

## **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 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.
- Maintain the previously created electronic platform to house, On Demand, resources for the Tech advising community.
- Create print and video resources to assist advisors in their support of students.

DRILL DOWN-----

RELATED ITEM LEVEL 1

## **Assessment of Ongoing Development**

### **Frequency of Assessment:**

Monthly

### **Rationale:**

- A list of development opportunities offered during the academic year.
  - Descriptions of sessions held to support advisor development.
- 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.

RELATED ITEM LEVEL 2

## **Results - Goal 1: Establish On-Going Advisor Development**

### **Results:**

- 8 Advising Exchange events took place during the 2019-20 academic year.
- The New Advisor Training series was offered twice during the academic year. (October & February)
- 16 "Advisor Updates" were sent via email during the 2019-20 academic year.
- Periodic updates were made to the Advising Community Share Point which offers On Demand access to resources.
- Video resources were created and shared with the advising community.

### **Attachments:**

Advising Exchange and Developmental Meetings 2019-20.docx; Assigning Advisors in Banner.mp4; TechConnect Campaign Training.mp4; Using Zoom to host advising meetings.wmv

RELATED ITEM LEVEL 3

## **Modifications and Continuing Improvement to Goal 1: Establish Ongoing Development**

### **Program Changes and Actions due to Results:**

Monthly Advising Exchanges will continue and will be advertised to both professional and faculty advisors.

### **Link to Assessment:**

Separate Faculty Resource meetings will not be offered due to lack of attendance. Opportunities will be advertised through additional methods and will be offered a varied times to encourage faculty attendance.

## **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.

DRILL DOWN-----

RELATED ITEM LEVEL 1

## **Assessment of Supporting the use of Advising-related technology**

### **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
- EAB/Navigate strategic leader visit
  - Agenda
  - Provost Presentation
  - Follow-up Notes
- Self-authored videos
  - How to create an appointment campaign in TechConnect
  - Using Zoom to host virtual advising meetings
  - Using Banner INB to assign students to advisors
- TechConnect Activity Report for advising-related use during the 2019-20 academic year
  - Displayed to show platform use

## RELATED ITEM LEVEL 2

### **Results - Goal 2: Support Use of Advising-related Technology**

#### **Results:**

- Each college/school has a dedicated TechConnect Specialists who troubleshoots concerns with advisors, faculty and staff.
- The EAB strategic leader, Mike Baker, met with the Provost, Department chairs and advisors to make them aware of how using TechConnect can support their student and data analytics needs.
- Advisor use of Zoom and similar video technologies increased due to COVID-19 supported remote work needs.
  - Self-authored instruction video on how to use Zoom to meet with advisees

#### **Attachments:**

LT Meeting follow-up from 9-6-19.pdf; TechConnect Specialists.JPG; TN Tech Onsite Agenda Aug 2019 Final.docx; TN Tech Provost and Strategy Session Roundtable 8-28-18.pptx; TN Tech Provost and Strategy Session Roundtable 8-28-18.pptx; Using Zoom to meet with advisees.wmv

## RELATED ITEM LEVEL 3

### **Modifications and Continuing Improvement - Goal 2: Support Use of Advising Related Technology**

#### **Program Changes and Actions due to Results:**

- In order to support the colleges and the work of TechConnect Specialists, Enrollment Management will partner with them to offer college-specific trainings. This is a continuation rather than a modification.

#### **Link to Assessment:**

Based on the TechConnect Activity report, almost 27,000 advising-related appointments were made during the 2019-20 academic year.

Due to COVID-19, planned training meetings were interrupted. Once we adjust presentation content based on TechConnect updates, new sessions will be scheduled.

## **Goal 3: Improve Advisement Processes**

### **Define Goal:**

- Improve advisement processes on how to educate students on "next steps" toward degrees and careers
- Improve first year advising

### **Intended Outcomes / Objectives:**

- Provide advisor training on degree tracking and career development resources.
- Implement a first-year advising center

DRILL DOWN-----

RELATED ITEM LEVEL 1

## **Assessment of Improving Advisement Processes**

### **Frequency of Assessment:**

Each semester

### **Rationale:**

- Advising Exchange & Development Meeting Schedule
- Advisor feedback survey data
- Self authored training materials
  - Video entitled "How to Set up an Appointment Campaign in TechConnect"
  - Video entitled "March 20 Advisor Update on using Zoom while working remotely"
- Fulfillment of implementation goals for the first year advising center

RELATED ITEM LEVEL 2

## **Results Goal 3: Improve Advising Processes**

### **Results:**

- Faculty were offered a refresher session on interpreting the Degree Works audit. Mary McCaskey in Records was present to provide insight.

The following resources were made available to faculty and professional advisors

- Advisor Handbook
- Advising Syllabus (on Advising Community Sharepoint)
- Advisor updates
- Implementation Presentation (created by co-chairs of the committee Dr. Julie Baker and Ms. Simone McKelvey, presented multiple times by committee members across campus)

**Attachments:**

Advisor Handbook 2019-20.pdf; Record of Advisor Updates 2019-20.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 director will 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:**

- 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.
- Students will be surveyed following their advising meetings during the 2020-21 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 250-300 students. Student population needs may cause this to be adjusted.

- Monthly review of the "AA\_PROD\_Advising\_Info" Argos report to compare data
- 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-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

### DRILL DOWN-----

#### RELATED ITEM LEVEL 1

## **Assessment of Improving First-Year Retention Rate**

### **Frequency of Assessment:**

Each semester

### **Rationale:**

- Flight Path Freshmen Attendance Initiative
  - Displaying direct intervention of university staff with freshmen who have reported absences
    - Program Overview
    - Contact Log for 2019-20
- Progress Report Campaigns
  - Identifying the current progress of students freshmen identified through Flight Path Freshmen Attendance Initiative, students on Academic Warning or Academic Probation as well as those who have just returned from an Academic Suspension.
    - Summary Report for 19-20
- Staff Intervention with students who were identified as "At-Risk" of failing one or more courses
  - At-Risk Intervention report FL19 and SP20
  - Advisement & Retention Services Intervention with "At-Risk" students prior to Final Exams

#### RELATED ITEM LEVEL 2

## **Results - Goal 5: First Time Freshman Fall-to-Fall Retention**

### **Results:**

First year retention rate for first-time freshmen remained constant. It did not reach the 80% goal

FL18 first time freshmen cohort - 77%

FL19 first time freshmen cohort - 77% (Estimate based on 9/11/20 enrollment)



**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:**

- 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** the reason the second highest percentage of students provided for leaving Tennessee Tech University. (33% and 26% for fall 2019 and spring 2020, respectively) These percentages are higher than the previous academic year.