

UNIT REPORT

Advisement & Retention Services - Institutional Effectiveness Final Annual Report 2019

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Advisement & Retention Services

Definition of Unit: Advisement & Retention Services

Reporting Year: 2018-2019**Providing Department:** Advisement & Retention Services**Department/Unit Contact:** Advisement & Retention Services/Simone McKelvey**Mission/Vision/Goal 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 a smooth academic transition for students while maintaining an updated knowledge of university policies, advising practices, and campus resources to inform, motivate, and promote a goal-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 On-going Advisor Development

Define Goal:

Establish on-going development to include monthly opportunities and resources for advisors

Intended Outcomes / Objectives:

Offer monthly Advising Exchanges for professional advisors. Create an electronic platform to house, On Demand, resources for the Tech advising community.

Goal 2: Support Use of Advising-related Technology

Define Goal:

Establish (Re-establish) TechConnect experts within each Student Success Center and encourage use across campus

Intended Outcomes / Objectives:

- Ensure that there is one expert in every Student Success Center who will support faculty and staff in their college.
- Provide TechConnect training to faculty and staff.

Goal 3: Improve Advisement Processes

Define Goal:

Improve advisement processes on how to educate students on "next steps" toward degrees and careers

Intended Outcomes / Objectives:

Provide advisor training on degree tracking and career development resources.

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)

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

Define Goal:

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

Intended Outcomes / Objectives:

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

Assessment of Improving Advisement Processes

Goal/ Outcome/ Objective: Goal 3**Type of Tool:** Meeting Records

Other

Frequency of Assessment: Each semester**Rationale:**

- Advising Exchange Agenda
 - Displaying the information session on Degree Works (8/30/18)
 - Displaying the information session on the Office of Career Development and resources available (9/27/18, 4/18/19)
- Self-authored PowerPoint with video content on what to review in the Degree Works report when meeting with students
- Tech Advising Syllabus (includes Critical Elements of Advising list, collaboratively created by professional advisors in summer 2018)
 - A resource which can be distributed to students, at the advisor's discretion. It includes suggested semesters for completing career-related goals.

Attached Files[Development Opportunities 2018-19.docx](#)[Degree Works presentation.pptx](#)[Tennessee Tech Advising Syllabus.docx](#)

Assessment of Improving First-Year Retention Rate

Goal/ Outcome/ Objective: Goal 5

Type of Tool: Retention Rate

Tracking Spreadsheet

Other

Frequency of Assessment: Each semester

Rationale:

- Flight Path Freshmen Attendance Initiative Re-implementation in Spring 2019
 - Displaying direct intervention of university staff with freshmen who have reported absences
 - Contact Log for Checkpoint 1
- Progress Report Campaigns
 - Identifying the current progress of FL18 freshmen in majors which saw high levels of attrition for the previous year's FL17 first-time freshman cohort
 - Identifying the current progress of students on Academic Warning or Academic Probation. (Students who returned from an Academic Suspension were also included but no freshmen would be in that category.)
- Advisor Intervention with students who were identified as "At-Risk" of failing one or more courses
 - At-Risk Progress Report Appointments report for freshmen during FL18 and SP19
- Advisement & Retention Services Intervention with "At-Risk" students prior to Final Exams
- Brandi Hill, the Registrar, will track data on what students document as their reasons for leaving Tennessee Tech University

Attached Files

[Flight Path - Program Overview-Sp19.docx](#)

[ContactLog-Checkpoint1-020619.xlsx](#)

[Message to At Risk Students prior to Finals.docx](#)

[FL18 At-Risk Freshmen Appointments_IE.xlsx](#)

[FL18 Progress Report Campaign Tracker.xlsx](#)

[SP19 Progress Report Campaign Tracker](#)

[SP19 At-Risk Freshmen Appointments_IE.xlsx](#)

Assessment of Monitoring Advising Loads

Goal/ Outcome/ Objective: Goal 4

Type of Tool: Tracking Spreadsheet

Other

Frequency of Assessment: Monthly

Rationale:

The ideal professional advisor load is 250-300 students. Student population needs may cause this to be adjusted.

