

2019-2020: Advisement & Retention Services

Definition of Unit:

Providing Department:

Advisement & Retention Services

Department/Unit Contact:

Advisement & Retention Services/Simone McKelvey

Mission/Vision Statement:

Mission Statement

The mission of academic advising at Tennessee Tech University is to foster positive relationships with students which empower them to take ownership of their educational and life goals. Professional and faculty advisors will work collaboratively to provide smooth academic transition for students while maintaining an updated knowledge of university policies, advising practices, and campus resources to inform, motivate, and promote a centered approach to the student's academic success.

Vision Statement

Academic Advisement at Tennessee Tech strives to be a proactive, informed, and responsive unit in order to assist students in developing the abilities to make decisions, set goals, and utilize university resources which aid their academic and professional success while collaborating with colleagues across campus and who are actively working to be regionally and nationally recognized leaders in the academic advising profession.

Goal 1: Establish Ongoing Advisor Development

Define Goal:

DRILL DOWN-----

RELATED ITEM LEVEL 1

Assessment of Ongoing Development

Frequency of Assessment:

Monthly

Rationale:

x

Link to Assessment:

Separate Faculty Resource meetings will not be offered due to lack of attendance. Opportunities will be advertised through

RELATED ITEM LEVEL 2

Results- Goal 2: Support Use of Advisingrelated Technology

Results:

- x Each college/school has a dedicated TechConnect Specialists who troubleshoots concerns with advisors, faculty and staff.

x

Attachments:

Advisor Handbook 2019-20.pdf; Record of Advisor Updates 2019.docx; USSC Presentation April14.pptx

RELATED ITEM LEVEL 3

Modifications and Continuing Improvement - Goal 3: Improve Advising Processes

Program Changes and Actions due to Results:

Phase 1 of the Launchpad Student Success Center was implemented in June 2020. During the 2020-21 academic year, the 4 advisors, assistant director and ~~advisor~~ support all undecided students and all freshmen in Civil Engineering, the College of Agriculture & Human Ecology and the College of Fine Arts.

Phase 2 (full implementation) will take place in May 2021.

Link to Assessment:

- x Departmental Curricular meetings will be hosted and recorded to allow faculty/staff opportunities to provide insight on how to serve their freshmen once the Launchpad SSC is fully implemented in May 2021.
- x Students will be surveyed following their advising meetings during the ~~2020~~ 2021 academic year. (All students supported on the 16th of each month.)

Goal 4: Monitor Advising Loads

Define Goal:

Monitor advising loads to keep them within best practices parameters

Intended Outcomes / Objectives:

Use research done by the National Academic Advising Association (NACADA) to determine the best load based on our institution type, size, student population and advising approach. Monitor advising loads on a monthly basis using TechConnect and Banner reporting (Argos)

DRILL DOWN-----

RELATED ITEM LEVEL 1

Assessment of Monitoring Advising Loads

Frequency of Assessment:

Monthly

Rationale:

The ideal professional advisor load is ~~2300~~ 2300 students. Student population needs may cause this to be adjusted.

- x Monthly review of the "AA_PROD_Advising_Info" Argos report to compare data
- x Advisor Population list and load documents

Discuss load adjustments with Student Success Center directors when needed

RELATED ITEM LEVEL 2

Results Goal 4: Monitor Advising Loads

Results:

Professional advisor loads were monitored monthly to ensure that they stayed within the "Best Practice" range. Attached is the load for each professional advisor as of February 2020. Additional load checks resumed once we returned to campus after several months of remote work.

Attachments:

Professional Advisors & Directors Contact List 020720.xlsx

RELATED ITEM LEVEL 3

Modifications and Continuing Improvement to Goal 4

Program Changes and Actions due to Results:

I will continue to monitor advising loads for undergraduate advisors.

Link to Assessment:

I will use Argos (Banner Reporting) to check the AA_PROD_Advising_info report monthly.

Goal 5: First-Time Freshman Fall-to-Fall Retention

Define Goal:

Implement processes which support ~~first~~ freshman fall-to-fall retention and identify opportunities for improvement related to their attrition.

Intended Outcomes / Objectives:

- x Retain, at least, 80% of ~~first~~ fall 2018 freshmen after the first year.
- x Improve the 75% ~~first~~ fall 2017 freshmen one year retention rate

DRILL DOWN-----

RELATED ITEM LEVEL 1

Assessment of Improving FirstYear Retention Rate

Frequency of Assessment:

Each semester

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Attachments:

f19_enr_unit_and_student_type.pdf; FL20 Enrollment for FTF FL19 cohort.xlsx

RELATED ITEM LEVEL 3

Modifications and Continuing Improvement - Goal 5: First Time Freshmen Retention

Program Changes and Actions due to Results:

- x Offer workshop series for the first time freshmen and upper class students being supported by the Launchpad Student Success Center

Link to Assessment:

During the 2019-20 academic year, "Difficulty Adjusting" remained