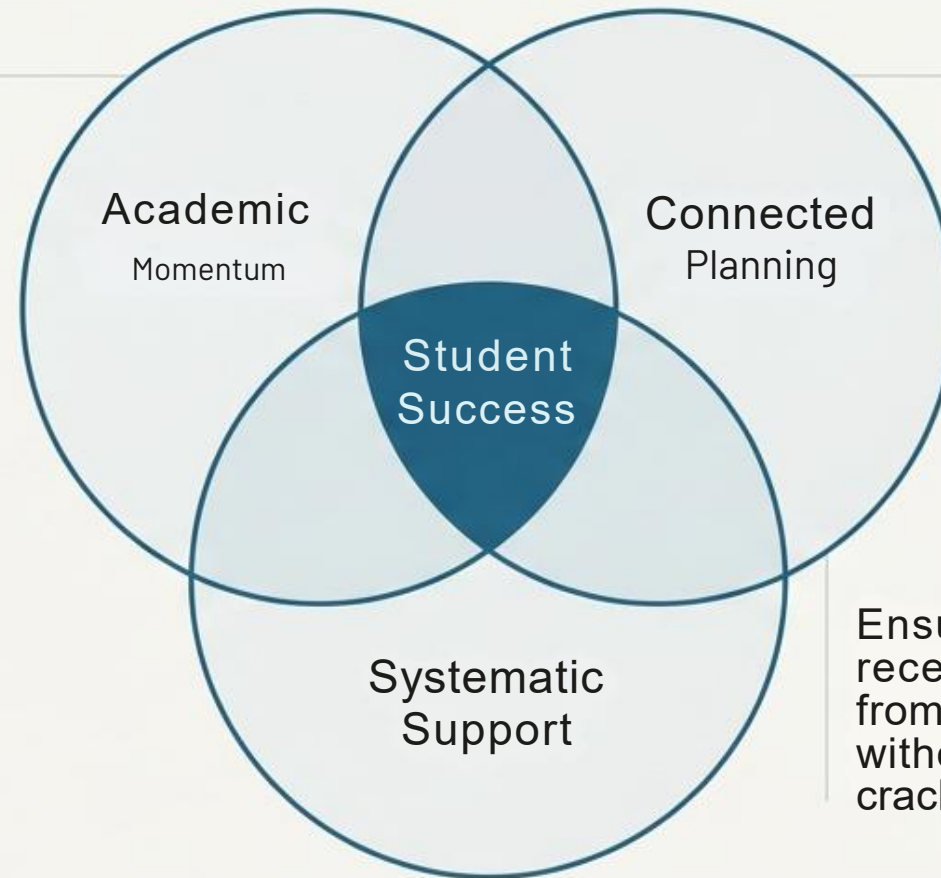
- (1) designs and delivers **comprehensive, integrated advising** through systems that **merge academic and student supports**;
- (2) creates a humanized, **proactive advising culture** that focuses on developing sustained, personalized **relationships** with students throughout their postsecondary journeys; and
- (3) establishes intentionally designed **culturally responsive advising** structures with asset-based approaches that foster student engagement.



Why an Advising Framework?

The advising model transitions student support from ad-hoc meetings to a predictable, proactive journey. The framework is built to achieve three core goals:

Helping students stay on track academically through structured touchpoints across specific credit milestones.



Continuously aligning academic planning with long-term career and transfer goals.

Ensuring every student receives timely interventions, from placement to graduation, without falling through the cracks.

**WE ACCOMPLISH THIS
THROUGH A SUPPORTIVE
NETWORK APPROACH.**

PROGRAM ADVISORS
COUNSELOR LIAISONS
NAVIGATORS (SUCCESS COACHES)



HOLISTIC ADVISING ROLES:

Program Advisor:

- Responsible for academic planning, career alignment, and student success;
- advises on program requirements, course selection, transfer and career pathways;
- collaborates on shared plans; supports connections to internships, opportunities, and transfer pathways;
- collaborates with navigators and counselors as needed.

Counselor:

- Responsible for holistic goal setting, planning, needs assessment, and support;
- conducts intake and assesses progress towards academic, transfer, personal, career, and wellness goals;
- guides students to appropriate resources for mental health/basic needs and DSS issues;
- works with students on academic restriction;
- collaborates with program advisors and navigators as needed.

