



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



↑
Does our advising program clearly articulate and communicate its mission and roles?

↑
Are we organized appropriately to support our students and achieve our goals?

↑
Are we maximizing our use of technology to improve the way we support students?

↑
Does our program enable faculty and staff to provide the best student service possible?

↑
Do we have practices, policies, and processes that promote the highest quality advising?

↑
Do we have structures in place to instill accountability and drive the program toward better outcomes?

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