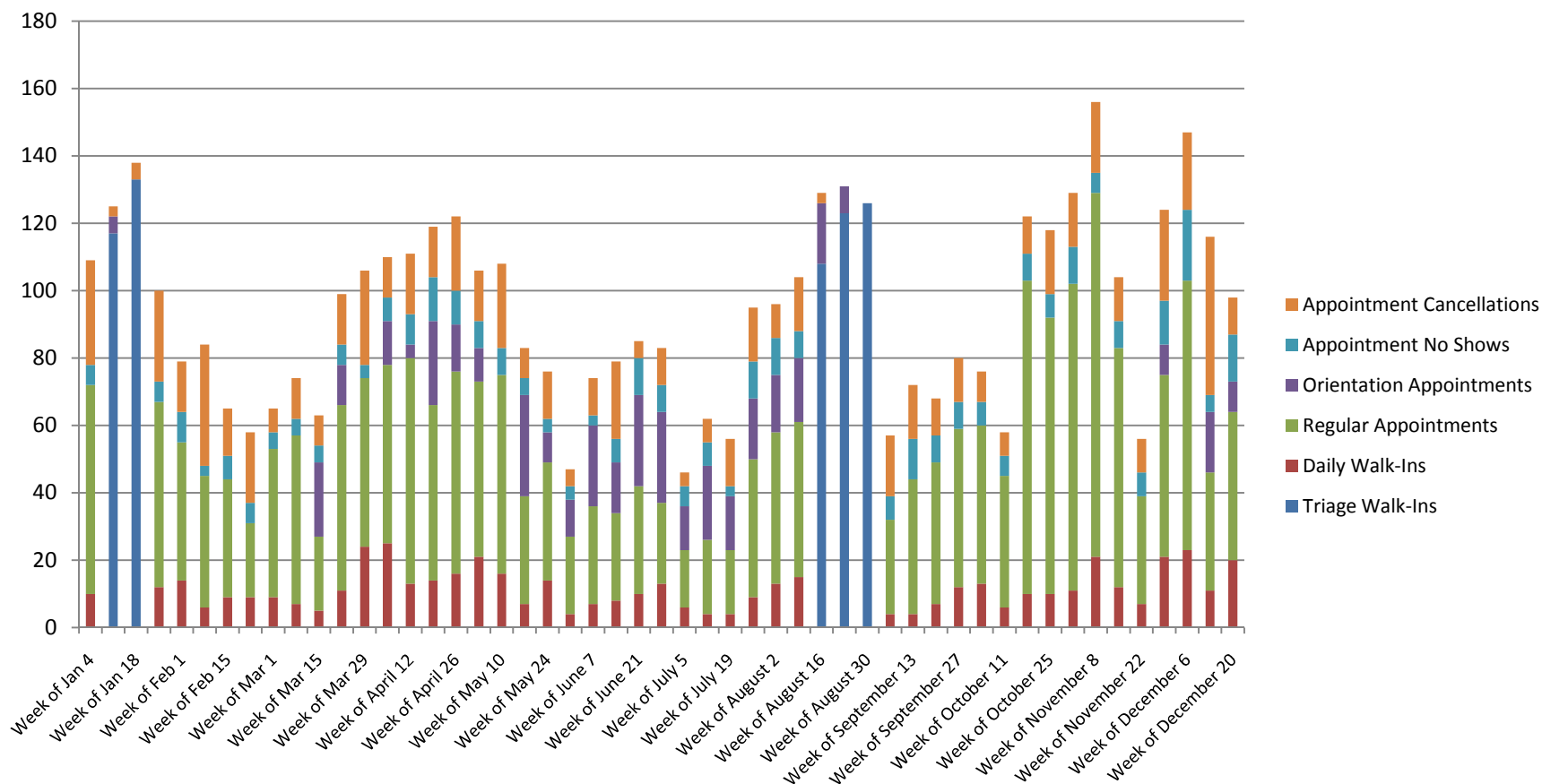


### **2010 Highlights**

- **Two new academic advisors joined the Advising Center in September 2010.** Barbara Legan-Turner brings with her a wealth of CSU experience, and Casey Mawson was formerly employed by Lorain County Community College. The vacancies were created in 2008 (with the resignation of Natalia Streletzky) and 2010 (with the resignation of Shawn Nickens), respectively. With the additional staff, the Advising Center is now fully staffed, with each advisor serving a caseload of approximately 800 students (based on Fall 2010 reports of active COSHP students).
- **A new position, Coordinator of Pre-Professional Programs, was added for 2010 as a temporary, part-time position.** As Coordinator, Cheryl Laubacher is responsible for coordinating both the recruitment of pre-professional students and the development of programming for current students. In addition, Cheryl serves as a liaison to the developing partnership with the Northeastern Ohio Universities College of Medicine.
- **A website and brochure series specific to pre-professional programs were created.** Both the website and brochure outline the available programs at Cleveland State, pre-requisite curriculum information, and helpful tips for application to professional school.
- **Designated liaisons for Health Sciences and the Psychology Partnership programs were identified.** To assist a growing student population, Barbara Legan-Turner serves not only as the college advising liaison to Health Sciences, but is also cross-trained to provide major advising. In addition, Casey Mawson has been designated as the official liaison to the Lorain County Community College Psychology Partnership, and David Melnick serves as the official liaison to the Lakeland Community College Psychology Partnership (which went into effect Fall 2010).
- **Graduate Assistants became trained for para-professional advising duties.** In response to being short-staffed over the summer of 2010, as well as COSHP's need for advising assistance during the summer orientation programs, Amber Zemek and Alyssa Payton underwent training that allowed the Advising Center to accommodate more incoming COSHP Freshmen at each orientation program.
