

Administrative and Educational Support Report

Academic Advising & Mentoring Center

**Annual Action Plan
Annual Assessment Report**

June 2005 – May 2006



Annual Action Plan: June 1, 2005–May 31, 2006

Unit: Academic Advisement and Mentoring (AAM) Center

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: Academic Affairs **Unit Head:** Marilyn Hagerty

Unit Mission: The mission of academic advisement at The University of Texas-Pan American (UTPA) is to assist students in identifying and understanding their potential interests, values, abilities, needs, and goals, and to guide them towards becoming informed consumers of university resources. In support of the University’s mission statement, academic advisement promotes academic excellence and celebrates student diversity.

Unit Goal: Begin implementation of the Academic Advisement Plan by establishing the Academic Advisement and Mentoring (AAM) Center

Link to UTPA Goal(s): 3. Improve UTPA’s organizational effectiveness

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
Implement the academic advisement process for effective and efficient use of personnel and resources by Fall 2005. (1)	7	The AAM Center will be established and student advisement caseloads established by September 1, 2005.	Utilize the Academic Advisement Process flowchart to plan for the advisement of TSI Affected and TSI Clear students.	By January 2005 the AAM Center Director reports to the Academic Advisement Task Force the progress of the implementation of the academic advisement plan.	None

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Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
Hire key personnel for the AAM Center by Fall 2005 term. (2)	7	AAM Center Director hired by August 1, 2005.	Director selected by Academic Advisement Task Force by August 2005.	Director begins work by August 1, 2005.	Director Salary and Benefits
	7	6 Professional Guidance Counselors hired by Fall 2005.	College Committees hire 6 Professional Guidance Counselors (PGC) by August 2005.	6 Professional Guidance Counselors begin work by August 15, 2005.	6 Professional Guidance Counselor Salaries and Benefits
	7	6 Academic Career Advisors hired by Fall 2005.	Academic Advisement Task Force hires 6 Academic Career Advisors (ACA) by August 2005.	6 Academic Career Advisors begin work by August 15, 2005.	6 Academic Career Advisor Salaries and Benefit
	7	Administrative Associate and Office Clerk hired by Fall 2005.	Associate VP for Undergraduate Studies (OUGS) and AAM Center Director hire Administrative Associate by September 2005.	Administrative Associate begins work by September 1, 2005 and Office Clerk begins work by October 1, 2005.	Administrative Associate and Office Clerk I Salaries and Benefits
Open AAM Center and Professional Guidance Counselor Offices (in each college) by Fall 2005. (3)	7	Office space ready for advising personnel by Fall 2005.	Associate VP for OUGS collaborate with College Deans and AAM Center Director in establishing Center and College Offices by August 24, 2005.	AAM Center opens by August 23, 2005.	Location for Academic Advisement and Mentoring (AAM) Center and Office Space in each College for the Professional Guidance Counselor
Collaborate with UTPA colleges and departments to provide training for incoming advising and office	7	All (100%) PGCs and ACAs trained on appropriate advising policies, procedures and university	Director collaborates with UTPA college deans, departments and programs to schedule training for new staff	AAM Center will report training provided to AAM Center advising personnel in the January update to the Academic	None

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personnel. (4)		resources by Fall 2005 term and throughout FY06.	during August 2005 and throughout FY 2006.	Advisement Task Force.	

Unit Goal:

To help students establish their educational goals through a comprehensive academic advisement process

Link to UTPA Goal(s):

1. Ensure undergraduate student access and success

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
Assign an advisor/mentor to students in UNIV 1301 by Mandatory Advisement for Spring 2006. (5)	2	All (100%) UNIV 1301 students will be assigned an advisor/mentor by October 2005.	Create Caseloads Freshmen - ACAs Sophomores – PGCs and URAP Student Development Specialists (SDS).	A chart with advisor assignments and caseloads will be provided to the Office of Undergraduate Studies (OUGS) Assoc. VP by October 1, 2005.	None
	2	All (100%) UNIV 1301 presentations will be completed by October 31, 2005 and February 28, 2006.	Provide presentations introducing the UNIV 1301 students to their advisors before mandatory advisement each semester.	AAM Center Director will report completion of UNIV 1301 presentations to OUGS Assoc. VP by November 1, 2005 and March 1, 2006.	None
UNIV 1301 students will meet with their advisor each semester. (6)	2	At least 85% of the students in UNIV 1301 will meet with their advisor each semester.	Advisors will schedule appointments with advisees at least once during both the fall and	Director will track the UNIV 1301 students who were advised and submit a monthly progress	None

