

Performance Blueprint 2009-2010
Pre-Professional Advising
May 27, 2010

Submitted by Eileen Korpita

Blueprint 2009-2010

Pre-Professional Advising

Mission Statement

The Office of Pre-Professional advising provides guidance to pre-professional students through productive engagement in educational, service, and career development activities related to their chosen profession.

Vision/Goal Statement

The Office of Pre-Professional Advising provides a service that supports preparation for competitive application to professional school. The office promotes the development of the knowledge, skills, and characteristics necessary for student success in a competitive admission process and career.

- **Department Goal No. 1** - Assist in the recruitment of high-quality and diverse students to the University.
- **Department Goal No. 2** - Enhance Pre-Professional student engagement, success and satisfaction on campus; promote academic success and career development.
- **Department Goal No. 3** - Develop and practice methods of assessment that guide improvements and enhance student success and satisfaction.
- **Department Goal No. 4** - Encourage students to engage in collaborative activities with faculty and the community.
- **Department Goal No. 5** – Provide excellent service for other essential programs.

This year has been challengingly successful. With budget cuts reducing our staff to 1 ½ from 2 full-time advisors, and the loss of a significant amount of the operating budget, the OPPA met the most important of its KPIs: those related directly to students. From student outreach to individual assistance with applications, the office staff focused on services and activities that directly reached students. Some other activities were sacrificed due to the cut in staffing and operating budget.

The acceptance of USC students to medical and law school was approximately the national average for both. For Law school applicants, USC acceptance rate was 68%, while the national average was 67%. Medical school rate for USC applicants was 44% with the national rate being 46%. Two noteworthy issues are at play with the med school applicants. First, the Medical University of South Carolina (MUSC) implemented a practice to give third-time applicants to their medical school “added value” on their application. For this reason, more students are applying to in-state med schools to begin their collection of three years of application cycles to get the “added value” on their third application, thus improving their chances of acceptance at MUSC. Therefore, many students who in past years would not apply due to low GPA or MCAT score are now applying. These are typically students with significantly lower numbers than USC’s typical applicant, thereby, having a chilling effect on USC’s acceptance rate.

The other noteworthy issue is that for USC students accepted to medical school, the average MCAT score was 26, while the students accepted nationally had an average 29. This is a sizeable difference for one of the most important deciding factors for acceptance. When looking at USC students who had the national average of accepted students' GPA and MCAT scores, 83% were accepted (compared to the 46% nationally). USC students are clearly experiencing considerably better success than the national rate, when taking this issue into account.

Division Goal No. 1: Teaching and Learning – Enhance the richness of the student experience in and beyond the classroom and provide excellent educational experiences for all constituents.

Division Outcomes:

- (A) Essential programs are effectively provided.
- (B) Students are engaged in academic courses and in educationally purposeful activities beyond classroom.
- **Department Goal No. 2** - Enhance pre-professional student engagement, academic success, personal growth, and career development.

Department Goal #2 incorporates the direct services and activities provided for students. Most of the OPPA staff's efforts went into this goal. While other activities were cancelled or reduced due to budget and staff cuts, this goal was successful for that reason. While most initiatives will be duplicated next year, there are two that need attention. First, the number of law schools participating in the annual law school fair was down significantly. This was a result of the economic climate. Many law schools curtailed their travel, thus reducing visits to college campuses. The law school fair will be repeated, since it is a minimally expensive event that draws hundreds of students. The other initiative that needs attention is the MedView Shadowing program. Although successful in the past, new policies and procedures within Palmetto Health are becoming barriers for USC students. The OPPA is hoping to begin training students to be HIPAA certified, which should help them obtain experiences. The OPPA also will begin discussions with Palmetto Health to facilitate the shadowing process.

Initiative - Coordinate pre-med and pre-law communities with Housing.

- **KPI** - Recruit at least 20 students for freshmen pre-med community, 10 for upper class pre-med community and 10 for pre-law community.
- **KPI** - Maintain monthly meetings of all communities.

- **KPI** - Demonstrate end-of-year student satisfaction rating of at least 80%.
-
- The Pre-Law Living and Learning Community included 27 students. Regular monthly meetings were held.
- The Freshman Pre-Med Community included 27 students. This group maintained weekly meetings with the Upper-class Pre-Med Community that included 75 members (not all living in East Quad).
- End of the year satisfaction ratings are not yet available.

