

The Office of Academic and Student Affairs: An Assessment of Academic Support Services

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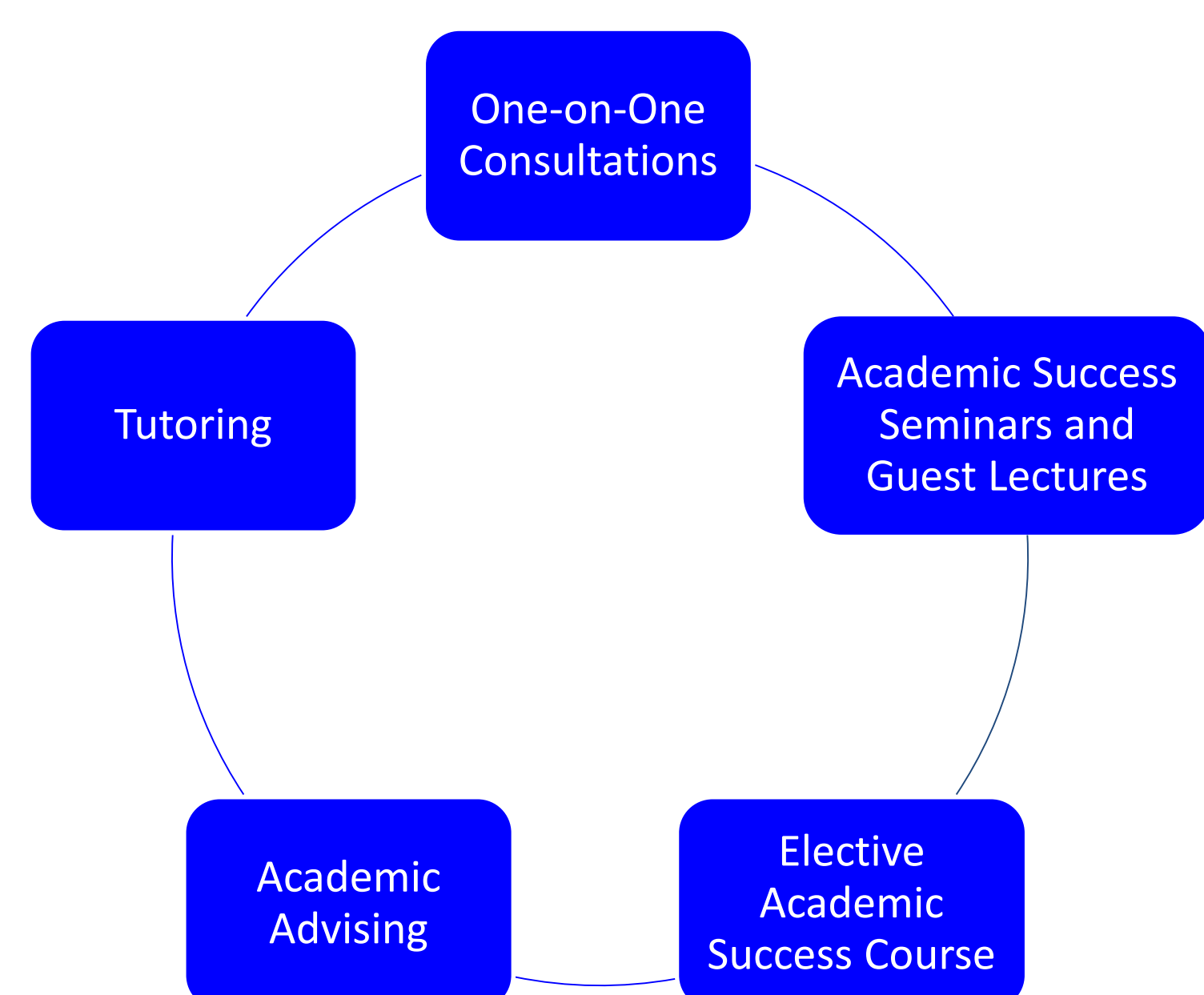
Background

The mission of the Creighton University School of Pharmacy and Health Professions' Office of Academic and Student Affairs (OASA) is to ensure the highest academic standards within the Occupational Therapy, Pharmacy and Physical Therapy programs of the School, and to provide leadership, services, and opportunities that enable students to succeed in and contribute to society as caring, ethical, and knowledgeable healthcare professionals.

The office is led by a team of professionals committed to the student experience, which includes academic support and professional leadership development programs that help all students, both campus and distance, advance from "good to great".

Academic Support

A primary focus is to provide academic support systems to increase student retention and encourage excellence in a student's educational progress. A thoughtful, intentional approach to student success is fostered through the Academic Success program. Guided by two full-time Academic Success Consultants, students are offered a comprehensive support network of tutoring, academic success seminars, elective coursework, academic advising, and individualized academic counseling and coaching to assist students in achieving their goals.



