

School of Education & Behavioral Sciences (SEBS), Academic Advising
Spring Semester 2020

Academic and Student Support Assessment

Details about the Academic or Student Support Area

Prepared on:	9/24/2020
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Type of Services Offered	Academic Support – Professional Advisor(s)
For which campus are these assessments being submitted? A separate assessment report is needed for each location a program is offered.	Macon and Cochran
Approximately how many students were served in this center/area this year?	1200

Data and Reporting of Student Learning

SLO 1

SLO 1: What is the first student learning outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)	Newly admitted students will be contacted by an advisor within the first 48 hours of being admitted.
SLO 1: What instrument was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. exam, assignment with rubric, speech, demonstration of ability, lab assignment)	Advisors received a new admit list on a daily basis (Cumulative Admitted Students, wcs225c report) and were expected to contact the students in their case load within 48 hours. Kept a daily report of who was contacted and date contacted.
SLO 1: What level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 70%, an average of meets on the rubric, 3 of 5 correct).	80% of newly admitted students will be advised within the first 48 hours of being admitted (Cumulative Admitted Students, wcs225c report).
SLO 1: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)	55%
Evidence of changes based on an analysis of the results: What changes were implemented based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)	This is the first year that Academic Advising has been de-centralized and returned to the Schools. As a result, there is no past analysis of a previous initiative.

SLO 2

SLO 2: What is the second student learning outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)	Students in learning support courses are now advised by individual school advisors. Advisors need to make sure that students are successful in their required support class(es) before moving forward with their next class sequence.
SLO 2: What instrument was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. exam, assignment with rubric, speech, demonstration of ability, lab assignment)	Banner Data
SLO 2: What level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 70%, an average of meets on the rubric, 3 of 5 correct).	80% of students who successfully passed learning support classes and placed in the appropriate next level courses. Also looking at students who were not successful in learning support classes and were re-enrolled correctly. Semester will run Fall to Spring.
SLO 2: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)	95
Evidence of changes based on an analysis of the results: What changes were implemented based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)	This is the first year that Academic Advising has been de-centralized and returned to the Schools. As a result, there is no past analysis of a previous initiative.

SLO 3

SLO 3: What is the third student learning outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)	Clean up BANNER advisor data so that advisors assigned to students are accurate and up to date. Also assigning mentors.
SLO 3: What instrument was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. exam, assignment with rubric, speech, demonstration of ability, lab assignment)	BANNER data - from the daily "Currently Enrolled Students waa093c report."
SLO 3: What level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 70%, an average of meets on the rubric, 3 of 5 correct).	90%
SLO 3: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)	100
Evidence of changes based on an analysis of the results: What changes were implemented based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)	This is the first year that Academic Advising has been de-centralized and returned to the Schools. As a result, there is no past analysis of a previous initiative.

SLO 4

<p>SLO 4: What is the fourth student learning outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)</p>	<p>Customer Service:</p> <ol style="list-style-type: none">1. Making sure that advisors are meeting with students2. Making sure that advisors are being resourceful in their meetings with the students3. Making sure that advisors are giving correct and professional advice to the student
<p>SLO 4: What instrument was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. exam, assignment with rubric, speech, demonstration of ability, lab assignment)</p>	<p>Professional Advisor Survey</p>
<p>SLO 4: What level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 70%, an average of meets on the rubric, 3 of 5 correct).</p>	<p>Average score of 3.5 from the 8 dimensions on the survey (scale ranges 1 to 5).</p>
<p>SLO 4: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)</p>	<p>Average for advising survey questions 4 through 7: 4.3, 4.1, 4.1, 4.2 (n=82)</p>
<p>Evidence of changes based on an analysis of the results: What changes were implemented based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)</p>	<p>This is the first year that Academic Advising has been de-centralized and returned to the Schools. As a result, there is no past analysis of a previous initiative.</p>

Additional Assessment Information

Additional Assessment Open Text Comment Box	This is the first year that Academic Advising has been de-centralized and returned to the Schools. As a result, there is no past analysis of a previous initiative.
If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	All professional advisors were moved online and tele-worked starting in mid-March 2020, a move which presented some challenges with technology in particular, but our advisors persevered and did a very good job of student outreach.