Initiative - Assist community members in developing a spring conference for their respective fields of interest.

- **KPI** – Students will provide a written report about the project by April 30, 2010.
-

Initiative - Provide orientation seminar for pre-professional freshmen.

- **KPI** - Send postcards to pre-med and pre-law students by July 15.
 - **KPI** - Distribute orientation information on Scholars Day.
 - **KPI** - Attendance of at least 80 pre-med and 40 pre-law students at respective orientations.
 - **KPI** - Include presentations by medical school/law school faculty.
 - **KPI** - Include presentations by representatives of appropriate student organizations.
-
- E-mail messages were used instead of postcards to contact incoming students by July 15.
 - Orientation was distributed on Scholars Day
 - 110 students attended the pre-med orientation and 42 students attended the pre-law orientation.
 - Med school faculty presented at the pre-med orientation, but the faculty member from the law school had a last-minute emergency and could not attend. The pre-law advisor replaced the faculty member.
 - Student organization leaders presented at both orientations.

Initiative - Visit classes typically populated with pre-med and pre-law students; set up office displays.

- **KPI** - Provide information about services to at least 1,000 students (live).
 - **KPI** - Presentations at six science classes.
 - **KPI** - Presentations at three political science/criminal justice classes.
 - **KPI** - Provide information to Student Orientation and Testing for summer orientations.
-
- Between prospective student visits, orientations, open houses, Scholars Day and visiting classes, over 1,200 students were reached.
 - Class visits have been limited due to the loss of the full-time associate director to a part-time position. Four science classes have been visited during the year and no political science classes thus far.
 - Flyers were distributed to pre-professional student via information packets through Student Orientation.

Initiative - Provide drop-in hours, maintain listserv, advise student groups, maintain website.

- **KPI** - 2,000 student contacts throughout academic year.
 - **KPI** - Increase students on listservs by .025%.
 - **KPI** - Offer 20 hours of pre-veterinary advising by visiting vet.
 - **KPI** - Create pre-dental listserv.
 - **KPI** – Maintain 80% satisfaction rating on StudentVoice OPPA satisfaction survey.
-
- Student office visits numbered 2,600. This does not include the 2,500 emails from students and numerous phone calls.
 - The current number of students on the listservs is 2738, an increase of 106, or .04 %, to exceed the projection.
 - A pre-dental list was created. It currently includes 49 students.
 - The StudentVoice office survey indicated student satisfaction level above 90% in all aspects of the OPPA's services. Of all respondents, 96% said they would recommend the OPPA to a friend.

Initiative - Advise student groups.

- **KPI** - Serve as advisor to Phi Alpha Delta.
- **KPI** - Serve as advisor to Pre-Dental Club.
- **KPI** - Serve as advisor to Pre-Vet Club.

- **KPI** - Serve as advisor to Gamma Beta Phi.
 - **KPI** - Serve as advisor to Association for Minority Pre-health Students.
- The OPPA staff has served as advisors to all of these groups except the pre-dental group. They have a faculty advisor this year.

Initiative - Provide assistance with the medical, dental, and law school application process.

- **KPI** - Present medical school application workshop to 80 students.
 - **KPI** - Present dental school application workshops to 30 students.
 - **KPI** - Present law school application workshop to 30 students.
 - **KPI** - Workshops will be evaluated and will maintain at least 80% student satisfaction rating of the students' increased understanding of the application process.
 - **KPI** – Maintain 80% satisfaction rating on StudentVoice OPPA satisfaction survey.
 - **KPI** - Provide information about how to write a personal statement to 150 students via website, live presentation, or office visit.
 - **KPI** - Review personal statements of 100 students for content and interest and offer comments and suggestions.
 - **KPI** - Perform mock interviews for 80 students and offer comments and/or suggestions for improvement.
- AMCAS workshops were presented to 93 students.
 - ADSAAS workshops were presented to 49 students.
 - Two personal statement workshops were conducted for 42 students. Student visits to the office for personal statement help was 97, for a total of 139.
 - Law School application workshop was presented to 27 students.
 - All workshops were rated above 90% satisfaction rating.
 - The StudentVoice office survey indicated student satisfaction level above 90% in all aspects of the OPPA's services. Of all respondents, 96% said they would recommend the OPPA to a friend.
 - Mock interviews were conducted for 55 students.

