



ADVISING AND CAREER SERVICES (formerly CAP Services) DEPARTMENT and PROGRAM REVIEW: ANNUAL REPORT

Part 5: Data Findings

Goal 1 (shared w/ EM team): Create a supportive and welcoming student experience by strengthening collaboration among the Enrollment Management team to ensure consistent guidance, timely and accurate information, and coordinated services.

Data (shared w/ EM team)

- During the first year, we engaged four workgroups, Behavior Practices, Cross-Training Strategy, Internal Communication, and Customer Service Training, to develop strategies that would advance this goal. We plan to implement many of these new practices early this year and expect to have comparative data available next year to evaluate their impact.
- Additionally, we had intended to use the graduate survey as one of our measurement tools; however, that survey is no longer available, and we will need to identify an alternative method for measuring outcomes.

Data (Advising and Career Services specific): Expanded out-reach to departments across campus.

- Connected with the following departments in staff/department meetings throughout the academic year to learn about their programs, services, and upcoming events, enabling Advising and Career Services to better support students and staff.
- This year we had a positive increase of 53% in participation through in-person meetings from the previous year.
 - Campus Security Team
 - Forestry and Natural Resources
 - Health Information Management/Medical Coding
 - EMT/Paramedicine
 - TRIO
 - Public Health
 - Bachelor of Science Nursing
 - College Now
 - Veteran's Services
 - Education/Early Childhood Education
 - Automotive
 - Manufacturing
 - Financial Aid
 - Elearning

Goal 2: Review and refine new student advising onboarding processes to ensure efficiency, deliver excellent customer service, and create a welcoming environment.

Data

1. Large Group Bobcat Advising and Registration (BAR) Sessions
 - Streamline student consistent communication before, during and after the event.
 - Send follow-up emails to students who have not registered after attending a BAR, group, or 1:1 appointment, offering additional support as needed.
 - Create a standardized follow-up message for all attendees to build rapport and connection.
 - Collaborate with Admissions to review the check-in process and registration support.
 - Identify services that can be offered as a one-stop experience on event days.
 - Evaluate space, signage, and overall environment to ensure a welcoming experience.
 - Evaluate event for changes related to Education Pathways
2. 1:1 and Small Group Sessions
 - Streamline consistent communication with students before, during and after sessions.
 - Develop a standardized follow-up message for all students to foster rapport and connection.
 - Evaluate sessions for changes related to Education Pathways
3. Increase faculty participation at BAR events through active recruitment.

Large Group Advising:

- Prior to Bobcat Advising & Registration Sessions, we have streamlined language to ensure students know to complete useful steps such as the Orientation for Online classes. We send emails as soon as they sign up for the event and the day before to ensure they know where/when to go and what information they need to bring.
- We send an email to every student who goes to a BAR offering additional support and ensuring that students know important dates, drop-in advising availability, and sharing additional information about their program.
- Check-in with admissions
- TRIO comes and gives a quick intro about their program, and the Bookstore/Orientation will come and give info about their upcoming resources.
- Providing handouts RE: Trailhead Courses to encourage Pathways exploration, and continuing to group students by similar pathways (example: Grouping STEM & Health Careers in the same room)

1:1 and small group sessions:

- Advisors are giving folders to each student and sending a follow up email after each advising appointment
- Encouraging admin assistants to schedule 1:1 appts with advisor

Goal 3: Create and sustain proactive workshops, trainings, and group advising sessions that provide ongoing support for both staff and students.

Activities

1. Host resume workshops leading up to JobFest.
2. Offer ongoing training for advising faculty (e.g., GradTrack Plans).
3. Conduct classroom visits (HD100CS, AUTO, MFG, MA, PHARM).
4. Provide group advising sessions for CTE programs (CUL, MFG, AV).
5. Deliver Faculty Advisor Training at Kick-Off, Café sessions, and through individual onboarding for new faculty.

Part 6: Data Interpretation

Goal 1 (shared w/ EM team): Create a supportive and welcoming student experience by strengthening collaboration among the Enrollment Management team to ensure consistent guidance, timely and accurate information, and coordinated services.