- Monthly review of the "Students with/without Advisor/Staffs" TechConnect report
- Monthly review of the "AA_PROD_Advising_Info" Argos report to compare data

Discuss load adjustments with Student Success Center directors when needed

Attached Files

[Advising Load article_F1-History_HOb2.pdf](#)

[Professional Advisors & Directors Contact List with numbers 022119.xlsx](#)

Assessment of Ongoing Development

Goal/ Outcome/ Objective: Goal 1

Type of Tool: Meeting Records

Survey

Other

Frequency of Assessment: Monthly

Rationale:

- A list of development opportunities offered during the academic year.
 - Descriptions of sessions held to support advisor development.
- An Excel attendance roster for all events tracked.
 - A list of the advisors who attended the events offered.
- A screenshot of the Advising Community SharePoint created as a resource.
 - A representation of the electronic resources available to advisors, On Demand.
- Survey data for selected events.
 - A sample of feedback received from advisors for a number of development opportunities.

Attached Files

[Development Opportunities 2018-19.docx](#)

[Advisor Development Attendance 18-19.xlsx](#)

[Advising Community SharePoint screenshot.pdf](#)

[Advising and First Year Students_NACADA webinar feedback.pdf](#)

[October 2018 Advising Exchange feedback.pdf](#)

[May 2019 Extended Advising Exchange feedback.pdf](#)

Assessment of Supporting the use of Advising-related technology

Goal/ Outcome/ Objective: Goal 2

Type of Tool: Meeting Records

Tracking Spreadsheet

Other

Frequency of Assessment: Monthly

Rationale:

- A list of college-based TechConnect Specialists
 - Displaying that human supports have been placed in each of the colleges/schools to help advisors, faculty and staff use the TechConnect (Navigate) platform
- Agenda from EAB/Navigate strategic leader visit and follow-up notes
 - Listing development and informational opportunities for our TechConnect Specialists and campus users

- Self-authored Power Point presentation on TechConnect
 - Presented to faculty in MET to assist those who desire to start using the platform
- TechConnect Activity Report for fall 2017, spring 2018, fall 2018 and spring 2019
 - Displayed to show the increase in platform use

Attached Files

- [TechConnect Specialists.JPG](#)
- [TNTech_Fall18_Onsite_Agenda_Revised and follow-up.pdf](#)
- [Using Tech Connect to Support MET Students.pptm](#)
- [SP19_Activity Reports](#)
- [FL17_Activity Reports](#)
- [FL18_Activity Reports](#)
- [SP18_Activity Reports](#)

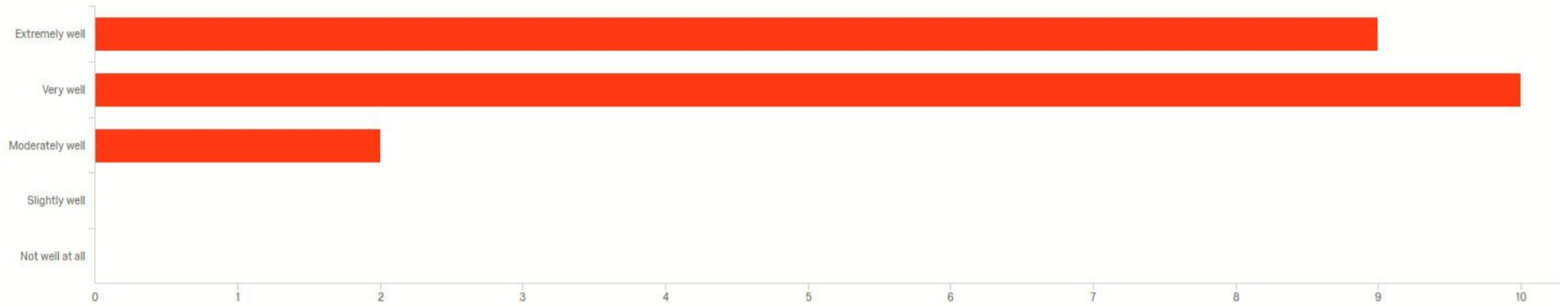
Results - Goal 1

Goal/Objective/Outcome Number: Goal 1

Results:

Results:

1. 90% of survey respondents understand the purpose of monthly Advising Exchanges "Very Well"



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance
1	How well do you understand the purpose of Advising Exchanges? (This repeat of June's question is intentional.)	1.00	3.00	1.67	0.64	0.41

#	Field
1	Extremely well
2	Very well
3	Moderately well
4	Slightly well
5	Not well at all

2. 100% of survey respondents felt that the October Advising Exchange material on Title IX and the Food Pantry were "Extremely relevant" to their work as professional advisors

