

## Advising Assessment Report Academic Year 2019-20 Executive Summary

The mission of advisement at the University of New Mexico is to provide an inclusive and supportive environment where advisors assist students make robust and informed decisions about educational plans that are consistent with their life goals. Advising is a dynamic partnership between students and advisors with each fully participating in the advising experience.

***Students will obtain knowledge about why they registered for particular courses during advising at Freshman New Student Orientation (NSO).***

The University is striving to improve graduation rates; ensuring degree plans are clear and accessible are an integral part of advising new students. This goal guides new students to examine how course placement and recommended courses fit within their degree plan. The year's cycle focused on developing uniform curriculum and assessment tools for implementation during the Fall 2020 NSO advisement process.

***Identify how communication flows within colleges to provide advisors with pertinent information about the degree programs for which they advise.***

The focus was on the information transference between colleges and their advisor(s). In particular, how and by who the information is communicated is the exploratory focus of this goal. Two activities, informational flow charts, and a survey revealed Deans, Directors, Managers, and Supervisors are key providers of information to Senior Academic Advisors. Staff meetings, emails, and informal conversations are standard mechanisms for information sharing.

***Ensure that OAS provides onboarding and ongoing professional development to advisors that develop and enhance their advising practice.***

The capstone in onboarding new advisors is a portfolio that includes items such as their advising philosophy and goals, online module assignments, and observations. The portfolio is a diversified way to document advising expertise and readiness to advise UNM students. Additionally, Advising Matters meetings and Advisor Institutes are venues for all advisors to remain current in their advising practice and in enhancing their skills. The timeline for onboarding new advisors does not align with the assessment cycle, but we have been able to meet our 86% completion benchmark for the past two years. Several Spring 2020 events were cancelled after going into Limited Operations due to COVID-19. We fell short of our 80% benchmark, with 67% of survey respondents indicating that our professional development events contributed to remaining current in their advising practice.

***The OAS will continuously improve advising practices, processes and/or policies.***

The Provost Committee for Advising (PCA) launched a self-study, of which all advising units participated, utilizing the Council for the Advancement of Standards (CAS) in Higher Education for Academic Advising Programs, as a guide. Two standards were selected for the self-study: (a) Programs and Services and (b) Student Learning, Development, and Success. Self-studies revealed advising units adapt their services to fit the needs of their population, and exhibit strong collaboration with other advising units. Much of their programming and outreach focuses on student retention and graduation.

To read the full report, visit:

<http://advisement.unm.edu/resources/assessments/assessment-reports.html>