SUNY Potsdam
Administrative Unit
Assessment Summary Form

Administrative Unit: **Academic Advising**   *Unit Contact Name:* **Alan Hersker**   *Date:* **July 29, 2024**

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PURPOSE
This annual assessment summary form provides the opportunity for units to follow-up on their assessment plans, track progress toward goals, and to highlight actions taken to improve processes and/or efficiencies in functioning that lead to outcomes that benefits students, staff, or the college. These could be process changes or improvements in efficiency, skill level of staff, opportunities for the college, or other aspects over which the unit has a certain amount of control.

SECTION 1: ASSESSMENT PLAN FOLLOW-UP
A key component of the continuous improvement assessment process is regularly following up on your assessment plan. Please review your plan and select one-third of your unit goals, along with related desired outcomes and objectives to report on the progress made. Units should select a goal that has not yet been reported on during the '22-'26 cycle.

Selected Goal
Faculty and professional staff advisors will guide students toward successful completion of their degree program through appropriate academic advising.

Desired Outcomes/Objectives
1. Arts & Sciences
   a. Students meet with their assigned faculty or professional staff advisor at least once per semester, during the semester's advising period, to discuss their progress toward degree completion and plan for future courses.
   b. Students are properly advised about appropriate course selection towards degree completion.
   c. Advising resources and training programs will be assessed and updated/revised as necessary, so faculty and staff advisors have access to appropriate advising resources.
2. SOEPS
   a. Students meet with their assigned faculty or professional staff advisor at least once per semester, during the semester's advising period, to discuss their progress toward degree completion and plan for future courses.
   b. Students are properly advised about appropriate course selection towards degree completion.

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c. Advising resources and training programs will be assessed and updated/revised as necessary, so faculty and staff advisors have access to appropriate advising resources.
3. Crane
    a. Students
        i. will meet with a faculty advisor at least once per semester to discuss their progress toward degree completion and plan for future courses, and
        ii. these meetings will occur during each semester's advising period.
    b. Students will be properly advised about appropriate course selection towards degree completion.
    c. Resources and training:
        i. Faculty advisors will have access to appropriate advising resources and training.
        ii. Students will have access to appropriate advising resources and information.

Related Targets/Measures
1. Arts & Sciences
    a. Students meet with their assigned faculty or professional staff advisor at least once per semester, during the semester's advising period, to discuss their progress toward degree completion and plan for future courses.
        i. A student advisement survey will be administered every other Fall semester. 80% will indicate they met with their Major 1 advisor at least once per semester.
        ii. A review of advising hold data at the end of each registration period will indicate a decrease in the percentage of students with an advising hold when compared year to year.
        iii. A review of Starfish data will indicate that 50% of faculty and professional staff using Starfish report an advising appointment during the semester's advising period.
    b. Students are properly advised about appropriate course selection towards degree completion.
        i. A student advisement survey will be administered every other Fall semester. 80% will indicate they were advised on appropriate courses.
        ii. A degree audit process will be developed to identify students who are not on track to graduate in a timely manner.
    c. Advising resources and training programs will be assessed and updated/revised as necessary, so faculty and staff advisors have access to appropriate advising resources.
        i. A gap analysis of existing resources and resources needed will be conducted annually and necessary revisions made.
        ii. A faculty advisor survey will be administered every other Fall semester. 80% will indicate that they have access to appropriate advising resources and information.
        iii. A student advisement survey will be administered every other Fall semester. 80% will indicate that they have access to appropriate advising resources and information.
2. SOEPS

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a. Students meet with their assigned faculty or professional staff advisor at least once per semester, during the semester's advising period, to discuss their progress toward degree completion and plan for future courses.
      i. A student advisement survey will be administered every other Fall semester. 80% will indicate they met with their Major 1 advisor at least once per semester.
      ii. A review of advising hold data at the end of each registration period will indicate a decrease in the percentage of students with an advising hold when compared year to year.
      iii. A review of Starfish data will indicate that 50% of faculty and professional staff using Starfish report an advising appointment during the semester's advising period.
  b. Students are properly advised about appropriate course selection towards degree completion.
      i. A student advisement survey will be administered every other Fall semester. 80% will indicate they were advised on appropriate courses.
  c. Advising resources and training programs will be assessed and updated/revised as necessary, so faculty and staff advisors have access to appropriate advising resources.
      i. A gap analysis of existing resources and resources needed will be conducted annually and necessary revisions made.
      ii. A faculty advisor survey will be administered every other Fall semester. 80% will indicate that they have access to appropriate advising resources and information.
      iii. A student advisement survey will be administered every other Fall semester. 80% will indicate that they have access to appropriate advising resources and information.
3. Crane
  a. Students will meet with a faculty advisor at least once per semester to discuss their progress toward degree completion and plan for future courses, with a preference that students meet with their assigned faculty advisor during each semester's advising period.
      i. A student advisement survey will be administered every other Fall semester. 80% will indicate that they met with their Major 1 advisor at least once in that semester.
      ii. A review of advising holds at the end of each fall and spring registration period. 90% of the students who are continuing at SUNY Potsdam in the next term will have their advising hold lifted.
      iii. A review of Starfish data will indicate that 50% of faculty and professional staff using Starfish report an advising appointment during the semester's advising period.
  b. Students will be properly advised about appropriate course selection towards degree completion.
      i. A student advisement survey will be administered every other Fall semester. 80% will indicate they were advised on appropriate courses for their degree programs.
      ii. A review of single-major music students (excluding transfer students) who graduate each May will show that at least 85% graduate in four years.
  c. Resources and training: Faculty advisors will have access to appropriate advising resources and training. Students will have access to appropriate advising resources and information.