Initiative - Host pre-professional career fairs.

- **KPI** - Host law school fair with at least 20 law school representatives.
- **KPI** - Attendance of at least 200 students at each fair.

- **KPI** - Collect written evaluations from program representatives regarding the value of their visit to campus.

- The law school fair hosted 12 law schools.
- Around 250 students attended.
- Written evaluations from the law school representatives were positive, with the only suggestion being related to easier parking.

Initiative - Promote MedView shadowing program to students.

- **KPI** - Send information to students via listserv and flyers four times during the academic year.
- **KPI** - 100 students will have shadowed physicians/dentists through the MedView program.

- The OPPA is in the process of re-structuring the MedView program due to Palmetto Health's new policies regarding student shadowing. HIPAA has again become a barrier for students to shadow in a health care facility. The OPPA has requested grant-funding from Parents Programs to purchase HIPAA training materials and a site-license so USC students can be trained and meet Palmetto Workforce Development's requirements for shadowing.

Initiative - Develop a pre-law advisory committee.

- **KPI** - Establish committee of staff, faculty and students representing pre-law interests.
- **KPI** – Develop comprehensive plan for pre-law advising based on committee recommendations.

- A pre-law advisory committee was formed and includes faculty members, law school staff and faculty, and students.
- The advisory committee endorsed recommendations for a pre-law series of presentations to offer pre-law students. The series is called, "The Real World: Law School and the Legal Profession." Six events were offered fall semester and five are planned for spring.

Initiative - Coordinate day-long pre-law conference for pre-law students with the pre-law community.

- **KPI** - Have plan in place to conduct the conference for 30 students, spring 2009.
 - **KPI** - Have all activities and events planned by end of fall semester, 2009
 - **KPI** - Demonstrate learning outcome attainment in 80% of students.
 - **KPI** - Maintain student satisfaction rating of at least 80%.
-
- The Pre-law conference will be held April 5, 2010. Evaluations will be available after the event.

Initiative - Coordinate day-long pre-med conference for students with the pre-med community.

- **KPI** - Have plan in place to conduct the conference for 60 students, spring 2009.
 - **KPI** - Have all activities and events planned by end of fall semester, 2009
 - **KPI** - Demonstrate learning outcome attainment in 80% of students.
 - **KPI** - Maintain student satisfaction rating of at least 80%.
-
- Due to three other pre-med conferences being held locally this semester, the pre-med community decided to arrange a trip to visit med schools instead. The trip has not yet occurred.

Initiative - Provide presentations by admissions representatives of state-funded med and law schools.

- **KPI** - 60 students will attend visit by med school admissions representatives.
- **KPI** - 20 students will attend visit by law school admissions representative.
- **KPI** - Programs will be evaluated for student satisfaction of increased understanding of application process.

- **KPI** - Evaluation will demonstrate an 80% satisfaction rating for increased understanding.

- Two medical school admissions events were attended by 130 students.
- 25 students attended the pre-law admissions event.
- Evaluations of the events were not done.

(C) SA/AS engages and collaborates with faculty on educationally purposeful activities.

- **Departmental Goal No. 4** - Encourage students to engage in collaborative activities with faculty and the community.

Departmental Goal #4 was successful in most areas, but suffered from the loss of staff. Again, the student-focused initiatives were successful, especially the advent of the MCAT review course with University 101. The new MCAT course also generated revenue of \$5,000. The areas that were not successful were those requiring staff time, such as visiting classrooms and advisors. With the addition of a full-time staff member for the next academic year, the success of this goal will be improved.

Initiative - Encourage student/faculty interaction.

- **KPI** - Invite faculty to present at orientations.
- **KPI** - Explain to students the importance of good faculty relations for future letters of recommendation.
- Faculty members attended the pre-med orientation, but not the pre-law orientation.
- The OPPA consistently emphasizes the importance of good faculty relationships in student visits and written materials, such as the pre-med and pre-law handbooks.

Initiative - Encourage students to become actively involved with faculty.

- **KPI** - Continue to refer students to Office of Undergraduate Research.
- **KPI** - Continue to refer qualified students to Office of Fellowships and Scholar Programs.

Initiative - Continue to work with academic advisors.

