

# Operational Outcomes Report - 4 Column

## Great Basin College

### Operational (Student Services) - Student Advising

**GBC Mission:** GBC Mission: Enriches people's lives by providing student-centered, post secondary education to rural Nevada. Educational, cultural and related economic needs of the multicounty service area are met through programs of university transfer, applied science and technology, business and industry partnerships, developmental education, community service and student support services in conjunction with certificates and associate and select baccalaureate degrees.

**Unit Mission:** Provide effective and timely academic advising to students at GBC.

Outcomes	Means of Assessment & Criteria / Tasks	Results	Action & Follow-Up
<p>Operational (Student Services) - Student Advising - Academic advising - GBC students receive the academic advising they need to enroll in and complete a program of study.</p> <p><b>Assessment Years:</b> 2011-2012</p> <p><b>Start Date:</b> 05/18/2012</p> <p><b>Outcome Status:</b> Active</p>	<p><b>Assessment Measure:</b> Student satisfaction surveys.</p> <p><b>Assessment Measure Category:</b> Survey</p> <p><b>Criterion:</b> Students are satisfied with the academic advising they receive.</p>	<p>12/01/2012 - The fall 2012 student satisfaction survey yielded the following results on academic advising: 1) No. 6. "My academic advisor is approachable" -- students rated this as a strength (important and satisfactory) for GBC overall and for students in Elko, Winnemucca, and at other locations; 2) No. 12 "My academic advisor helps me set goals to work toward" and No. 48. "Counseling staff care about students as individuals" were found not to be important to students compared to other questions; 3) No. 32 "My academic advisor is knowledgeable about my program requirements" has mixed results -- it's a strength (important and satisfactory) for students in Elko and at other locations, but a challenge (important but unsatisfactory) for students in Ely and Pahrump and for students taking primarily internet classes; 4) No. 25 "My academic advisor is concerned about my success as an individual" is rated as a challenge (important but unsatisfactory) for students taking primarily internet classes; 5) No. 40 "My academic advisor is knowledgeable about the transfer requirements of other schools" is rated as a challenge (important but not satisfactory) to students in Elko; and 6) No. 52 "This school does whatever it can to help me reach my educational goals" is rated as a challenge (important but not satisfactory) to students in Elko and Winnemucca and to students taking primarily internet classes.</p> <p><b>Criterion Met:</b> N/A</p>	<p>04/02/2013 - The Academic Advising and Career Center is planning to develop a hand-out for students outlining information about transferring to other NSHE schools and those in Idaho and Utah. This will be available summer 2013 on the web and distributed to advisors to hand out to students.</p>

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		<p><b>Reporting Period:</b> 2012-2013</p> <p>11/14/2012 - The results of an Alumni Satisfaction Survey of 2009-2010 certificate and degree recipients in August, 2011, indicate that only 65% agree or strongly agree they are satisfied with the overall effectiveness of the advising system at GBC. Students asked specifically about the availability and quality of advising from the Career Center (54% and 53%, respectively) and from faculty advisers (74% on both measures) reported low satisfaction rates across the board, however there is a relatively high percentage of students (39%-41%) reporting no opinion on Career Center advising. These rates compare with 93% who agree or strongly agree they are satisfied with their total educational experience at GBC.</p> <p><b>Criterion Met:</b> N/A</p> <p><b>Reporting Period:</b> 2011-2012</p>	<p>05/18/2012 - A small task force was appointed to address this gap in student satisfaction and is taking the following actions with a completion goal of March 31, 2011:</p> <ol style="list-style-type: none"> <li>1. Document survey results and present them to program and department meetings with faculty, center directors, and the career center. Evaluate the effectiveness of advisor assignments and advising information in Peoplesoft. Survey faculty, staff and students or hold focus groups to find out how to improve the advising system.</li> <li>2. Discuss academic advising at GBC and the changes introduced by a new student information system and recommend uses such as: <ol style="list-style-type: none"> <li>a. 100% of the students have been assigned an advisor that both the students and the advisor can "see" in the system- recommend faculty contact their advisees</li> <li>b. Make sure the student is in the correct declared major and advised by the correct faculty member</li> <li>c. Run "what if" scenarios with the student and talk about what they need to do to accomplish their educational goals</li> </ol> </li> <li>3. Provide academic advising worksheets in a convenient location online and training in the use of PeopleSoft.</li> <li>4. Develop academic advising guidelines for students and staff.</li> </ol>

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			<b>Follow-Up:</b> 05/18/2012 - Evaluate the effectiveness of advisor assignments and advising information in Peolesoft. Survey faculty, staff and students or hold focus groups to find out how to improve the advising system.
	<b>Assessment Measure:</b> Faculty and staff survey results. <b>Assessment Measure Category:</b> Survey <b>Criterion:</b> Faculty and staff are satisfied that academic advising adequately meets the needs of students.	12/15/2012 - The fall 2012 employee satisfaction survey results yeilded a mean score of 3.4 out of a total of 5 points for this statement, "Academic advising adequately meets student needs." This score ranks 49th out of 56 questions. <b>Criterion Met:</b> No <b>Reporting Period:</b> 2012-2013	