



EL PASO COMMUNITY COLLEGE PROCEDURE

For information, contact Institutional
Effectiveness: (915) 831-6740

DLA-7 Student Evaluation of Advisor Performance

APPROVED: September 27, 2023 **REVISED:**
Year of last review: 2023
AUTHORIZING BOARD POLICY: DLA

Classification: Administrative

Vice President or Associate Vice President: Vice President of Instruction and Workforce Education

Designated Contact: Associate Vice President of Instruction and Student Success

OBJECTIVE: The objectives of the Student Evaluation of Advisor Performance procedure are to promote the delivery of quality services and to strengthen the supervisor(s)/advisor relationship by developing a mutual understanding of responsibilities, expectations, goals, performance in other areas of advisor responsibility, to identify areas for improvement and areas of outstanding performance, and to enhance professional development and the growth of the College as a whole.

DEFINITIONS:

Supervisor(s) – “supervisor(s)” in this procedure refers to the Associate Vice President of Instruction and Student Success and the Dean of Dual Credit & Early College High School.

PROCEDURE:

- I. Purpose: The *Student Evaluation of Advisor Performance* process enables advisors to benefit from student perceptions of their delivery of individual advising services. Based on this form, the supervisor(s) shall identify strengths and potential weaknesses in delivering these services and respond appropriately. The evaluation instrument is attached to this procedure.
- II. Students with a disability who need accommodations to fill out the evaluation survey may contact the Center for Students with Disabilities at any campus or use the following link: <https://us.bbcollab.com/guest/6253140e1fcf4c629c736aac84e8ae34>.
- III. Timelines: For each advisor, the Student Evaluation of Advisor Performance shall be conducted once during each semester (Fall, Spring, and Summer). For each advisor, 25 or more surveys must be completed each semester. The Student Evaluation of Advisor Performance timeline will coincide with the Student Evaluation of Counselor Performance.
- IV. Implementation: The Student Evaluation of Advisor Performance shall be distributed from the Office of Institutional Research for implementation. The advisor will provide evaluation links to the students electronically so they can complete the evaluation. The completed evaluation will automatically return to Institutional Research when the student submits it. The advisor must not be present while the student completes the evaluation.
- V. Data compilation: The Office of Institutional Research shall tabulate and summarize the student surveys, which are considered confidential. The supervisor(s) shall review and analyze the collective data for each advisor. A summary of the results shall be shared and discussed with each advisor by the end of the evaluation cycle.
- VI. Data interpretation: Because raw data from student evaluation forms do not provide a statistically valid basis for deriving evaluative conclusions, import related to personnel decisions based on such data alone is inappropriate. To have such import, this data must be statistically analyzed and compared to norms relevant for a comparable group. Otherwise, this data shall only be used for one’s information.
- VII. Re-evaluations: Due to unusually low results or other extenuating circumstances, the supervisor(s) or advisor may request additional evaluation(s) during the same or next semester. The advisor shall provide the reason for any other evaluation requests to the supervisor(s) in writing. All additional evaluation requests shall be honored if the above criteria are sufficiently established. The results of the additional evaluation may supplement or replace the results of the original evaluation at the advisor’s discretion. If the results for Student Evaluation for Advisor Performance are consistently underperforming during multiple semesters, they can result in corrective action by the supervisor.

- VIII. Record-keeping for all advisors: Records of the completed Student Evaluations of Advisor Performance reside in the EPCC Analytics System of the EPCC website, and shall be kept in the advisor's file in the supervisor(s)'s office for at least five years. Within two weeks of the advisor's supervisor(s)'s receipt of each, copies of all signed and completed evaluation documents shall be provided to the advisor.
- IX. Confidentiality: All discussions and completion of forms about the student evaluation of advisors are to be treated confidentially. Release of such information or discussion with other individuals not involved in the evaluation process is prohibited (Open Records Act, Section 3 (2), Art. 6252-17a).



Student Evaluation of Advisor Performance

Students with a disability who need accommodations to fill out the evaluation survey may contact the Center for Students with Disabilities at any campus or use the link below:
[Center for Students with Disabilities](#)

ADVISING SESSION: (Please mark all that apply)

- ☐ Admission Information
- ☐ Continuing Education Information
- ☐ Degree Plan Audit
- ☐ Financial Information
- ☐ Program Information
- ☐ Referral to other Department(s)
- ☐ Semester Advising
- ☐ Student Service Referrals
- ☐ Transfer Information
- ☐ TSIA2 Information/Clearence
- ☐ Other

(Please Specify)

ARE YOU: (shade all that apply)

- ☐ Attending EPCC and another College/University
- ☐ A Returning Student (after a period of absence)
- ☐ A Continuing Student
- ☐ First-Time in College Student (this is your first semester)
- ☐ A Transfer Student

I waited to see the Advisor

- ☐ 0-15 minutes
☐ 16-30 minutes
☐ 31-45 minutes
☐ 46 minutes- 1 hr.
☐ 1 hr.- 1 1/2 hrs.
☐ Over 2 hrs.

The waiting period was:

- ☐ Excellent
☐ Good
☐ Acceptable
☐ Unacceptable

The Advisor:

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
Helped me feel at ease while discussing my concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listened with interest to my problems or questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Made clear the objectives and requirements for my major.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explained policies, procedures, services and deadlines related to my situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suggested alternatives and options to assist my educational, personal and career goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarified information about academic/vocational programs and/or transfer requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How was this session administered?

- ☐ In person
☐ Virtual
☐ Other

(Please specify)

The OVERALL ADVISING SESSION was:

- ☐ Excellent
☐ Good
☐ Acceptable
☐ Unacceptable

Please write any comments you wish to share.

EPCC Last Updated 2022-Office of Institutional Research/Faculty Evaluation