- **KPI** – Send informational letter or e-mail to science advisors

- **KPI** - Send letter to academic departments outlining services of the office.

- Informational letter was not sent to advisors.
- Letter was not sent to academic departments.

Initiative – Determine the feasibility of developing an MCAT review course with science faculty in conjunction with University 101.

- This activity is born from the 2008 OPPA survey.
 - **KPI** – Faculty advisory committee will be formed.
 - **KPI** – Meeting will be conducted with University 101.
 - **KPI** – Decision will be made about whether to move forward.

- Faculty advisory committee was formed consisting of six science faculty.
- Meeting was conducted with University 101.
- Not only was a decision made, but the course was coordinated and implemented and is currently serving 70 students.

Division Goal No. 2: Quality of Life – Provide a rich and rewarding student-centered learning and working environment, facilitating for all Carolinians the highest levels of intellectual and personal achievement.

Division Outcomes:

- A. Programs and services advance constituents’ knowledge, skills, and attitudes consistent with the tenets of the Carolinian Creed.
- B. Programs and services advance knowledge, skills and attitudes about diversity among students, faculty and staff.
- C. SA/AS recruits, hires and retains high quality staff, and engages staff in professional development opportunities that meet their needs and expectations.
- D. Campus environments are systematically reviewed and modified to become more student-centered.
- E. Facilities, programs and services meet the needs and expectations of students and other constituents.
- F. Policies, procedures, and related communications are systematically reviewed and updated.

- G. SA/AS programs and services demonstrate compliance with federal, state and other regulatory requirements.

**Division Goal No. 3: Research, Scholarship and Creative Achievement –
Contribute to the discovery, application, and dissemination of knowledge and
creative achievement, particularly the scholarship of teaching and learning.**

Division Outcomes:

- A. Professional development and education opportunities for campus, state, national and international communities promote student learning and facilitate transitions into and through educational systems.
- B. Results of systematic planning and assessment are used for innovative improvement of programs and services.

Departmental Goal No 3 - Develop and practice methods of assessment that guide improvements and enhance student success and satisfaction.

The pre/post tests for PACES students were implemented and yielded beneficial results, as indicated in the KPI summary. The other assessments will be done in April. These initiatives will be restructured based on the knowledge gained regarding the assessment process. The Blueprint, goals, initiatives and KPIs will be significantly altered for the next academic year.

Initiative - Develop outcomes assessments for PACES camp and application workshops.

- **KPI -** Administer a pre and post test assessing knowledge attainment of important preparation and application concepts for PACES students.
 - **KPI -** Administer an outcomes survey at application workshops developed using StudentVoice.
-
- Pre and post tests of PACES students' knowledge were compared using a paired *t* test, which was shown to be extremely statistically significant with a P value less than .0001.
 - Surveys were done with paper and pencil and demonstrated a satisfaction rating above 90%.

Initiative - Determine students' perception of the quality of OPPA services.

- **KPI -** Administer a StudentVoice satisfaction survey to students.
- **KPI -** Maintain satisfaction rating of 80%.

- This survey will take place in April.

Division Goal No. 4: Service Excellence – Improve the quality of life beyond the University by engaging the educational and research expertise of faculty, staff and students, and by promoting community service.

Division Outcomes:

- A. SA/AS develops and disseminates high-quality publications, professional development events, and resources on student transition, learning, and success to both internal and external constituents.
- B. SA/AS provides opportunities to collaborate with other entities and educational institutions to learn about services, products, and programs that assist educators in meeting the needs of students.
- C. SA/AS engages in community partnerships to advance educational attainment, affect economic development and improve quality of life.
- D. SA/AS collaborates with system campuses to advance Student Affairs and Academic Support operations and provide system leadership.
- E. SA/AS units provide excellent service to its constituents.

Departmental Goal No. 5 – Provide excellent service for other essential activities.

Departmental Goal #5 was achieved. The management of letters of evaluation is efficient and timely. A new electronic letter system on the USC campus would streamline the process even more. Discussions have begun with Technology Services. The APEX camp will be conducted in June.

Initiative - Coordinate annual distribution of USC student s' confidential letters of evaluation to professional schools.

- **KPI** – Maintain folders for students' letters of evaluation for professional school application.

