



Strategic Plan 2007-2012

Vision

What is the desired future for the CCPS Undergraduate Advising Center?

We strive to provide undergraduate students within the College of Community and Public Service the highest quality academic advising and student support. By creating advising partnerships with students, we will empower student responsibility and accountability for learning, including: the ability to think and make decisions independently, value the skills gained through the liberal arts tradition and within their academic programs, as well as the importance of life-long learning.

Mission

What is our reason for being?

The mission of the College of Community and Public Service (CCPS) Undergraduate Advising Center is to provide convenient, accessible, and accurate academic advising and support for all students with majors or minors declared in the College of Community and Public Service as well as to serve as an advising resource for faculty and staff within the college.

Values

What are the core values that guide our decision making?

We Value:

- A broad, rigorous educational experience that integrates the liberal arts tradition with preparation for a career or profession
- Working with diverse populations
- Serving as a resource for academic advising, university policy dissemination, and learning about institutional and community support services
- The role of the faculty mentor in assisting students with the development of academic, vocational, and career goals
- Collaboration and collegiality within our college and the entire university
- Ongoing professional development and involvement with the campus and greater community

Outcomes & Assessment

Learning Outcome 1: Students will develop an appropriate educational plan

Program Goal: The CCPS Undergraduate Advising Center will assist students with the development of appropriate educational plans to meet academic, career, and life goals

Objective 1: Student will know how to generate an electronic degree progress report to track academic progress toward degree

Measure 1: FTIAC Survey will ask students if they know how to access the degree progress report

Measure 2: RU Ready appointment process will require students to generate a degree progress report and bring with them to appointment or generate one on site prior to checking in for appointment

Measure 3: October and March Pre/Post Appointment Survey will ask students if they knew how to access the degree progress report prior to our direction

Measure 4: Sophomore Survey (FTIAC follow-up) will ask students if they have accessed the degree progress report outside of preparing for an advising appointment

Objective 2: Student will understand how to use the electronic degree progress report to track academic progress toward degree

Measure 1: FTIAC Survey will ask students if they understand how to use the degree progress report

Measure 2: As part of RU Ready appointment process, advisors will ask students if they have looked at the report before coming in and understand what it means

Measure 3: October and March Pre/Post Appointment Survey will ask students for a self report if they understand how to use the degree progress report

Measure 4: Sophomore Survey (FTIAC follow-up) will ask students if they understand how to use the degree progress report to monitor their progress toward degree

Objective 3: Student will know what is required for degree completion, including: general education, major and minor (if appropriate) curriculum, and minimum university requirements

Measure 1: FTIAC Survey will ask students if they know what is required for degree

completion

Measure 2: FTIAC Survey will ask students if they understand what is required for degree completion

Measure 3: October and March Pre/Post Appointment Survey will ask students if they understand what is necessary for degree completion

Measure 4: Sophomore Survey (FTIAC follow-up) will ask students if they know what is required for degree completion

Measure 5: Sophomore Survey (FTIAC follow-up) will ask students if they understand what is required for degree completion

Objective 4: Student will implement plan through timely registration for courses

Measure 1: Ask Registrar for reports regarding number of students enrolled after advanced registration period

Measure 2: Sophomore Survey (FTIAC follow-up) will ask students for a self report of whether they used the advanced registration period to register for the majority of their courses

Learning Outcome 2: Students will be aware of university resources which support academic success

Program Goal: The CCPS Undergraduate Advising Center will inform students about (and make appropriate referrals to) academic advising center, faculty mentors, support programs, student services, and co-curricular activities throughout the university which support academic success.

Objective 1: Students will know where to access academic advising in the College of Community & Public Service

Measure 1: FTIAC Survey will ask students if they know where to access academic advising

Measure 2: Sophomore Survey (FTIAC follow-up) will ask students if they have visited the CCPS Undergraduate Advising Center, and if so - how many times

Measure 3: Appointment database will be used to measure student appointment traffic

Measure 4: Count student outreach contacts, including FTIAC letters, advisee group emails, etc.

