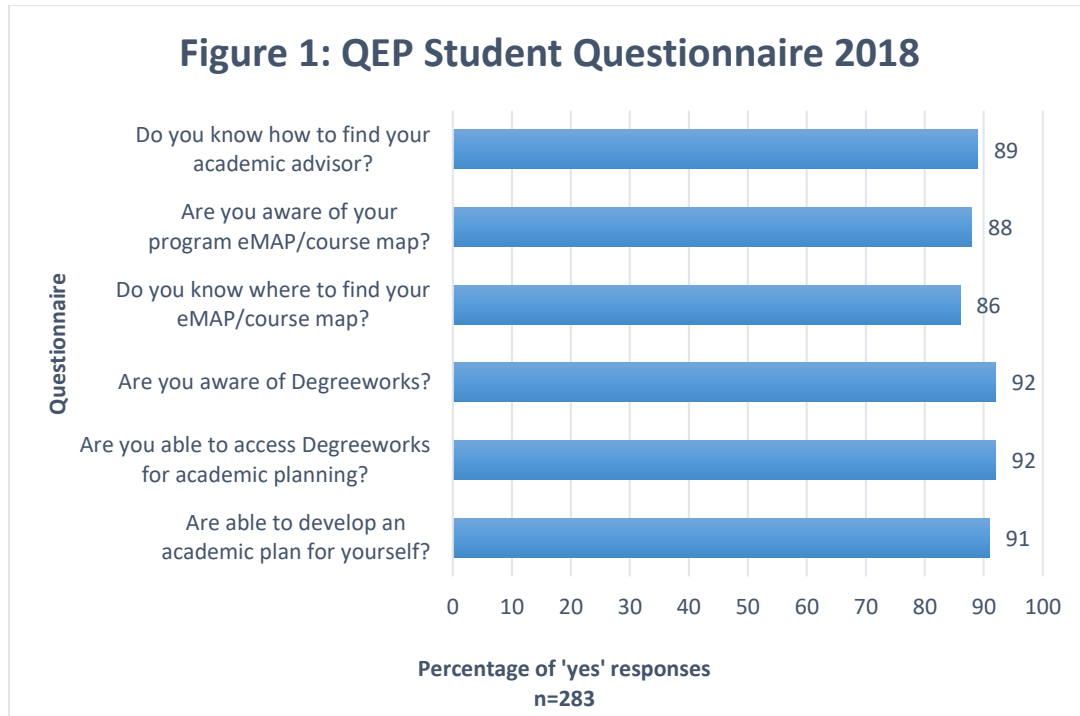


Road to Success in Advising: Cross-Departmental Collaboration in Student-Focused Advising

Chattahoochee Technical College – QEP Data

1. Student Learning Outcomes Assessed: Student will identify educational requirements for his/her program; and Student will draft an educational plan – Benchmark 80%



2. Student Learning Outcomes Assessed: Students will identify institutional resources and support services, identify programs and career opportunities matching educational goals, and students will research/select a career path.

Figure 2: Referrals and Resources Put to Use

REFERAL/RESOURCE	2012	2018 – All	2018 – QEP	2018 – non QEP
Career Services	36.3	40.4	50.6	32.6
Cashier's Window	37.4	29.7	33.2	27.1
Course Registration	65.2	62.4	67.2	58.8
Special Populations	27.6	26.8	30.9	23.7
Org. Involvement	24.7	27.6	33.2	23.3
Acad. Success/Skills	47.9	47.9	47.9	47.9
Fin. Aid/Scholarship	51.0	47.0	49.4	45.2
Personal Counselling	17.4	25.3	25.7	25.0
Disability Services	18.5	20.8	21.1	20.6
Blackboard/ANGEL	47.4	43.0	47.0	40.0

Please indicate if your advisor has ever shared information about the services/resources listed below.

Career Services has been a topic of conversation far more often between QEP students and advisors compared to non-QEP interactions. In 2018, QEP students report a 14.4% increase in Career Services discussions when compared to 2012; and an 18% increase in these discussions when compared to non-QEP student during 2018. QEP students also report a higher frequency of shared information over their non-QEP counterparts pertaining to Course Registration (+8.4%), Special Populations (+7.2%), and Organizational Involvement (+9.9%).

3. Other Outcomes: Unintended

a. In the Spring of 2016, the revised QEP was in the process of being implemented.

