**Administrative Unit**

**Assessment Plan**

**The University of New Mexico**

**A. Unit and Date**

1. Unit (if relevant): ***UNM Los Alamos Advisement***

2. Department/Division: ***Student Services***

3. Submission Date: *4 October 2016*

**B. Contact Person(s) for the Assessment Plan**

*[Insert each person’s name, title, e-mail address] Add rows to table as needed.*

|  |  |  |
| --- | --- | --- |
| First and Last Name | Title | UNM Email Address |
| 1. **Elizabeth Rademacher**
 | **Academic Student Success Manager** | **eradema@unm.edu** |
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**C. Mission Statement**

**Mission of Advisement at UNM-Los Alamos**

 The mission of the UNM-Los Alamos advisement unit is to provide information, personal and academic support, tools, and strategies for students to achieve their academic and professional goals.

**D. Unit Goal(s), Outcomes & Assessment Matrix**

*Add rows to table as needed.*

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| --- | --- | --- | --- | --- | --- | --- |
| **Broad Goals** | **Student Learning and/or Administrative Unit Outcomes** | **Univ. Goals/****UNM Strategic Plan/CAS/LA Strategic Plan** | **When Assessed****\*\*** | **Assessment Method(s)/****Activity, unit, etc. if relevant** | **Direct/****Indirect** | **\*Criteria to determine success** |
| **Goal A:** To teach students to take ownership & responsibility for successful completion of their academic goals. | **AUO A1**. Each college will enter/update students’ major and minor as requested by the student to ensure that students are completing the necessary course work to timely complete their degree requirements  | *2020 Goal #2/CAS-CC & PC*  | Fall and Spring | Conduct LoboTrax workshops for students. (ie sign- up sheets, email announcements, flyers, etc) | Direct | At least 2 workshops per semester for students each semester regarding how to use LoboTrax to conduct degree audit  |
| Fall | University Advisement Survey | Indirect | At least 80% of respondents indicate they have utilized LoboTrax to successfully run a degree audit and/or they understand they know how to run a degree audit. |
| Fall, Spring and Summer | Track the number of completion and submission of the Change of Major Forms per Student Request at the end of each semester and collaborate with Student Services to ensure that changes were completed. | Indirect | To change degree program: Out of the forms that are submitted by the academic advisors, 100% of the forms will be submitted to Student Services Office to be processed. |
| **AUO A2.** Each college will be able to navigate and utilize academic advising technologies to provide necessary updates and/or documentation/notes as needed for the program(s) and student(s).***Branch campuses exempt from roadmaps at degree.unm.edu*** | *2020 Goal #2/CAS-CC & PC*  | End of Academic Year, June | Use of LoboAchieve. Appointment Reports in OneDrive, OUA | Indirect | At least 30% of active students will have scheduled advising appointments using LoboAchieve |
| End of Academic Year, June | Use of LoboAchieve:Tracking(flag, kudos, to do) Reports in OneDrive, OUA | Indirect | At least 30% of UNM-Los Alamos student flags resolved by UNM-Los Alamos advisors within 2 weeks of the flags being raised. |
| **AUO A3**. Each college will ensure that students’ intended graduation date is entered into SZDEGR at the time of admission. (Periodic updates should be conducted on graduation status. Final graduation date should be updated one semester prior to graduation.)  | *2020 Goal #2/CAS-CC & PC*  | **UNM Branch Academic Advisement Exempt.** |
| **Broad Goals** | **Student Learning and/or Administrative Unit Outcomes** | **Univ. Goals/****UNM Strategic Plan/CAS** | **When Assessed****\*\*** | **Assessment Method(s)/****Activity, unit, etc. if relevant** | **Direct/****Indirect** | **\*Criteria to determine success** |
| **Goal B:** To educate students about opportunities that enrich their collegial experiences | **AUO B1.** Each college and student affairs advising units will ensure that current and updated information and resources are provided to students via email, website and information sessions as they pertain to the college/programs. | *2020 Goal #2 & #3/CAS-KAICA, PC & HCE* | Fall, Spring and summer | Provide ongoing communication directly to students.(ie, emails, events calendar) | Direct | At least 3 communication (i.e. e-mail, newsletter, postcard etc.) will be sent to students regarding advisement, events, and programs each semester. |
