

2005-2006 :: Advising in ECS

1. Mission Statement:

The primary purpose of the Office of Undergraduate Advising (OUGA) in the Johnson School of Engineering (ECS) is to assist students in the development of meaningful educational plans that are compatible with their life goals. Our goal is to help students become a responsible, accountable, and active member in their educational decision making. OUGA also serves as a liaison between students, faculty, and staff by providing timely and accurate information about institutional requirements, policies, procedures, resources, and programs in support of the university's mission to provide premiere educational and research opportunities.

2. Objectives:

2.1 Make current degree information freely available.: Provide educational materials that can be accessed without seeing an adviser by ensuring that transfer guides are updated annually and that current catalogue year departmental degree plans and prerequisite lists are available.

2.1.1 Related Strategic Plan Item(s): II-1 The Education of Leaders; II-3 Investment in People

2.1.2 Related Institutional Priority Item(s):

SP-2 Add 5,000 New Students; SP-7 Enhance Graduation Rates; COM-2 Protect Enrollment Gains, Access and Student Quality as part of moving toward Tier One Status; CPT-5 Increase retention and graduation rates

2.2 Ensure records are up to date.:

Improve the effectiveness of the advising process by ensuring our records are up to date. This will be done by performing degree plan audits for 80% of students during their 90 hour benchmark semester to insure that each student has up to date records and understands what he/she needs to graduate and purging inactive student files.

2.2.1 Related Strategic Plan Item(s): II-1 The Education of Leaders; II-3 Investment in People

2.2.2 Related Institutional Priority Item(s):

SP-7 Enhance Graduation Rates; CPT-5 Increase retention and graduation rates; COM-2 Protect Enrollment Gains, Access and Student Quality as part of moving toward Tier One Status

2.3 Complete graduation paperwork in a timely manner.: All graduation paperwork will be completed in a timely manner.

2.3.1 Related Strategic Plan Item(s): II-1 The Education of Leaders; II-3 Investment in People

2.3.2 Related Institutional Priority Item(s):

SP-7 Enhance Graduation Rates; COM-2 Protect Enrollment Gains, Access and Student Quality as part of moving toward Tier One Status; CPT-5 Increase retention and graduation rates

2.4 Provide stability in the advising process.: Provide stability for students in the advising process by assigning students to a particular adviser through an alpha sequence distribution.

2.4.1 Related Strategic Plan Item(s): II-1 The Education of Leaders; II-3 Investment in People

2.4.2 Related Institutional Priority Item(s):

SP-7 Enhance Graduation Rates; COM-2 Protect Enrollment Gains, Access and Student Quality as part of moving toward Tier One Status; CPT-5 Increase retention and graduation rates

3. Measures & Findings:

3.1 Transfer guide editing report:

Report on transfer guide edits submitted to Enrollment Services. Report will consist of file with revisions and copy of email/memo showing when sent. Time frame: annually

3.1.1 Success Criteria:

Revise all transfer guides before they are posted on the UTD website. Revisions will be completed within two weeks of receiving the documents.

3.1.2 Related Objective(s): Make current degree information freely available.

3.1.3 Results Related To Success Criteria: All transfer guides were completed within two weeks of receiving document.

3.1.4 Achievement Level: Met

3.1.5 Further Action: No

3.2 Report on degree information updates.:

Report on providing current departmental degree plans and pre-requisite lists for students. Report will consist of a list of documents available and the date they were originally displayed. Time frame: Annually after catalogue is posted.

3.2.1 Success Criteria:

Materials (departmental degree plans and pre requisite lists) are available to students in the public area of the advising office.

3.2.2 Related Objective(s): Make current degree information freely available.**3.2.3 Results Related To Success Criteria:** Materials (departmental degree plans and pre requisite lists) were available to students in the public area of the advising office**3.2.4 Achievement Level:** Met**3.2.5 Further Action:** Yes**3.3 Report on degree plan audit:**

Report on the degree plan audit. Report will consist of a spreadsheet showing the date of each audit. Audit will be completed before the student's next registration.

3.3.1 Success Criteria:

80% of students with 90 plus hours will have an adviser meeting to review their progress toward their degree.

3.3.2 Related Objective(s): Ensure records are up to date.**3.3.3 Results Related To Success Criteria:** 90% of students with 90 plus hours had an audit meeting with an advisor.**3.3.4 Achievement Level:** Met**3.3.5 Further Action:** Yes**3.4 Report on purging inactive files:**

Report on purging inactive files. Report will consist of date by which inactives were moved to inactive file each semester. This will be done between census day of one long semester and the beginning of registration for the next.

3.4.1 Success Criteria:

90% of inactive student files (students who have not attended within 2 years) will be purged from our file room.

3.4.2 Related Objective(s): Ensure records are up to date.**3.4.3 Results Related To Success Criteria:**

90% of inactive student files (students who have not attended within 2 years) were purged from our file room.

3.4.4 Achievement Level: Met**3.4.5 Further Action:** No**3.5 Report on submission of graduation paperwork.:** Report on submission of graduation paperwork. Report will consist of a notation on the graduation spreadsheet as to date when paperwork went to registrar's and of any problems that have arisen. These will be assessed every semester within one week of registrar's deadline**3.5.1 Success Criteria:**

90% of graduation paperwork for applications turned in on time will be submitted to the registrar's office by their due date.

