Expected Outcome 1: Campus Services
Students will be aware of the services on campus to assist them in reaching their academic and career goals.

Assessment Method 1: Graduation Survey

Assessment Method Description
An online graduation survey is administered to graduating seniors during their last semester of enrollment. The survey was administered in Spring and Summer 2014, and distributed to 467 students. The survey instrument consists of 10 items directly related to academic advising. Items are measured on a five-point Likert-type scale (1 = Strongly Disagree, 5= Strongly Agree).

Question #3, "If this advisor cannot respond to my concerns or questions, she makes the effort to refer me to the appropriate person" was assessed for this outcome.

- COSAM Graduation Survey

Findings
Respondents (n=104) reported a mean score of 4.28 (85% agree or strongly agree) in agreement with "If this advisor cannot respond to my concerns or questions, she makes the effort to refer me to the appropriate person."

How did you use findings for improvement?
Although the respondents mostly agreed that they had been properly referred, graduating seniors should express more confidence in the referral skills of advisors. As a result, we investigated further using the University Advising Survey to determine particular holes in student understanding of resources.

Additional Comments
Assessment Method 2: University Advising Survey

Assessment Method Description
The online University Advising Survey asks 21 questions about academic advising. It is distributed to all undergraduate students during the spring
semester. The question asks "How familiar are you with each of the resources listed below?", followed by the options of Study Partners Tutoring, Miller Writing Center, Student Counseling Services, Office of Undergraduate Research, and AU Career Center. Student may respond on a 4-point Likert-type scale (4=very familiar, 1=I've never heard of it).

- University Advising Survey

Findings
COSAM had 326 students respond to the question "How familiar are you with each of the resources listed?". 264 (81%) were somewhat or very familiar with Study Partners. 283 (87%) were somewhat or very familiar with Miller Writing Center. 179 (55%) were somewhat or very familiar with Student Counseling Center. 173 (53%) were somewhat or very familiar with Office of Undergraduate Research. 224 (69%) were somewhat or very familiar with AU Career Center.

How did you use findings for improvement?
COSAM students appear to be adequately familiar with the tutoring center, as well as the writing center, but less familiar with other support services. In particular, Student Counseling and Office for Undergraduate Research are lacking in student familiarity.

In order to begin addressing the issue, an example sheet of undergraduate research opportunities was created to help students understand the wide range of research opportunities available to them. In addition, advisors encouraged students to attend the Spring Research Fair to learn more about the Office and research on campus.

More work is needed in this area. Referral cards and other concrete methods of communication would be helpful. The Registrar's Office created referral cards for their major functional areas and they have been well received. Something similar would be useful. In addition, this office requested that a link to the University Office for Undergraduate Research be added to our college undergraduate research page.

Additional Comments
**Expected Outcome 2: Career Knowledge**

Students will understand the career options available to them in their chosen major.

**Assessment Method 1: Advising Survey**

**Assessment Method Description**

An online survey is sent to students after they meet with an advisor in the Student Services Office. The survey is distributed within two weeks of their advising visit. The survey has 13 questions related to academic advising, and students may respond on a 5-point Likert-type scale (5= Strongly Agree, 1= Strongly Disagree). For this outcome, the question "I understand career options available to me in my chosen major." was assessed.

**Findings**

378 surveys were distributed with 31 students responding. The reported mean for "I understand career options available to me in my chosen major." was 3.94 with 68% reporting agreement or strong agreement.

- [COSAM Advising Survey Revised](#)

**How did you use findings for improvement?**

The mean for career options was relatively low. That combined with anecdotal data that students do not feel well informed about career options, particularly in Biomedical Sciences (our largest major by far), prompted the development of career workshops for Biomedical students who are no longer planning for admission to professional schools. A pilot program was started in spring, in conjunction with the Career Center, to better inform students about potential careers available to Biomedical Sciences graduates.

Two workshops were held in spring and were targeted towards seniors in Biomedical Sciences. Without exception the attendees indicated that they wished they had the workshop before their senior year. As a result, three additional workshops were held this fall that were open to any student who wanted to attend.

**Additional Comments**

**Assessment Method 2: University Advising Survey**

**Assessment Method Description**

The online University Advising Survey asks 21 questions about academic advising. It is distributed to all undergraduate students during the spring
semester. The question asks "How familiar are you with each of the resources listed below?", followed by the options of Study Partners Tutoring, Miller Writing Center, Student Counseling Services, Office of Undergraduate Research, and AU Career Center. Student may respond on a 4-point Likert-type scale (4=very familiar, 1=I've never heard of it). For this outcome, only AU Career Center was assessed.