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Describe the progress made toward the selected goal and the related desired outcomes and objectives. Be sure to include steps taken and any information/data collected and results.

The Advising Working Group (Kristin Jordan, Lisa Stewart, Anna Sorensen, David Heuser) developed and disseminated the campus-wide student advisement survey in Fall 2023. Advising hold data and Starfish appointment data is being collected for analysis and comparison in future cycles. The faculty advisor survey has not yet been developed.

Analysis of the data indicates the following:
1. Most students surveyed report meeting at least once, and once per semester, with an academic advisor at SUNY Potsdam. (Goal 1a)
    a. Of all respondents (N=178), 97% reported meeting at least once with an academic advisor at SUNY Potsdam. The 3% (n=5) who reported not meeting at least once with an advisor at SUNY Potsdam failed to answer any other questions on the survey so no further information can be ascertained from this data. This exceeds our target goal of 80%.
    b. Of the A&S and SOEPS majors (n=141) who responded to the question, "Have you met with your advisor at least once a semester, every semester that you have been a major in Major 1," 93% (n=131) responded affirmatively. Of the 10 students who responded "no," only 2 students indicated that they had never met with their Major 1 advisor. This exceeds our target goal of 80%.
2. Most students surveyed report meeting with their Major 1 advisor in Fall 2023. (Goal 1a)
    a. Of the A&S and SOEPS majors (n=141) who responded to the question, "Did you meet with your Major 1 advisor this semester," 91% responded affirmatively. Of the 9% of respondents who answered "no," only 3 students indicated the reason to be related to a concern with the advisor. This exceeds our target goal of 80%.
    b. Of the Crane majors (n=32) who responded to the question, "Did you meet with your Major 1 advisor this semester," 94% responded affirmatively. Of the 6% of respondents who answered "no," no responses indicated the reason for not meeting to be related to a concern with the advisor. This exceeds our target goal of 80%.
3. Most students across the three colleges report that their advisors provided them with accurate information about course requirements and how recommended courses contribute to their major or overall degree progress. (Goal 1b)
    a. Of the A&S and SOEPS majors (n=129) who responded to the question, "Thinking about the most recent semester, did your advisor give you accurate information about course requirements, prerequisites, and electives," 95% responded affirmatively. Of the A&S and SOEPS majors

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(n=129) who responded to the question, "Thinking about the most recent semester, did your advisor explain how the recommended courses contribute to your major or to your overall graduation requirements," 95% answered affirmatively. This exceeds our target goal of 80%.

    b. Of the Crane majors (n=30) who responded to the question, "Thinking about the most recent semester, did your advisor give you accurate information about course requirements, prerequisites, and electives," 90% responded affirmatively. Of the Crane majors (n=30) who responded to the question, "Thinking about the most recent semester, did your advisor explain how the recommended courses contribute to your major or to your overall graduation requirements," 90% answered affirmatively. This exceeds our target goal of 80%.

4. The data show that most students across the three colleges are accessing campus resources for academic planning. (Goal 1c)

    a. Respondents (n=141) from A&S and SOEPs report accessing the following resources in Fall 2023: BearDen, 86%; Course Summary in BearPaws, 70%; Departmental Brochures, Advisement Guides, Department Degree Plans or Department Memo, 26%; Registrar's Website, 39%; Class Schedule, 83%.

    b. Respondents (n=30) from Crane report accessing the following resources in Fall 2023: BearDen, 97%; Course Summary in BearPaws, 63%; Registrar's Website, 53%; Class Schedule, 90%; Crane Degree Plans, 73%; Associate Dean's Advising Memo, 63%; Attended Crane Advising Information Session or watched the Crane advising video, 50%

Based on the assessment data and information shared above, what planned actions were or will be taken as a result?

1. The student advisement survey instrument should be refined to elicit a greater student response to all questions and to gather further details about areas of interest.
2. The other proposed measures need to be fully developed and implemented: the faculty advisement survey, analysis of advising holds (data for year 1 has been collected), Starfish data (currently being collected), and a degree audit process (under way with the move to degree works). The plan proposes a gap analysis of resources; while this has not been implemented, an advising manual was developed in Spring 2023 and revised in Fall 2023. This manual will continue to be updated integrating the results of assessment; for example, future editions may remind advisors about the need to clearly explain how course recommendations contribute to major and degree progress.
3. Data from the student survey will be summarized and a one-page summary will be circulated to advisors before advising for Fall 2024 begins, along with suggestions (based on feedback to Goal 1 and the other Goals not reported on in this report).
4. The target goal for meeting expectations for each outcome of Goal 1 will increase to 85%.
5. The Academic Advising Assessment Working Group, which is currently ad hoc, will seek the charge to fully develop and implement the proposed plan to improve student learning using effective assessment practices.

SECTION 2: DATA INFORMED DECISIONS & UNPLANNED ASSESSMENT (OPTIONAL, BUT VALUABLE)

The experiences of every administrative unit contribute to our collective narrative as a campus. We encourage you to share an example from this past year where you leveraged data or assessment type activities. This could involve planning, taking action, and/or solving a problem. Unlike section 1, there's no need for a formal reporting structure for this section. Instead, focus on a narrative that highlights what was done, the results and the impact of your efforts. Please include any related data and information when available and appropriate.

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