Advisors, Faculty, and Librarians: Collaborating for Student Success

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Rasmussen College

• 23 campuses across 6 states
• ~15,000 students
• Certificate through Bachelor programs (MSN coming 2017)
• Area of study ranges from Business, Design, Education, Health Sciences, Justice Studies, Nursing, and Technology
Overview

Library and Learning Services

• Campus support to programmatic support

Advisors

• One stop point of contact for students
Review of Literature

Rasmussen College’s one stop service model

One Stop Shop

Learning Commons

Advisor
Campus-based support model

- StudentAdvisor
- Faculty
- Career Services
- Learning Center
- Library
- Financial Aid
Support + Model

[Diagram showing a map of the United States with markers indicating campuses and distance students, connected by lines.]

- **Campus**
- **Distance Student**
Programmatic one-stop support
Library and Learning Services

- Digital Services
- Health Sciences
- Justice Studies
- General Education
- Nursing
- Education
- Business
Library and Learning Services (LLS) Student Support

Student has a question/needs support

Student self-helps
Level One Support
Answers FAQ
Online Guides
Webinars

Student needs additional support, asks faculty/advisor or seeks help through:
Level Two Support
Tutoring
Live Chat with a Librarian

If student needs additional support, they reconnect with faculty or advisor
Level Three Support
Advisor or faculty connects with LLS
Collaborating for Student Success

Librarian

Faculty

Student

Advisor
Collaborating for Student Success
Collaborating for Student Success
Collaborating for Student Success
Results: Increased Resource Usage

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Student Experience

Better Supported Faculty and Advisors

Streamlined Communication

Student Experience
Challenges

Advisors
• Time and training
• Confident conversations

LLS
• Generalist vs. Specialist
• Virtual communication
• Feedback loop
Next Steps

- Proactive vs. Reactive culture
- Continued collaboration and feedback
- Continuous education and reflection

Image credit: School of Thinking
Story of 52 Card Pick Up

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Questions?

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