

Student Affairs
Departmental Goals and Assessment Plans 2016 – 2017

Department Name: Academic and Career Advising

Departmental Goals for 2016-2017

1. Adopt Starfish and build its use into regular business practice. Identify, process and implement case management for Math 0980 and Promise students. (Based on report dated 10/26/16):

Renee Mixco, Program Advisor, implemented the Math 0980 Starfish pilot. During the case management process, she cleared 95 flags of 3000 total students.

- There were three contact points with students: two emails and one phone call.
- One comment was generated on Starfish to close the loop of outreach efforts. The note documented contacts with other staff or faculty.
- The average time spent on Starfish project was five hours per week.

2. Register front desk staff into two customer service training sessions:

UDEMY online training on customer service and security, and Group training on Friday, March 3rd from 2 to 4:30 p.m. in TB 322 D-F.

3. Hire Assistant Director for General Advising, Career Exploration and Academic Standards. Provide training and orientation:

On December 1st, 2016, Advising welcomed Mrs. Jill Hoffmann-Cox as the Assistant Director for Academic and Career Advising. She was approved early retirement and left the College by June 2017.

4. Contribute to the design and implementation of the Advising Council:

Supported the Council with six staff members.

Project Title: 2016-2017 Increase number of students receiving intervention when on Academic Standards

Strategic Goal:

Increase Student Completion

Methodology:

Students on Warning (P1), Conditional Enrollment (P2) and Probation (P3) in Fall Semester 2016 will receive a phone call from Academic Advising. The students will be asked to meet with an advisor and identify goals and action plan to improve their GPA.

- The best time to talk with students about challenges to, and strategies for, their success is when the advisor has them on the phone, otherwise, the opportunity for further intervention during an appointment is reduced by 7.5 times.

Due to VP Office August 15th

- A larger number of students (24%) had their phone disconnected, unknown, or wrong.
- There should be extra effort made to reach students in person. More than half of participants in this study were reached through voice message.

Results/Findings:

Academic Standards Level	Total Calls (students)	LVM	Wrong or unknown number	Met the student by phone	Scheduled appointment	Students Attended appointment	Overall outreach & intervention
P1	631	297 or 47%	168 or 27%	166 or 26%	86 or 52%	25 or 29%	3.9%
P2	307	147 or 48%	87 or 28%	73 or 24%	30 or 41%	9 or 30%	2.9%
P3	323	194 or 60%	53 or 16%	76 or 24%	15 or 20%	8 or 53%	2.5%
Overall	1,261	638 or 51%	308 or 24%	315 or 25%	131 or 10%	42 or 3%	3%

Tracking of students on Academic Standards 2016-2017. Data provided by Scott Wakefield, Academic Advisor, Academic Standards team leader.

Actions Taken:

- The academic advisor team leader for Academic Standards will request all advisors to ask students to update their address before they release a registration hold.
- Student calls will be followed by an email or letter with additional information as needed for each case.
- With the implementation of StarFish, My Success, communication with the students will be improved.

2016-2017 Academic Advising intervention with SAT prospective and new students

Strategic Goal Achieve Equity in Student Participation_____

Methodology :

Admissions and Academic Advising will collect information about:

- How many individuals were able to enroll in their desired program of study based on their TABE results.
- How many students retook the TABE in order to enroll in their desired program of study
- How many students chose a different program of study based on their TABE results
- How many students did not enroll in SATTs due to their TABE.

Due to VP Office August 15th

For each one of these populations, Advising will identify if the students attended a meeting with an Academic Advisor by using records from AdvisorTrac.

Results/Findings:

- 26.3 percent of students who met the TABE score requirement to enroll in any SAT program did not complete their registration process. Why? Further data need to be collected and analyzed because the percentage represents a high attrition of students from the very beginning of their application process. Did they find alternatives for their education or training?
- The TABE scores do not lead the students' decision in what vocational training to pursue.
- Overall, 35 percent of students tested did not continue their enrollment at SLCC.
- 81% of the SAT applicants met with an advisor.

Actions Taken:

- The Assistant Director, Verl Long and SAT advisors will discuss the results and actions.