

**Advising Assessment Report
Academic Year 2018-19
Executive Summary**

The mission of the Office of Advising Strategies (OAS) is to educate, lead, and advocate for advisement. A function of OAS is to provide a university-wide assessment on advising. OAS assessed four advising goals focused on students, colleges, professional development, and OAS efforts. A brief overview of the resulting goals, results, and analysis are as follows.

Students gain knowledge about course registration and accessing their advisor from college advising units at New Student Orientation (NSO).

NSO is a critical time where a variety of resources are presented and utilized to help students enroll, thus requiring teaching students the usage of online advising tools. Since students must self-enroll through LoboWeb, it is important to familiarize them with registration functions in order to be self-sufficient in subsequent semesters. The results show that advisors were able to teach students how to use two online advising tools: LoboWeb and LoboAchieve.

Colleges will update, when necessary, information on their posted degree program/major(s).

All 12 undergraduate colleges demonstrated efforts through which students could more easily obtain up-to-date information in regards to their degree program as well as their academic and professional opportunities and resources. These updates took shape through a variety of methods: creating and updating internal websites, the UNM degrees site, the UNM catalog, and employee training, email, and social media. The challenge of finding the perfect communication modality prompts colleges to use multiple venues.

Advisors will gain knowledge about current advising practices during OAS-provided professional development.

New advisors are required to complete an online course, monthly face-to-face meetings, outside shadowing, and a final portfolio. Additionally, all advisors are given the opportunity to participate in professional development through biannual Advisor Institutes and eight Advising Matters meetings. Efficacy was evaluated through new advisor portfolios and post-professional development evaluations. These reflected ample preparation for advising plus opportunities for learning about curriculum updates, and practice strategies and techniques.

OAS will continuously improve advising practices.

This goal had two benchmarks: analyzing the advising classification system and improving communication to students. In Fall 2017, OAS and the Human Resources Compensation Department (HRC) began an advisement study of the advising structure of 22 classifications which resulted in reducing them to 12. This streamlined the structure, making it easier to determine the University's student to advisor ratio. The other benchmark was a content analysis of advising websites in order to provide feedback to advising units. The intention was to improve online information by using clear language, update information, and better formatting, and ensuring all links were operational.

To read the full report, visit:

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