Navigator:

- Provides ongoing coordination and motivation;
- facilitates regular check-ins;
- monitors progress and goal attainment;
- ensures proactive outreach;
- collaborates with program advisors and counselors as needed.

HOW WILL THEY COMMUNICATE & WORK TOGETHER?

THIS CAN BE FLEXIBLE, BUT ROOTED IN STARFISH.

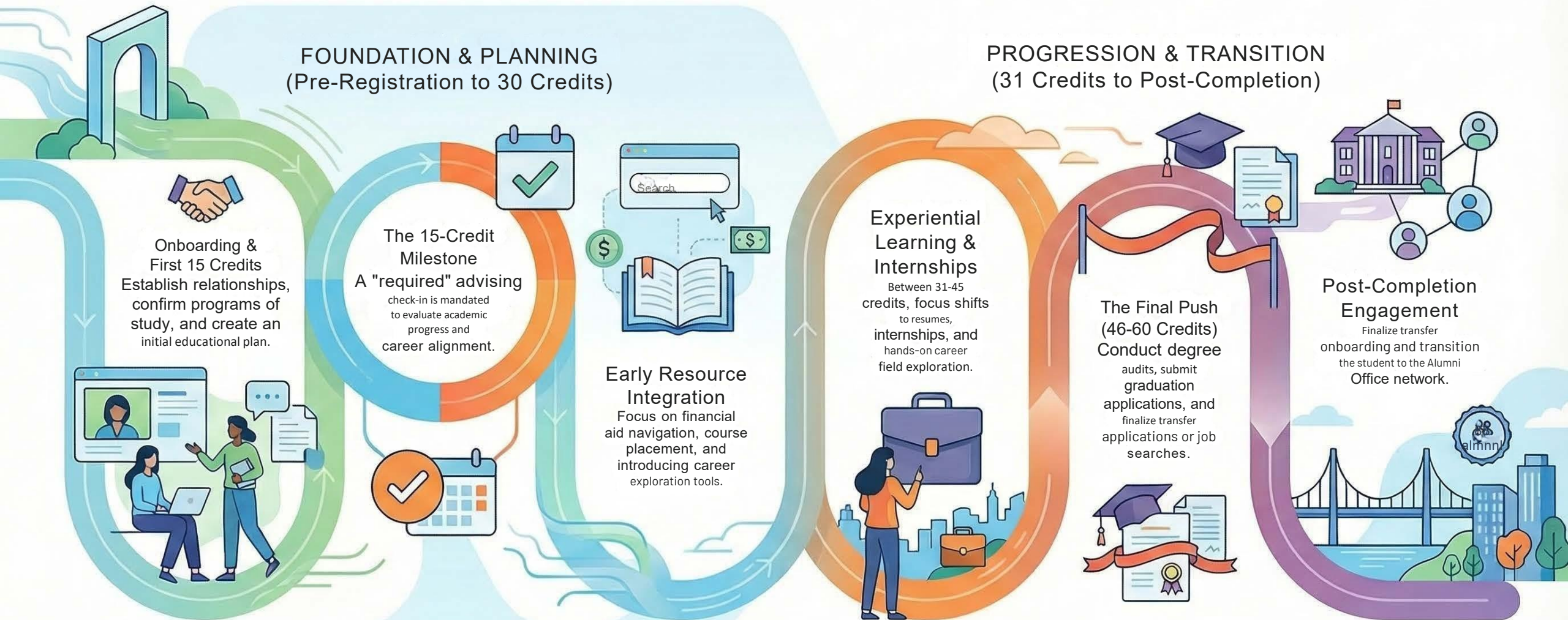
- Navigators send automated messages via Starfish to students, connecting them to resources and encouraging them to meet with program advisors and counselors.
- Program advisors and counselors use Starfish tools to:
 - Record advising notes or speed notes
 - Send students To-Dos, Referrals, or Kudos
 - Send messages to one another and Navigators



**ADVISING WILL
FOCUS ON NEEDS AT
DIFFERENT STUDENT
MILESTONES.**



Navigating Success: The Academic Advising Roadmap



Supporting Students from admission to completion.

A structured framework of milestones designed to support students systematically throughout their academic journey at MC.



Early Stage Advising: Onboarding & 0-15 Credits



During the earliest stage, advisors, counselors, and coaches focus on establishing a solid foundation for the student's journey:



The 15-Credit Milestone: A Required Check-in

At approximately 15 credits, students undergo a "Required" advising check-in (facilitated via push notifications in Starfish). This milestone is vital for catching issues early and keeping students on track.