- University Advising Survey

**Findings**
COSAM had 326 students respond to the question "How familiar are you with each of the resources listed?" For this outcome, only AU Career Center was assessed. 224 (69%) were somewhat or very familiar with AU Career Center.

**How did you use findings for improvement?**
As part of the Biomedical Career workshops, we asked students prior to the workshop to respond to the item "The Biomedical Sciences degree has helped prepare me for many different career options." They indicated a mean response of 3.0 on a 5-point Likert type scale. Only 26% said they agreed or strongly agreed. After the workshop, we asked them to respond to the item, "I have a better idea about what I can do with a Biomedical Sciences degree". Students responded with a mean of 4.14, with 85% saying they agreed or strongly agreed.

**Additional Comments**

**Expected Outcome 3: Confidence in Advising**
Students will have confidence in their academic advisors' knowledge and the accuracy of the information they receive.

**Assessment Method 1:** COSAM Advising Survey

**Assessment Method Description**
An online survey is sent to students after they meet with an advisor in the Student Services Office. The survey is distributed within two weeks of their advising visit. The survey has 13 questions related to academic advising, and students may respond on a 5-point Likert-type scale (5= Strongly Agree, 1= Strongly Disagree).

Questions 2, 3, and 6 were assessed for this outcome. #2 "This advisor has thorough knowledge about advising details related to my individual academic needs."
#3 "This advisor has thorough knowledge of Auburn University policies and procedures regarding academics."
#6 "The advisor provides timely and accurate information."
Students are asked to respond to these items on a 5-point Likert-type scale (5=Strongly Agree; 1=Strongly Disagree).

- 📊Advising Survey

**Findings**
3133 surveys were distributed with 237 students responding.
For question #2 "This advisor has thorough knowledge about advising details related to my individual academic needs.", students reported a mean of 4.31 with 85% responding with agree or strongly agree.
For question #3 "This advisor has thorough knowledge of Auburn University policies and procedures regarding academics.", students reported a mean of 4.44 with 89% responding with agree or strongly agree.
For question #6 "The advisor provides timely and accurate information.", students reported a mean of 4.40 with 86% responding with agree or strongly agree.

**How did you use findings for improvement?**
The advising survey numbers show somewhat lower percentages of students reporting agree or strongly agree on these measures of confidence in advising.
Three of the four advisors in our office have been advising less than two years, so some of this may be a reflection of the turnover and training of new advisors. All new advisors are required to attend university training sessions, and have a primary mentor in the office.
This fall, meetings were implemented with advisors and the departments to learn more about degree programs, and COSAM specific requirements, as well as establish more consistent relationships between departments and Dean's Office advisors.

**Additional Comments**

**Assessment Method 2:** Graduation Survey

**Assessment Method Description**
An online graduation survey is administered to graduating seniors during their last semester of enrollment. The survey was administered in Spring and Summer 2014, and distributed to 467 students. The survey instrument consists of 10 items directly related to academic advising. Items are measured on a five-point Likert-type scale (1 = Strongly Disagree, 5= Strongly Agree).

Questions 2, 3, and 6 were assessed for this outcome.
#2 "This advisor has thorough knowledge about advising details related to
my individual academic needs."
#3 "This advisor has thorough knowledge of Auburn University policies and procedures regarding academics."
#6 "The advisor provides timely and accurate information."

Students are asked to respond to these items on a 5-point Likert-type scale (5=Strongly Agree; 1=Strongly Disagree).

- COSAM Graduation Survey

Findings
466 surveys were distributed with 110 students responding. For question #2 "This advisor has thorough knowledge about advising details related to my individual academic needs.", students reported a mean of 4.33 with 91% responding with agree or strongly agree. For question #3 "This advisor has thorough knowledge of Auburn University policies and procedures regarding academics.", students reported a mean of 4.47 with 95% responding with agree or strongly agree. For question #6 "The advisor provides timely and accurate information.", students reported a mean of 4.43 with 92% responding with agree or strongly agree.

How did you use findings for improvement?
Over the past two years, the university has implemented required advisor training. Those sessions have focused on a number of knowledge and skill based advising issues. The graduates indicate somewhat higher agreement on these measures than the general student population. In addition to university efforts to increase advisor knowledge, this office has implemented a day-long staff retreat and more frequent staff meetings to discuss office and student issues.

Additional Comments