- Prioritizing outreach across campus departments and services has enabled both advising and career services and the departments/services to share information that creates a supportive environment to ensure quality services.
- Creating common practices and clear expectations, such as wearing a name tag, has created a professional and welcoming space for all.
- The piloted cross training of A&R and Advising administrative staff has proven to be very valuable with positive outcomes. Having a shared knowledge of what everyone does, expectations and processes has helped with the smooth and timely service that students receive on a daily basis.

Goal 2: Review and refine new student advising onboarding processes to ensure efficiency, deliver excellent customer service, and create a welcoming environment.

- Using SARs and BAR check-in data from SmartSheet, review the no-show rate for new student advising appointments by the third or fourth week of each term. Aim to reduce the no-show rate by 0.25% year over year.

Appointment Type	Year	Shows	No-Shows	Total	Show Rate	No-Show Rate
New Student Advising 1:1	June 1 2025– July 30 2026	808	75	883	91.51%	8.49%
Bobcat Advising & Registration Groups	June 1 2025– July 30 2026	2,081	183	2,264	91.92%	8.08%
New Student Advising 1:1	June 1 2024– July 30 2025	951	110	1,061	89.63%	10.37%

Appointment Type	Year	Shows	No-Shows	Total	Show Rate	No-Show Rate
Bobcat Advising & Registration Groups	June 1 2024– July 30 2025	2063	238	2,301	89.66%	10.34%

Summary: Using SARs and BAR check-in data from SmartSheet, the no-show rate for new student advising appointments decreased year over year. For New Student Advising 1:1 appointments, the no-show rate decreased from **10.37% in 2024–25 to 8.49% in 2025–26**, a reduction of **1.88 percentage points**. For Bobcat Advising & Registration (BAR) Groups, the no-show rate decreased from **10.34% to 8.08%**, a reduction of **2.26 percentage points**. Both appointment types exceeded the goal of reducing the no-show rate by **0.25% year over year**, demonstrating improved student appointment attendance.

Using SARs, review the no-show rate for continuing student advising appointments by the third or fourth week of each term. Aim to reduce the no-show rate by 0.25% year over year.

- Using SARs and Argos reports, analyze data on students who attended a new student advising appointment more than two weeks before the term compared to those who attended within the two weeks leading up to the term. Aim to reduce the percentage of students attending in the final two weeks by 1% year over year and increase the percentage attending earlier by 1% year over year.

Appointment Type	Year	Shows	No-Shows	Total	Show Rate	No-Show Rate
Continuing students	June 1 2025– July 30 2026	1968	231	2,199	89.50%	10.50%
Continuing students	June 1 2024– July 30 2025	2127	239	2,366	89.90%	10.10%

Summary: While continuing student appointments experienced a small increase in no-shows, the overall results for new student advising indicate meaningful improvement in student appointment attendance. Moving forward, Advising & Career Services can continue monitoring no-show trends and explore strategies specifically focused on improving attendance among continuing students. One of these strategies may be reaching out to a student when they are 10-15 minutes late to their scheduled appointment.

- **Increase faculty participation in BAR events by one faculty member year over year for the next five years.**
 - Fall 2025: 18 unique faculty members
 - Winter 2026: 13 unique faculty members
 - Spring 2026: 10 unique faculty members
 - **27 total unique faculty between Fall 2025 – Spring 2026**
 - In Fall 2026, we already have 37 unique faculty signed up.

Goal 3: Create and sustain proactive workshops, trainings, and group advising sessions that provide ongoing support for both staff and students.

- Using workshop attendance data, evaluate attendance at the end of each workshop and compare it to the same workshop from the previous year. Aim to increase workshop participation by 5% year over year.
 - 2025-26 workshop attendance:
 - Fall JobFest Workshops:
 - Bend: 5
 - Redmond: 4
 - Winter Manufacturing Fair Workshops:
 - Session 1: 7
 - Session 2: 13
 - We will measure these workshops to 2026-27 workshop attendance.
- **Develop one new workshop or training a year over the next 3-5 years.**
 - This year, our new workshop was the Manufacturing Fair specific Resume Workshop, which was highly attended and led to students also participating in the job fair.