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			spring semester.	report to the OUGS Assoc. VP.	
By October 2005, develop and implement an advisement process to be followed in advising students. (7)	2	All (100%) AAM Center advisement will be based on an established advisement process.	Director will collaborate with AAM Center Staff to develop and implement an advisement process based on student academic goals.	Director will evaluate each advisor on their use of the process at least once per semester.	None
	2	Each student (100%) advised from the AAM Center caseload will have an advisement plan (based on their chosen degree) on file.	AAM Center staff will design an academic advisement plan to be kept in each student's file following advisement plan.	The Director will spot check each advisor's files at least once each semester to audit the use of the advisement plan.	None
By Spring 2006, revise orientation to facilitate a better advisement process. (8)	2	The new orientation one-to-one advisement process will be implemented by Spring 2006 for FY07.	Director will collaborate with College Assistant Deans and Orientation Office to revise orientation advisement process.	The Director will report monthly on the progress of the new orientation advisement process to the OUGS Assoc. VP.	Technology for one-to-one advisement during orientation.

Unit Goal:

To provide accurate information about educational options, requirements, policies and procedures.

Link to UTPA Goal(s):

1. Improve undergraduate student success

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By October 2005, the	2	AAM Center	By September 31, 2005,	Professional Guidance	None

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AAM Center staff will have a compiled set of up-to-date educational plans. (9)		Professional Guidance Counselors will collect and organize college information and degree plans by September 31, 2005.	PGCs will meet with Assistant Deans and Dept. Chairs to compile a set of recommended educational plans (degree plans) for each major in each college.	Counselors will submit current degree plans for their college to AAM Center Administrative Associate by September 31, 2005.	
AAM Center staff will remain current on advising policies, procedures, career information and degree plans. (10)	2	AAM Center advising staff will meet at least once/month for advising updates.	AAM Center advising staff will meet (at least once/month) for updates on advising policies and professional development.	AAM Center Director will keep monthly advising staff meeting agendas on file.	None
	2	ACA, PGC and SDS College TRIOS will meet at least once/month.	Assigned ACA, PGC and SDS (TRIO) for each college will meet (at least once/month) to discuss degree plan updates, advising policies/procedures, case studies and career information for their college.	College TRIO teams will report meeting times to AAM Center and URAP Director and will have TRIO meetings scheduled on their office calendars.	None

Unit Goal:

To assist students to develop a plan for an educational program of studies that is consistent with his/her interests and abilities

Link to UTPA Goal(s):

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By Spring 2006, ACA and PGC will be prepared to assist students in developing an educational plan (degree plan) which is consistent with their identified interests, abilities and values. (11)	2	The new orientation one-to-one advisement process will be implemented by Spring 2006 for FY07.	During Fall 2005, train ACA/PGC on the use of the E-Discover software and its utilization in assisting students in identifying their interests, abilities and values.	AAM Center Director will have scheduled training with UC Counseling staff on the use of E-Discover for Orientation.	None
	2	Career Guidance Seminar/Training will be provided to all ACA and PGC staff during Spring 2006.	During Spring 2006, conduct training in career guidance counseling for AAM Center advising personnel.	AAM Center Director will report on the progress and completion of Career Guidance Seminar to the OUGS Assoc. VP by May 31, 2006.	None
Conduct academic awareness fairs for undergraduate students. (12)	3	At least academic awareness fairs will be provided for students during FY06.	Collaborate with other UTPA departments in sponsoring at least one Academic Awareness Fair per semester.	Director will report progress and results of Academic Awareness Fairs to OUGS Assoc. VP following each fair.	None



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Unit Goal: Begin implementation of the Academic Advisement Plan by establishing the Academic Advisement and Mentoring (AAM) Center

