Annual Assessment Report
EXECUTIVE SUMMARY

Unit name: Student Advising Services   **Assessment year**: 2019-20

Mission
The mission of Student Advising Services is to provide academic advisement to every student at each point on their path from admission to graduation, to enhance their college experience, support their educational development, and contribute to their professional growth.

Assessment results by goal and objectives

Goal 1: Provide academic guidance, navigate administrative processes, policies and protocols
Supporting Strategic Plan goal:
      1- Build Student Access and Success
      3- Enrich the students' experience.
      4– Build Inclusive Community to Achieve the College Mission

   Objective/outcome 1.1. When meeting with advisors students will: 1) be better equipped to produce proper appeal documentation
     Measures:
- Student satisfaction survey.

     Overview of findings or outcomes:
- Due to low participation of students in the workshop the survey was not administered.

     Overview of recommendations and next steps:
- More attention to advertisement and recruitment of students is required.

   Objective/outcome 1.2: Advance students learning on skill sets to improve personal and professional development
     Measures:
- Results of skills survey

     Overview of findings or outcomes:
- Due to the Director on maternity leave, the oversight of the series was the responsibility of the committee. The survey measured satisfaction as opposed to skills. In addition, due to COVID, we are unable to retrieve the data of two workshops. Nonetheless, all the available data were combined, with the understanding that the report includes only partial data. Of the information received - 67% of the students were satisfied with the workshop and materials (see Appendix B for details).

     Overview of recommendations and next steps:
- Due to COVID-19, the workshops are on hold until we resume stable practices. However, we plan on assessing student comprehension of the workshops material (SLO) in the future.

Goal 2: Inform students about their options regarding curriculum, degree planning, graduation requirements and campus resources
Supporting Strategic Plan goal:
      1- Build Student Access and Success
      2-Strengthen Learning for Students - and for Faculty, Staff and the College

Objective/outcome 2.1 Students will be introduced to the pre-clinical based program requirements and deadlines for admission to the clinical phase.

Measures:
- Survey results assessing the level of understanding of candidacy requirements/deadlines and path to graduation.

Overview of findings or outcomes
- This is the first time the events were held. The event targeted first time freshman and transfer students. 4 Health Science Orientation Events were held to disseminate information about degree planning to pre-clinical and non- clinical Allied Health Students. 174 students confirmed their attendance; of those 147 students attended the events. They met with faculty, staff and professional advisors. The curriculum was presented, and all non-clinical students were introduced to their Degree maps. All students had an opportunity to participate in small group discussions with faculty, advisors and staff as well as register or adjust their registration for Spring 2020. (appendix B)

Overview of recommendations and next steps:
- The students who attended the Orientation in Fall 2019 were NEW (incoming) students for Spring 2020. Comparison to the prior year are not possible since this is the first time, we were hosting this type of an event. We also learned that most students were satisfied with their experience and left feeling confident about the major they have chosen. Due to Covid-19 we will need to re-design the events.

Goal 3: Increase student enrollment by improving students' registration processes
Supporting Strategic Plan goal:
> **1 -** Build Student Access and Success.
> **3-** Enrich the students' experience.

Objective/outcome 3.1: Institute the Pro-active Registration (PAR) for new(incoming) students
Measures:
- Conversion rates from PAR1 (proactively registered) to PAR2 (student accepted the registration).

Overview of findings or outcomes:
- Spring 2020 PAR process was delayed due to changes in testing. We piloted the process with 378 PAR eligible students, of those we were able to register 190 students (50.8%) and 167 accepted the registration (87.9%)

Overview of recommendations and next steps
- This was a pilot process for New Student cohort. We learned that the proactive registration process is successful, however some students could not be proactively registered due to various holds and required additional outreach. The PAR process has a start and an end date (deadlines)- giving students time to accept their registration and engage with an advisor. Next steps will include a more transparent communication process – on the student's VIP page and a more robust campaign to accept the registration and to engage with the advisor or registration lab. (Appendix C)

Objective/outcome 3.2: Institute the Pro-active Registration (PAR) for continuing students
Measures:
- Conversion rates from PAR1 (proactively registered) to PAR2 (student accepted the registration).

Overview of findings or outcomes:
- This was the second semester in which PAR was implemented. Slight modification of the selected group criteria was made which led to higher conversion rates from 61% to 73%.

Overview of recommendations and next steps
- The plan was to continue the process as outlined from previous semesters, however due to COVID-19 the process changed thus extended it to the entire college population. Goal is to maintain same target of 75% moving forward despite the increase in student population.

Overall summary

Our main goals are to advance students learning on skill sets to improve personal and professional development, inform students of their options regarding curriculum, degree planning, degree maps and to increase the student enrollment yielded successful results. Therefore, the office will continue to utilize strategies and initiatives to maintain these services for students. Additionally, despite our efforts in offering workshops for appeals and student skills, much improvement is required in the marketing and assessment of these workshops. Due to Covid-19, we will have to re-design some of our outreach and communication strategies as well as re-design the workshops, information sessions to accommodate all students in the new virtual mode of instruction. With regards to our workshops we needed to pause on offering those sessions until we resume normal practices due to changes in our operations. Lastly PAR has shown considerable reward to our enrollment efforts. Both NSPAR and PAR will continue with the goal to improve retention and recruitment of students.

Appendices
- **Appendix A –Combined post-workshops survey results**
- **Appendix B – Spring 2020 HSO Cohort report**
- **Appendix C – Spring 2020 NSPAR Dashboard**
- **Appendix D – PAR Report Continuing Spring 2019 to Fall 2019 Final**