EVALUATING STUDENT SUPPORT PROGRAMMING FOR ADULT LEARNERS: AN ASSESSMENT OVERVIEW

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OBJECTIVES

- Understand adult learners & online learners
- 5 W's (and an H) of Program Assessment
- Tangible steps to begin your assessment of services/programs
<table>
<thead>
<tr>
<th>Program Type</th>
<th>Letter</th>
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<tbody>
<tr>
<td>Community college</td>
<td>A</td>
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<tr>
<td>Baccalaureate</td>
<td>B</td>
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<tr>
<td>Masters</td>
<td>C</td>
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<tr>
<td>PhD</td>
<td>D</td>
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<tr>
<td>Professional Graduate Degree</td>
<td>E</td>
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<tr>
<td>Online</td>
<td>F</td>
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<td>Other</td>
<td>G</td>
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</table>
How many different advising services and workshops do you complete in an academic year? (E.g., registration workshop, group advising, newsletter, new student orientation, etc.)

0
1-5
6-10
11-15
16+
Have you done an assessment of your advising (or more) services?

Yes  No
OBJECTIVES

Understand adult learners & online learners
CONSIDERATIONS FOR ADULT LEARNERS

• Outside obligations & learning process
• Why adult learners return
• Student as Consumer

> Adult Learning Theory (Knowles, 1984)
SUCCESSFUL ONLINE LEARNERS ‘IN’ THE CLASSROOM

1. One-on-one student appointments
2. Timely responses
3. On-demand resources
4. Orientation
5. Opportunities for Connection
6. Program/Service Evaluation & Assessment

OBJECTIVES

5 W’s (and an H) of Program Assessment
Tell us your experience with assessment:

I’ve never implemented any assessment

I’ve conducted a few assessments

I do assessment on an annual basis

I can conduct assessments while I sleep!

It's complicated...
What is assessment, anyway?
ASSESSMENT TABOO

JUST DO IT.

NO

OH NO NOT AGAIN

DID YOU EVEN LOOK

AT THE ORDER
LEVELS OF ASSESSMENT

Quick

List all Events/Services
OBJECTIVES

Tangible steps to being your assessment of services/programs
Aid in retention of online adult learners

- 2 Program
  - Advising / Careers / Admissions programs

- Qualitative
  - Frequency, Needs

- Before start of spring term
  - Every 2 years

- Online
  - Emails (Annual Review)

- Survey Monkey
  - Zoom
EXAMPLE OF [QUICK]ASSESSMENT

Quick

List all Events/Services
20. **Academic Advising**
Please indicate all services/opportunities you have participated in (select all that apply):

- General Academic Advising Appointment (not including required new student appointment)
- Drop-in Phone Call
- Emailing Specific Questions
- Informal Goal Setting on Padlet
- Wiki Advising Pages
- Advising Recorded Events (videos, workshops, etc.)
- New Student Orientation/Welcome Weekend
- Course Preview/Registration Refreshers Workshop
- IgnITES
- Weekly Newsletter
- Cohort Connections/Community Connections
- Courses & Coffee with Karla & Katelyn
- MS/LIS Student Course Info Share with Ava
- I did not attend any of these options
- I was unaware of any of these options

*Other (please specify)*
EXAMPLE OF [MODERATE] ASSESSMENT

23. Considering all of the events/services you have participated in as an enrolled student, please tell how you felt they have aided in your continued enrollment.

24. As a career change student, what other events or services do you feel should be offered?

25. Is there anything else you wish to add about Student Affairs services and your retention (continued enrollment) in the MS/LIS program?
Appendix J – Student Interview Questionnaire

Pending the feedback received from the student surveys, additional follow-up interviews may be needed. In the instance it is needed, the exact questions will be guided by the gap in data from the survey. However, the list of potential questions below may be used to extract additional data.

1. What were your motivations for deciding to change your career?

2. What steps did you use to decide on this specific career path?

3. Tell me about your satisfaction regarding the current student affairs services available to you.

4. What do you believe would be the most helpful service or event that Student Affairs could offer you?

5. What type of supportive services that are currently offered are least helpful for your success?

6. Tell me about your personal motivations for attending student affairs events or programming.

7. Is there anything else you would like to add about the helpfulness of student affairs services in your program?
ANALYSIS

• Revisit your purpose.
• Audience (for sharing results)?
• Easy wins.
• Close loop with participants.
• Publish in *Advising Today/NACADA Journal* 😊
DON’T FORGET!

• IRB Approval (if needed)
• Collaborate with other departments?
• Make this work for your ability level and available time!
• “Do I really need to ask this question?”
RECAP/YOUR IMPLEMENTATION PLAN

Please refer to handout/online document:

1. Write down the level you want to implement.
2. Write down the your first two steps – who do you need to bring in?
3. Write down one question you have about logistics and one about student recruitment for this assessment

Why: Goal, Purpose
Who: People, Services
What: Methods, Essential Data
When: Frequency
Where: Timeline, Placement
How: Methods, Resources
THANK YOU.

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WE NEED YOUR FEEDBACK!

Please give your valuable feedback to the presenter(s)!

• **Access the session evaluation** using this link: [https://bit.ly/NACADA21AC](https://bit.ly/NACADA21AC)

• **Enter the corresponding Session ID**; located in the app.
  • **this session ID: C033**

• **Answer the questions** and submit your evaluation!
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