Link to UTPA Goal(s): 3. Improve UTPA’s organizational effectiveness

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Implement the academic advisement process for effective and efficient use of personnel and resources by Fall 2005. (1)	7	The AAM Center will be established and student advisement caseloads established by September 1, 2005.	By January 2005 the AAM Center Director reported to the Academic Advisement Task Force the progress of the implementation of the academic advisement plan.	The AAM Center was opened on August 23, 2005 with an official open house/ribbon cutting on October 4, 2005. Advisement caseloads were established by September 9, 2005	A needs assessment to be completed by staff and faculty was created to provide needed data for the development and implementation of resources and professional development for faculty

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				through collaborative efforts of the AAM Center, URAP and the LAC Advisement Center. On January 27, 2006, the AAM Center Director reported to the Academic Advisement Task Force the status of the implementation of the academic advisement plan.	and staff advisors.
Hire key personnel for the AAM Center by Fall 2005 term. (2)	7	AAM Center Director hired by August 1, 2005.	Director begins work by August 1, 2005.	Director hired and began employment on August 1, 2005.	
	7	6 Professional Guidance Counselors hired by Fall 2005.	6 Professional Guidance Counselors begin work by August 15, 2005	5 Professional Guidance Counselors(PGC) hired by 8/15/05 and 6 th hired by 8/17/05.	
	7	6 Academic Career Advisors hired by Fall 2005.	6 Academic Career Advisors begin work by August 15, 2005.	1 Academic Career Advisor (ACA) hired by 8/15/05, 5 hired by 8/30/05 and final hired 9/26/05.	
	7	Administrative Associate and Office Clerk hired by Fall 2005.	Administrative Associate begins work by September 1, 2005 and Office Clerk begin work by October 1, 2005.	Administrative Associate began work 10/10/05 and Office Clerk began work 11/10/05.	
Open AAM Center and Professional Guidance	7	Office space ready for advising personnel by	AAM Center opened by August 23, 2005.	AAM center opened on schedule (8/23/05).	

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Counselor Offices (in each college) by Fall 2005. (3)		Fall 2005.			
Collaborate with UTPA colleges and departments to provide training for incoming advising and office personnel. (4)	7	All (100%) PGCs and ACAs trained on appropriate advising policies, procedures and university resources by Fall 2005 term and throughout FY06.	AAM Center will report training provided to AAM Center advising personnel in the January update to the Academic Advisement Task Force.	AAM Center reported to Academic Advisement Task Force on training provided to AAM Center advising personnel on January 27, 2006.	

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1. Ensure undergraduate student access and success

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Assign an advisor/mentor to students in UNIV 1301 by Mandatory Advisement for Spring 2006. (5)	2	All (100%) UNIV 1301 students will be assigned an advisor/mentor by October 2005.	A chart with advisor assignments and caseloads will be provided to the Office of Undergraduate Studies (OUGS) Assoc. VP by October 1, 2005	Chart with advisor assignments established by September 9, 2005 provided to OUGS Associate VP at monthly Director meeting on October 3, 2005.	The advisor charts were helpful for staff; however, were confusing for students. Administrative Associate created a new advisor chart for student and AAM Center staff.
	2	All (100%) UNIV 1301 presentations will be	AAM Center Director will report completion of	UNIV 1301 presentations completed	Presentations for Fall 2005 were informational

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		completed by October 31, 2005 and February 28, 2006.	UNIV 1301 presentations to OUGS Assoc. VP by November 1, 2005 and March 1, 2006.	by AAM Center advising personnel for Fall 2005 by September 23, 2005 and Spring 2006 by March 1, 2006. Evaluations were given to UNIV 1301 instructors.	on the advising process. Due to evaluations, presentations for Spring 2006 included PowerPoint with greater explanation of advisement issues.
UNIV 1301 students will meet with their advisor each semester. (6)	2	At least 85% of the students in UNIV 1301 will meet with their advisor each semester.	Director will track the UNIV 1301 students who were advised and submit a monthly progress report to the OUGS Assoc. VP.	Director tracked the number of visits to the AAM Center and the retention of students; however, no database existed and SIS lacked sufficient tracking mechanisms to track the advisement of specific students.	Spring 2006 Director began collaborating with the UTPA Computer Center to establish an advisement flag on SIS. Planned advisement flag to be operational by Fall 2006.
By October 2005, develop and implement an advisement process to be followed in advising students. (7)	2	All (100%) AAM Center advisement will be based on an established advisement process.	Director will evaluate each advisor on their use of the process at least once per semester.	Director evaluated all academic advisors and Professional Guidance Counselors at 3 months and 6 months on the use of the established advisement process.	Academic Advisement Plan was revised for the 2006-2007 Academic Year.
	2	Each student (100%) advised from the AAM Center caseload will have an advisement plan (based on their chosen degree) on file.	The Director will spot check each advisor's files at least once each semester to audit the use of the advisement plan.	Director spot checked advisor files during Fall 2005 and reviewed file system during the 6 month evaluation of advisors for Spring 2006.	For AY007 academic year, Director will establish a pattern for spot checking advisor files.
By Spring 2006, revise	2	The new orientation	The Director will report	The one-to-one	One-to-one advisement