You Are Here



1 Reviewing Progress

Checking academic progress, addressing early alerts, and helping students who need to repeat courses or are struggling academically.

2 Confirming Direction

Confirming the program of study and enrollment in foundational and program courses.

3 Updating the Map

Updating and modifying the Academic Plan based on first-semester performance and emerging transfer/career goals.



Midpoint Advising: 16-30 Credits

Once the foundation is set, advising efforts focus on maintaining momentum and refining the student's trajectory.

You Are Here



Re-aligning Goals

Meeting with students to align academic, transfer, and career development goals.



Refining the Plan

Checking on, updating, and re-aligning the Academic Plan while confirming the major.



Expanding Horizons

Connecting students to program events, Student Life/leadership experiences, and early career exploration opportunities. Encouraging participation in transfer and job fairs.

Experiential Learning Stage: 31-45 Credits

As students pass the halfway mark, advising heavily emphasizes real-world application and post-MC preparation.

You Are Here:



Career Preparation Path

- Encouraging experiential learning, internships, and apprenticeship opportunities related to the program of study.
- Connecting students to Student Employment Services for resume and cover letter assistance.
- Utilizing advanced career tools like Big Resume and Big Interview.

Transfer Preparation Path

- Mapping out the transfer process, including strict deadlines and requirements.
- Reviewing articulation agreements and transfer options.
- Discussing options and protocol for letters of recommendation.

Final Stage: 46-60 Credits (Approaching Completion)

In the final stretch, advising teams ensure all requirements are met and the student is fully prepared for their next step.

You Are Here:



Academic Verification

Conducting comprehensive degree audits and explaining the graduation application process.



Final Transfer Prep

Exploring steps for transfer. Helping students know what to expect after transfer.



Final Career Readiness

Ensuring resumes are complete, encouraging interview practice (via Big Interview), and finalizing career search strategies, if applicable.

Post-Completion Engagement

The advising framework extends beyond graduation to support ongoing institutional relationships.

You Are Here:



Alumni Connection

Exploring how students can stay in touch with MC after graduation.

Program Relationships

Encouraging students to stay in communication with their specific academic programs and hosting alumni events to foster community network building.

What Students Experience

When holistic advising works well, students don't just get answers — they get a support system. They experience advising as a **whole-person investment** in their success.



Academic Planning

Coursework and milestones aligned to their personal goals and program pathway.



Connected to Resources

Guided toward academic, financial, and personal support — support — before they have to ask.



