



CALIFORNIA STATE UNIVERSITY, STANISLAUS  
2002 Student Affairs Assessment Project  
CAS EXECUTIVE SUMMARY

*First Year Programs & Advising: Advising Program*

**Scope of Review**

This assessment reviewed the effectiveness of the Academic Advising program, management, and support staff within the First Year Programs and Advising department.

**Mission**

The University advising mission is to provide current and prospective students' academic advisement that is accurate, consistent, and timely, so that students can develop meaningful educational plans compatible with career and life goals. In support of the University's mission, the First Year Programs and Advising Office provides academic advising and support services that remove obstacles to student success and assists students with the adjustments to college life.

**Assessment Summary**

*I. Brief description of the assessment process.*

We conducted a CAS Self-Assessment in order to assist us with improving our academic advising programs and services. The team had representatives from staff, faculty, students, and the administration. The Director provided appropriate materials to the committee for their review and analysis. We are providing this executive summary of their findings. These findings will help guide the future planning process for the office of First Year Programs and Advising.

*II. Identified strengths and weaknesses.*

Strengths:

- EOAAA - The academic advising program ensures that services are provided on a fair and equitable basis and are accessible to all students.
- Human Resources - Although we are understaffed, we have a well-qualified professional and administrative support staff to accomplish department mission and goals.
- Ethics - All advising personnel adhere to the highest principles of ethical behavior.

Weaknesses:

- Program - Academic advising workloads need to be consistent with the time required for effective performance. Hiring and training more advisors and investment in supplemental systems for delivery of advising services is required.
- Assessment - Advisors need to regularly conduct systematic evaluation measures to ensure comprehensiveness and improve academic advising services.
- Campus/Community Relations - Academic advising must establish and maintain effective working relationships with the internal and external community.

**Priorities for the Program**

- Hiring and training more staff advisors
- Investing in technologies that supplement the effective delivery of advising information
- Developing an on-going assessment strategy that will lead to constant quality program improvement