

CAP SERVICES
ADMINISTRATIVE UNIT REVIEW: ANNUAL REPORT 2021

Section 5: Department Outcomes

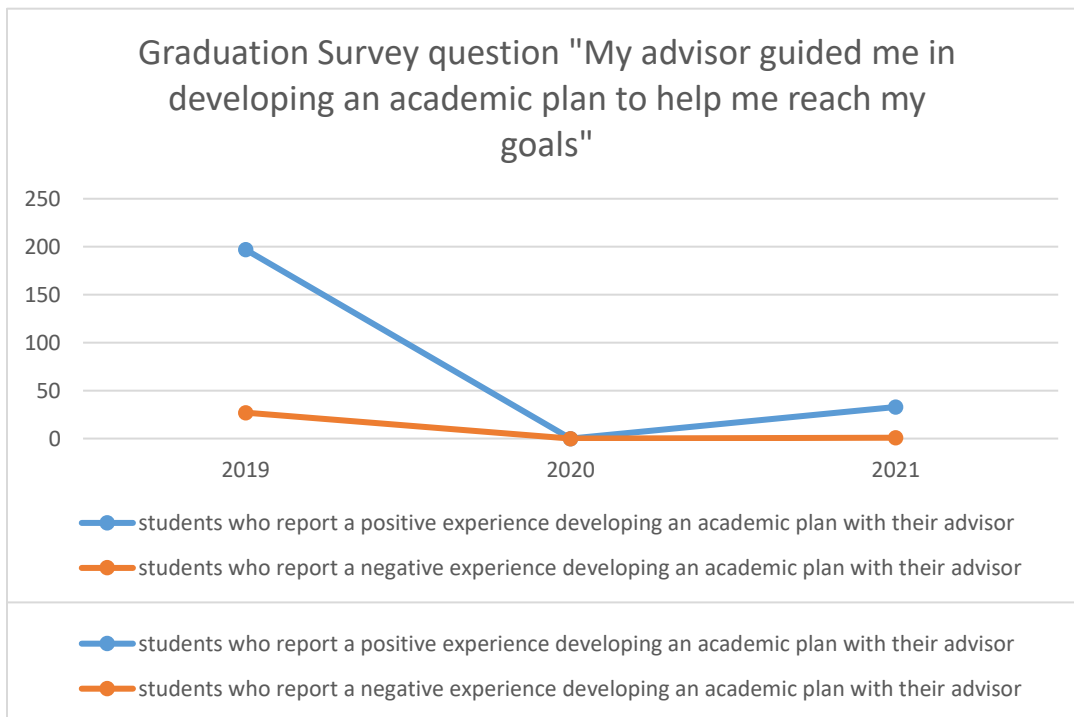
Certificate and degree seeking students will report developing an academic plan with their advisors at higher rates than the previous year's certificate and degree seeking students as measured by the Graduation Survey.

Section 6a: Measurement Tool and Timeline

Will compare annual responses to the Graduation Survey question "My academic advisor guided me in developing an academic plan to help me reach my goals" by doing a year-to-year comparison of students who respond with strongly agree. Survey given in June of each year so will review and report on results by the end of each summer quarter.

Section 7: Data

Compared data collected from 2019 and 2021 graduation surveys. The 2020 survey was not administered due to commencement being cancelled (COVID).



In 2019, 87% had a positive experience in developing a plan with their advisor.

In 2021, 79% had a positive experience in developing a plan with their advisor.

There were revisions to the scales used in the surveys between 2019 and 2021. A comparison was done by reviewing the positive/negative values. Overall, 256 graduates responded spring 2019 making for a 29% response rate. In 2019, the survey was paper/pencil at commencement, whereas, 2021 it was electronic and only had a 7% response rate (43 graduates).

The decrease in a positive experience may be a result of COVID and a year of advising remotely. The low response rate and difference in scales used in the survey may also contribute to the decrease.

Section 8: Summary and Analysis

In conclusion, the graduation survey used to gather data was limited and reached a small population of COCC's student body. Going forward, CAP will be using a new tool through SARS to gather data regarding a student's experience and satisfaction in advising and career services.

- CAP will reach out to students via text the day after an advising/careers appointment with a qualtrics survey. The survey will consist of one - two questions directed to the student's experience.
 - Goal:
 - Collecting data that is solely a reflection of CAP.
 - Surveying target groups on their experience and satisfaction.
 - New students after a BAR
 - Advising of continuing students
 - Careers
 - Outcome
 - Data compiled will give CAP real time feedback regarding student experience in advising and careers, as well as, trends over a range of time.
 - Receive timely feedback so that we can make adjustments if needed.