- **Advising guides were created for the Bachelor of Science in Health Sciences Articulation Agreements at Cuyahoga Community College and Lakeland Community College.** The guides were developed in collaboration with the counseling staff at each community college, and provide guidance to community college students in course selection at the Associate degree level that will expedite their completion of the Bachelor of Science in Health Sciences. The guides are available on the Advising Center website.
- **The *Scientia* (student newsletter) was replaced by a College of Sciences and Health Professions facebook® page ([www.facebook.com/COSHP.CSU](http://www.facebook.com/COSHP.CSU)).** The page provides dynamic advertising capabilities for upcoming events of the COSHP and other points of interest. In addition to eliminating printing costs associated with the newsletter, the page allows for interaction with faculty, students, alumni, and friends of the college as well as more extensive picture galleries and links to other features of interest. There are approximately 250 "friends" of the page, which is publically viewable (i.e. can be viewed by those not registered on facebook® as well as those without official "friend" status).
- **Transfer guides for Columbus State Community College and Owens Community College (Toledo) were created.** The guides were created in response to growing numbers of transfers from these institutions. The new guides join existing guides for Cuyahoga, Lakeland, and Lorain County Community Colleges in outlining General Education and major equivalencies which can be completed at each of the community colleges.
- **A post-appointment survey was instituted to assess student satisfaction with advising and to measure advising outcomes.** Beginning in March 2010, students who received advising were emailed a link to the survey following their contact with the Advising Center. Survey results are detailed in the body of the annual report.
- **Academic Standards Committee business is now facilitated through Blackboard®.** Based on the suggestion of committee member Dr. Mary Milidonis, petitions are now converted into PDF documents and uploaded to a "community" course in Blackboard. This new procedure saves printing/copying efforts in the Advising Center and allows committee members secure access to student petitions. This procedure has since been adopted by other university committees.

