

Leading the Charge to Develop an Assessment Plan for Academic Advising

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Because we don't reinvent the wheel – we take turns driving...



Covered in this session

• You will:

- Learn NACADA evaluation and assessment terminology
- Connect mission, vision, goals, and outcomes to developing an assessment plan
- Understand the assessment cycle
- Identify measures associated with *Advising* assessment
- Understand the mapping process of outcomes



“Assessment is a process that focuses on student learning, a process that involves reviewing and reflecting on practice as academics have always done, but in a more planned and careful way.”

(Ewell, 2000)

“Assessment is an on-going process of collecting information that is aimed at understanding and improving student learning and personal development.”

(Angelo, 1995)

“Assessment is the process through which we gather evidence about the claims we are making with regard to student learning and the process/delivery of academic advising in order to inform and support improvement.”

(Campbell, 2008)



Assessment Defined

(What it is)

- Process
- Systematic/planned
- Focused on:

Student Learning

What we like to call “evidence”

Assessment Defined

(what it's not...)

- Evaluation
- Focused on individuals
- Snapshots
- Complete

Cycle of Assessment



Peggy Meek
Assessing For Learning, 2004

***But First: Activity One

- *Identify stakeholders*

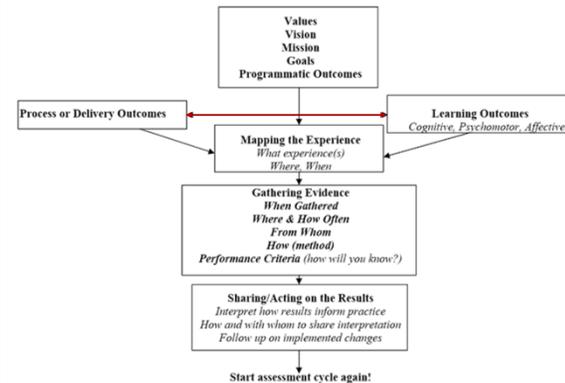
Who will you invite to the table?

Who will you invite to the table?

Key Terms

- Vision
- Mission
- Goals
- Outcomes:
 - Student Learning Outcomes (SLO's)
 - Programmatic Outcomes

Flowchart of Assessment in Academic Advising



Mapping

- ...the process of determining when, where, and how the outcomes for advising will be accomplished over the students' academic careers.
 - What should be learned:
 - Where/When it should be learned:
 - How should be learned:

Mapping (cont.)

Example:

- What: Student will know the components of the institution's General Education requirements
- Where/When: Prior to first year (orientation); by end of first year (via advising sessions); by end of first year (via reading)
- How: Orientation sessions, advising sessions, personal reading of catalog or curriculum guide

Activity Two

- Map an SLO...
 - What
 - Where/When
 - How

How will I know?

- What is the evidence that the SLO has been achieved?
- What is the evidence that the method for delivery is sound?
- Measures:
 - Use multiple measures
 - ACT Survey of Academic Advising
 - Noel-Levitz Student Satisfaction Inventory (SSI)
 - Winston and Sandor's Academic Advising Inventory (AAI)
 - Institutional Data
 - Connect the dots and look for gaps

Student Surveys not satisfaction surveys

- There is often a difference between an advisee receiving good, effective academic advising and being satisfied with the advising process.
- Negative information exchanged during the session
- Student “desires” for the advising session (informational, relational)
- Not customer service – Students are not our customers, **they are our product!**

A&S Appointment Feedback

Workshop Attendance

Arts & Sciences Advisement Workshops are designed to ensure basic skills and knowledge for student success is imparted. Each workshop is designed to attend to the needs of the specific level of students attending. Please assist us in making sure we are teaching you these skills and knowledge adequately.

After attending this workshop, how many of the following do you know?

(Check all that apply)

- How to run a LoboTrax degree audit
- How to build an efficient schedule with courses that apply to your degree
- How to map out requirements over multiple semesters
- Which courses are required for admission to A&S based on your major
- How to effectively project a realistic graduation date and courses required to do so
- How to apply for graduation
- What campus resources will assist you now
- What campus resources will help prepare for life after college

To what extent did this workshop inform you of additional support services and resources that can enhance your educational experience?

Nothing was mentioned Some information was given Some relevant information was given Several new services were presented

After attending this workshop, will you be more inclined to make future appointments with your advisor?

Yes

No

Was there any information covered in the workshop that was unclear to you?

No

Yes

Are you a new freshman or new transfer student?

New freshman

New transfer (not a freshman)

Thank you for taking the time to answer our short survey. If you would like to provide any additional feedback please email aaadvise@unm.edu with a subject line of Survey Feedback and one of our management team members will reply.

[Next](#)

A&S Appointment Feedback

Walk in session

Walk in sessions serve the student population with either quick questions or someone with an acute need. They can be limited in time and scope. You may have had to wait quite a while for your 15 minutes with your advisor.

