

SSI Annual Report

Response ID:31 Data

1. Page One

Dept./Program/Project Name:

Mentor Advising Center (MAC)

University Division:

Academic Affairs

Person Responsible for Overseeing SSI Project/Activities:

Name : Dr. Deborah Parsons

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Person Preparing Report (if different than above):

Name : Jessica Davis

Title : Senior Professional Advisor, College of Social and Behavioral Sciences

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2.

Total SSI amount allocated this year:

\$16,800.00

Total SSI amount expended thus far:

\$16,800.00

Number of unique students served (July 1 - Winter Quarter):

981

3. (untitled)

SSI Program/Project Overview: In 750 words or less, describe the overarching purpose, goals and outcomes of your SSI-funded project(s), program(s), etc.

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 2018-2019 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

4. (untitled)

Alignment to ILOs: To which of the following Institutional Learning Outcomes (ILOs) do you feel as though your SSI-funded project aligns? (Check all that apply.) Details regarding the ILOs can be found on [Office of Academic Programs website](#).

Breadth of Knowledge

Depth of Knowledge

Creativity and Innovation

Engagement in the Campus, Local, and Global Communities

5. (untitled)

SSI-Funded Activities: Please list and describe the activities undertaken through winter quarter with your SSI allocation. This section should address only those activities occurring this fiscal year.

Goal 1. Student utilization of the MAC

Outcome 1.1: Increase number of unique students to the MAC

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

b. Run Queries on students based on these criteria, and mass email them, inviting students to the MAC for advising

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

Outcome 1.2: Provide ongoing support to returning MAC advisees

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

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

c. 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

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

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

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

b. Cross training Mentor Advisors in all majors advised

6. (untitled)

Progress Towards Outcomes/Cumulative Findings: Describe the progress you have made toward your original SSI goals and outcomes through winter quarter. Indicate clearly how student success was enhanced by your program or service/s. Be sure to include the measures you employed and evidence/data you collected for each outcome where appropriate.

Goal 1. Student utilization of the MAC

Fall 2018 data, showed that 52% (n=262) of students who completed the online evaluation are coming in for repeat visits to the MAC versus 48% (n=240) of students who are visiting the MAC for the first time. These percentages stayed about the same from Fall 2017 where 52% (n=320) of students were returning to the MAC for advising. With the increase in the number of Professional Advisors, and the addition of the Graduation and Retention Specialist for the College all seeing more students for advising, this could attribute for the steady number of students seen during the Fall quarter which tends to be when see

more students. 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 685 student sign into the MAC for Fall 2018 versus 727 student sign-ins during the Fall 2017 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. However, students are being referred more often by departments that are seen within the MAC. 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. During the Fall 2018 quarter, the Peer Advising Center (PAC) was temporarily housed in the MAC as their space was being renovated so we did see more foot traffic as student came by to utilize the advising services of the other center.

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 2018 Quarter, 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 started to implement some training on Quarter to Semester advising for the Peer Advisors with a training on how to utilize the MyCap tool with students. Winter 2019 quarter focused on more on the major overviews as we had more new advisors in Winter than we did in the Fall. We also focused on advising difference for first time freshmen and transfer students as well as did a training on using the EAB system so the Peer Advisors could start keeping notes in the system.

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 2018 Quarter.

7. (untitled)

Recommendations for Continual Improvement/Action Plan: Based on the analysis of your assessment results, what actionable steps can be taken to make improvements? How can you improve students' achievement of the SLO or your office's performance in terms of operations? What is your expected timeline?

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 72% completion rate from July 1, 2018-March 24th, 2019 with a continuing goal of 100% completion

Resources for Continual Improvement/Action Plan: What additional resources, if any, are needed to bring the above continual improvements to fruition?

8. (untitled)

Challenges: If applicable, please list any significant challenges encountered that have affected your ability to fully implement your intended activities or to reach your articulated outcomes. Please also indicate if you need assistance in addressing these 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.

9. Budget Summary with Alignment to Outcomes and Activities

Budget Summary: Please account for all expenditures of SSI funds for this project using the SSI Annual Report Budget Summary Template. (The template can be found at <http://ssi.csusb.edu/assessment>.) Upload your completed summary here.

[SSI_Annual_Report_18-19_MAC.docx](#)

10. (untitled)

Check-in/Usage Report: Please upload any check-in or usage data you have for students who have engaged with your project/program since July 1 through the end of winter quarter. Uploads should be in Excel and include, at minimum, students' CoyoteIDs; password-protected SPSS files may be submitted via email to Institutional_Research@csusb.edu. Additional information such as date(s) of visit(s)/interaction(s) and students' names would also be helpful. (The Office of Institutional Research is working to establish an overall assessment of SSI; to do this, we need your help in collecting and sharing students' engagement with and usage of SSI-funded projects and programs.)

[MAC_Sign-In_Data.xlsx](#)

11. Thank You!

New Send Email

Apr 10, 2019 12:11:44 Success: Email Sent to: parsons@csusb.edu, jessica.davis@csusb.edu



Student Success Initiative Annual Report

Budget Summary with Alignment to Outcomes and Activities

Please save your completed summary using the following format: SSI_Budget_Year_Unit/Dept Name. You will be asked to upload this completed form as part of the online submission process.

Project Name: Year: 2018-2019

University Division: "Other" Project Name:

Name and Title of Person Responsible for SSI/VTI Project:

Expenditure Description	Outcome(s) Supported	Supported Activities	EO 1060 Category (All VTI projects should be coded Expanded Technologies.)	Amount
Director of MAC	Direction and overall operation of the Mentor Advising Center	Oversee and supervise operations in the MAC. Oversee budgetary expenditures in the MAC.	Advising & Retention	\$ 12,000.00
Peer Advisors' Salaries	Students will understand degree requirements and demonstrate the ability to read and understand the PAWS Report. Students will make appropriate course selections and sequencing decisions. Students will demonstrate an understanding of University academic policies and procedures, including add/drop, academic integrity, academic probation, remediation, and grad checks. Students will demonstrate an awareness of various campus resources. Students will articulate personal educational, and/or career goals. Students will assess, articulate and acknowledge personal skills and areas of interest.	One-on-one peer advising, degree roadmap exploration, referrals to other College and University resources.	Advising & Retention	\$ 4,800.00
GRAND TOTAL				\$ 16,800.00