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orientation to facilitate a better advisement process. (8)		one-to-one advisement process will be implemented by Spring 2006 for FY07.	monthly on the progress of the new orientation advisement process to the OUGS Assoc. VP	advisement process on the 2 nd day of freshman orientation was implemented for Entering Freshmen (EF) beginning April 2006.	process on the 2 nd day of freshman orientation will continue for AY07.

Unit Goal:

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Link to UTPA Goal(s):

1. Improve undergraduate student success.

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
By October 2005, the AAM Center staff will have a compiled set of up-to-date educational plans. (9)	2	AAM Center Professional Guidance Counselors will collect and organize college information and degree plans by September 31, 2005.	Professional Guidance Counselors will submit current degree plans for their college to AAM Center Administrative Associate by September 31, 2005.	Up-to-date educational plans were submitted to AAM Center Director by September 31, 2005. Administrative Associate maintained original file.	Original Degree Plans kept by each ACA and PGC rather than AAM Center main office for better maintenance of file.
AAM Center staff will remain current on advising policies, procedures, career information and degree plans. (10)	2	AAM Center advising staff will meet at least once/month for advising updates.	AAM Center Director will keep monthly advising staff meeting agendas on file.	AAM Center Director maintained an electronic file of monthly staff meeting agendas; however, did not take role at each meeting.	AAM Center Director will ask the Administrative Associate to attend AAM Center staff meetings to take minutes and take roll.
	2	ACA, PGC and SDS College TRIOS will meet at least	College TRIO teams will report meeting times to AAM Center and URAP	The ACA, PGC and SDS College personnel met at least once/month in	The ACA, PGC and SDS Trios were randomly set. It will be advantageous

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		once/month.	Director and will have TRIO meetings scheduled on their office calendars.	order to keep up-to-date on advising issues, policies and case study issues.	for AY07 to have established dates set at the beginning of each semester.

Unit Goal:

To assist students to develop a plan for an educational program of studies that is consistent with his/her interests and abilities

Link to UTPA Goal(s):

1. Ensure undergraduate student access and success

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
By Spring 2006, ACA and PGC will be prepared to assist students in developing an educational plan (degree plan) which is consistent with their identified interests, abilities and values. (11)	2	By Spring 2006, ACA/PGC will be trained on the use of E-Discover.	AAM Center Director will have scheduled training with UC Counseling staff on the use of E-Discover for Orientation.	UC Counseling staff provided training on E-Discover during August Orientation of AAM Center advising personnel.	Due to lack of continual training AAM Center advising personnel demonstrated minimal utilization of the E-Discover software.
	2	Career Guidance Seminar/Training will be provided to all ACA and PGC staff during Spring 2006	AAM Center Director will report on the progress and completion of Career Guidance Seminar to the OUGS Assoc. VP by May 31, 2006	AAM Center Director collaborated with Enedelia Kidd (Assistant to Associate VP, Undergraduate Studies) to provide a six-session Career Development training on Career Advising (February – May, 2006).	During the 2006-2007 academic year, AAM Center Professional Guidance Counselors will utilize career guidance to a greater extent in assisting students with both undeclared majors and changing majors

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Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Conduct academic awareness fairs for undergraduate students. (12)	3	At least two academic awareness fairs will be provided for students during FY 06	Director will report progress and results of academic awareness fairs to OUGS Assoc. VP following each fair	The AAM Center collaborated with URAP and various ESS Offices to provide a Majors fair during Fall 2005 and a MSIRP Fair in Spring 2006.	The AAM Center will continue to collaborate with URAP and various ESS Offices to provide at least one Majors fair for Fall 2006.