
OAA Department Goals FY 16-17

Goal 1 (15 %)

Academic Standing Review

Providing accurate and timely notification of academic standing is a critical task completed at the end of each academic semester. The review and updating of student accounts is managed by multiple individuals and accurate and timely review of accounts impacts the record updating and delivery of formal communication to students. Upon the posting of the initial academic standing report a designated deadline for review submission will be identified and communicated via the notification email.

Exceptional Contribution: Meeting the identified deadline for the submission of each academic standing report review, 100% accuracy during the 1st review of accounts, proper documentation of the student record with ASH notes, class schedule adjustments if needed, and the inactivation of any record that have been suspended or dismissed via deqc@nova.edu.

Successful Contribution: Meeting the identified deadline for the submission of each academic standing report review, 90% -99% accuracy during the 1st review of accounts, proper documentation of the student record with ASH notes, class schedule adjustments if needed, and the inactivation of any record that have been suspended or dismissed via deqc@nova.edu.

Unsuccessful Contribution: Failing to meet the identified deadline(s) for the submission of each academic standing report review, more than two revisions regardless of the level of accuracy and/or an academic standing review that falls below 89% during the 1st review for accuracy in the review of accounts, proper documentation of the student record with ASH notes, class schedule adjustments if needed, and the inactivation of any record that have been suspended or dismissed via deqc@nova.edu.

Goal 2 (15 %)

New Student Outreach

Establishing a connection with new students is critical to fostering a positive student/advisor relationship. Advisors need to engage the new student in conversation regarding future coursework, academic planning, student success, and developing a plan for degree completion.

HCBE academic advisors are required to communicate with newly admitted students assigned to them upon the point of admission with the goal of facilitating the student's enrollment in their first term. All newly admitted students should have their records tracked (via the BAC report and SPACMNT) to reflect the following:

- 1) They received a welcome email (BAC 200)
- 2) They had their record evaluated for foundation requirements (BAC 200)

Exceptional contribution: 100% of new students messaged within 24 business hours for MBA, MPA or MS RED students or within 24 business hours of admission notification for MACC & MTAX students.

Successful contribution: 100% of new student messaged within 72 business hours for MBA, MPA or MS RED students or within 24 business hours of admission notification for MACC & MTAX students.

Unsuccessful contribution: Less than 100% of new students being messaged by their academic advisor and notification to students being sent outside of the department time frame from acceptance into the program. 72 business hours for MBA, MPA or MS RED students or within 24 business hours of admission notification for MACC & MTAX students.

Goal 3 (30 %)

Continuing Student Outreach

The university is committed to enhancing student performance, expanding student engagement in the life of the university community, and retaining students through the successful completion of courses throughout the students' academic career. HCBE academic advisors are responsible to outreach to assigned students prior to the start of each semester/term and engage the student in conversation regarding future coursework, academic planning, student success, and developing a plan for degree completion. Continuing students should have their records noted to indicate the student's intent to pursue classes. Through the use of BAC comment codes, student records will reflect the interaction of advisor outreach with their students.

Exceptional Contribution: 100% of BAC codes must be entered for students who are not registered and who do not have a financial or admission's hold that prohibit registration prior to the day before the late registration deadline.

Successful Contribution: 100% of BAC codes must be entered for students who are not registered and who do not have a financial or admission's hold that prohibit registration one week prior to the last day to register for the student's designated program.

Unsuccessful Contribution: Less than 100% of BAC codes for students who are not registered and who do not have a financial or admission's hold that prohibits registration one week prior to the last day to register for the student's designated program.