Figure 4: 2016 AAI - Student Satisfied with Advising Received

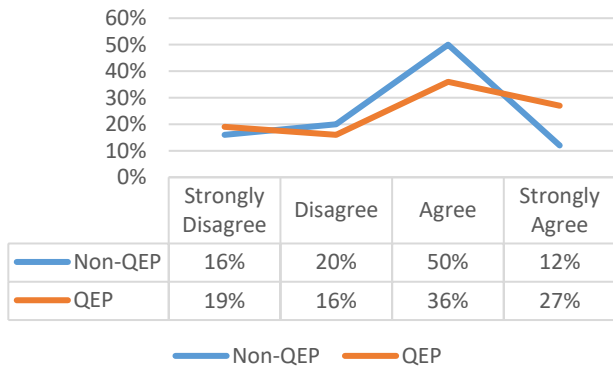
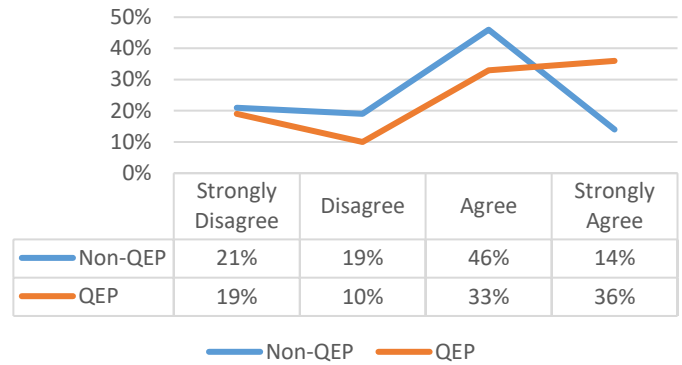
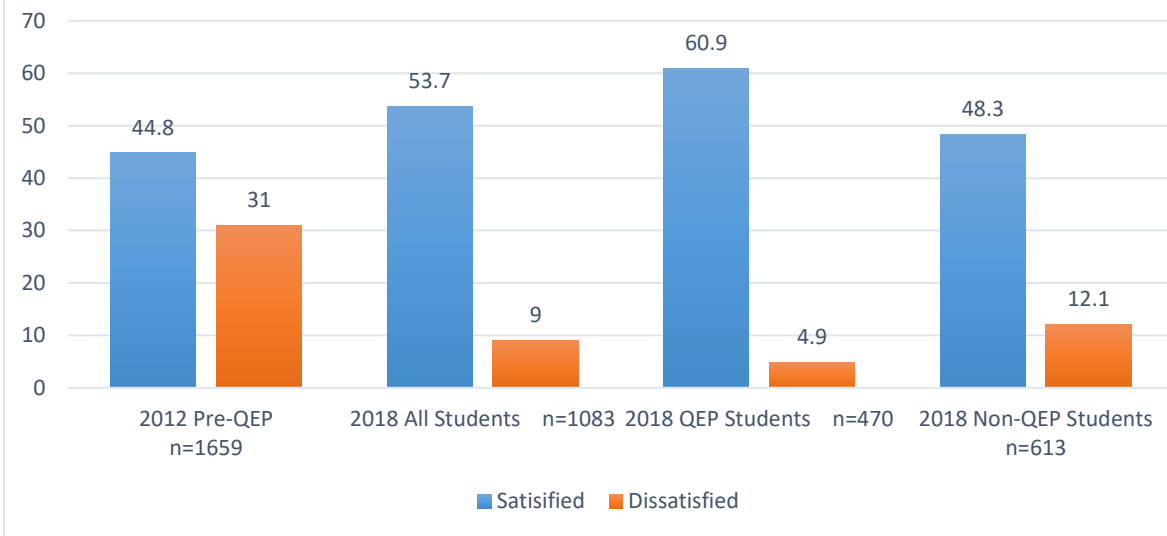


Figure 5: 2016 AAI - Advisor is Available When Needed



b. In 2018, two years after implementation of the revised QEP.

Figure 3: Advisement Satisfaction and Dissatisfaction



- Of the four groups, 2018 QEP Students reported the highest satisfaction and lowest dissatisfaction with advising.
- Dissatisfaction dropped significantly from 31.0% in 2012 Pre-QEP to 4.9% for 2018 QEP Students.
- In 2018, QEP students reported a higher satisfaction than non-QEP students (60.9% vs. 48.3%).
- 2018 Non-QEP students report minimally higher satisfaction than the 2012 Pre-QEP group (48.3% vs 44.8%), while dissatisfaction improved by a much wider margin (12.1% vs. 31.0%).

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