How long did you have to wait from signing in to seeing your advisor?

Under 15 minutes
 15 - 30 minutes
 30 minutes to an hour
 More than one hour

Which Advisor did you meet with today?

Aaron Russell Aida Hussein Cameron Langner Crystle Collier
 Farah Nousehen Jennifer Serrano Karen Magris Kate Merril
 Keelan O'Riley Krista Navarrette Megan Eding Meghan Lippert
 Miquela Ortiz Monka Honeysettewa Nicole Lovato Ragnia Puffa
 Rubi Quintana Russell Friedman Sage Flynn Simón-Felice Guamballa
 Valerie Maestas Victoria Lobato I didn't catch the name...

What issue arose that brought you in for a walk in today?

I had a quick question
 I needed an override
 Something urgent came up
 I couldn't make any other times
 My advisor's calendar was full for the next two weeks
 Other: _____

Was your Advisor responsive to your needs?

Not at all Somewhat Mostly Adequately Absolutely

Did you require a follow up appointment or workshop?

Yes
 No

We appreciate your time. Please email asadvice@unm.edu for any questions, concerns, or additional feedback you may have about your advisement experience.

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A&S Appointment Feedback

One on one appointment

Advising, as you know, is a partnership between Advisor and Student. The following questions will inform us if there are ways to improve the advising experience and optimize the time spent in session.

Which Advisor did you meet with today?

Aaron Russell Aida Hussein Cameron Langner Crystle Collier
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 Valerie Maestas Victoria Lobato I didn't catch the name...

How prepared were you for your advisement session today and how did you prepare?

Very prepared Somewhat prepared Unprepared N/A

Please articulate what you learned during the appointment today:
 (Check all that apply)

A greater understanding of the required coursework aligned with your degree program
 An efficient measurement of your educational progress and goals
 An accurate timeline of your expected graduation date
 Strategies/resources to improve your academic status
 Strategies/resources to enhance your educational experience
 Other: _____

Did you have enough time within your advisement session to have your questions adequately addressed?

If no please let us know what is unclear or remains unanswered.

Yes
 No

Did this visit allow for you and your advisor to establish greater rapport?

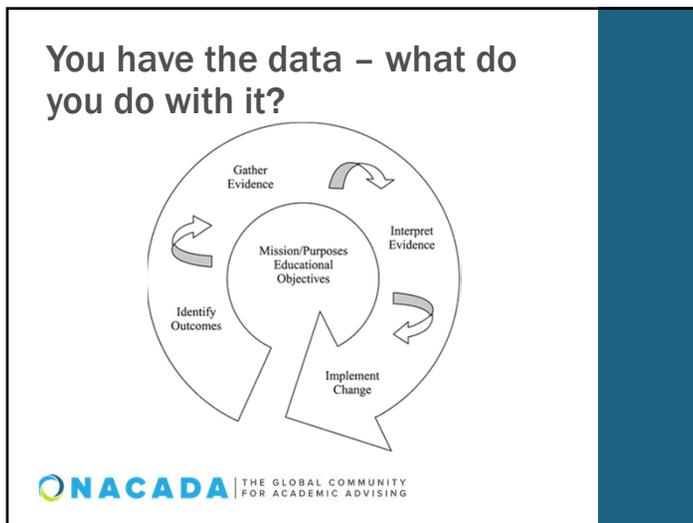
If not - please let us know why?

Yes No

How often do you meet with your advisor?

Once a semester
 Once a year
 Rarely
 I haven't have a hold
 Never

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Sharing and acting on the results

- Interpret results regarding how they inform the advising process/delivery, student learning, and decision-making
- Determine with whom and how the results are reported
- Decide how you will implement changes based on the results
- **START AGAIN!**

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Results will inform decision making

- Develop/Revise pedagogy or curriculum
- Design more effective programming
- Develop/Revise of advisor training
- Shape institutional decision making, planning, resource allocation

Tips

- Remember to connect the student and the program
- Start small
- Set goals and a timeline
- Keep talking about the results

Activity Three

- Answer these questions:
- Where are you in the Assessment process?
- What will your next step be?
- What support do you need?

WE NEED TO HEAR FROM YOU!

Share your opinion on this session with one simple click from any of the event's web pages:



Resources

- [Assessment Institute – next year...](#)
- [Guide to Assessment in Academic Advising, 2nd ed.](#)

Commission:

<http://www.nacada.ksu.edu/Community/Commission-Interest-Groups/Administration-of-Advising/Assessment-of-Advising-Commission.aspx>

- [Clearinghouse:](#)

<https://www.nacada.ksu.edu/Resources/Clearinghouse/Assessment.aspx>

CAS Standards:

<http://www.nacada.ksu.edu/Resources/Clearinghouse/View-Articles/CAS-Advising-Standards.aspx>

