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| SLCC Logo | Academic Advising |
| 2022-2023 ANNUAL ASSESSMENTSUMMARY OF RESULTS |

# Project Title: Making Qualitative Assessments Accessible and Actionable

# College-wide Strategic Goal

Increase Student Completion Strategy 1: Implement SLCC Pathways

Secure Institutional Sustainability and Capacity: Strategy 10: Develop and Implement Program-Level Learning Outcomes and Assessment

As SLCC continues to implement Guided Pathways in Academic Affairs, it will become more important to track the performance of advising by the Pathways groups instead of the whole department. It will be even more important to get student satisfaction and performance metrics in the hands of the advisors so they can find new opportunities to support their students and increase persistence, retention, and completion on an individual and team level.

# Assessment Overview

Academic Advising conducts two separate surveys for assessment purposes: a daily survey sent to students who met with an advisor on that day and an annual survey to assess if students feel confident and can demonstrate the learning outcomes, we have for them as they interact with an academic advisor.

These surveys have been chiefly shared with the leadership team to assess how we are doing as a department. The dashboard will allow for advisors to view the survey results to assess and learn for performance and future interactions with students.

Due to leadership changes in Academic Advising this year, the goal to make this information available on the advisor dashboard to see students’ caseload responses was delayed. The current director (hired in April 2023) is working with the Data Science & Analytics (DSA) and the leadership team to continue this goal into the upcoming academic year 2023-2024.

# Methodology (Plan/Method)

The previous Director for Academic Advising was able to complete the following steps prior to her departure:

* Move current surveys from Formstack to Qualtrics so individual data can be tied to S-numbers
* Automate the surveys in Qualtrics so it goes out consistently

The current Director is working to complete the following steps to make the data accessible and actionable:

* Work with Data Science and Analytics to tie individual data from Qualtrics into caseload data into Tableau so advisor can view it in real time. Currently, the Director is working with DSA to build the structure around this goal.
* Build filters in Tableau that can break up the information by demographics
* Verify the data with DSA.
* Test the structure and data with Leadership Team and Advisors.

# Plan to Disaggregate Data by Race/Ethnicity

The surveys currently request students to disclose race/ethnicity data, but other metrics are not disaggregated. Moving surveys to Qualtrics and making them available on a dynamic dashboard will enable access to see if there are different outcomes reported based on race/ethnicity, age, or other demographic indicators. This is currently being worked on with the Director and DSA.

# Timeline

The advisor dashboard was launched on June 2022. Advisors received training on how to use the dashboards for creating lists of students for proactive advising.

Prior to her departure, in the Fall of 2022, the Director worked with DSA to assist with the project of the daily and annual surveys. The interim Director was able to work on ensuring that the caseload assignments were uploaded into banner, along with updating and automating the Qualtrics Surveys.

These steps were important to complete so that the new Director can work with DSA to add to the platform structure and begin testing the dashboard to verify the data is accurate and complete.

Given the leadership change, the timeline will adjust as follows:

September 2023 - First review of advisor dashboard by leadership team

October 2023 - QA testing by advisors

November 2023 - Second review of advisor dashboard with DSA QA

December 2023 – Final Review and adoption

# Results/Finding

While the advisor dashboard is live, it appears that the advisors may need more support in learning how to use the dashboard, and how to interpret data to help with supporting students. DSA informed the new Director that they may need to inactivate the dashboard while working to incorporate the survey results into the dashboard. Once the structure with the survey results is added in, we will send out the advisor dashboard for testing with Advisors to verify that the data is accurate.

# Action Plan

The advisor dashboard was initially created for advisors to use on obtaining accurate lists of their students and to create plans for proactive advising. The dashboard has the potential to add more features as the college creates new strategic plans. Although there was delay in the implementation of this year’s metrics (the daily and annual survey responses), the current Director finds value in adding this metric into the advisor dashboard. She will continue working with DSA to implement these features, test out the dashboard with her team, and continue working on the dashboard for the benefit of the Academic Advising team to use. She will also work with the MySuccess team to ensure that parameters for student lists are similar.