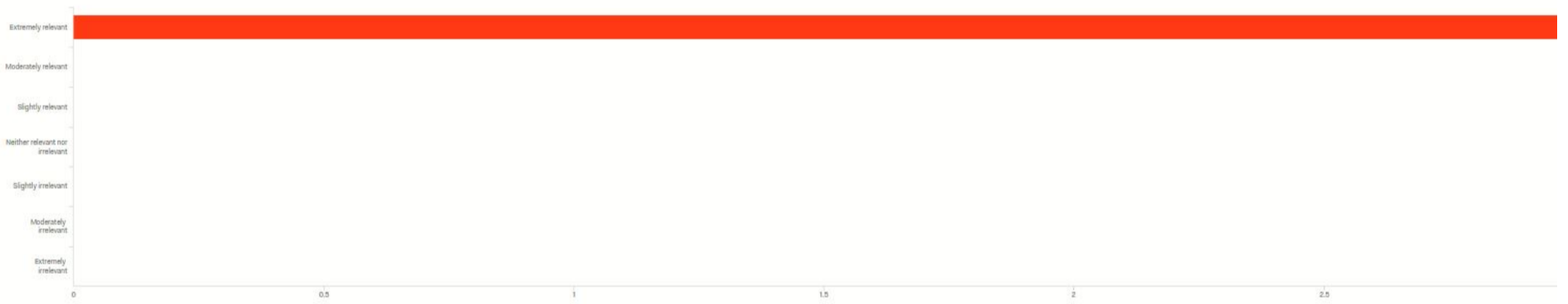
Q6 - How relevant to your work as an advisor was the presentation on Title IX?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance
1	How relevant to your work as an advisor was the presentation on Title IX?	1.00	1.00	1.00	0.00	0.00

#	Field
1	Extremely relevant
2	Moderately relevant
3	Slightly relevant
4	Neither relevant nor irrelevant
5	Slightly irrelevant
6	Moderately irrelevant
7	Extremely irrelevant

Q16 - How relevant to your work as an advisor was the presentation on the Food Pantry?



#	Field	Minimum	Maximum	Mean	Std Deviation	Var
1	How relevant to your work as an advisor was the presentation on the Food Pantry?	1.00	1.00	1.00	0.00	0.00

#	Field
1	Extremely relevant
2	Moderately relevant
3	Slightly relevant
4	Neither relevant nor irrelevant
5	Slightly irrelevant
6	Moderately irrelevant
7	Extremely irrelevant

Showing rows 1 - 8 of 8

3. 313 professional and faculty advisors now have access to more than 30 electronic resources on the Advising Community SharePoint.

Attachments:

Results - Goal 2

Goal/Objective/Outcome Number: Goal 2

Results:

- Each college/school has a dedicated TechConnect Specialists who troubleshoots concerns with advisors, faculty and staff.
- TechConnect Specialists meet monthly with the platform administrators (Allen Mullis and Simone McKelvey).
- TechConnect staff use has increased every semester since Fall 2017
 - Fall 2017 - 107 staff members
 - Spring 2018 - 115 staff members
 - Fall 2018 - 160 staff members
 - Spring 2019 - 177 staff members
- 313 were added to the Advising Community SharePoint

Attachments:

Results - Goal 5

Goal/Objective/Outcome Number: Goal 5

Results:

There was a 2% increase in the first year retention rate for first-time freshmen

FL17 first time freshmen cohort - 75%

FL18 first time freshmen cohort - 77%

https://www.tntech.edu/ir/pdf/enrollment/fl19_enr_headcount_fte_lvl.pdf

https://www.tntech.edu/ir/pdf/enrollment/fte_12_month.pdf

https://www.tntech.edu/ir/pdf/retention_rates/ret_rates_freshmen_sept_11_2019.pdf

Attachments: Attached Files

[Withdrawal Chart \(Autosaved\).xlsx](#)

Results Goal 3

Goal/Objective/Outcome Number: Goal 3

Results:

All professional and faculty advisors

- were provided with the Degree Works video/PowerPoint presentation to assist them in keeping students on track with their degree progress.
- were provided with an Advising Syllabus which included benchmarks for career-related student learning

These are both outlined in the attached Advisor Update document

Attachments: Attached Files

[Record of Advisor Updates 18-19.docx](#)

Results Goal 4

Goal/Objective/Outcome Number: Goal 4

Results:

Professional advisor loads were monitored monthly to ensure that they stayed within Best Practices ranges. Attached is the load for each professional advisor at the end of 18-19.

