



## Assessment Reporting

**ServiceArea** **TRIO DN**

**Delivery Mode:** Online Only

**Submitted by:** R-EUREKA\Kelly-Carbone on 10/20/2021

**Participating Faculty and Staff:** Kelly Carbone, Michele Bradley

**Outcome Assessed:** 1 - As a result of participating in Enhanced Advising, students will make informed decisions towards their Education Goals.

**Additional Information:** Persistence Rates, Meeting totals, Qualitative Data from Cranium Cafe.

**Assessment methods or tools used:** Enhanced Advising is defined by the activities conducted to provide Proactive/Intrusive Advising, Individualized Coaching & Strategic Advising (Personal, Social, Financial, Psychological), Comprehensive Monitoring of Academic Progress (Midterm Progress/Survey/Early Alert), Student Education Planning (Assistance in Postsecondary Course Selection), and Transfer Advising. The tool used to collect data is the SARS Scheduling System and the Blumen Database.

**Student Level Assessments:**

- 69 students did not meet expectations/display ability.
- 109 students met expectations/displayed ability.
- 32 students exceeded expectation/displayed ability.
- 0 students were not assessed.

**Findings/Results:** Students who successfully persisted from the 20/21 Academic Year to the Fall 2021 semester met with a Counselor/Advisor an average of 3-4 (3.89) times over the course of the year. In the 2020-2021 year overall, 109 students total met with a Counselor/Advisor 3-4 times, no more/no less. 69 students met with a Counselor/Advisor less than 3 times, with the average number of meetings for those who did not meet the criteria a 1.52 meetings/year. For the 32 students who exceeded the criteria and met with a Counselor/Advisor 5+ times, their average was 7.8 meetings/year. If we know that students who successfully persist meet with a Counselor/Advisor at least 3-4 times throughout the year, we need to try to meet with the 69 students who, on average, meet with a Counselor/Advisor less than twice. A reasonable implication could be that students who do not Persist and who have not met with a Counselor/Advisor were lacking the ability to make informed decisions with advising and coaching that will help them make progress towards their education goals. The TRIO program will continue to make a more concerted effort to deliver "Intrusive" Advising as part of the Enhanced Advising services by meeting students where they are in the virtual world. Students who are at risk of not persisting and are not meeting with a Counselor/Advisor as frequently as they should are not as likely to schedule an appointment to meet and attend, but rather, will benefit from being met with by calling them and reaching out directly.

**Actions/Changes To Be Implemented:**

TRIO will focus efforts on intrusive advising in the virtual venue, especially those who do not schedule meetings or cancel/do not show up for meetings. Furthermore, TRIO will continue to establish intensive Enhanced Advising early on and more frequently to notice a student is starting to show signs that they are experiencing challenges. This year, TRIO used Cranium Café to collect more qualitative data, however, Cranium Café was canceled in a departmental meeting in Fall of 2021. Therefore, TRIO will try to employ another different modality to collect qualitative data regarding Enhanced Advising services.

**Resolution on  
10/20/2021  
(Closing the  
Loop):**

TRIO conducted Enhanced Advising services to "meet students where they are" virtually. Consistent outreach was performed throughout the semester to students in the program with efforts to help them connect within the TRIO Learning Community. Not as many students participated in the virtual learning community as we had hoped, however, those who did expressed benefitting from the support available virtually.

**Rubric:**

Calculations were made based on all students for the year (156) meetings, the total number of contacts they've each had with a Counselor/Advisor (495 total meetings), and their persistence status based on enrollment in the next year (Fall 2021). The average number of meetings for students who persisted was compared with the average number of meetings with students who did not persist. The average number of meetings with a Counselor/Advisor for students who persisted served as the standard for students who "Met Criteria". Students who met with a Counselor/Advisor less than the average number of meetings for students who persisted "Did Not Meet Criteria". Students who met with a Counselor/Advisor more than the average number of meetings for students who persisted "Exceeded Criteria".