



SAN DIEGO STATE
UNIVERSITY

Assessment Plan

Fowler Center for Student Success

**Fowler College of Business
San Diego State University**

Submitted by:

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I. Charge and Goals

The Fowler Center for Student Success (FCSS), housed within the Fowler College of Business, was expanded in summer 2018 with a goal of providing a comprehensive advising experience to undergraduate business students at San Diego State University. The previous notion that academic advising was reserved for course sequencing and GPA calculations is no longer enough. The FCSS consists of the Assistant Dean/Director, six full-time academic advisors, a full-time Director of Study Abroad, a full-time Data Analyst, and 10-12 part-time student assistants and tutors. Students are assigned academic advisors based on their major.

The mission of the Fowler Center for Student Success is as follows:

We exist to support students through their academic journey. We provide services which empower students to take ownership of their educational and professional success. We do this by providing comprehensive advising and academic support; promoting engagement opportunities; and helping students to navigate and utilize campus resources (adopted 1/9/19).

Assessment of Student Learning **Goals and Objectives**

Goal 1: Students will understand graduation requirements for their major.

Objective 1: Students will use available advising tools including the degree evaluation, SDSU MyMap, major advising sheets and the SDSU General Catalog.

Objective 2: Students will know their expected graduation date.

Goal 2: Students will understand how to participate in engagement opportunities that support their academic, personal and professional growth.

Objective 1: Students will connect with student organizations, Career Services, study abroad and other appropriate campus resources.

Goal 3: Students will understand the resources available to them to improve their academic performance.

Objective 1: Students will be prepared to successfully complete the course for which they sought help.

II. Assessment Methods

Measures

Goal 1: Students will understand graduation requirements for their major.

Objective 1: Students will use available advising tools including the degree evaluation, SDSU MyMap, major advising sheets and the SDSU General Catalog.

Objective 2: Students will know their expected graduation date.

Content Delivered in:

- Individual advising appointments
- Group advising sessions

Assessment Method:

- Individual Advising Feedback Form questions 2, 3 and 4.
- Group Advising Feedback Form questions 1, 2 and 3.

Goal 2: Students will understand how to participate in engagement opportunities that support their academic, personal and professional growth.

Objective 1: Students will connect with student organizations, Career Services, study abroad and other appropriate campus resources.

Content Delivered in:

- Individual advising appointments
- Group advising sessions

Assessment Method:

- Individual Advising Feedback Form question 5.
- Group Advising Feedback Form question 4.

Goal 3: Students will understand the resources available to them to improve their academic performance.

Objective 1: Students will be prepared to successfully complete the course.

Content Delivered in:

- Tutoring sessions

Assessment Method:

- Tutoring Session Feedback Form question 1.

III. Timeline

These goals will be assessed throughout the fall and spring semesters.

IV. Instruments and Benchmarks

Individual Advising Feedback Form

Question	Goal measured	Benchmark
1. How long did it take for you to schedule an appointment to meet with your advisor? <ul style="list-style-type: none">• Same Day• 1-2 days• 3-5 days• 6+days	N/A	Results from this questions are for internal planning purposes only.
2. After meeting with my advisor, I know my major requirements. <ul style="list-style-type: none">• Yes• No	Goal 1	80% of students served will reply YES to better understanding the requirements after an appointment.
3. After meeting with my advisor, I know my expected graduation date. <ul style="list-style-type: none">• Yes• No	Goal 1	80% of students served will reply YES to better understanding of graduation dates.
4. After meeting with my advisor, I am able to use my advising tools (i.e. degree evaluation, advising sheet, MyMap). <ul style="list-style-type: none">• Yes• No	Goal 1	80% of students served will reply YES to feeling more confident in using their advising tools.
5. After meeting with my advisor, I know how to connect with the following campus resources. Check all that apply. <ul style="list-style-type: none">• Student Organization• Career Services/Career events• Study Abroad	Goal 2	80% of students served will check at least 1 referral to campus resources.

Workshop <ul style="list-style-type: none"> • Other • Did not refer 		
6. Please rate your overall advising experience. <ul style="list-style-type: none"> • Below Expectations • Met Expectations • Exceeded Expectations 	N/A	Results of this questions are for internal purposes only.

Group Advising Feedback Form

Question	Goal measured	Benchmark
1. After attending a group advising session, I know my major requirements. <ul style="list-style-type: none"> • Yes • No 	Goal 1	80% of students served will reply YES to having a better understanding of their program requirements.
2. After attending a group advising session, I know my expected graduation date. <ul style="list-style-type: none"> • Yes • No 	Goal 1	80% of students served will reply YES to having a better understanding of the expected graduation date.
3. After attending a group advising session, I am able to use my advising tools (i.e. degree evaluation, advising sheet, MyMap, etc). <ul style="list-style-type: none"> • Yes • No 	Goal 1	80% of students served will reply YES to feeling more confident in using their advising tools.
4. After attending a group advising session, I know how to connect with the following campus resources. Check all that apply. <ul style="list-style-type: none"> • Student Organization • Career Services/Career events 	Goal 2	80% of students served will check at least 1 referral to campus resources.

<ul style="list-style-type: none"> • Study Abroad Workshop • Other • Did not refer 		
<p>5. I prefer group advising over individual appointments.</p> <ul style="list-style-type: none"> • Yes • No • Neutral 	N/A	Results from this question are for internal purposes only.

Tutoring Feedback Form

Question	Goal measured	Benchmark
<p>1. After attending the session, I am better prepared to successfully complete the course for which I sought tutoring?</p> <ul style="list-style-type: none"> • Yes • No 	Goal 3	80% of students served will reply YES to understanding the material better.
<p>2. Would you attend another tutoring session in the future?</p> <ul style="list-style-type: none"> • Yes • No 	N/A	Results from this question are for internal planning purposes only.
<p>3. What other business courses would you like tutoring available for?</p>	N/A	Results from this question are for internal planning purposes only.