Attachments: Attached Files

[Professional Advisors & Directors Contact List 062119 with load.xlsx](#)

Modifications and Continuing Improvement - Goal 2

Goal/Objective/Outcome Number: Goal 2

Program Changes and Actions due to Results:

- An official role description was written and discussed based on Specialist feedback
- In order to support the colleges and the work of the TechConnect Specialists, Enrollment Management will partner with them to offer college-specific trainings.

Link to Assessment:

Based on the TechConnect Activity report, staff use of TechConnect has increased every semester since fall 2017. The support of TechConnect Specialists and platform administrators has led to this increase. However, the training could be done more efficiently. Currently, Specialists offer assistance as needed and spend one-on-one time with those who request it. It will be helpful to offer college-specific training to groups which cover basic and advanced features.

Attached Files

[TechConnect Specialist Role 091619.docx](#)

Link to 'Tech Tomorrow' Strategic Plan: Experiential Learning

Modifications and Continuing Improvement - Goal 3

Goal/Objective/Outcome Number: Goal 3

Program Changes and Actions due to Results:

Tennessee Tech tracks if a students are enrolled in classes that will count toward their program of study. The system reviews the student's Degree Works audit to verify this. In order to support students in progressing toward graduation, I will create a student version of the presentation/video I created for faculty. It will give students an overview of what to consider while reading the audit.

Link to Assessment:

577 students had course program of study issues which would negatively impact their receipt of full Federal Financial Aid as well as the ability to graduate on time. Although this is a small percentage of our population, the creation and use of the student presentation/video will benefit all students. (Common Intellectual Experiences)

Attached Files

[New CPoS email being sent this morning.pdf](#)

Link to 'Tech Tomorrow' Strategic Plan: High Impact Practices

Modifications and Continuing Improvement - Goal 5

Goal/Objective/Outcome Number: Goal 5

Program Changes and Actions due to Results:

- Brainstorm with advisors to identify ways to help students adjust to Tennessee Tech University
- Implement one way to support first-time freshmen adjustment

Link to Assessment:

During the 2018-19 academic year, "Difficulty Adjusting" was the reason the second highest percentage of students provided for leaving Tennessee Tech University. (16% and 10% for fall 2018 and spring 2019, respectively) It is an area where Tech staff can attempt to intervene and provide support.

Link to 'Tech Tomorrow' Strategic Plan: Efficiency and Effectiveness

Modifications and Continuing Improvement to Goal 1

Goal/Objective/Outcome Number: Goal 1

Program Changes and Actions due to Results:

Monthly Advising Exchanges will continue. Monthly Faculty Resource Meetings will now be added to the development opportunities to provide focused support to faculty advisors. All professional and faculty advisors are welcome to attend both Advising Exchanges and Faculty Resource Meetings.

Link to Assessment:

During the 2018-19 academic year, less than 5 faculty members attended Monthly Advising Exchanges. This outcome prompted me to provide opportunities which specifically target faculty advisor needs.

Attached Files

 [Advisor Development Attendance 18-19.xlsx](#)

Link to 'Tech Tomorrow' Strategic Plan:

Modifications and Continuing Improvement to Goal 4

Goal/Objective/Outcome Number: Goal 4

Program Changes and Actions due to Results:

I will continue to monitor loads on a monthly basis.

Link to Assessment:

As I monitored professional advisor loads during the 18-19 academic year, I noticed that TechConnect and Argos typically displayed different information. I have continued to work with ITS and EAB to ensure that the information in both platforms is accurate.

Link to 'Tech Tomorrow' Strategic Plan:

Improvement to Assessment Plan for Improving First-Year Retention

Improvements to Assessment Plan:

- Advising Exchange Meeting Notes
 - Displaying advisor development on supporting student adjustment
 - Selected strategy for 2019-20 academic year

Improvement to Assessment Plan for Supporting the Use of Advising-related Technology

Improvements to Assessment Plan:

I will create a post-training assessment in Qualtrics for the topic-specific TechConnect trainings offered in each college.

Improvement to Assessment Plan to Improve Advisement Processes

Improvements to Assessment Plan:

I will create a quiz for students to complete once they have watched the presentation/video on how to interpret the Degree Works audit.