- **KPI** – Send confirmation emails to students requesting to have letters sent.
- **KPI** - Letters are sent within five days of a request.
- **KPI** - Identify changes made to the procedures for letters of evaluation at the beginning of each application cycle.

- Confidential folders were maintained for pre-med students.
- Confirmations were sent to students making requests.
- Letters were sent two days within request, on average.
- The procedures change annually and the OPPA keeps up with and adapts to them.

Initiative - Coordinate APEX summer camp

- **KPI** – Market camp to pre-med students nationwide.
- **KPI** – Confirm 20 students
- **KPI** – Collaborate with USC School of Medicine, Palmetto Health, and USC Career Center to provide realistic experiences in pursuing medical education.
- **KPI** - Assess participant satisfaction and maintain rating of 80%.
- **KPI** – Examine the cost effectiveness of APEX

- The APEX camp will be held in early June.
- Currently 47 students are registered for the camps.

F. SA/AS facilitates opportunities for community service and service learning among students, faculty, and staff

Department Goal No. 2 - Enhance pre-professional student engagement, academic success, personal growth, and career development.

Initiative - Continue to work collaboratively with local hospitals and physicians' offices to provide community service and experiential learning opportunities for pre-medical students.

- **KPI** - Meet with volunteer coordinators at local hospitals.
- **KPI** - Place 20 students in Lexington Medical Center's program.

- Meetings have been held with four coordinators at local hospitals.
- There are currently 24 students at Lexington Medical Center.

Division Goal No. 5: Recognition and Visibility – Promote accomplishments of students, faculty, staff, alumni and University programs that demonstrate excellence and leadership.

Division Outcomes:

- (A) SA/AS supports and encourages development toward campus and national visibility and expertise.
- (B) Excellence, leadership and best practices among students, faculty and staff are publicized.
- (C) Faculty contributions and expertise are acknowledged.
- (D) SA/AS maintains strong relationships with University (and student) media outlets

Division Goal No.6: Diversity – Foster a diverse and vibrant campus environment where all are welcome, all can excel, and all benefit from engagement in a diverse community of scholars.

Division Outcomes:

- A. SA/AS programs and services improve access and retention of underrepresented populations.
- B. SA/AS facilitates an environment that attracts and welcomes diverse students.

Departmental Goal No. 1 - Assist in the recruitment of high-quality and diverse students to the University.

The Office of Pre-Professional Advising (OPPA) is a key recruiting tool for USC, especially for the Carolina and McNair scholarship candidates. Few colleges and universities have an office such as the OPPA offering comprehensive, personalized assistance for pre-professional students. As was indicated in last year's office survey, many students choose to come to USC to take advantage of the OPPA's services and activities. We continue to work closely with Admissions, the Visitor Center, the Athletic Department, and academic units across campus in recruiting desired students.

Initiative - Provide presentations/office presence upon request for Carolina Scholars, McNair Scholars, Junior Preview, and fall & spring open houses.

- **KPI** - Present at all of the above as requested.
 - **KPI** - Distribute office literature to prospective students and parents.
-
- The OPPA had representation at all of the events listed.
 - Literature was distributed to all event visitors and office visitors (pre-college).

Initiative - Collaborate with Visitors Center to meet with prospective students.

- **KPI** - Track Number of students referred from Visitor Center.
 - **KPI** - Accommodate 95% of meeting requests.
-
- The Visitor Center will supply student data closer to the end of the semester.
 - The OPPA has denied no requests this year.

Initiative - Offer Pre-medical Academic and Career Exploration Series (PACES) summer camp to incoming pre-med freshmen.

- **KPI** - Conduct the camp for 40 students, summer 2009.
 - **KPI** - Maintain student satisfaction rating of at least 80%.
 - **KPI** - Demonstrate learning outcome attainment in 80% of students
-
- PACES hosted 39 students.
 - Satisfaction survey revealed rating of 4.76/5, or 95%.
 - Learning outcomes were evaluated on a pre-post test, which showed an extremely statistically significant difference.

Initiative - Advise student organization Association of African American Pre-med Students.

- **KPI-** Maintain membership in organization
 - **KPI** – Advertise organization at pre-med orientation
- Membership of AMPS continues to be significant with over fifty members.
- C. SA/AS programs and services advance learning about diversity.
- D. Engage constituents in educationally purposeful interactions with others who are different from themselves.