## General Education Advising - Weekly In-Person Traffic



### Periods of peak activity include:

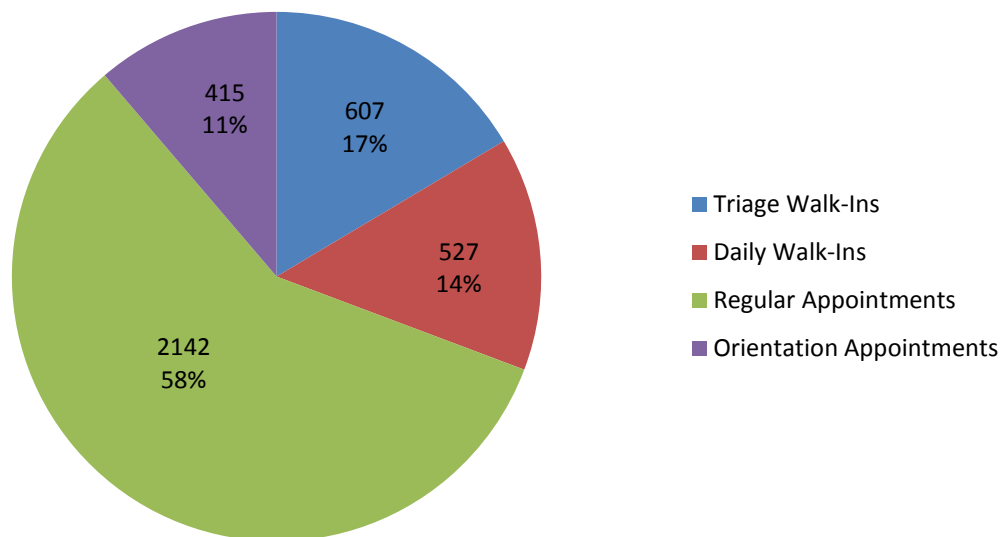
- the start of the Spring semester (the week of January 4<sup>th</sup> through the week of January 18<sup>th</sup>)
- the start of the Fall semester (the week of August 9<sup>th</sup> through the week of August 30<sup>th</sup>)
- the registration period for the Fall semester (the week of March 29<sup>th</sup> through the week of May 10<sup>th</sup>)
- the registration period for the Spring semester (the week of October 18<sup>th</sup> through the week of December 13<sup>th</sup>)

### Staffing notes:

- January 4<sup>th</sup> – May 21<sup>st</sup> = 3 professional academic advisors
- May 24<sup>th</sup> – September 10<sup>th</sup> = 2 professional academic advisors
- September 13<sup>th</sup> – October 1<sup>st</sup> = 2 professional academic advisors and 2 professional academic advisors in-training
- October 4<sup>th</sup> - December 31<sup>st</sup> = 4 professional academic advisors (full staffing)

\*See next page for definitions of the terms used to categorize the type of student traffic

**In-Person Contacts by Contact Type**  
**3,691 total contacts for CY 2010**



Compared to student contacts during CY 2009:

- Triage walk-ins *decreased* 9%, indicating that students were more proactive in receiving advising
- Daily walk-ins increased 58%, demonstrating improved flexibility for student access to advising
- Regular appointments increased 12%, indicating growth in capacity despite fluctuations in staffing
- Orientation appointments increased 2%, demonstrating the steady growth of COSHP

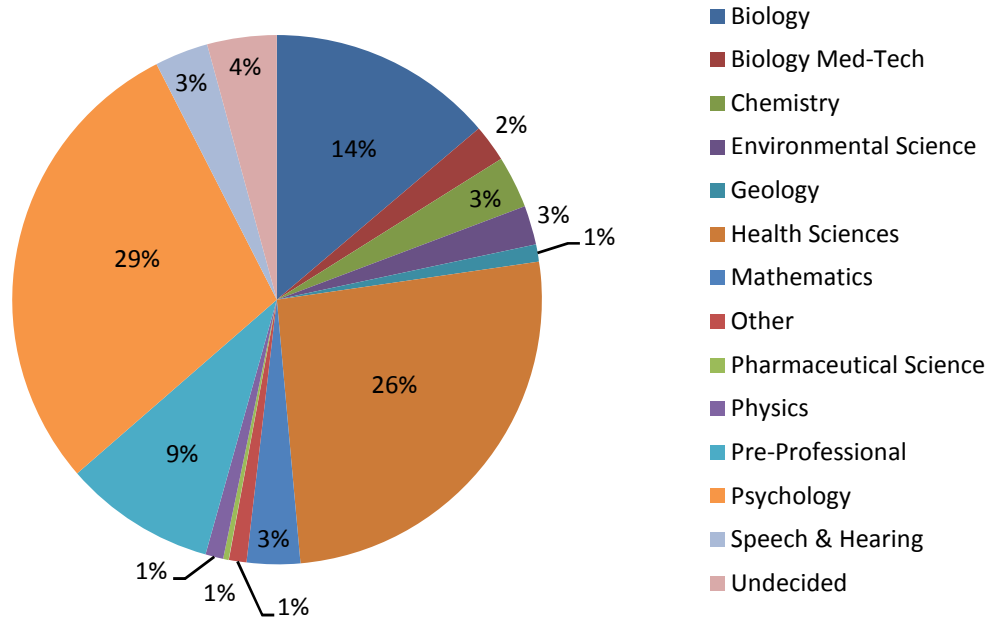
Other notes regarding in-person contacts:

