

Operational Outcomes Report - 4 Column

Great Basin College

Operational (Student Services) - Admission Advising and Career Center

- GBC Mission:** Great Basin College enriches people's lives by providing student-centered, post-secondary education to rural Nevada. Educational, cultural, and related economic needs of the multicounty service area are met through programs of university transfer, applied science and technology, business and industry partnerships, developmental education, community service, and student support services in conjunction with certificates and associate and select baccalaureate degrees.
- Unit Mission:** The mission of Great Basin College's Advising and Career Center is to provide assistance to students, alumni, faculty, staff, and the community in developing, implementing, and evaluating career/life plans. Career development is the theme that runs through all the services provided by the Career Center: academic advising, career/personal assessments, academic/career exploration and placement services. Providing a positive process with emphasis on self-discovery and reflection helps to support and develop students' abilities to create personal satisfaction and fulfillment on their career paths.

Outcomes	Means of Assessment & Criteria / Tasks	Results	Action & Follow-Up
<p>Operational (Student Services) - Admission Advising and Career Center - Identify potential career paths - Students have the skills and knowledge of resources to identify potential career paths.</p> <p>Assessment Years: 2011-2012</p> <p>Start Date: 05/18/2012</p> <p>Outcome Status: Active</p>	<p>Assessment Measure: Percentage of students responding to 2013 exit survey that their needs have been met.</p> <p>Assessment Measure Category: Internal Tracking</p> <p>Criterion: 75-80%</p> <p>Related Documents: AACC Exit Survey 2013.doc</p>		
	<p>Assessment Measure: Student satisfaction survey results on questions on career counseling and resources.</p> <p>Assessment Measure Category: Survey</p> <p>Criterion: Students are satisfied with the service and information they receive.</p>	<p>03/28/2013 - Fall 2012, SSI results indicate that students in Elko rated this statement as important but not meeting their expectations: "There are adequate services to help me decide upon a career." Students at other locations did not find this statement to be important to them. Another statement, No. 30 "The career services office provides students with the help they need to get a job" was not found to be important for students overall or at any location.</p> <p>Criterion Met: No</p> <p>Reporting Period: 2012-2013</p>	

Outcomes	Means of Assessment & Criteria / Tasks	Results	Action & Follow-Up
<p>Operational (Student Services) - Admission Advising and Career Center - Admissions and Registration - Prospective and new students have the skills and resources to apply for admission and financial aid, take placement tests, select a program major and first-semester classes, and enroll.</p>	<p>Assessment Measure: Percentage of students responding to exit survey report their needs have been met. Assessment Measure Category: Internal Tracking Criterion: 75-80%</p>		
<p>Assessment Years: 2012-2013 Start Date: 03/07/2013 Outcome Status: Active</p>	<p>Assessment Measure: Student satisfaction survey results as a proxy for students using AACC services. Assessment Measure Category: Survey Criterion: Students are satisfied with the service and information they receive from the AACC.</p>	<p>04/01/2013 - Some of the fall 2012 SSI survey results are listed here as proxies for the AACC since we have no way of knowing whether or not they are referring to this office or others: 1) No. 49 "Admissions counselors respond to prospective students' unique needs and requests" -- not important to students; 2) No. 6 "My academic advisor is approachable" -- a strength (both important and with high satisfaction) for students overall and in Elko, Winnemucca, and at other locations -- not important for students elsewhere; 3) No. 12 "My academic advisor helps me set goals to work toward" -- not important to students; 4) No. 32 "My academic advisor is knowledgeable about my program requirements" -- students rated this a strength (both important and with a high level of satisfaction) in Elko and at other location, but a challenge (important, but not satisfied) for Ely, students in primarily internet classes, and for those in Pahrump; 5) No. 25 "My academic advisor is concerned about my success as an individual" -- identified as a challenge (important, but not satisfied) for students in internet classes and not important for any of the other students; 6) No. 40 "My academic advisor is knowledgeable about the transfer requirements of other schools" - - this is a challenge for students in Elko and not important for any of the others; 7) No. 48 "Counseling staff care about students as individuals" is not important. Criterion Met: N/A</p>	<p>04/01/2013 - The AACC is in a good position to respond to students' need for information about the transfer requirements of other schools. By summer, 2013, develop a hand-out for students with information about transferring to other NSHE schools and schools in Idaho and Utah. This could be posted on the web and distributed to all advisors.</p>

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		Reporting Period: 2012-2013	