Figure 3 – Robbins' (2009a, 2011) Assessment Matrices for process/delivery and student learning outcomes in academic advising

Assessment of Delivery/Process Outcomes in Academic Advising
"How Effectively Was The Information Delivered?" "How Did The Advisor Perform?"
"What Processes Were Involved in the Advising Session?"

Institutional Mission Statement	Local Mission Statement	Specific Goal or Objective	Specific Advising Delivery/Process Outcome	Opportunities for Process to Occur	When or by When Process Occurs	Outcome Measures	Minimum Performance Criteria of Success	Data Instruments	Actions Based on Data

Assessment of Student Learning Outcomes in Academic Advising
"What Has The Student Learned as a Result of the Advising Interaction?"
(Cognitive, Behavioral, Affective Learning)

Institutional Mission Statement	Local Mission Statement	Specific Goal or Objective	Specific Student Learning Outcome	Opportunities for Learning to Occur	When or by When Learning Occurs	Outcome Measures	Minimum Performance Criteria of Success	Data Instruments	Actions Based on Data