Strengths-Based Engagement

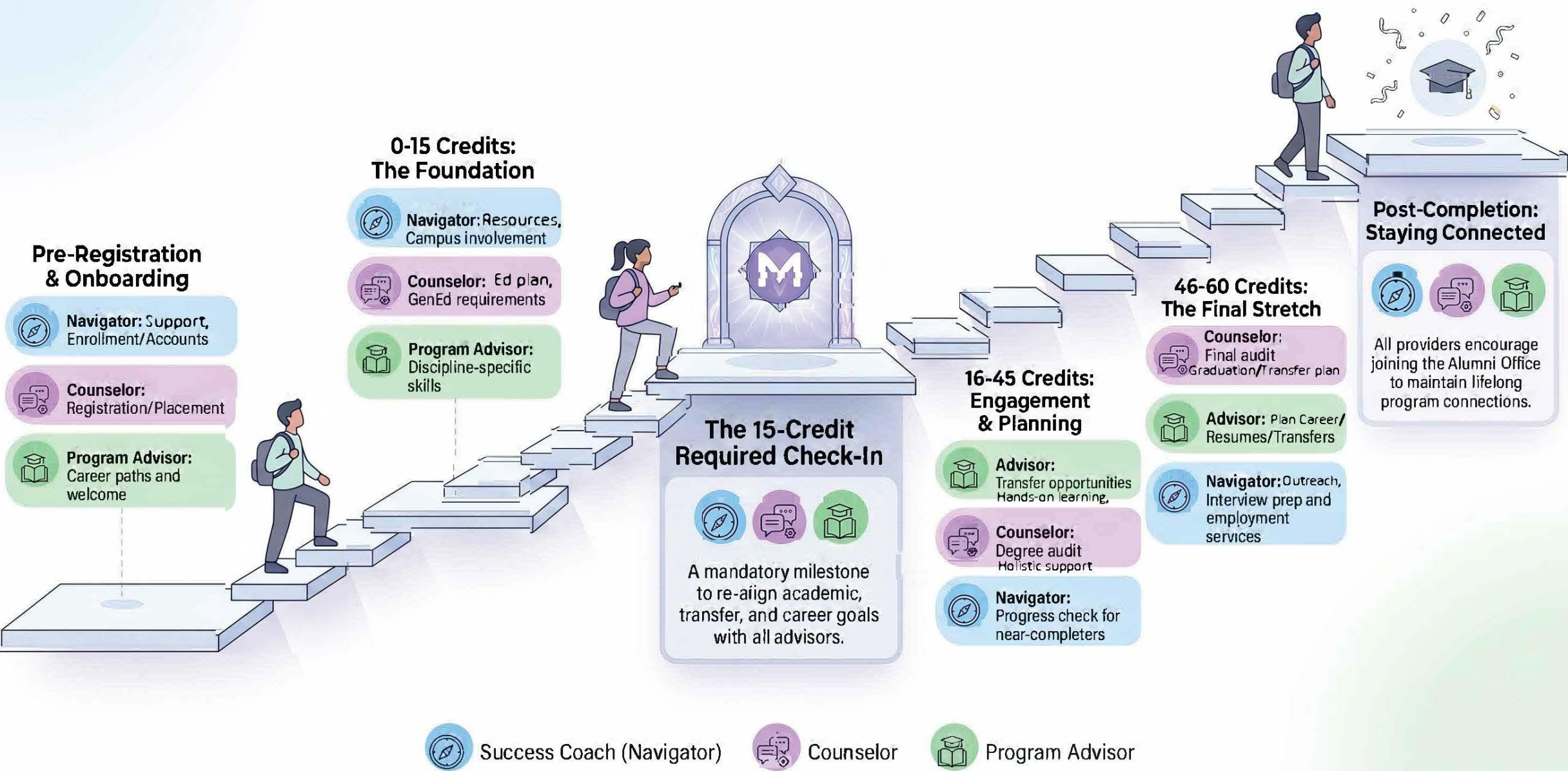
Recognized for what they bring, not just what they need to need to fix.



Ongoing Relationships

Regular check-ins that build continuity and trust across their college career.

Stepping Toward Success: Your Montgomery College Advising Journey



Impact on Student Success

Why It Matters

Holistic advising isn't just a philosophy — it produces measurable outcomes. When advising is relational, proactive, and coordinated, students are more likely to persist, succeed, and complete.

This directly supports MC's Strategic Plan and student success priorities.



- Improves persistence and completion rates
- Reduces barriers, confusion, and duplication duplication
- Strengthens student belonging and engagement
- Ensures no student "falls through the cracks" cracks"



UNIFYING STUDENT SUPPORT: USING STARFISH TO SUPPORT COORDINATED CARE AND COLLABORATION

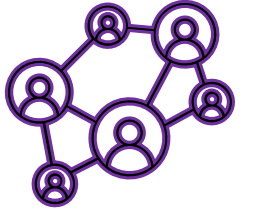
JULIE LEVINSON

STUDENT SUCCESS TECHNOLOGY DIRECTOR



montgomerycollege.edu/starfish

ONE HUB, ONE TEAM



*To reach our strategic goals of access, completion,
and post-completion success:*

We need shared visibility and awareness, shared follow-through, and in some instances, shared responsibility for support.

That's the power of Starfish.

Starfish is more than a tool.
It's a hub for sharing responsibility for student success.

ROLE OF ALL FACULTY:

- Faculty play a key role in holistic advising, particularly in the deployment of early alerts, flags, referrals, to-dos, and kudos.
- They will require training in Starfish tools as well as clear understanding of who students should contact regarding specific topics and at key milestones.



STARFISH IS ROLE BASED



- Not everyone sees the same things!
 - What you can see and do depends on your role.
-

- **Instructional Faculty can:**

- View basic student info
- Raise flags or kudos and make referrals
- Fill out progress surveys
- Manage office hours or appointment scheduling

What you see and do depends on your role - and that's by design.

