

Assessment of Non-Academic Outcomes (Fall 2003 and Spring 2004)

Please provide the information below about how your unit assesses the extent to which it meets its expected outcomes. If you need assistance, please contact Dr. Virginia Wheelless at 565-2085 or on Groupwise email. This information is due in the Planning Office no later than February 2, 2004 and will be updated annually.

Unit: Academic Advising and Student Services College of Business Administration

Date: January 29, 2004

Person Completing the Information **Mary S. Thibodeaux** Email thibodea@unt.edu

Head of the Unit: **Mary S. Thibodeaux** Email thibodea@unt.edu

I. Mission: Provide the mission of the unit and a statement about how it relates to the university's mission.

As representatives of the University of North Texas and the College of Business, the Academic Advising and Student Services Office will serve students, faculty, staff and community by:

Empowering students to make informed decisions and helping them to recognize individual responsibility.

Providing current and accurate information and resource referrals to facilitate students' progress.

Acting as a catalyst for the intellectual, emotional, physical and ethical development of individual students.

Anticipating and recognizing needs of individuals by providing challenge and support as needed.

Acting as a student advocate while supporting academic standards of the College and University

Working to recruit and retain students.

This mission is accomplished within a team structure that recognizes the importance of continuous quality improvement. This incorporates knowledge, accuracy, flexibility, and effective management of time and resources. This can be achieved through professional development and maintaining professional standards. Support of faculty, staff, and administration is an integral component of fulfilling this mission.

II. Previous Evaluations of the Unit: Provide a description of the evaluations/assessments conducted in your unit over the last 5 years and changes that have been made based on the results of these assessments.

The Academic Advising and Student Services Office has participated in each of the following evaluations/assessments during the past 5 years 1998-99 thru 2003-2004.

1. The College of Business Administration conducted a 10-year self study which was submitted to the American Assembly of Collegiate School of Business in 1998. AACSB International accreditation represents the highest standard of achievement for business schools, worldwide. Institutions that earn accreditation confirm their commitment to quality and continuous improvement through a rigorous and comprehensive peer review.

Specifically, this evaluation addressed the following issues that relate directly to academic advising and student services.

- A. The policies for admission to business degree programs offered by the school are clear and consistent with the school's mission.
- B. The school has academic standards and retention practices that produce high quality graduates.
- C. The school has clearly articulated processes that evaluate student progress, provide early identification of retention issues, intervene with support, where appropriate; and separate students from programs, if necessary
- D. Students have personalized interactive resources available for guidance in choosing and pursuing career paths.

In addition to the above mentioned major assessment effort, the following are used as a part of a comprehensive assessment program spearheaded by the College of Business Administration Undergraduate Program Committee.

1. American Assembly of Collegiate Schools of Business/Educational Benchmarking Incorporated (AACSB/EBI) Survey asks specific questions that address advising and advising administration effectiveness. The information is gathered by means of a questionnaire administered to graduating seniors. The results of the survey administered at UNT is compared with six peer institutions. This survey will be administered to graduating seniors once every two years as a part of a total assessment program for COBA.
2. An internally administered Graduating Seniors Survey is administered every semester by the COBA advising Office at the time the Graduation application is submitted.
3. A Student Survey was developed by the University of North Texas at Dallas and is administered to students enrolled in business classes at the UNT Dallas campus. This survey is administered at least once annually.

4. At the end of the College of Business Administration orientations sessions, each student is asked to evaluate various aspects of these sessions. Results are compiled and disseminated.
5. A computerized and paper copy of the student related problems submitted to the Associate Dean and the resolution to these problems is maintained in the Office of Academic Advising and Student Services.

III. Statement of Expected Outcomes: Provide a brief list of the expected outcomes for your unit for 2002-03 or 2003-04 as of this date. Each outcome listed must be capable of being measured by the means noted in IV below. Please number the outcomes (1 to x). After each outcome, describe how the outcome supports student learning and student development.

1. The Academic Advising and Student Services Office will ensure that there exists a unit-wide understanding and written philosophical statement concerning academic advising that includes clearly defined goals as well as the expectations placed upon advisers and students alike. Results of academic advising activities in the unit are to aid students in developing valid educational plans that are compatible with their personal abilities and goals.
2. The Academic Advising Office will develop an assessment program to evaluate the quantity and quality of the advising experiences of undergraduate students in the College of Business Administration.
3. By the end of Spring 2004, the decentralized Department of Accounting Advising function will be fully integrated in centralized advising function of the College of Business Administration.
4. The academic advising and student services will evaluate student progress toward established goals each semester for students on academic alert and probation. This outcome is specifically aimed at increasing retention.
5. The Academic Advising Office will support COBA's efforts to offer improved career advising services. This outcomes support the development of effective student decision making.
6. The Academic Advising Office will reinstitute the prospective student advising groups. This outcome supports student critical thinking skills and self direction.
7. The Academic advising and student services office will increase student awareness of available educational resources during orientation and advising sessions. This will aid students in making more informed academic and career decisions.
8. The Academic advising and student services office will increase referrals to other institutional and community support services, where appropriate. This service will anticipate and recognize needs of individual students by providing challenge and support

9. The Academic advising and student services office will provide increased communication opportunities via improved web site development. This outcome supports the mission of providing current and accurate information and resource referrals to facilitate student's progress. It will also reinforce responsible student self direction.
10. The Academic advising and student services office will provide, via additional training, improved advising services to support the program of University of North Texas at Dallas. This service will help student make more informed academic and career decisions.

