

Social and Behavioral Sciences Advising Services

19-20 SSI Annual Report Mentor Advising Center

University Division:: Academic Affairs

Name of person Responsible for overseeing SSI project/activities:: Deborah Parsons

Email Address:: parsons@csusb.edu

Title:: Assistant Dean, College of Social and Behavioral Sciences

Funding Type: Recurring funding

Extension:: 77364

Total SSI amount allocated this year:: 16,800

Total SSI amount expended this year:: 16,800

Number of unique students served (July1-Winter Quarter): 1,075

SSI Program/Project Overview :

The Mentor Advising Center (MAC) is committed to enhancing Social and Behavioral Sciences students' ability to pursue their academic goals through advisement and mentorship. The MAC is currently serving in the majors of Criminal Justice, Economics, History, Political Science, Social Sciences, and Sociology. Mentor Advisors assist in the development of individual plans toward graduation.

The overarching goal of the MAC is student success, student retention, and increased graduation rates. Our focus for the 2019-2020 year is:

Goal 1. Student utilization of the MAC

Outcome 1.1: Increase number of unique students to the MAC

Outcome 1.2: Provide ongoing support to returning MAC advisees

Goal 2. Increase department utilization of the MAC.

Outcome 2.2: Increase department referrals to the MAC

Goal 3. Provide professional development and in-service learning of our Mentor Advisors to increase student success of students seen in the MAC

Outcome 3.1: Increase knowledge of College and University resources and policies

SSI-Funded Activities :

Goal 1. Student utilization of the MAC

Outcome 1.1: Increase number of unique students to the MAC

Place advising holds strategically by major and according to class standing (freshman, sophomore, junior)

Disseminate marketing/public relations materials to bring awareness of the MAC services

Attend on campus events to increase awareness of MAC services to students

Outcome 1.2: Provide ongoing support to returning MAC advisees

Place advising holds strategically by major and according to class standing (freshman, sophomore, junior) to provide ongoing student support.

Run Queries on students based on these criteria, and send a personal invitation of continuing student support from the MAC.

Disseminate marketing/public relations materials to bring awareness of the MAC services

Goal 2. Increase department utilization of the MAC

Outcome 2.2: Increase department referrals to the MAC

Bring awareness to the Chairs and faculty of the college of the MAC success in meeting the advising needs of their students

Attend Department meetings to highlight services of the MAC

Goal 3. Provide professional development and in-service learning of our Mentor Advisors to increase student success of students seen in the MAC

Outcome 3.1: Increase knowledge of College and University resources and policies

Peer Advisors attend University wide training at the beginning of the Fall term to go over campus policies, procedures

Hold weekly training meetings/workshops about careers, graduate programs, different advising models, Financial Aid, and other resources available to students.

Cross training Mentor Advisors in all majors advised

Provide training on curricular changes for Quarter to Semester changes

Progress Toward Outcomes/Cumulative Findings::

Goal 1. Student utilization of the MAC

Fall 2019 data, showed that 44% (n=230) of students who completed the online evaluation are coming in for repeat visits to the MAC versus 56% (n=290) of students who are visiting the MAC for the first time. These percentages dropped from Fall 2018 where 52% (n=262) of students were returning to the MAC for advising. The assumption can be made that because the college now houses five professional advisors, the numbers between the number of students seen in the MAC and the number of students seen by the professional advisors will start to even out allowing the MAC to begin to offer more than schedule planning with students in the future. Fall quarter continues to currently be the biggest group of new students coming in for advising which coincides with new students being admitted for the Fall quarter. We had 600 students sign into the MAC for Fall 2019 versus 685 student sign-ins during the Fall 2018 quarter.

Goal 2. Increase department utilization of the MAC

The MAC continues to see six out of the nine majors in the College of Social and Behavioral Sciences. We continue to be hindered by space and cannot see all majors within the college. Students are still heavily referred to the MAC by department offices and is known as the 'go-to' place for advising within the majors that are advised within the Center. The MAC continues to also work closely with departments to foster partnership with faculty members who also do advising with our students. We are continuing to work towards the goal of eventually seeing all majors within one space.

Goal 3. Develop professional development and in-service learning of our Mentor Advisors to increase student success of students seen in the MAC

We have continued to develop a more formal curriculum for our Mentor Advisors to help with both personal and professional development throughout the academic year. During Fall 2019 term, during weekly meetings, the Mentor Advisors were cross trained by the Professional Advisors for the College on the majors served in the MAC, taught different advising models to utilize in their sessions with students, and we continued training on Quarter to Semester materials. Winter 2020 quarter focused on more on campus resources and continued training on Quarter to Semester curriculum as it became available.

Additionally, the Peer Advisors started to utilize the EAB Navigate platform on a regular basis with the development of a Peer Advising Care unit and agreement across the campus for what permissions would be allowed for Peer Advisors.

In addition to the weekly meetings, all new Mentor Advisors were required to attend the University Peer Advisor and Peer Mentor training hosted by Undergraduate Studies and facilitated by Professional Advisors across the Campus before the start of the Fall 2019 term.

Recommendations for Continuous Improvement Efforts: :

The MAC continues its efforts in serving students within the College of Social and Behavioral Sciences and will continue to outreach to incoming students as well as continuing students. Starting during Summer Orientations, the MAC advertises the services offered to students on a quarterly basis. Flyers posted throughout the College every quarter let students know the MAC is available. The MAC's goal of increasing unique and returning student utilization is an ongoing goal.

We employed the use of an online evaluation at the start of Fall 2015 instead of using paper cards to receive student feedback. We have also changed the feedback questions to encompass data that will help the MAC improve in servicing students and being able to change and grow with the diverse student population. We had an 82% completion rate from July 1, 2019-March 24th, 2020 with a continuing goal of 100% completion. This completion rate is up from 72% in the 18-19 academic year.

Resources for Continuous Improvement Efforts:

The MAC still needs to be updated in terms of equipment and space. The space has not changed since the implementation of the center in 2010. We have been able to rearrange some things but having updated equipment and workstations will help with improving the number of students that are able to be seen during a given term.

Challenges:

Our number one challenge continues to be space. While our numbers have not grown significantly, we are unable to expand any more than we have in terms of both numbers of students being served and the number of majors we can house within the MAC. Additionally, our space has not been updated in quite some time and we want to look at options of updating the MAC in some manner to keep up with other centers on campus. We also continue to look at possible online and virtual advising in the future to help with space and location issues.

Budget Summary:

Attached Files

 [SSI Annual Report Budget Summary 19-20 MAC.xlsx](#)

Check-in/Utilization Data:

Attached Files

 [MAC Complete Sign-In Data.xlsx](#)

Feedback on Reporting:

Providing Department: Social and Behavioral Sciences Advising Services