Comprehensive Assessment Plan Template with Examples (Part 2)
for Academic and Student Support Service Units

Directions. *Use this short-form template to complete your Comprehensive Assessment Plan. For detailed instructions for each element of the template see Pages 3-4 in the* <u>2017 Assessment Planning Guide</u>*.*

I. Identify your unit's mission and/or essential functions

a) Unit:	Academic Advising Center
b) Mission Statement:	The mission of the Academic Advising Center (ACC) is to empower and encourage students to take charge of their educational plans through collaborative efforts with university advisors and faculty. Academic advisors are committed to developing students' educational, career, and life goals.

II. List all expected outcome statements and measure titles for 2017-2021 planning period

a) Expected Outcome Statements:

Expected Outcome (1):	The AAC will provide undergraduate students with ample academic advising services.
Expected Outcome (2):	The AAC will provide undergraduate students with a satisfactory academic advising experience.
Expected Outcome (3):	Incoming students will be able to identify the following academic policies: Academic Standing, Course Drop, Course Repeat, Excess Credit Hours.

b) Measure Titles:

Measure Title (1.1):	Advising Sessions
Measure Title (2.1):	Satisfaction Survey
Measure Title (3.1):	Blackboard Quiz

Methodology for Measure 1.1 (Advising Sessions)

a)	**Expected Outcome Title:**	Advising Services
b)	**Expected Outcome Statement:**	The AAC will provide undergraduate students with ample academic advising services.
c)	**Expected Outcome Type:**	Administrative Outcome
d)	**Expected Outcome-Mission Alignment:**	Providing advising services to the undergraduate student body is part of the unit's essential functions and mission.
e)	**Expected Outcome-Organizational Alignment:**	"Student Success: Support our students in achieving their academic goals in a timely manner and reaching their professional aspirations through excellent integrated learning experiences both in and out of the classroom."
f)	**Measure Title:**	Advising Sessions
g)	**Measure Description:**	The measure used to evaluate the expected outcome is the total number of scheduled advising sessions during the past academic year.
h)	**Measure Type:**	Direct
i)	**Assessment Data and Collection Process:**	Data is from daily records of scheduled advising sessions compiled by academic advising staff. The director will aggregate monthly reports submitted by staff members into one annual report of total advising sessions.
j)	**Data Collection Frequency and Timeline:**	Although advising session data will be collected daily, the information used to evaluate the expected outcome will be aggregated annually at the end of each spring semester. The expected outcome will be assessed during the spring of 2018. The results obtained in spring 2018 will be used to develop interventions that will be implemented by summer 2018. To evaluate the impact of interventions, the expected outcome will be re-assessed spring 2019. This cycle will be repeated until 2021.
k)	**Benchmark for Success:**	The ACC expects to have 10,000 unique advising sessions during an academic year.
l)	**Measure-Expected Outcome Alignment:**	Measuring the frequency of advising sessions provided by the ACC is an appropriate measure of the expected outcome because it a service provided to university students by the unit's staff.
m)	**Approach for Evaluation and Analysis**	The unit director will evaluate advising session records provided by all relevant staff. Data will be disaggregated by advisor, student status, semester timing (beginning, middle, end) and physical campus location

		(Edinburg vs. Brownsville) to identify when and where services are more frequent.

Methodology for Measure 2.1 (Satisfaction Survey)

a)	**Expected Outcome Title:**	Satisfaction with Services
b)	**Expected Outcome Statement:**	The AAC will provide undergraduate students with a satisfactory academic advising experience.
c)	**Expected Outcome Type:**	Administrative Outcome
d)	**Expected Outcome-Mission Alignment:**	The Academic Advising Center's support services are intended to facilitate students' timely progress toward their degrees. Positive advising experiences should be indicative that the unit is making progress toward its own mission.
e)	**Expected Outcome-Organizational Alignment:**	"Student Success: Support our students in achieving their academic goals in a timely manner and reaching their professional aspirations through excellent integrated learning experiences both in and out of the classroom."
f)	**Measure Title:**	Satisfaction Survey
g)	**Measure Description:**	Students who participate in an advising session will be asked to respond to the following statement: "My overall satisfaction with the academic advising session was 1) Very Dissatisfied, 2) Dissatisfied, 3) Neutral, 4) Satisfied, 5) Very Satisfied."
h)	**Measure Type:**	Indirect
i)	**Assessment Data and Collection Process:**	Data is from students' self-reported satisfaction with the advising sessions they attend. Responses will be centralized via Qualtrics, an online survey tool managed by the university. Surveys will be disseminated to students' official email accounts no later than 24 hours following the scheduled advising session.
j)	**Data Collection Frequency and Timeline:**	Daily survey responses will be pooled together at the end of each spring semester of the academic year. The outcome will be assessed during the spring of 2018. The results obtained in spring 2018 will be used to develop interventions that will be implemented by summer 2018. The expected outcome will be re-assessed spring 2019. This cycle will be repeated until 2021.
k)	**Benchmark for Success:**	70 percent of students will report being "satisfied" or "very satisfied" with the advising sessions they attended.
l)	**Measure-Expected Outcome Alignment:**	A satisfaction survey will be used to evaluate the expected outcome focused on students' satisfaction with advising sessions.

m) Approach for Evaluation and Analysis	The unit director will evaluate the survey data provided by respondents. Data will be disaggregated by semester timing, status, major, race, and gender.

Methodology for Measure 3.1 (Blackboard Quiz)

a) Expected Outcome Title:	Academic Policy Knowledge
b) Expected Outcome Statement:	Incoming students will be able to identify the following academic policies: Academic Standing, Course Drop, Course Repeat, Excess Credit Hours.
c) Expected Outcome Type:	Student Learning Outcome
d) Expected Outcome-Mission Alignment:	To support students during key transition points of their undergraduate careers, it is imperative that the Academic Advising Center educate students about key academic policies.
e) Expected Outcome-Organizational Alignment:	"Student Success: Support our students in achieving their academic goals in a timely manner and reaching their professional aspirations through excellent integrated learning experiences both in and out of the classroom."
f) Measure Title:	Blackboard Quiz
g) Measure Description:	A 10-question quiz will be used to evaluate the extent to which students can correctly identify five academic policies.
h) Measure Type:	Direct
i) Assessment Data and Collection Process:	The data collected will be responses to a 10-question quiz on academic policies that incoming students will be required to complete prior to registration. The data will be collected via Blackboard that will be automatically disseminated to each incoming student.
j) Data Collection Frequency and Timeline:	The data will be collected no later the last official registration day each academic semester. The outcome will be assessed during the spring of 2018. The results obtained in spring 2018 will be used to develop interventions that will be implemented by summer 2018. The expected outcome will be re-assessed spring 2019. This cycle will be repeated until 2021.
k) Benchmark for Success:	Average score of 70% of questions answered correctly.
l) Measure-Expected Outcome Alignment:	Quiz responses provide a metric of the extent to which students are can identify key academic policies established by the university. Thus, there is a clear alignment between the measure and the expected outcome.
m) Approach for Evaluation and Analysis	The online Blackboard quiz will be designed to automatically evaluate student responses using an answer key. Scores will be tallied as soon as students complete the assignment. The unit director will evaluate the pooled quiz scores each academic semester to determine the extent to which the

	benchmark was met. Data will be disaggregated in the following ways: by student classification, race/ethnicity, gender, and home campus.