



**BOISE STATE UNIVERSITY**

University Policy 4030

## Assessment of Advising

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### **Effective Date**

July 1978

### **Last Revision Date**

September 2012

### **Responsible Party**

Provost and Vice President for Academic Affairs, (208) 426-1202  
Advising and Academic Support Center, (208) 426-4049

### **Scope and Audience**

This policy applies to all faculty, staff, and student peers involved in academic advising.

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## **1. Policy Purpose**

To provide high-quality advising to all students and to ensure that faculty and other personnel responsible for advising, academic advising programs, policies, and procedures will be periodically assessed.

## **2. Responsibilities and Procedures**

### **2.1 Responsibility**

- a. The Office of Advising and Academic Enhancement, with support from the University Advising Council, is responsible for University-level advising assessment processes. These bodies review University-level advising assessment outcomes and are responsible for development of University-wide advising programs and procedures.

- b. College deans, through college advising coordinators and department/unit chairs, are responsible for organizing review of college-level and department/unit-level advising assessment outcomes for their respective units. Deans, chairs, and advising coordinators are responsible for leadership in improvements to college-level, and department/unit-level advising models and policies, considering their respective periodic advising assessment outcomes. Department/unit faculty and Deans' governance teams are responsible for approving changes to existing college-and department/unit-level advising models and policies on their respective levels subsequent to the periodic review of advising assessment outcomes.

## 2.2 Procedures

- a. The Office of Advising and Academic Enhancement will administer a Survey on Academic Advising on a periodic basis to collect information about the effectiveness and quality of advising throughout the University.
- b. The Office of Advising and Academic Enhancement will provide assessment results (University-wide, college, and department/unit) to respective college deans and department/unit chairs.
- c. College deans and department/unit chairs will review assessment results in collaboration with college advising coordinators and consider development of current policies and processes in order to improve advising.
- d. The effectiveness of advising models and programs will be assessed according to the following areas:
  - Policies
  - Delivery systems
  - Advisor training
  - Student needs and outcomes
- e. Department/unit faculty and Deans' governance teams formalize changes to existing advising policies and models in respective units subsequent to periodic assessments and reviews.

- f. The effectiveness of officers/representatives of the University, whose job description is primarily focused on student advising and academic enhancement, will be reviewed periodically according to topics, such as:
- Knowledge of general University and specific departmental academic requirements and procedures.
  - Awareness of educational and professional development opportunities.
  - Awareness of University services for purposes of appropriate referral.
  - Communication to advisees of available hours for academic advising and other advising opportunities.
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### **Revision History**

July 1993; July 1995; September 2012