STARFISH - KEY FEATURES

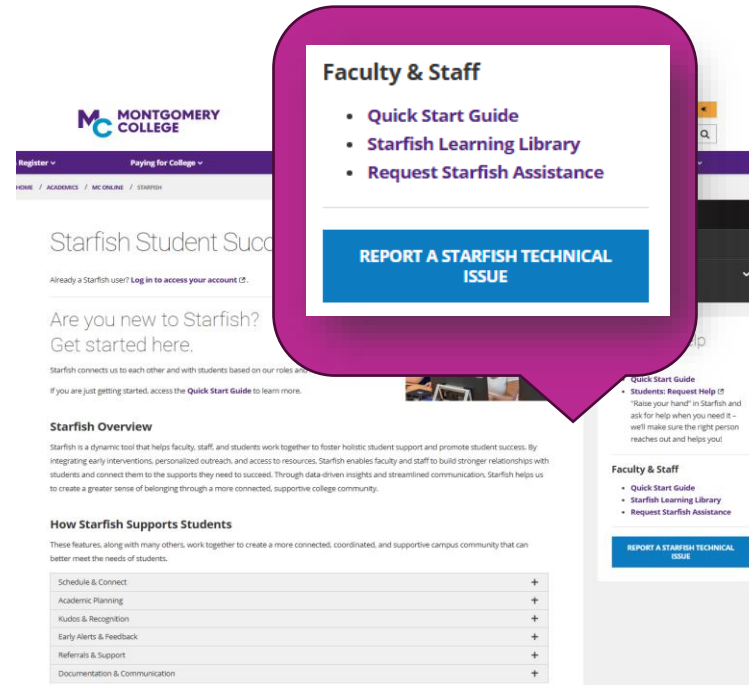
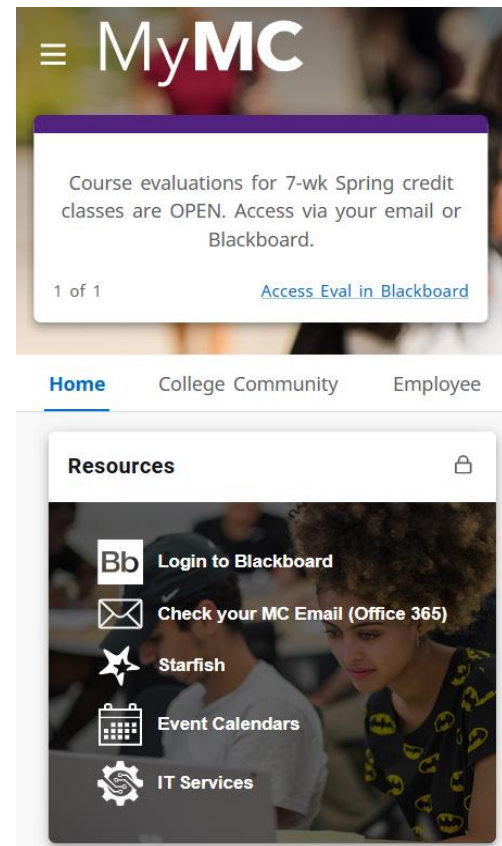
Feature	What it Means for Faculty
Communications Hub	See student support activity in one place.
Early Alert & Outreach	Raise concerns before challenges escalate and recognize student success.
Referral	Connect students with academic and student supports.
Degree Planner	Support academic planning discussions.
Scheduling	Help students connect with other faculty, navigators, program advisors, coaches, tutors, coordinators, counselors and others.

STARFISH BASICS:

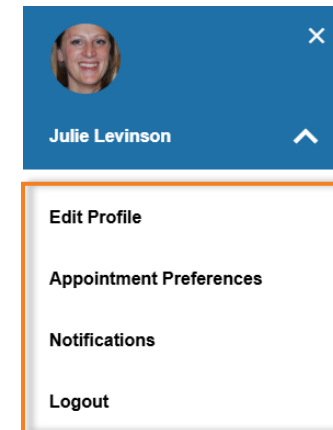
HOW TO LOG IN, WHERE TO START, AND HOW TO GET HELP



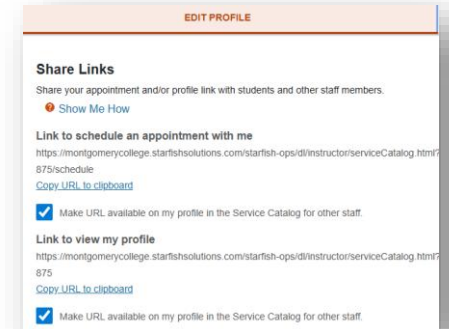
1. Login



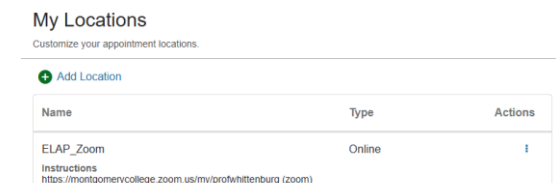
2. Review/Update Your Profile



Create a “Share Link”