- 2,142 regular appointments were held, but 3,245 were scheduled during the course of CY 2010
  - 353 No Shows (11%)
  - 750 Cancellations (23%)
- 12% of all scheduled contacts (excluding Orientation Appointments) are “Pre-Admissions Advising”, meaning that contact is made with the Advising Center prior to students’ formal application and/or admission to Cleveland State. Pre-Advising for CY 2010 has increased over CY 2009, during which 8% of contacts were Pre-Advising.

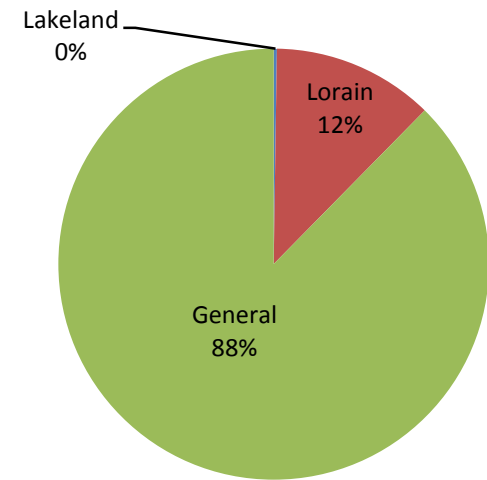
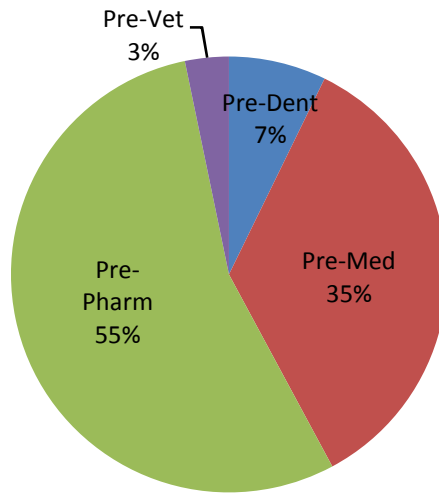
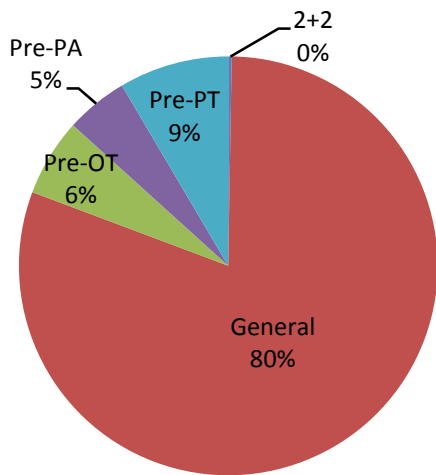
Definitions for previous and current page:

- **Triage Walk-In** service occurs at the beginning of the Fall and Spring semesters. During this time, the Advising Center operates on a first-come, first-served basis in order to accommodate increased student traffic.
- **Daily Walk-In** service occurs throughout the year, and is similar to faculty office hours with each advisor offering several hours of availability each week.
- **Regular Appointments** are individual appointments scheduled in advance through the Advising Center.
- **Orientation Appointments** are individual appointments scheduled in advance through the orientation program.
- **Appointment Cancellations** refer to scheduled contacts which either the student or the Advising Center has cancelled in advance of the appointment (including same-day).
- **Appointment No Shows** refer to scheduled contacts which the student does not honor or formally cancel.