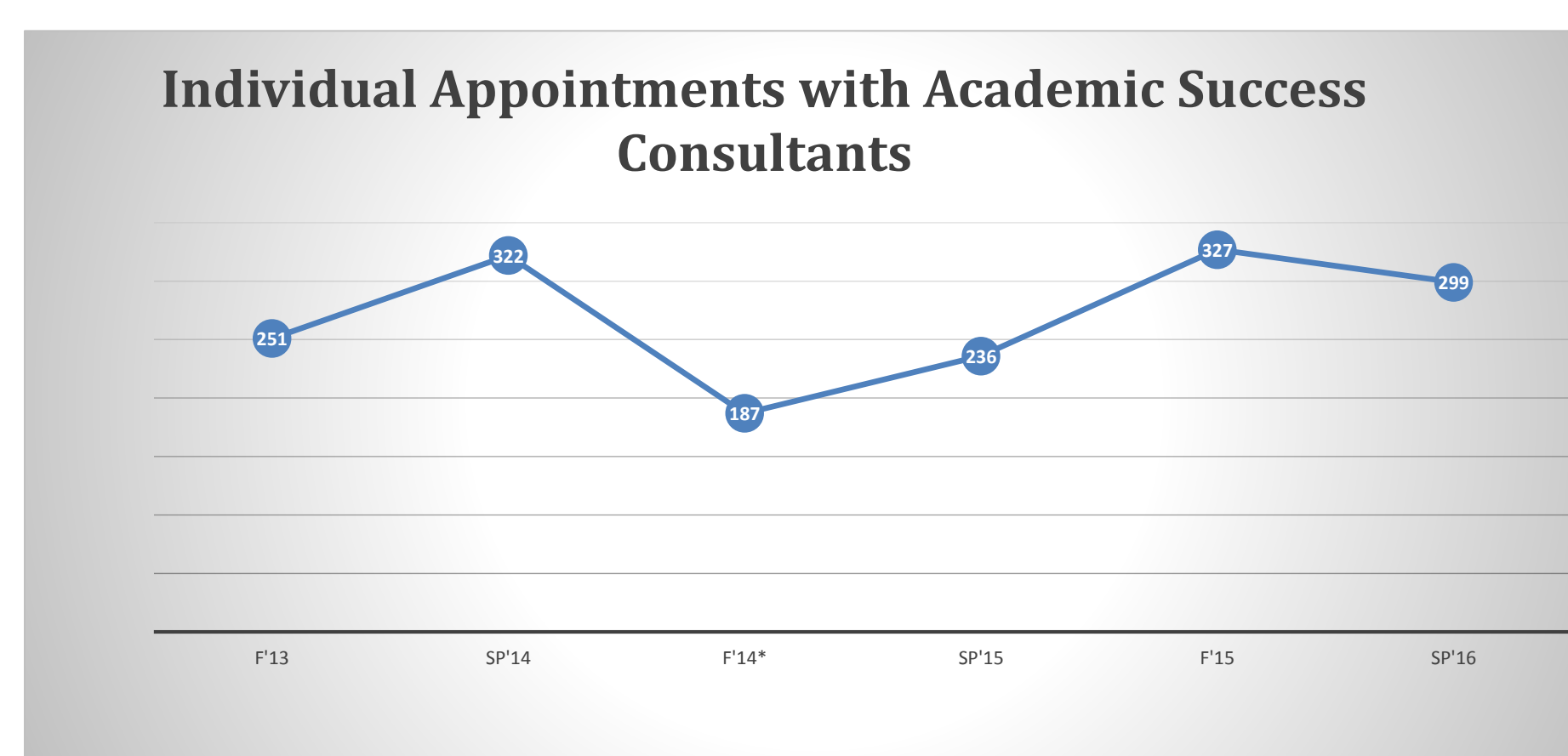
In addition, faculty partnerships with the Academic Success program allow for early identification and intervention of struggling students. A formalized "early alert" process allows faculty to refer a struggling student for personal outreach from an Academic Success Consultant. In an effort to optimally assist students and appropriately allocate resources, a formal assessment project of the student services and resources provided through OASA has been implemented.

Faculty Collaboration

- The Academic Success program provides coordination and development for faculty academic advisors.
- Faculty provide early exam grades to Academic Success Consultants, who proactively reach out to struggling students.
- Students earning probationary events are required to submit Corrective Action Plans to a faculty-comprised Academic Review and Support Committee, a non-punitive opportunity to provide support and assistance in meeting academic goals.
- Excused absence issues are coordinated through OASA, allowing consistent and accurate verification and communication to faculty for specific student circumstances.

Student Utilization of Services

- During 2015-2016, 22% (n=257) of students sought Academic Success assistance.
 - **Referral process:** Students may self-refer or be referred by a faculty member or academic advisor.
 - **Academic Success outreach:** All students with a grade below "C" at midterm are required to make an appointment.



Student Feedback

In a survey of students during the 2015-2016 academic year who used Academic Success Consultation (n=257), results showed:

- More than 75% of students agreed that Academic Success Consulting "helped me to improve my academic skills".
- More than 80% of students agreed that Academic Success Consulting "helped me to succeed academically".
- More than 80% of students agreed that Academic Success Consulting "helped me to set a clear and practical plan for success".
- Nearly 70% of students agreed that Academic Success Consulting "helped me to understand learning better".
- 90% of students indicated that the Academic Success Consultants were an effective assistance.
- 86% of students indicated they would refer a friend to the Academic Success Consultants for help.

Student Outcomes

- Overall probations trending down across programs [(7.6% ('13-'14) to 9.2% ('14-'15) to 6.9%('15-16)]
- Pharmacy on-time graduation rates trending up over the past 3 years (78% to 81% to 87%)

Conclusion

Assessment of Academic Success programs offered through OASA demonstrate a positive impact on progression, retention and professional development for our students. Collaboration of faculty and OASA staff provides a comprehensive approach to fostering the success of students across the three programs.