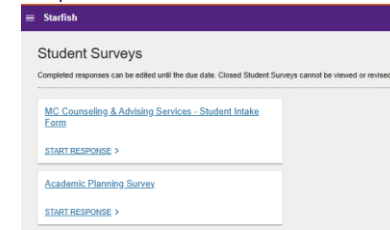
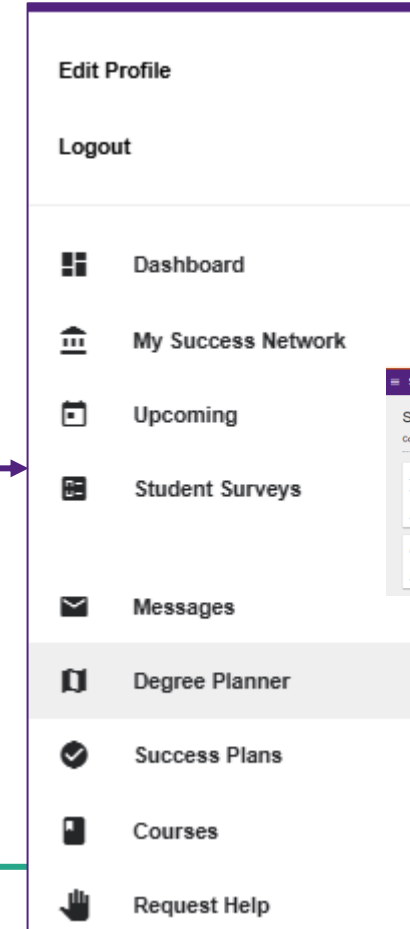
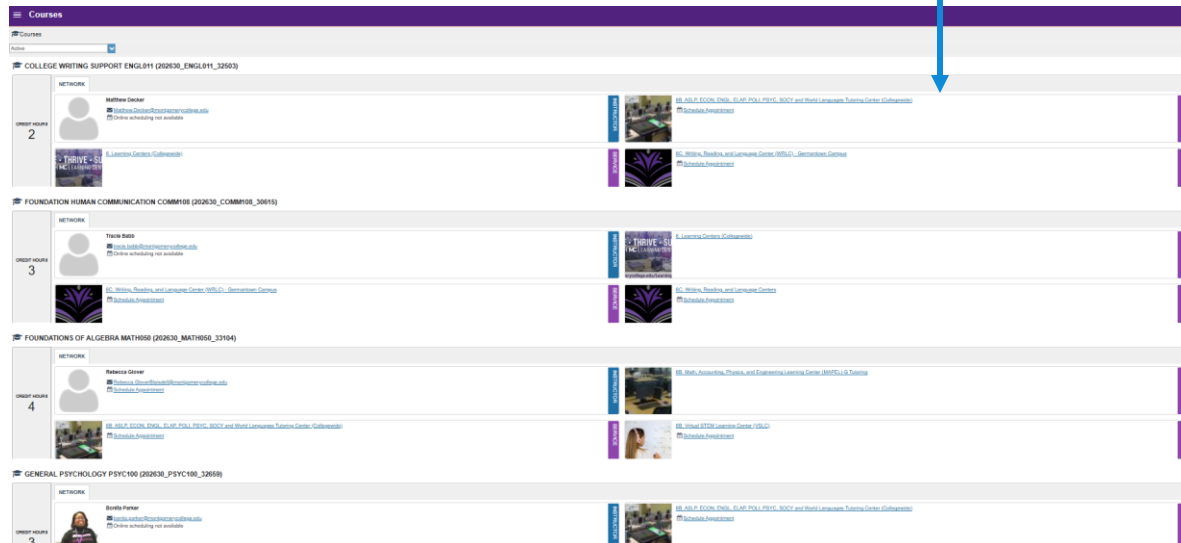
Add, Edit or Delete Locations



MONTGOMERYCOLLEGE.EDU/STARFISH

STUDENT VIEW

- Personalize profile
- Schedule meetings for advising and other supports
- Complete student surveys (e.g., welcome questionnaire)
- View academic plan in Degree Planner
- Request help
- *And more*