| **AUO B2.** Each college and student affairs advising units will provide regular advising seminars or sessions to inform students about holds, flags (early alerts), transitioning into their programs, probation and graduation process and requirements. | *2020 Goal #2 & #3/CAS-KAICA, PC & HCE* | Fall and Spring | Present information during New Student Orientation per semester regarding holds, flags (early alerts), transitioning into their programs, probation and graduation process and requirements. (ie. PowerPoints, sign-ins) | Direct | Conduct at least one NSO per semester. Which is mandatory for all incoming new students.  |
| Fall and Spring | Conduct small group seminars (Advisement Huddle) each semester. (ie sign-in sheets, handouts) | Direct | Conduct at least 3 per semester. |
| **AUO B3.** Each college and student affairs advising units will participate in New Student Orientation (NSO) by presenting information to students regarding college/program requirements, registration and other pertinent information as well as providing training to student on LoboAchieve and LoboTrax. | *2020 Goal #2 & #3/CAS-KAICA, PC & HCE* | Fall and Spring | Conduct a NSO and present information to students regarding college/program requirements, registration and other pertinent information as well as providing training to student on LoboAchieve and LoboTrax. (powerpoint, sign-in sheets, handouts) | Direct | Conduct at least 1 NSO per semester. |
| **AUO B4**. Each college (required to participate in NSO) and student affairs office will enter details notes after NSO and every advising session. (The notes should be meaningful and reflect of the advising visit. Examples of items that should be included.)  | *2020 Goal #2 & #3/CAS-KAICA, PC & HCE* | Fall, Spring and Summer  | New Degree-Seeking Students who have a UNM NetID: Use of LoboAchieve:Appointment Reports in OneDrive | Indirect | New Degree-Seeking Students:All required information entered into LoboAchieve for at least 80% of all incoming students no later than 2 weeks after the semester begins. |
| Fall, Spring and Summer | Current Degree-Seeking Students:Use of LoboAchieve:Appointment Reports in OneDrive | Indirect | Current Degree-Seeking Students:All relevant information (i.e. course selections, contract information, etc.) entered into LoboAchieve regarding advising session(s) at least 80% within 2 business days of appointment/walk-in with student. |
|  | **AUO B5.** Each college and student affairs advising units will participate annually in outreach and recruitment activities and/or initiatives that focus on retaining and/or helping students transition.   | *2020 Goal #2 & #3/CAS-KAICA, PC & HCE* | Fall and Spring  | E-mail communication to students at least 2 weeks prior to registration opening for the next semester. | Direct | At least 1 communication (i.e. e-mail, newsletter, postcard, etc.) will be sent to students regarding how to access advisors 2 weeks prior to registration opening. |
| Fall and Spring | Host transfer days at least once per semester for students interested in pursuing a Bachelors degree/ (Flyers, email, sign-up sheet) | Direct | Conduct at least 1 transfer day per semester. |
|  | **AUO B6.**  Each college and student affairs advising units will regularly provide campus-wide resources on information about various programs, civic engagement services, internships and other academic opportunities.  | *2020 Goal #2 & #3/CAS-KAICA, PC & HCE* | Fall and Spring | Regularly provide communication about resources or information regarding various programs, civic engagement opportunities, internships and other career opportunities. (ie emails, flyers, workshops, career fair, huddle, etc) | Direct | Send or provide information at least twice a semester on relevant opportunities. |