**Advising Contacts by Major**  
(based on student self-report of declared/intended major)

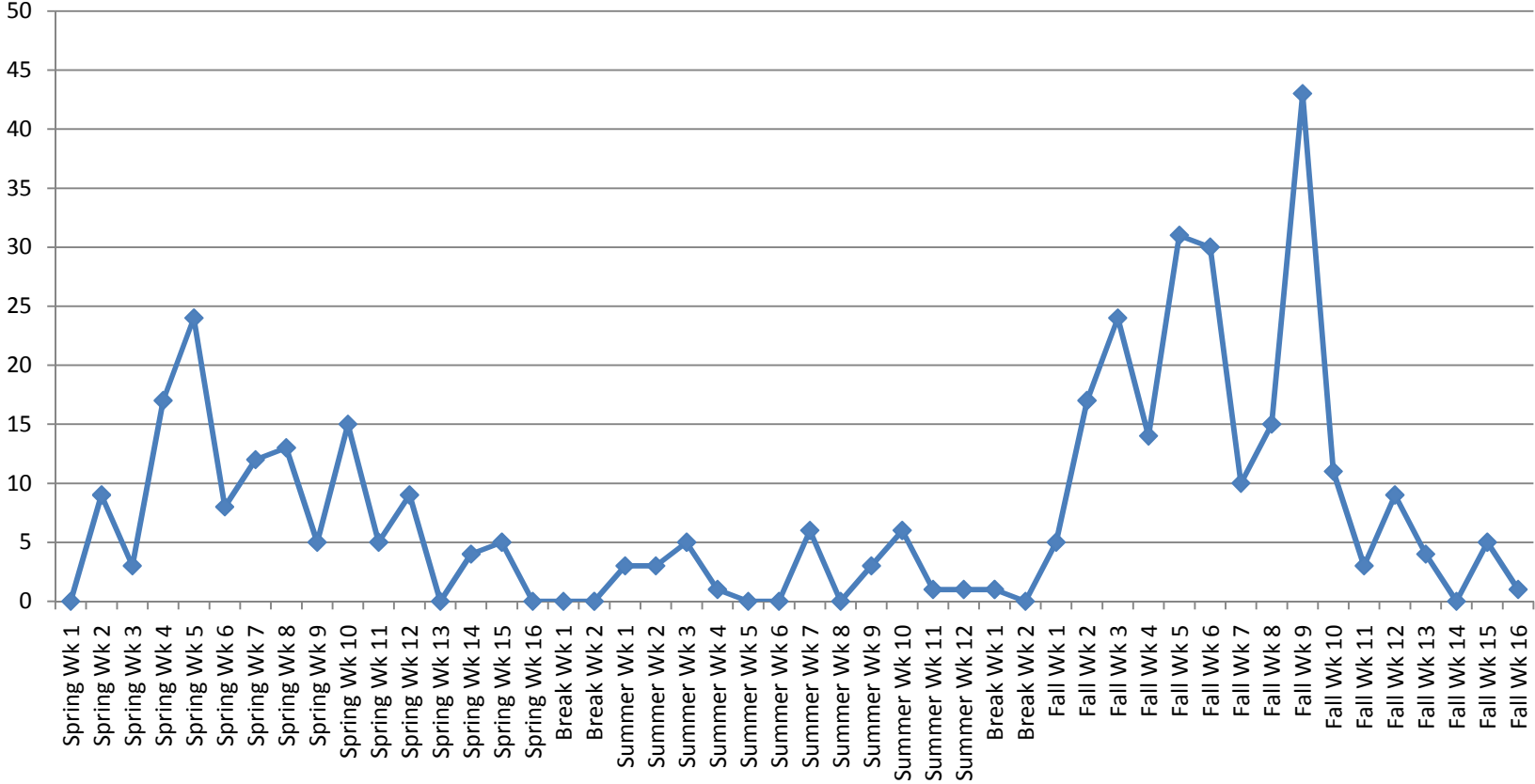


**Breakdown of Health Sciences, Pre-Professional and Psychology Majors**



**Early Alerts by Week**

**381 total Early Alerts processed for CY 2010**



(CY 2009 comparison not available - Early Alert initiative began in Fall 2009)

## Post-Appointment Survey Data (N = 161)

Respondents indicated that their College Academic Advisor is a key resource for academic decisions:

- 51% ranked College Academic Advisors as their primary resource
- By comparison, 17% of respondents ranked Faculty as their primary resource for academic decisions, and 11% ranked Degree Audit as their primary resource (College Advisors, Faculty, and Degree Audit were the top three most frequently-selected resources)
- Only 11% of respondents did not rank College Academic Advisors as one of their top three resources

Respondents indicated that they sought advising assistance primarily with the following topics (respondents could select more than one topic):

- Course Selection/Scheduling (55%)
- Check Sheet/Academic Requirements (48%)
- Transfer Credit Evaluations (26%)
- Graduation Applications (19%)

Percentage of respondents "Agreeing" or "Strongly Agreeing" with the following statements:

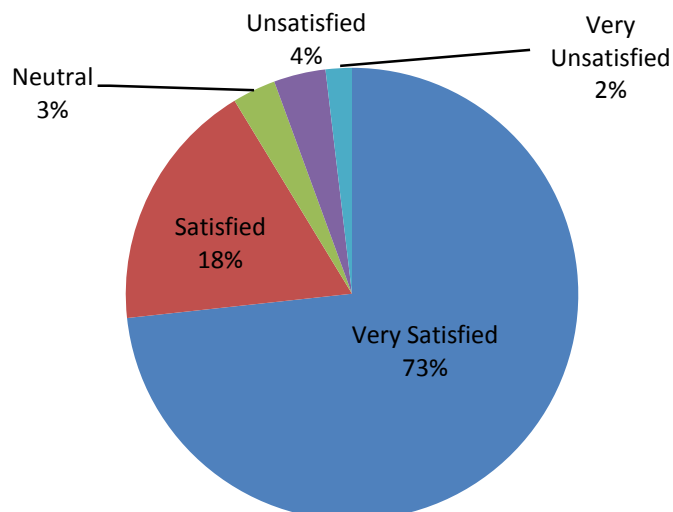
- "My advisor listened to my concerns/questions" (95%)
- "There was adequate time to deal with my concerns/questions" (96%)
- "I learned more about my requirements and my chosen program of study" (87%)
- "My advisor helped me identify and set realistic academic goals based on my academic history" (88%)
- "I learned about my progress towards graduation" (89%)
- "I learned about other campus resources that I may need" (79%)
- "All my questions/concerns were addressed or I was directed to the appropriate resource" (92%)
- "I understand how to use Campus Net for course selection and registration" (84%)
- "I understand what I need to do, the steps I need to take, or the decisions I need to make next" (92%)
- "I understand how to pick the appropriate GenEd courses"\* (70%)
- "I understand how to access and understand Degree Audit"\* (59%)

*\*New questions to the survey as of September 2010. Some students, such as those who have not yet applied or been admitted to Cleveland State, do not yet have access to Degree Audit.*

Percentage of respondents "Agreeing" or "Strongly Agreeing" that academic advising is:

- Welcoming (94%)
- Accessible (91%)
- Professional (93%)
- Knowledgeable (94%)
- Supportive (91%)