My Plans

My GENERAL STUDIES: Social Sciences, Administration, and Health (SSAH Core) AA: 611C Plan

Active

Approved Through Summer 2 2027

GENERAL STUDIES: Social Sciences, Administration, and Health (SSAH Core) AA: 611C Catalog Year 2026

0 of 63 credits completed

Updated: Aug. 26, 2025, 10:58 AM



SELF-SCHEDULE VIA STARFISH

↑ Schedule Appointment

09-07-2021 → 09-09-2021

Filter: All session types ▼

← September 2021 →

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Wednesday, September 08

6 available

☐ 3:00 pm - 3:30 pm 30m



Norma Winffel
Counselor/Professor - Hablo español
*GT-CA_Phone

☐ 3:30 pm - 4:00 pm 30m



Barbara LaPilusa
Counselor/Professor
*GT-CA_Web Conferencing

☐ 3:30 pm - 4:00 pm 30m



Norma Winffel
Counselor/Professor - Hablo español
*GT-CA_Phone

☐ 4:00 pm - 4:30 pm 30m



Sadi Ahmad
(L5) Cadre - Takoma Park/Silver Spring
*TPSS-CA_Web Conferencing

☐ 5:00 pm - 5:30 pm 30m



Sadi Ahmad
(L5) Cadre - Takoma Park/Silver Spring
*TPSS-CA_Web Conferencing

☐ 6:00 pm - 7:00 pm 60m



Comesha Griffin
Part-Time Counselor
TPSS/ Phone

FOUR WAYS WE SHARE INFORMATION TO SUPPORT STUDENTS

This is Starfish's internal vocabulary.

You don't need to memorize it - what matters is that there are multiple ways to share information when it's helpful.

1 Flags

Used to raise concern about students. Defined workflow is essential.

Can be raised by:

- Faculty or staff ("user raised")
- Students ("user raised")
- System Data ("system raised")

2 Kudos

Used to acknowledge positive progress and achievements of students.

Frequently used in these scenarios:

- Inside the classroom
- Staff engagements
- Milestones

3 Referrals

Used to direct a student to make an appointment or visit a particular service on campus, often in response to a Flag or advising session. Defined workflow is essential.

4 To-Dos

Used to direct a student to complete a specific action, sometimes in response to another Tracking Item or as part of a larger workflow and institutional timeline (i.e., registration for graduation).

BRIEF DEMO: COMMUNICATING WITH/ON BEHALF OF YOUR STUDENTS



My Students



Create Note Never Mind Submit

* Note Type

* Date

Subject

* Note

☐ Send copy of note to yourself

☐ Send copy of note to student

* Note Sharing ☒ Shared ☐ Private

Note Permissions: A note type must be selected to determine the sharing permissions for this note.

* Required fields Never Mind Submit

Create Referral for Merin Thomas Never Mind Save

* Referral

Course Context

Comment

Notification Last Reviewed: 9/1/2025

- ACAD SUPPORT_ECEC Learning Center_Internal Use
Referral to East County Education Center Learning Center Sends email to Learning Center Manager - Jeff Chuang | Clear email to Creator Student Does not Receive Any Notification Last Reviewed: 9/1/2025
- ACAD SUPPORT_Learning Centers/Tutoring_Student Use
Referral to Learning Commons Sends Email to Student Only Last Reviewed: 8/15/2025
- ACAD SUPPORT_Library_Student Use
Referral to Library Notification: Email to Student Last Reviewed: 3/15/2026
- ACAD SUPPORT_MAPEL_GT_Internal Use
Referral to Math Accounting Physics Engineering Learning (MAPEL) Center - Germantown Campus Sends email to Learning Commons Director - Elysse Meredith | Clear email to Creator Student Does not Receive Any Notification Last Reviewed: 1/21/2026
- ACAD SUPPORT_Science Learning Center_GT_Internal Use
Referral to Science Learning Center - Germantown Campus Sends email to Learning Commons Director - Elysse Meredith | Clear email to Creator Student Does not Receive Any Notification Last Reviewed: 1/21/2026

Permissions: A track...

