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Assessment Plan Summary Department: SAM Center

Sam Houston State University

President, Office of

Academic Affairs, Division of

SAM Center

Academic Advising

Goal Description

The SAM Center will actively promote undergraduate student's awareness of university rules & regulations, degree specifics, and course requirements to the benefit of the students and the university.

Related Items/Elements

Advising - Promote Access to Advising Services

Performance Objective Description

Students pay a fee for advising services at SHSU. As such, they should have access to quality advising.

Advising - Distance & Online Services

KPI Description

Students are enrolling in online and distance learning courses in record numbers; as such, advisors must adapt to provide services to these students. The SAM Center will research methods by which these students may be helped thereby lessening the gap that exists between traditional face-to-face advising and non-traditional advising.

SAdvising - Distance & Online Services Action

Action Description

The SAM Center should pilot an online advising process during the 2017-2018 academic year.

Natural Advising - Provide A Positive And Informative Advising Experience

Performance Objective Description

The entire point of advising is to support students in a healthy environment that allows them to leave the session feeling positive about their experience and being informed of the necessary activities necessary for academic progression.

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KPI Description

An advising feedback survey was created to provide a simple method of gathering

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students' feedback concerning their experiences with advising at the SAM Center.

A hardcopy of the survey was handed to students when they checked in for their advising sessions with the instructions to fill it out after the session and then to drop it in the survey response box at the exit.

Last academic year's (15-16) was the first year the response rate was tracked, so it will serve as the baseline for this year's (16-17) assessment cycle. A such, the goal for the 16-17 academic year is to increase the response rate by 5% by stressing to the advisees the importance of their feedback and comments.



Results Description

The table below indicates the baseline data (15-16 academic year) and the current assessment data (16-17 academic year).

Term	# of Surveys Returned	# of Advising Sessions	Response Rate*
Fall 2015	4,192	11,803	35.50%
Fall 2016	285	13,242	2.15%
% Change	-93.20%	12.19%	-93.94%
Spring 2016**	2,982	22,081	13.50%
Spring 2017	962	22,149	4.34%
% Change	-67.74%	0.31%	67.85%
15-16 Academic	7,174	33,884	32.20%
Year			
16-17 Academic	1,247	35,391	3.52%
Year			
% Change	-82.62%	4.45%	-89.07%

Data was gathered from the ADVS report in Banner, and represents all advising sessions conducted in the SAM Center in the Fall (August-December) and Spring (January-May) regardless of type of advising session or semester of intended coursework (spring, summer, or fall).

🔊 🎜 Advising - Feedback Survey Response Rate Action

Action Description

Upon visual inspection of the data, it is evident that the intended boost to retention did not occur.

Upon investigation, it was discovered that surveys were either not handed out at

^{*}Response Rate = # of Surveys Returned / # of Advising Sessions

^{**}Spring 2016 advising totals were adjusted to reflect the new calculation of advising totals.

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all or only a handful were dispersed to the advisees during 6 months of the 10 month assessment period (August-December and January-May). To say the least, this is an issue.

Student workers, whose responsibility it is to hand these paper surveys out, were counseled regarding the importance of the surveys.

Moreover, this has broached a different subject regarding a more effective way to seek advisee feedback. For 2017-2018, the SAM Center will look into digital modes of survey tracking, hopefully using technology that already exists on campus to lessen the financial impact on the department.

🐌 🖺 Advising - Students' Perception of Academic Advising

KPI Description

A new advising survey was created to provide a simplified method of gathering students' feedback concerning their experiences with advising at the SAM Center.

A hardcopy of the survey was handed to students prior to their advising sessions with the instructions to fill it out after the session and then to drop it in the survey response box at the exit.

The survey consists of basic demographic information, a checklist for reasons for advising, a comments section, and four 5-point Likert-style questions concerning the students' perceptions of the advising session:

- 1. The advisor was knowledgeable.
- 2. The advisor explained my degree plan and requirements.
- 3. The advisor answered my questions.
- 4. I am satisfied with my advising session.

As this survey had never been used, no baseline existed for comparison; as such, the 2015-2016 will become the baseline for next year's assessment.



Results Description

There are two ways in which student perceptions regarding their advisement can be viewed through this metric. First is the average rating for each of the 4 items (e.g., Strongly Agree = 5, Strongly Disagree = 1), which is below: