

CALIFORNIA STATE UNIVERSITY, LONG B



identifying students who have significantly lower retention rates than female students and that Pell-eligible students have a lower graduation rate than non-Pell eligible students in COTA.

- x Although advisors remain current with knowledge and skills, there is opportunity for future professional development (e.g., NACADA/NASPA memberships, conference attendance) and recognition of excellence in advising (e.g. development of an Outstanding Advisor Award)

It is therefore agreed that the Program will:

1. work with the college and university to develop a hiring plan for additional staff advisors based on available resources. In addition, it is recommended COTA Academic Advising carefully considers restructuring the decentralized advising structure to include a centralized coordination/leadership advising position while allowing decentralized implementation as suggested by the external reviewer.
2. Implement a strategic rollout of SLOs that align with equity and assessment needs. Provide an annual assessment report (due June 1) including progress made towards the actions agreed to in this MOU to the Dean of the College of Arts, the Vice Provost for Academic Programs, and the Coordinator of Program Review and Assessment. The review cycle will be from 2021-2028. A comprehensive self-study will be due June 2022 for 2028-2029 Academic Year program review process.
3. Study the assessment infrastructure of other colleges and create a stack assessment infrastructure by 1) embedding survey links for each advising interaction; 2) high-impact advising practices and breaking these down into elements for assessment; 3) embedding survey links for each interaction with an online tool, and 4) identifying patterns in student language in a series of open fields (as they relate to surveys in items 1 and 3 above).
4. Explore and strategize potential equity and opportunity gaps in terms of retention and graduation rates for targeted advising
5. Explore professional development opportunities for staff and ways to recognize exemplary advising.

It is therefore agreed that the