* Required fields

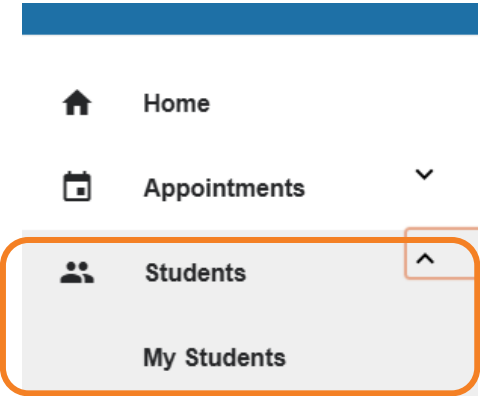
Overview
Info
Success Plans
Degree Planner
Courses
Tracking
Student Surveys
Meetings
Notes
Network

View	Status	Created By
Inbox	Active (Includes Needs Re...	Anyone Me
Item Name	Status	Created
ACAD SUPPORT_Library_Student Use	Active	Today by Levinson, Julie
Journal		
Today Levinson, Julie		
Create Comment Need help with research or an assignment? Montgomery College librarians can help you find sources, use library databases, and get started on your research. Get help by text, chat, email, phone, or research appointment: Ask Us - Get Help from MC Library		

Tip: Use Ctrl-F to search by keyword

counseling| 1/2 ^ v funnel X

BRIEF DEMO: FINDING STUDENTS ENROLLED IN YOUR SECTIONS



The screenshot shows the Starfish application interface. At the top, there is a blue header bar with the Starfish logo on the left and a search bar on the right labeled "Search for Students". Below the header, there is a navigation bar with several tabs: "MY STUDENTS" (highlighted with a purple box), "TRACKING", "STUDENT SURVEYS", "ATTENDANCE", and "PROGRESS SURVEYS". The "MY STUDENTS" tab is active, displaying the "My Students" page. The page has a toolbar with icons for Flag, Referral, To-Do, Kudos, Success Plan, Message, Note, Download, and Prospective Student. Below the toolbar, there is a search bar labeled "Search" with the placeholder text "Student Name, Username, or ID". To the right of the search bar, there are dropdown menus for "Connection" (set to "INTRO TO COLLEGE WRITING ENGL101"), "Term" (set to "Spring 2025"), and "Cohort". An "Additional Filters" button is also present. The main content area displays a table of students. The table has columns for "Name", "Phone", and "Cell Phone". The "Name" column is sorted by "Name" (indicated by an upward arrow). The table lists several students, including Edl M2116, Garr M21181, Hal M2116, and Sos M2118. An orange box highlights the "Connection" dropdown menu, which is open and shows a list of sections: "All My Students", "Professor", "COLLEGE WRITING SUPPORT ENGL011", "CRITICAL READ/WRITE/RESEARCH ENGL102", and "INTRO TO COLLEGE WRITING ENGL101".

Name	Phone	Cell Phone
Edl M2116		(301) 5
Garr M21181		(301) 7
Hal M2116		(240) 28
Sos M2118		(240) 7

ADVISING DAY = OCT. 20, 2026

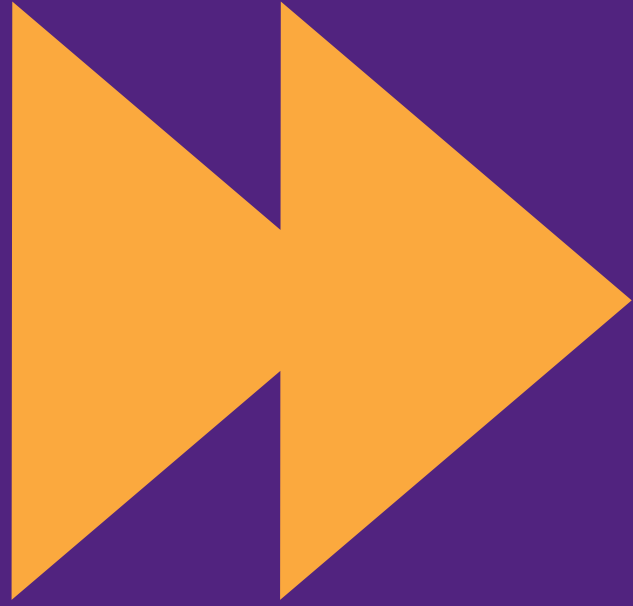
NON-INSTRUCTIONAL DUTY DAY

- No classes held
- In-person professional development
- Focus on academic advising —

Everyone plays a key role in
student success!



**QUESTIONS?
COMMENTS?**





**MONTGOMERY
COLLEGE**

EXCEPTIONAL EDUCATION
EXTRAORDINARY OUTCOMES