Objective 2: Student will know the name of their assigned faculty mentor

Measure 1: Sophomore Survey (FTIAC follow-up) will ask students if they know the name of their faculty mentor

Measure 2: As part of the RU Ready appointment process, advisors will note if the student has been assigned a faculty mentor and if they knew the name of that person. If the student has not been assigned, advisor will facilitate assignment on-site

Measure 3: October and March Pre/Post Appointment Survey will ask students if they know if they have a faculty mentor, if they know that person's name, and if they have received any communication from that person

Objective 3: Student will know what support services are available to assist with academic success

Measure 1: FTIAC Survey will ask students if they know what support services are available

Measure 2: As part of the RU Ready appointment process, advisors will note any referrals to other support mechanisms (including faculty advisors, support programs, tutoring, career services, student organizations, etc)

Measure 3: October and March Pre/Post Appointment Survey will ask students if they know of services, if they have used services, and if they have been referred to services

Measure 4: Sophomore Survey (FTIAC Follow-up) will ask students if they have used support resources, and if so - which ones and how many times

Measure 5: Participation in Fall Seminar Series workshops

Measure 6: A CCPS Undergraduate Advising Center web site will be maintained as a support resource for students. This site will contain information that is pertinent and relevant for students seeking resources for support. Website activity will be measured.

Program Goal: Academic advisors will have the resources and support available to them to achieve excellence in their role as advisors and to support student success.

Objective 1: Academic Advisors will have the opportunity to participate in Advising training and development

Measure 1: Participation in internal or external training, conferences, or workshops

Measure 2: Financial support provided for professional development

Objective 2: Academic Advisors will have the opportunity to connect with other advisors and support staff

Measure 1: Participation in FTIAC Orientation

Measure 2: Participation in Transfer Student Orientation & Registration

Learning Outcome 3: Students will make appropriate Academic Progress toward degree

Program Goal: The CCPS Undergraduate Advising Center will monitor the academic progress of undergraduate students enrolled in CCPS academic programs and provide intentional advising assistance as needed

Objective 1: Students will make appropriate progress toward degree

Measure 1: Social Work majors will achieve candidacy status (secondary admission) in the junior year

Measure 2: Ask Registrar for reports regarding how many students will complete less than 30 credits per year

Objective 2: Students will make appropriate schedule choices and be aware of how it may impact progress toward degree

Measure 1: FTIAC students will review their schedule prior to the first semester and make any changes recommended by a CCPS advisor

Measure 2: entering Transfer students will review their schedule prior to the first semester and make any changes recommended by a CCPS advisor

Measure 3: Students will be meeting graduation requirements at time of degree application as measured by a decrease in graduation audits being reviewed by the CCPS Undergraduate Advising Center

Measure 4: Midterm Grade Report contacts will reflect on academic standing and make decisions about current or future schedule

Objective 3: Students will achieve degree in 5 years or less

Measure 1: Monitor graduation rates for students enrolled in CCPS programs

Data Collection Cycle

Fall 2007 – Baseline Data Collection

Winter 2008 – Baseline Data Collection

Fall 2007-Spring/Summer 2008 – Transfer Orientation participation

Spring/Summer 2008 – FTIAC Orientation participation

August 2008 – CCPS-UAC Annual Report

Fall 2008 - FTIAC Survey

Fall 2008 – FTIAC Schedule Review Follow-up

Fall 2008 – Fall Seminar Series Participation

Fall 2008 – Midterm Grade Contact

Fall 2008-Spring/Summer 2009 – Transfer Orientation participation

Winter 2009 – Midterm Grade Contact

Spring/Summer 2009 – FTIAC Orientation participation

August 2009 – CCPS-UAC Annual Report

Fall 2009 – FTIAC Survey

Fall 2009 – Sophomore Survey (Fall 2008 FTIAC follow-up)

Fall 2009 – FTIAC Schedule Review Follow-up

Fall 2009 – TSOR Schedule Review Follow-up

Fall 2009 – RU Ready Appointment Process Implemented

Fall 2009 – Fall Seminar Series Participation

October 2009 – Pre/Post Appointment Survey

Fall 2009 – Midterm Grade Contact

Winter 2009 – Midterm Grade Contact

March 2010 – Pre/Post Appointment Survey