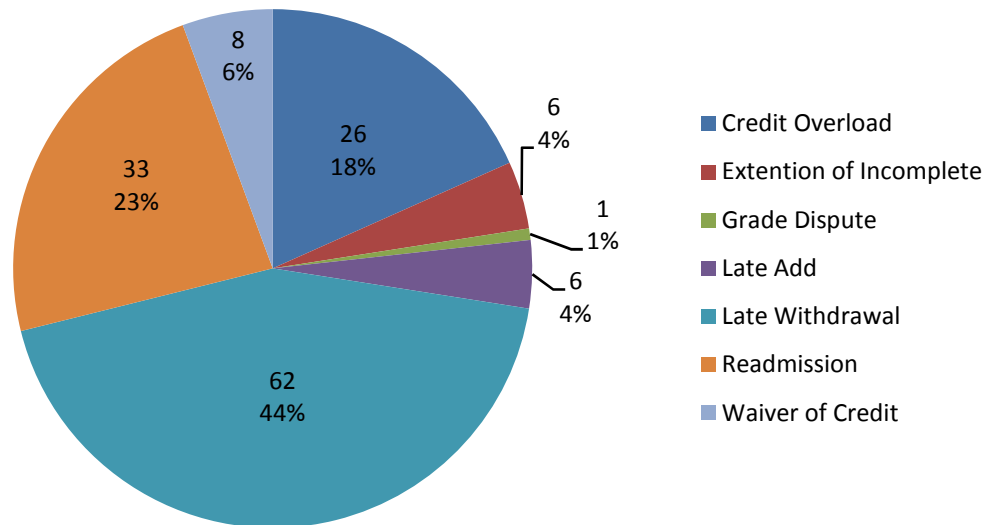
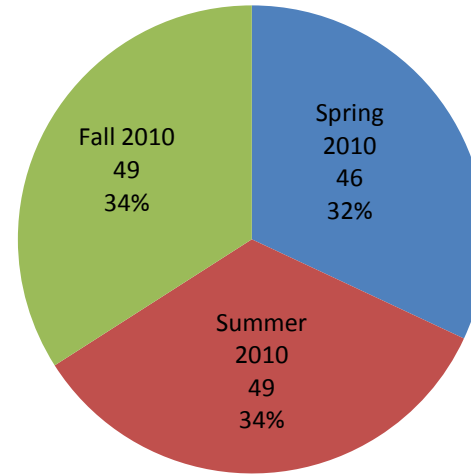
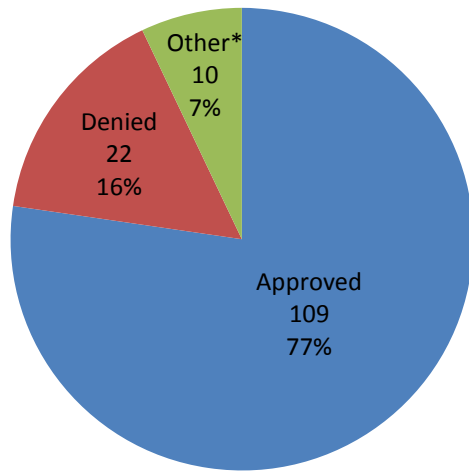
**Respondents' Overall Evaluation of Academic Advising**