3.5.2 Related Objective(s): Complete graduation paperwork in a timely manner.**3.5.3 Results Related To Success Criteria:** 100% submitted by deadline.**3.5.4 Achievement Level:** Met**3.5.5 Further Action:** Yes**3.6 Student satisfaction survey:**

Student satisfaction survey performed by the Undergraduate Advising Office. Time frame: December 2005

3.6.1 Success Criteria: Increase overall satisfaction rate by 3%.**3.6.2 Related Objective(s):** Provide stability in the advising process.**3.6.3 Results Related To Success Criteria:** Overall satisfaction rose from 2.89 to 2.95.**3.6.4 Achievement Level:** Met**3.6.5 Further Action:** Yes**5. Closing the Loop:****5.1 Determine if all information can be put on website:** Investigating possibility of making these forms available on line.

5.1.1 Related Objective(s): Make current degree information freely available.

5.1.2 Related Measure(s): Report on degree information updates.

5.1.3 Responsible Person: Program Coordinator

5.1.4 Target Date: 3/30/2007

5.1.5 Priority: Medium Priority

5.2 Internal and external meetings :

Meetings with both registrar's office and community college personnel to ensure that all information is correct and complete.

5.2.1 Related Objective(s): Make current degree information freely available.

5.2.2 Related Measure(s): Transfer guide editing report

5.2.3 Responsible Person: Program Coordinator

5.2.4 Target Date: 3/30/2007

5.2.5 Priority: Medium Priority

5.3 Move assessment to 75 hours.:

Will be assessing at 75 hours for the next academic year. This will give students more time to adjust their degree plan if necessary.

5.3.1 Related Objective(s): Ensure records are up to date.

5.3.2 Related Measure(s): Report on degree plan audit

5.3.3 Responsible Person: Program Coordinator

5.3.4 Target Date: 2/1/2007

5.3.5 Priority: Medium Priority

5.4 All applications reviewed by two advisers.: Reduce errors by having all graduate applications reviewed by two advisers.

5.4.1 Related Objective(s): Complete graduation paperwork in a timely manner.

5.4.2 Related Measure(s): Report on submission of graduation paperwork.

5.4.3 Responsible Person: Program Coordinator

5.4.4 Target Date: 9/15/2006

5.4.5 Priority: High Priority

5.5 Review written comments on survey.:

Review comments to determine areas for improvement for advisers and support staff.

5.5.1 Related Objective(s): Provide stability in the advising process.

5.5.2 Related Measure(s): Student satisfaction survey

5.5.3 Responsible Person: Program Coordinator

5.5.4 Target Date: 3/30/2006

5.5.5 Priority: Medium Priority

6. Analysis:

6.1 Program/Unit Strengths:

6.1.1 Objectives/Outcomes Exceeded or Met: We were successful in meeting all our objectives. Our staff members exhibit a high degree of professionalism.

6.2 Program / Unit Weaknesses:

6.2.1 Objectives / Outcomes Partially or Not Met: While we met our objectives, there were ways in which we could improve and strengthen our performance measures for the future.

7. Report:

7.1 Executive Summary:

The ECS Office of Undergraduate Advising (OUGA) improves the university through its support functions. We are

a primary source of student support within the engineering school. We ensure that students complete the coursework necessary to get a bachelor's degree from this institution. As such, we are not primary actors in many of the university's goals, which focus on teaching and research functions, and how these fit into our community. We are instrumental in making sure that the university does graduate qualified engineers who will provide a contribution to society as a whole.

In order to better serve the students and the university, we have made changes to our processes to make our office more efficient. We are requiring degree audits that will keep our students on track. Students are assigned one advisor so that they can develop a relationship and have follow-through on any problems. We are also making correct information more available to current and prospective students. Future initiatives include updating our website so that it will become a more useful tool.

7.2 Top 3 Program/Unit Accomplishments: The ECS OUGA accomplished the following during this time period:

- Replaced a first come/first served system with a division of students to advisors by alphabet. This helps advisors to develop a relationship with students so that students will feel supported, and will have follow through with any issues or problems that need follow up.
- Performed degree audits at 90 hours and began initiative to perform them at 75 hours. This helps students to remain on track and to graduate in a timely manner.
- Ensured that academic and degree information is available to students. This is the case in hard copy form. Our next goal is to update our web site to make the information available in that manner as well.

7.3 Research Activities or Publications: N/A.

7.4 Instructional/Training Activities (presented or received): ECS advisors and program coordinators participate in teaching RHET 1101, the first year experience course at UTD. Their sections of the course are aimed at first year engineering students. This course provides an introduction to the university and its resources. It also covers topics aimed at assisting the students in making the transition to college.

Advising itself can be seen as a teaching activity. Advisors teach students how to navigate through the university system. The office helps the students become more independent by teaching them how to take responsibility for themselves.

7.5 Public Service: Our office participates in the following:

- Working with community colleges to create a smoother transition between them and the university.
- Participate in events designed to introduce UTD to public and prospective students.
- Participate in National Academic Advising Association's activities.

7.6 Other External Activities: N/A

7.7 Contributions to UTD:

Our contribution focuses primarily on "Preparing Students for Tomorrow's Challenges." All of our goals are aimed at assisting students in having a successful university career by ensuring that they understand what they need to do to obtain a degree, informing them about special programs that could enhance their UTD experience and employability (Fast Track, Get Doc, honors), and referring them to appropriate resources when they need help. Successful completion of our goals will also assist the university in reaching its goal of enhancing retention and graduation rates, and protecting enrollment gains. The support that advisors provide is instrumental in keeping students on track and satisfied with their college experience. Advisors also talk to students interested in attending UTD, explaining degree plans and answering questions about the department. This is done both in the office, and at events sponsored by the ECS recruiting team.

7.8 Top 3 Program / Unit Challenges: Our challenges include:

- Continue to find ways to improve advising process for students.
- Continue to provide accurate and current information concerning the school and its programs.
- Improve relationships with other departments within the school to make the registration process flow more smoothly.