

SACS Interim Report

Assessing Effectiveness - Academic Advising

Clayton State University utilizes both staff and faculty advisors to provide developmental advising services to its students. Advising is decentralized, with 15 staff advisors providing services alongside faculty members at the school or college, working with students enrolled in developmental (learning support) programs, or serving the needs of special populations of students. An Advising Council was formed in 2005. Its members are all staff advisors and faculty representatives from each college. The Advising Council makes policy recommendations, disseminates information, and provides training opportunities for all advisors. All students are required to meet with their advisor at least once during both the spring and fall semesters. Most advisors have been trained and now use AdvisorTrac which brings consistency to the appointment process, provides a place for advisors to record notes that can be viewed when students change advisors or majors, and allows the university to store and collect information relating to advising needs. For the past three years, a survey has been conducted each spring to measure the effectiveness of the university's advising practices. The results are analyzed and shared with the advisors and deans. A sample of the general questions is posted below.

Section 2: This School Year's Primary Advisor Evaluation

(N > 749 all three years)

My Advisor (responses in percents):

| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | N/A |
|---------------------------------------------------------|----------------|-------|---------|----------|-------------------|-----|
| 2.2 was available for an appointment right away | | | | | | |
| 2007 | 43 | 29 | 11 | 5 | 3 | 9 |
| 2008 | 46 | 26 | 10 | 4 | 3 | 8 |
| 2009 | 49 | 31 | 8 | 6 | 1 | 5 |
| 2.14 demonstrated a genuine interest and concern for me | | | | | | |
| 2007 | 49 | 23 | 14 | 4 | 4 | 5 |
| 2008 | 50 | 22 | 11 | 4 | 5 | 5 |
| 2009 | 56 | 25 | 12 | 3 | 2 | 3 |
| 2.28 is a person I would recommend to other students | | | | | | |
| 2007 | 54 | 20 | 11 | 6 | 4 | 4 |
| 2008 | 56 | 18 | 11 | 3 | 5 | 4 |
| 2009 | 60 | 20 | 11 | 3 | 3 | 2 |