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WEST O'AHU

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ACADEMIC ADVISING 2013-2014 ASSESSMENT REPORT

MISSION

The Academic Advising unit enhances the educational mission of the University of Hawai'i West O'ahu by creating quality, accessible advising partnerships with ALL students in a positive, student-centered learning environment where they gain knowledge and understanding of the University's academic requirements, policies, and procedures. Through one on one, online, and telephone advising and group presentations to students and faculty we assist students in taking an active role in their own educational and career planning that support retention and academic success.

GOALS

- Provide advising that helps students develop the skills and understanding that foster their developmental, educational, and career goals promoting academic success.
- Encourage cultural awareness, critical thinking skills, and community engagement among students.
- Support academic at-risk students including those who are on financial aid warning by arranging meetings with an academic advisor.

DEPARTMENTAL DASHBOARD

Program Data

- In the Fall of 2013 Academic Advisors provided individual appointments to _____ students at UHWO. This total is equal to _____% of the student body.
- The top five academic advising requests were related to: graduation requirements, transcript evaluation, course selection, transferability of credits, and graduation check.
- The Academic Advising satisfaction rate for the unit is 61%.
- _____% of students are competent in the use of MYUH Portal
- _____% of students know how to add and drop a class.
- _____% of students are familiar with registration and withdrawal deadlines.
- _____% of students are competent in the use of STAR
- _____% of students can access their student record on-line.

POINTS OF PRIDE

- Created and implemented the Academic Advising Syllabus in Fall 2013. The Syllabus provides a structure and expectation for the student-centered *advising* experience.



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- Increased access to the Academic Advisors through “Advisor on Duty”. Advisors are available through walk-in, telephone, and email, thus increasing access to resources.
- Increased access and usage of existing advising and informational tools (i.e., MyUH Portal, STAR Degree Check, Academic Advising Sheets, etc.).
- Participated in plans to implement Grades 1st, a tool to increase student success.

ASSESSMENT ACTIVITIES 2012-2013

Program Objective 1

For Summer 2013 and Fall 2013 semesters, 50% of all UHWO students will have formulated an academic plan for their course of study.

Methods and Measures

- Identify the students who have formulated their academic plans by tallying the numbers who have participated in Freshmen New Student Orientation (FNSO) and Transfer New Student Orientation (TNSO) in Summer 2013.
- Identify the students who have formulated their academic plans by tallying the numbers who have participated in Freshmen New Student Orientation (FNSO), Transfer New Student Orientation (TNSO), and group advising in Fall 2013.

Findings

- Summer 2013 – FNSO = 295/384 = 77% TNSO = 237/588 = 40% Total = 532 (61%)
Fall 2013 – Continuing Students = 246 TNSO = 94 Total = 340
- **872** students participated in an Orientation/Group Advising Workshop with Academic Advisors. During this interaction the student would be introduced to the UHWO Catalog, Academic Advising Syllabus, appropriate Academic Advising Sheet, Online Resources (MyUH Portal, STAR Degree Check, Schedule of Classes, etc.) The student would develop an Academic Plan – projected for at least two (2) future semesters.
- Advising Appointments for Fall 2013 (August – December) = **1,187**
Most appointments – Advisors would review similar resources and tools introduced during the Orientation/Group Advising Workshop – discussions to support student choices and Academic Plans to confirm that student is “on-track” towards completing their selected degree program in a timely manner.
- Advisor On Duty (walk-in, email, telephone) for Fall 2013 (August – December) = **1,351**

Conclusions/Status

- FNSO/TNSO/Group Advising = 872/2,361 = 37% Advisor Appointments = 1,187 / 2,361 = 50%



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- Academic Advising, Student Development Team and First Year Experience Coordinator are re-evaluating the program design of the summer and fall programs to confirm that “continuing students” are utilizing resources (STAR Degree Check, Academic Plans, Advising Sheets, etc.)
- Limitations – possible duplication of count in the Advisor Appointments and Advisor On-Duty stats. Need to develop a method to eliminate duplicate counts.

Attachments

- FA 2013 Advisors Number of Appointments/On-Duty
- Program FNSO/TNSO/Group Numbers

Program Objective 2

By Spring 2014, at least 90% of all students who have received academic advising will report that they have received quality student centered support services.

Methods and Measures

- Use online student satisfaction survey to determine percent of students who report that they have received quality student centered support services (Satisfied and Highly Satisfied).

Findings

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Conclusions/Status

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Program Objective 3

By Spring 2014, at least 90% of all students who have received academic advising will report knowledge of registration and academic deadlines.

Methods and Measures

- Use online student survey to determine percent of students who report that they know about registration and academic deadlines such as the add/drop dates, etc.

Findings

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Conclusions/Status

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PLANS FOR COMING YEAR

- Promote improved communication and develop and strengthen partnerships with Academic Divisions and Divisional Liaisons.
- Develop and implement “Sample Academic Plans” for each Academic Division and Concentration.
- Promote improved relationships and partnerships with our Distance Education Support Services on the Neighbor Islands and University Centers.
- Promote improved relationships and partnerships with our Community College Academic Advising partners.

ATTACHMENTS

- Academic Advising Attachment A: Academic Advising Syllabus
- Academic Advising Attachment B: Student Satisfaction Survey
- FA 2013 Advisors Number of Appointments/On-Duty
- Program FNSO/TNSO/Group Numbers