| **Broad Goals** | **Student Learning and/or Administrative Unit Outcomes** | **Univ. Goals/****UNM Strategic Plan/CAS** | **When Assessed****\*\*** | **Assessment Method(s)/****Activity, unit, etc. if relevant** | **Direct/****Indirect** | **\*Criteria to determine success** |
| **Goal C:** To assist students in connecting their academic goals to their career and life-long aspirations | **AUO C1.** Professional academic advisors will facilitate discussions with students that help them explore their current academic interests and how they may be linked to their future career goals. | *2020 Goal #2 & #3/CAS-ID, KAICA & IC* | Fall and Spring  | Regularly provide communication about resources or information regarding various programs, civic engagement opportunities, internships and other career opportunities. (ie emails, flyers, workshops, career fair, huddle, etc) | Direct | Send or provide information at least twice a semester on relevant career opportunities  |
| **AUO C2.** Professional academic advisors will refer students to Career Services **and/or** other relevant support services as needed. | *2020 Goal #2 & #3/CAS-ID, KAICA & IC* | Fall, Spring and Summer | Regularly provide communication about resources or information regarding employment opportunities, and internships. (ie emails, flyers, job board, etc) | Direct | Send information at least twice a semester on employment opportunities.  |
| **Broad Goals** | **Student Learning and/or Administrative Unit Outcomes** | **Univ. Goals/****UNM Strategic Plan/CAS** | **When Assessed****\*\*** | **Assessment Method(s)/****Activity, unit, etc. if relevant** | **Direct/****Indirect** | **\*Criteria to determine success** |
| **Goal D:** To conduct and participate in professional development opportunities that strengthen, improve and expand academic advising practices at UNM | **AUO D1.** Each college and student affairs advising units will participate in local, regional and/or national conferences, seminars, institutes, trainings and meetings at least once a year.  | *2020 Goal #2/CAS-PC & ID* | Summer | Results from annual Advisor Assessment, OUA | Direct | 100% of advisors must pass annual Advisor Assessment with 90% or higher. |
| Fall or Spring | Participation in webinars presented by subject matter experts in advisement best practices.Provide relevant documentation of participation/attendance. | Indirect | 100 % of advisors will participate in at least 1 professional development opportunity and provide relevant documentation of participation/attendance (i.e. registration confirmation, event program, written reflection, etc.) |
| Fall | Participation in Fall Advisor Institute.Provide relevant documentation of participation/attendance. | Indirect | At least 75% of advisors will attend Fall Advisor Institute and provide relevant documentation of participation/attendance (i.e. registration confirmation, event program etc.) |
| **Broad Goals** | **Student Learning and/or Administrative Unit Outcomes** | **Univ. Goals/****UNM Strategic Plan/CAS** | **When Assessed****\*\*** | **Assessment Method(s)/****Activity, unit, etc. if relevant** | **Direct/****Indirect** | **\*Criteria to determine success** |
| **Goal E:** To provide an advising infrastructure and work environment that supports the advising process | **AUO E1.** Each college and student affairs advising units will ensure that sufficient personnel is provided in order to maintain an infrastructure that supports best practices for effective and ongoing academic advising. | *2020 Goal #5*  | Fall and Spring | Students :Results from Advisement Survey (OneDrive) | Indirect | Student: 60% of respondents indicate satisfaction. |
| Spring | Advisors:Results from Advising Infrastructure Survey (OneDrive) | Direct | Advisors: 90% of respondents indicate satisfaction. |
| **AUO E2.** Each college and student affairs advising units must designate the appropriate spaces and equipment to ensure that an adequate work environment is established that supports best practices for effective and ongoing academic advising. | *2020 Goal #5*  | Fall and Spring | Students :Results from Advisement Survey (OneDrive) | Indirect | Student: 60% of respondents indicate satisfaction. |
| Spring | Advisors:Results from Advising Infrastructure Survey (OneDrive) | Direct | Advisors: 90% of respondents indicate satisfaction. |