### Select respondent quotes:

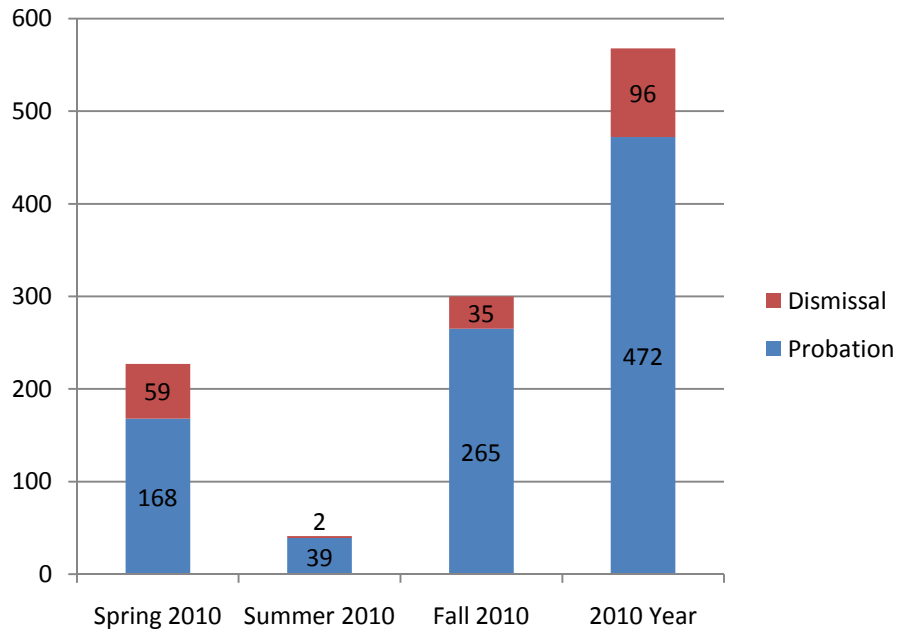
- After experiencing extremely poor situations in all of these areas at my former school, Cuyahoga Community College, I feel empowered and relieved. The lack of support I felt there, at my last school, almost made me want to give up. Thank you CSU!
- Everyone in the office was extremely friendly and went above and beyond to help me. The advisor that helped me went out of her way to ensure that I could register for the classes I needed to and overall I had a great experience with the advising office.
- I was shocked at how friendly and helpful she was, she's was really trying to get me through my GenEds fast and the most effective way possible. I'm glad that she is so organized and helpful when it comes to meeting with students and helping them complete undergraduate work.
- My advisor really took the time and broke the information down into easy to manage sections, she made it easy to see what is to come in the future.
- The ease and fluidity with which things were handled for me today is simply unparalleled by any other experiences from recent years. The knowledge-level displayed and the fine attention given to detail made today's appointment an informative and efficient learning experience and provided me with insight in to my future educational options that I would never have interpreted on my own. I've had experiences where it seemed an advisor was either talking down to me or simply dragging me along as they rushed through some matrix of education that only they were capable of recognizing. However, it seems that great care was taken today to make sure that I knew all my options and also to make sure that I evaluated these options fully every step of the way. The whole experience is sort of surreal because it seems like she did all the hard work, yet I'm the one who left feeling empowered!
- Very helpful staff. I look forward to working with them in my academic career, they made my decision to go with Cleveland state over alternatives an easy one.
- This was a follow-up appointment from before I was accepted. It accomplished everything that I expected and more. Courses were selected and enrolled, a plan was set forth for the future, etc. In short, I was very pleased and impressed with the professionalism and knowledge of the staff.
- Shawn was the best advisor/contact I have made in my 10 year history with CSU. He is very professional, personable, and knows what he is doing. You can tell that he takes pride in what he does and I appreciate the time he spent with me.
- My advisor, David Melnick, cares about my success, and I am very appreciative for him going above and beyond to help me with my class schedule and any other academic related issues. He has provided me with great information and insight to help me choose my professional avenue.
- Corey Piazza has always been extremely helpful to me, but today she provided much more than I expected. I left today very pleased and excited about my future prospects.
- Barbara Legan-Turner is a wonderful advisor. I felt very comfortable with her and even though I still felt stressed I had a clearer vision of what I needed. I would definitely recommend her to students who need help with gen eds and are pursuing a career in occupational therapy. Thank you so much for your help!
- Casey was very helpful and gave me her full attention and answered all my questions. She made a confusing situation more clear.

**College Petitions by Decision, Semester, and Type**  
**143 total petitions reviewed during CY 2010**  
**(9% increase over CY 2009)**



\*Other = petitions which were incomplete, withdrawn by the student, or deferred to another unit

**Academic Dismissal and Probation Review**  
**568 total students subject to Academic Probation or Dismissal during CY 2010**  
**(26% increase over CY 2009)**



**Dean's List Certification**  
**1416 total students awarded Dean's List during CY 2010**  
**(16% increase over CY 2009)**