IV. Measuring Expected Outcomes: Describe how the unit measures how the outcomes have been achieved and provide a list of methods and/or tools with the following information:

1. Name of assessment method or tool
2. If the method/tool is copyrighted, provide the name of the company who "owns" the tool.
3. Frequency of use - how often is this tool/method used, e.g., every spring semester students, staff, and faculty are surveyed about parking at UNT; customers are asked to complete evaluation forms when services are rendered; or each fall, the Enrollment Management Committee reviews the results of the Graduating Student Survey produced by the IR&A Office.

Several assessment instruments will continue to be used in measuring how the outcomes have been achieved:

1. American Assembly of Collegiate Schools of Business/Educational Benchmarking Incorporated (AACSB/EBI) Survey asks specific questions that address advising and advising administration effectiveness. The information is gathered by means of a questionnaire administered to graduating seniors. This survey will be administered to graduating seniors once every two years as a part of a total assessment program for COBA.
2. An internally administered Graduating Seniors Survey is administered every semester by the COBA advising Office at the time the Graduation application is submitted.
3. The results of the Student Survey developed by the University of North Texas at Dallas and administered to students enrolled in business classes at the UNT Dallas campus will be used. This survey is administered at least once annually.
4. At the end of the College of Business Administration orientations sessions, each student is asked to evaluate various aspects of these sessions. Results are compiled and disseminated. Results are summarized and evaluated after each orientation period.
5. A computerized and paper copy of the student related problems submitted to the Associate Dean and the resolution to these problems is maintained in the Office of Academic Advising and Student Services. Results are summarized and evaluated at the end of each academic year.

6. Logs will be maintained to verify the quantity/number of occurrences of activities mentioned above.

V. Use of Assessment Results: Describe how the results of the assessments described in IV above are shared with staff in the unit? How are the results used to improve the unit? Help improve student learning? Enhance student development? Meet the university's vision?

1. Information gathered (as described in Part IV) is distributed to each person in the unit by the supervisors at staff meetings.
2. Specific incidents involving a staff member are addressed individually with the staff member and with the supervisor. Specific corrective action is recommended.
3. Information from surveys are shared with the faculty of the College of Business Administration in faculty and staff meetings, in the Undergraduate Program Committee and with the Executive Committee. (Department chairs and the deans of the COBA constitute the Executive Committee.)
4. Please refer to Section III above.

VI. Changes Made Based on Assessment Results: Describe how the unit has changed (or why it has not changed) based on the results of the assessment of outcomes. Indicate the year the change was implemented. Please indicate how the expected outcomes have changed if applicable.

1. The decentralized advising activities of the Accounting Department will be integrated with the centralized advising activities for the College of Business Administration. The advising staff in accounting will be relocated to BA 123, and each advisor/counselor will be trained to handle any/all undergraduate business administration majors. This move should facilitate hiring, training, and retaining a competent staff without breaks in quality of service to our students and staff.
2. Plans are underway to assist in the training of the new advising staff currently being assembled at UNT Dallas so that the highest quality of advising to the business students at UNT Dallas can be achieved. We will work in conjunction with the College of Education and School of Community Services.
3. Academic Advising and Student services will reestablish an annual planning/review session to be held at or near the beginning of each academic year.
4. Brochures and other informational pieces will be developed for distribution to students.

Signature of Person Completing the Form: _____ **Date** _____

Signature of Unit Head after Reviewing the Form: _____ **Date** _____

**Assessment Report Matrix
University of North Texas**

Department/Unit: COBA Academic Advising and Student Services **Date:** January 29, 2004

***Person Completing the Form:** Mary S. Thibodeaux thibodea@unt.edu*

Department/Unit Head (after reviewing the form):

Mission: (See page 1 for full mission statement.)

Expected Outcomes	Assessment Tools/Measurement	Assessment Results	Changes based on Results Taken	How do changes help UNT meet its Vision and support student learning?
Improved Advising services to UNT Dallas Business Students	UNT Dallas Survey	Additional Training needed	Additional Training support	Progress and retention of students
Increased student awareness of available educational resources	EBI/AACSB Survey Graduating Senior Survey		Web-site development Brochure development	Problem solving, self direction, retention, career selection
Integration of Accounting advising with centralized COBA advising	Survey of Students Observation Survey of Advisors/Faculty	(Beginning)		
Increased Referrals to other UNT and community support services	Graduating Senior Survey Individual advising session feedback			

Improved and increased communication opportunities	Computerized count of web site utilizations (hits)			
Tracking of “alert” and probation student progress	Academic status report and advising session tracking			
Development and dissemination of written philosophical statement and goals	Review of the document			
Improved career advising services	Information from students and COBA’s career center representative			
Assessment program	Refining of document			
Reestablish prospective student advising group	Session logs			