Academic Advising Assessment and Feedback System

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IDEA’s Mission

A nonprofit research organization, IDEA provides analytics, resources, and advice to improve student learning in higher education.
Representing higher education practitioners in student programs and services throughout the country and beyond, CAS provides tools to higher education leaders assessing institutional effectiveness, student learning, and outcomes.
The CAS-IDEA Research Alliance

IDEA serves as the research extension for CAS, providing an opportunity for members to get informed, data-driven answers to questions around the achievement of CAS standards.
The CAS-IDEA Research Alliance

CAS and IDEA are striving to build a community of knowledge by working alongside other organizations like NACADA that share in the greater goal of improving student outcomes.
The Problem

When an institution is assessing advising, the lack of a standardized instrument fails to provide comparative and benchmark data.

• How do we improve?
• Am I meeting the standards?
• What impact do the changes made have on the learning outcomes and progress of the student?
The Academic Advising Assessment and Feedback System

- Standardized
- Designed to obtain feedback from multiple perspectives
- Aligns with professional (CAS) and accreditation standards
- Formative feedback with NACADA support
- Benchmark/Comparative Data
Feedback Tools

Academic Advising Assessment
- Staff Survey
- Student Survey

Advisor Feedback
- Advisor Feedback Survey

Also...
Student Learning Outcomes
Assessment Rubric
Feedback Tools

Staff Survey
• Input from academic advisors as well as other staff, faculty, or administrators who have direct experience with academic advising.
• Aligned with the CAS Self-Assessment Guide for Academic Advising.

Student Survey
• Student perspective on their advising experience.
• Can be administered to the entire student body or sub-groups.

Advisor Feedback Survey
• Provides formative feedback to academic advisors based on student perceptions of their direct experience.
Reports

Reports are formatted into interactive tabs for ease of navigation and interpretation.

- **Executive Summary Tab** - analysis of strengths, areas to improve and next steps
- **Tabs specific to the survey content**, i.e. Learning Outcomes, Advisor Roles, etc.
- **Overall Ratings Tab** - includes respondent information and overall summary measures
- **Statistical Detail Tab** - means and standard deviations for each survey item
- **Written comments** are provided in a downloadable file
Solutions to Improve

The information on the Executive Summary tab is broken down into two sections: advisor’s skills, which is organized around the NACADA Core Competencies for Academic Advising; and the students’ motivation, behavior, and learning.

To support development efforts, the report includes links to NACADA resources.
Impact

We believe that **people** are the **most important resource** on a campus, and that their perceptions can provide valuable insight.
Impact

Assess advising to provide feedback on the standards associated with successful advising practices.

Quality advising leads to better student outcomes.

Student success thus impacts retention.

Retention preserves institutional resources.
Support

Customer Service
• Email and phone support
• Ongoing communication throughout the process (i.e. response rates, email bounce information, etc.)

Consulting
• Customized report analysis is available as an additional service with the IDEA Research Team.
Coming Soon…

IDEA and CAS are excited to be working in partnership to bring new resources to the field - - the Academic Advising Assessment and Feedback System is just the first.

Feedback tools and resources are currently being developed to support:
- Career Advising
- Civic Engagement and Service Learning
- First Year Experience
- Internships
What questions do you have?
Contact:

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