

# Academic & Support Services Assessment Report

Academic Advising & Transfer Services

## Acad and Student Support (8.2.c)-Academic Advising & Transfer Services

<i>Intended Outcomes</i>	<i>Assessment Methods</i>	<i>Results</i>	<i>Findings</i>
<p><b>Student Learning Outcomes -</b> Students will be afforded the opportunity to communicate questions and receive correct information from their AATS advisor. Additionally, they will understand how to track their degree progress, meet their academic and career goals, understand basic degree requirements, and navigate the University's undergraduate bulletin.</p>	<p><b>Survey-Student -</b> We have a Qualtrics survey that is sent to a student's Jagmail account at the conclusion of the advising appointment. Advisors are also asked to encourage student to complete the anonymous survey so we can always improve our services. We send a final push at the conclusion of the term, as well.</p> <p><b>Target:</b> We expect to measure at 90% for each area assessed.</p>	<p>We sent the fall 2021 assessment to 1,399 students with a response from 97 students (or 7%). 97% communicated questions and received correct information and advice. 99.44% stated their advisor was prepared for the appointment. 100% stated they were on track to meet academic and career goals. 93% understood how to navigate the University's undergraduate bulletin. 97% understood basic degree requirements.</p> <p>We sent the spring 2022 assessment to 1,258 students -119 students completed more than once - with a response from 109 students (or 9%). 100% communicated questions and received correct information and advice. 99.07% stated their advisor was prepared for the appointment. 100% stated they were on track to meet academic and career goals. 95.33% understood how to navigate the University's undergraduate bulletin. 98% understood basic degree requirements.</p>	<p><b>Measure Status:</b> Criterion Met</p> <p><b>Analysis:</b> We feel positive about the increase in student proficiency using the university bulletin and technology, which shows a concerted effort on the part of advisors to educate and prioritize. We want to continue to improve upon assessment completion - as this feedback is so important to what we do and how we serve, so I want to think about alternative delivery methods.</p> <p><b>Action:</b> For the fall 2022 term, we will re-evaluate the assessment to ensure relevancy of questions and measured outcomes. This will ensure we continue to meet student expectations with their advising experience. For example, we collect student major and hours earned, but we have yet to utilize these results in the advising appointment. Additionally, we will be expanding the delivery of our student survey to increase completion rates.</p>

<i>Intended Outcomes</i>	<i>Assessment Methods</i>	<i>Results</i>	<i>Findings</i>
		<p>We sent the fall 2020 assessment to 2031 students; 105 (or 5.12%) completed the assessment. 94% communicated questions and received correct information and advice. 99% stated their advisor was prepared for the appointment. 98.97% stated they were on track to meet academic and career goals. 87.25% understood how to navigate the University's undergraduate bulletin. 98% understood basic degree requirements.</p> <p>Sent the spring 2021 assessment to 1312 students; 120 (or 9%) students completed the assessment. 97% communicated questions and received correct information and advice. 97.46% stated their advisor was prepared for the appointment. 98.28% stated they were on track to meet academic and career goals. 93% understood how to navigate the University's undergraduate bulletin. 98.28% understood basic degree requirements.</p>	<p><b>Measure Status:</b> Criterion Met</p> <p><b>Analysis:</b> Based on the results, we implemented training in our staff meeting to ensure advisors clearly discussed the undergraduate bulletin in fall appointments. Based on feedback from spring, we could tell there was a significant increase. We would also like to increase our response rate for the upcoming academic year. We have asked advisors to remind students in emails and at the conclusion of their appointments that their feedback is critical to how we work with students in the future.</p> <p><b>Action:</b> We asked advisors to focus on bulletin work for the following spring. There was an increase from 87.5% to 93%. Additionally, we asked advisors to solicit feedback for the fall 2021 assessment.</p>
		<p>We did not report in 19/20, as we reported under Student Academic Success. AATS first reporting year is 20/21.</p>	<p><b>Measure Status:</b> Inconclusive</p>

<i>Intended Outcomes</i>	<i>Assessment Methods</i>	<i>Results</i>	<i>Findings</i>
<p><b>Customer Service</b> - AATS will be an exemplary office in providing excellent customer service.</p>	<p><b>Survey-Other</b> - Survey through Qualtrics. The survey link is in the signature line of every staff member's email for AATS.</p> <p><b>Target:</b> Perform at or above 90% Agree or Strongly Agree on four categories the AATS Customer Service Survey</p>	<p>During the 2021/22 academic year, we have had 84 (41 for fall and 43 for spring) respondents.</p> <p>Responses for fall 2021 (September 27th to December 14th) follow:  The service was prompt - 95% Agree and Strongly Agree.  The employee was courteous and knowledgeable - 95% Agree or Strongly Agree.  The information provided was helpful - 95% Agree or Strongly Agree</p> <p>Responses for spring 2022 (February 2nd to May 16th) follow:  The service was prompt - 95% Agree and Strongly Agree.  The employee was courteous and knowledgeable - 93% Agree or Strongly Agree.  The information provided was helpful - 93% Agree or Strongly Agree.</p>	<p><b>Measure Status:</b> Criterion Met</p> <p><b>Analysis:</b> We will continue to monitor our service to students, parents and the South community. Our chat feature has been a great addition, but underutilized.</p> <p><b>Action:</b> We want to focus more on our chat feature. It is an excellent way to provide prompt service to our constituents, but our chat volume is low. We need to promote more on our social media.</p>
		<p>During the 2020/21 academic year, we have had 95 respondents.</p> <p>Responses follow:  The service was prompt - 92.6 % Agree and Strongly Agree.  The employee was courteous and knowledgeable - 92.6 % Agree or Strongly Agree.  The information provided was helpful 92.6 % Agree or Strongly Agree.</p>	<p><b>Measure Status:</b> Criterion Met</p> <p><b>Analysis:</b> We use these results to ensure students, parents, staff, faculty and community stake holders receive excellent and prompt service in our unit. Additionally, we implemented a chat feature on our website and provided much clearer new student orientation information on our website in anticipation of this upcoming academic year. Both of these actions should contribute to providing prompt service to our customers.</p> <p><b>Action:</b> We added the chat box to our practices to ensure better customer services and additional methods of communication with</p>

<i>Intended Outcomes</i>	<i>Assessment Methods</i>	<i>Results</i>	<i>Findings</i>
		We did not report in 19/20, as we reported under Student Academic Success. AATS first reporting year is 20/21.	our unit. We also added another advisor to the AATS account to ensure emails are answered promptly, We also added AATSHelp@southalabama.edu to provide an additional way for new connect to our office - post pandemic. <b>Measure Status:</b> Inconclusive

---