Council for the Advancement of Standards in Higher Education

College of Applied Studies Advising (CASA) Final Report

Presented By:
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CAS Program Review and Self-Assessment
Final Report

2. Campaign Calendars and Professional Development Opportunities that need to be documented on the CAS server

   a. Outreach Calendar/ Campaigns documenting the outreach completed throughout the year

   b. Professional Development goals and accomplishments for each advisor

The program review committee met via zoom because of the COVID-19 outbreak. COVID may have contributed to why the fourth member of the review team, Cedrick Ambrose, did not participate.

- Justification for 3.2 Rating of DNA: CAS review is a new process.
- Justification for 6.4 Rating of 0: No Evidence of Strategic Planning for CASA. Reasoning is because the College level strategic plan exist and it's embedded in the College level Strategic Plan

- The primary strengths of the College of Applied Studies Advising (CASA) are…
    1. The Mission/Vision statement is clearly defined and publicly available on the CASA website. This is directly aligned with College and University mission vision statements/values. Advisors follow NACADA and TAN Code of Ethics.

    2. The Advising Syllabus is a useful tool for students and provides information for students with distinct needs. Students are able to see progress in SSC and DW.

    3. Utilizes the Student Success Coach, Academic Recover Contract, monitoring grades, and providing resources to students to promote successful student learning outcome.

    4. Tracks activities and number of contacts through SSC and annual report

    5. Required Diversity training each advisor.

    6. Operates under university best practices (ie., working with Office of Disability Services, HR/University policies and procedures, using the chosen name policy, awareness of bias incident reporting, hiring process, employee annual reviews, code of ethics, FERPA and ITS training, etc….).

    7. Marketing and outreach materials are clearly aligned with the brand of the university.

    8. Website is clearly articulated and provides links to other university resources.

    9. Advisors utilize University level software (ie., Banner, Degree Works, SSC, etc..) and hardware is supported through CAS college replacement plan.

    10. Advisors utilize SSC campaigns for outreach (ie., text message, email, phone calls, etc…). Degree Works provide access to student plans for advisors and students.

- Over the past couple of years several procedures have been implemented within the University and in the CASA office:

a. With focus on Strategic Enrollment Management (SEM), Advising Leads were tasked with developing a process for training new advisors throughout the university. A worksheet was created that would serve as the template for each unit. The template includes specific advisor training required, who to contact for the training, a timeline as to when it should be completed, and a place for the supervisor's signature indicating the training has happened. Completed worksheets are submitted to Academic Affairs and filed within 6 months of an advisor's initial employment.

b. CASA adopted the "Academic Recovery Contract." Either the Advisor or the Student Success Coach utilizes and discusses this contract with students who have been dismissed and readmitted on probation. The contract not only holds these students accountable but it helps students understand what is required to continue at Wichita State. Discussion points also focus on the students' strengths, weaknesses, circumstances and provides information as to resources that are available to them.

c. Advisors use the Degree Works Audit faithfully and most College of Applied Studies students have a plan of study in their WSU portal they can follow until graduation.

d. Group advising has been utilized with Elementary Education students who are in the Core classes.

e. SSC Campaigns and communication with students are utilized

f. All appointments are made through SSC. Reports can be run to see how many advisees are assigned to each advisor, how many appointments each advisor has in any given month, and reasons for the visits.

g. During COVID-19 and the need for social distancing, zoom and telephone advising has been utilized.

Recommendations
Please see pages 28-29 for the areas of improvement and the action plan.

Self-Assessment
The following pages represent the review team's collective responses and serves as the initial report.
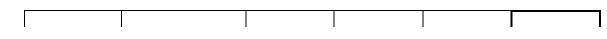!

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Part 1: Mission

Overall average (1.5).
https://www.wichita.edu/academics/applied_studies/CAS_Advising/Services/Advising.php

"The vision of the College of Applied Studies Advising Center is to collaborate with students as they define, plan, and achieve their educational and professional goals."

Areas Requiring Follow-Up:
- *Yearly review of the mission statement.*

Action Item:
- *Evidence of yearly review on the server*

Achievements:
- *Mission Statement was reviewed in February 2020*

Part 2: Program and Services

Overall average (1.25).

Areas Requiring Follow-Up:
- *Yearly reviews and updates on all training material for training advisors*
- *Campaign/Outreach calendar needs to be documented*
- *Additional Resources for Academic Advising especially in growing programs (ie., Exercise Science and TAP)*

Action Item:
- *Advising Leads need to determine how and when training material will be reviewed/revised on a yearly basis*
- *Documented calendar on Global Share*
- *Discuss with the Dean what can be done to have additional resources available for growing programs*

Achievements:
- *None at this time*

Part 3: Student Learning, Development, and Success

Overall average (2.0).
- See evidence for Student Learning Outcomes and Assessment

Areas Requiring Follow-Up:
- *None required*

Action Item:
- *N/A*

Achievements:
- *N/A*

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Part 4: Assessment

Overall average (1.66).

Areas Requiring Follow-Up:

- *Professional Development goals and campaign calendar needed on the CAS server. Explanation of decisions that were made in the annual report.*

Action Item:

- *Document decisions made using SSC or WSU reporting data.*
- *Written goals for professional development for each advisor*
- *Campaign calendar on CAS server*

Achievements:

- *None at this time*

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Part 5: Access, Equity, Diversity, and Inclusion

Overall average (1.66).

Areas Requiring Follow-Up:

- *Student Assistants Training Manual update, Job description and evaluations*

Action Item:

- *The Administrative Specialist needs to update Student Training Manual on an annual basis.* BT 50 0 0 i/TT7Tfcm BT o (n
- *Written job description for student assistants in Training Manual*
- *Yearly evaluations*

Part 7: Human Resources

Overall average (1.75).
- *See resumes for each advisor and the Advising Search Ad., giving job description.*

Areas Requiring Follow-Up:
- *Evidence needed for hiring student employees, their job description and annual evaluation*

Action Item:
- *Evidence needed for hiring student employees*
- *Student employee job description and annual evaluation on CAS server*

Achievements:
-

Part 9: Ethics, Law, and Policy

Overall average (2.0).
College of Applied Studies Overview: (Core Values, Strategic Plans, Policies and Procedures)
    4. *https://www.wichita.edu/academics/applied_studies/Deans_Office/About/index.php*
College of Applied Studies Academic Advising Syllabus
    5. *https://www.wichita.edu/academics/applied_studies/CAS_Advising/Services/Advising.php*

Areas Requiring Follow-Up:
- *None Required*

Action Item:
- *N/A*

Achievements:
- *N/A*

Part 10: Financial Resources

Overall average (1.66).
    6. *See copy of CASA Funds Budget: GU and RU*
Areas Requiring Follow-Up:
- *Discussion on resources needed for professional development*

Action Item:
- *Discussion on resources needed for professional development*

Achievements
    7. *None at this time*

Part 11: Technology

Overall average (2.0).

List Actions Taken with Completion Dates

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