*\*Briefly describe the* ***criteria for success*** *related to each direct or indirect means of assessment. What is the unit’s performance target (e.g., is an “acceptable or better” performance by 60% of students/clients/participants on a given measure acceptable to the unit)? If scoring rubrics and/or surveys are used to define qualitative criteria and measure performance, attach them to the plan as they are available.*

1. **Who**: State explicitly whether the unit’s assessment will target all students/clients and/or a sample for each outcome. Address the validity of any proposed sample of students. [**NOTE:** *Although one size does not fit all and it does depend on the assessment method, sampling should not be taken lightly. Best practices indicate that sampling approx. 20% of the student population (or student participants) is valid and reliable if the number exceeds 99. Otherwise, a valid rationale has to be provided for samples that are less than 15% of the student population (or student participants).*]

**All UNM Los Alamos students pursuing a Certificate or Associate degree program.**

 2. **When will the outcomes be assessed? *When and in what forum will the results of the assessment be discussed*?**

*The criteria for success have been determined for each outcome in the above section. These criteria will be used as a baseline to evaluate the efficiency of our processes and to determine areas for improvement and/ optimization.*

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| **SLOs/AUOs** | **Year: Semester(s)** |
| **AUO A1**. Each college will enter/update students’ major and minor as requested by the student to ensure that students are completing the necessary course work to timely complete their degree requirements  | **Fall, Spring**  |
| **AUO A2.** Each college will be able to navigate and utilize academic advising technologies to provide necessary updates and/or documentation/notes as needed for the program(s) and student(s). | **End of Academic Year, June** |
| **AUO A3**. Each college will ensure that students’ intended graduation date is entered into SZDEGR at the time of admission. (Periodic updates should be conducted on graduation status. Final graduation date should be updated one semester prior to graduation.)  | **Exempt** |
| **AUO B1.** Each college and student affairs advising units will ensure that current and updated information and resources are provided to students via email, website and information sessions as they pertain to the college/programs. | **Fall, Spring, Summer** |
| **AUO B2.** Each college and student affairs advising units will provide regular advising seminars or sessions to inform students about holds, flags (early alerts), transitioning into their programs, probation and graduation process and requirements. | **Fall and Spring** |
| **AUO B3.** Each college and student affairs advising units will participate in New Student Orientation (NSO) by presenting information to students regarding college/program requirements, registration and other pertinent information as well as providing training to student on LoboAchieve and LoboTrax. | **Fall and Spring** |
| **AUO B4**. Each college (required to participate in NSO) and student affairs office will enter details notes after NSO and every advising session. (The notes should be meaningful and reflect of the advising visit. Examples of items that should be included.)  | **Fall and Spring** |
| **AUO B5.** Each college and student affairs advising units will participate annually in outreach and recruitment activities and/or initiatives that focus on retaining and/or helping students transition.  | **Fall and Spring** |
| **AUO B6.**  Each college and student affairs advising units will regularly provide campus-wide resources on information about various programs, civic engagement services, internships and other academic opportunities. | **Fall and Spring** |
| **AUO C1.** Professional academic advisors will facilitate discussions with students that help them explore their current academic interests and how they may be linked to their future career goals. | **Fall and Spring** |
| **AUO C2.** Professional academic advisors will refer students to Career Services and/or other relevant support services as needed. | **Fall and Spring**  |
| **AUO D1.** Each college and student affairs advising units will participate in local, regional and/or national conferences, seminars, institutes, trainings and meetings at least once a year.  | **Fall or Spring** |
| **AUO E1.** Each college and student affairs advising units will ensure that sufficient personnel is provided in order to maintain an infrastructure that supports best practices for effective and ongoing academic advising. | **Fall and Spring** |
| **AUO E2.** Each college and student affairs advising units must designate the appropriate spaces and equipment to ensure that an adequate work environment is established that supports best practices for effective and ongoing academic advising. | **Fall and Spring** |

3. **What is the unit’s process to analyze/interpret assessment data and use results to improve and/or maximize**

**performance on the outcomes?**

*Briefly describe:*

1. *who will participate in the assessment process (the gathering of evidence, the analysis/interpretation, recommendations).*
	1. **All UNM Los Alamos academic advisors**
	2. **Possibly Institutional Researcher**
	3. **Any other stakeholders determined by Advisement**

*2. what is the process for considering the implications of assessment/data for change:*

 *a. to assessment mechanisms themselves,*

 *b. to curriculum/program/activities design,*

 *c. to service delivery and/or client’s knowledge*

 *…in the interest of improving services, resources, unit, etc.*

**Using assessment methods identified in above matrix data will be collected and reviewed during an identified timeline at the end of the academic year. Based on findings next steps will be determined to improve academic advising services as well as inform strategic plan before the start of the next academic year.**

*3. How, when, and to whom will recommendations be communicated?*

**A memo will be created outlining the strengths and weakness related to data collected. An annual assessment report will be completed by the unit and presented to Institutional Effectiveness Committee and subsequently Administration to inform improvement of identified processes/services and optimize processes/services that are successful.**