



# Advising Program Diagnostic

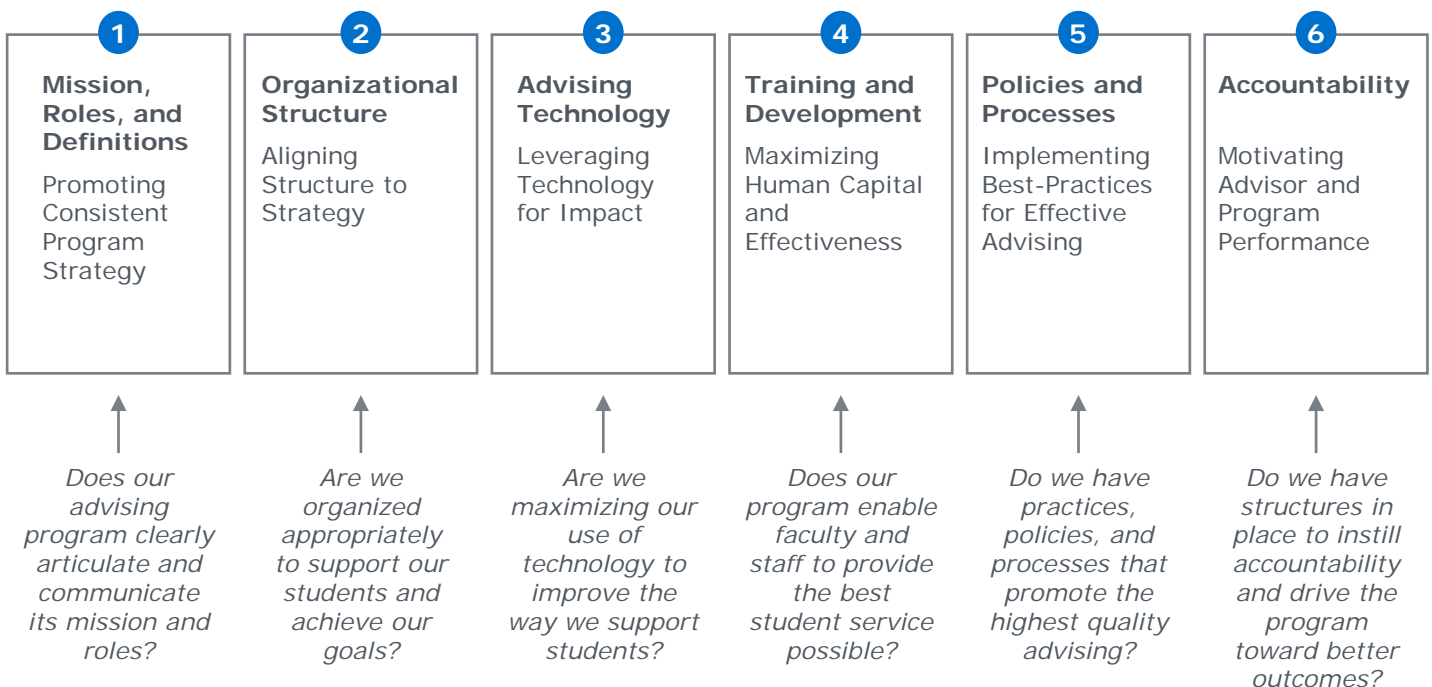
A Guide for Evaluating How Well Your Advising Strategy Operationalizes Best Practices for Student Success

## Overview

The Advising Program Diagnostic is a tool designed to help members of the Student Success Collaborative™ evaluate the robustness of their advising program and how well it operationalizes best practices to support student success. Completion of this diagnostic guides members through program evaluation attribute by attribute, enabling them to identify specific areas of strength, areas for discussion, and areas for renewed focus toward improvement.

The full diagnostic evaluates program strength across 40+ attributes that span six areas of evaluation. It represents one of many resources—such as toolkits, research briefs, and case studies—that members of the Collaborative can use to improve their student success enterprise.

## Six Areas of Evaluation



# Abbreviated Diagnostic

Is Your Advising Program Set Up for Maximum Effectiveness?

Area of Evaluation	Sample Attributes of Effective Advising Programs	Your Program Grade (1=weak, 2=sufficient, 3=strong)				Relevant SSC Resources
<b>Mission, Roles, and Definitions</b> Promoting Consistent Program Strategy	<ul style="list-style-type: none"> <li>Maintains a consensual, documented, university-wide definition of effective advising, the mission of the advising program, and student learning outcomes</li> </ul>	1	2	3	Not sure	<ul style="list-style-type: none"> <li><a href="#">The Murky Middle</a></li> </ul>
<b>Organizational Structure</b> Aligning Structure to Strategy	<ul style="list-style-type: none"> <li>Has a central, senior leader with university-wide responsibility for advising strategy, operations, and assessment</li> <li>Maintains clear processes for advisor assignment and student flow between advisors</li> </ul>	1	2	3	Not sure	<ul style="list-style-type: none"> <li><a href="#">What can health care teach higher education?</a></li> <li><a href="#">Coordinating and Restructuring around Technology to Better Support Students in Need</a></li> </ul>
<b>Advising Technology</b> Leveraging Technology for Impact	<ul style="list-style-type: none"> <li>Streamlines advisor workflow by eliminating duplicative processes and providing best practice recommendations on which systems to use for common advising activities</li> </ul>	1	2	3	Not sure	<ul style="list-style-type: none"> <li><a href="#">Embracing Analytics to Drive Meaningful Change at Purdue University Calumet</a></li> </ul>
<b>Training and Development</b> Maximizing Human Capital and Effectiveness	<ul style="list-style-type: none"> <li>Maintains clear and consistent job descriptions, hiring criteria, and hiring processes</li> <li>Provides ongoing advisor training and professional development opportunities and resources</li> </ul>	1	2	3	Not sure	<ul style="list-style-type: none"> <li><a href="#">Winning Over the Faculty to Elevate the Quality of Advising and Mentoring</a></li> </ul>
<b>Policies and Processes</b> Implementing Best-Practices for Effective Advising	<ul style="list-style-type: none"> <li>Maintains clear referral pathways and processes that enable effective transition of students to other service providers (e.g., tutoring, financial aid) and efficient follow up to close the loop</li> </ul>	1	2	3	Not sure	<ul style="list-style-type: none"> <li><a href="#">Re-enrollment Campaigns: A Quick and Easy Path to Results</a></li> </ul>
<b>Accountability</b> Motivating Advisor and Program Performance	<ul style="list-style-type: none"> <li>Distributes KPI data to advisors on a regular basis to promote performance</li> <li>Incorporates relevant, student-centered metrics into advisor performance evaluations</li> </ul>	1	2	3	Not sure	<ul style="list-style-type: none"> <li><a href="#">Creating a Culture Where Numbers Matter at Georgia State</a></li> </ul>