Administrative Unit Assessment Report

Assessment is a term commonly used to encompass the process of gathering and using evidence to guide improvements.

SACSCOC requires that "The institution <u>identifies</u> expected outcomes, <u>assesses</u> the extent to which it achieves these outcomes, and <u>provides evidence of seeking improvement</u> based on analysis of the results".

Be sure to SAVE your progress as you work!

Administrative Unit
Institutional Effectiveness

Submission Year
2022-2023

Assessment Coordinator Name
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Unit Goal

Goal

Goal 1

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
To improve on the assessment process and quality of assessment data collected for the goals and outcomes of each academic program and administrative unit across the university.

Pillar of Success Supported
Facilities Positioned for Growth and Efficient Utilization

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome

Collect assessment reports from each academic unit by the October 1st deadline.

Timeframe for this Outcome
Academic Year 2021-2022

Performance Target for "Met"
100% of the assessment reports were submitted by October 1st.

Performance Target for "Partially Met"
90-99% of the assessment reports were submitted by October 1st.

Performance Target for "Not Met"
Less than 90% of the assessment reports were submitted by October 1st.

Assessment Measure Used	**Frequency of Assessment**
Submission date from the Cognito database	Yearly after October 1st.

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
31 out of 40 (78%) of the units submitted their reports by the October 1st deadline.	1

Comments/Narrative
To improve the process of assessments, deans are now automatically sent the assessments once the coordinators submit them. Deans then sign off/approve these before the final submission to Director of IE. This year I plan to reach out to deans of those assessments that are still missing after October 1st in order to have a better response of those missing reports.

Resources Needed to Meet/Sustain Results
More buy-in from deans and administrators.

Explanation of How Resources Will Be Used

Outcome 2

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Collect assessment reports from each administrative unit by the October 1st deadline.

Timeframe for this Outcome

Academic Year 2021-2022

Performance Target for "Met"
100% of the assessment reports were submitted by October 1st.

Performance Target for "Partially Met"
90-99% of the assessment reports were submitted by October 1st.

Performance Target for "Not Met"
Less than 90% of the assessment reports were submitted by October 1st.

Assessment Measure Used
Submission date from the Cognito database

Frequency of Assessment
Yearly after October 1st.

Data Collected for this Timeframe (Results)
13 out of 19 (68%) of the units submitted their reports by the October 1st deadline.

Score (Met=3, Partially Met=2, Not Met=1)
1

Comments/Narrative
It's extremely difficult to get administrative units to submit their reports on time. Last year I began sending an overview of reports I received and didn't receive, feedback, and copies of the reports to the VP for each unit. I have done this in February, so there hasn't been an urgency for getting these in on time. I plan on sending this to VPs two weeks after the deadline for the 2021-2022 submission year. I really need the VPs to understand the importance of these reports and push their staff to complete them on time.

This process will continue for 2022-2023 submission year.

Resources Needed to Meet/Sustain Results
More buy-in from VPs and administrators.

Explanation of How Resources Will Be Used

Outcome 3

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Timely feedback is given to assessment coordinators (both academic and administrative).

Timeframe for this Outcome
Academic Year 2021-2022

Performance Target for "Met"
100% of coordinators received feedback within 1 week of report submission

Performance Target for "Partially Met"
Between 90-99% of coordinators received feedback within 1 week of report submission

Performance Target for "Not Met"
Less than 90% of coordinators received feedback within 1 week of report submission

Assessment Measure Used
Emails sent to coordinators including feedback on reports submitted.

Frequency of Assessment
As reports come in.

Data Collected for this Timeframe (Results)
Counting number of missing reviews per assessment.

Score (Met=3, Partially Met=2, Not Met=1)
1

Comments/Narrative
This was the first year receiving data for this new outcome. Due to the change over of directors in this position, the number of reviews were not met like it was intended. This is a great indicator for the new director to be persistent with a quick response on the assessment reviews.

Resources Needed to Meet/Sustain Results
$230 per year to continue to use Cognito Forms for the assessment reports.

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments
It seems that they were great improvements as far as the reporting process and now the focus is on the quality of the reports. New training has been developed to train others on assessments. I believe this will allow the coordinators to have a better understanding of the reports and the importance in it.

Changes Made/Proposed Related to Goal
Emails will be sent to the VPs/Deans for each unit early in the year, hoping to improve on reports being submitted late. There has been a new function added tot he Academic Unit Report where Deans will receive a copy of the report submitted and will have to approve it before I receive the final report. This adds a layer of review to the reports that I hope will increase quality and buy in from Deans. I will see how this goes for the Academic Reports and if it goes well, I will replicated it for the Administrative Unit reports as well.

Upload Files (if needed)

Goal 2

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
Ensure the quality of surveys that are sent to faculty and staff at the university.

Pillar of Success Supported
Robust Student Experience

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Expand and improve on the surveys conducted at the university level by the Office of Institutional Effectiveness and Institutional Research.

Timeframe for this Outcome
Academic Year 2021-2022

Performance Target for "Met"
Add at least one new survey or improve on an existing one.

Performance Target for "Partially Met"
N/A

Performance Target for "Not Met"
No improvements on surveys were done

Assessment Measure Used	**Frequency of Assessment**
Count of surveys conducted by the Director of Institutional Effectiveness	Ongoing

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
The distribution of the Alumni survey was updated. Mass emails were sent to all emails on file for each alumni instead of mailing out the survey	3

Comments/Narrative
Institutional Effectiveness/Research has been conducting the same surveys for a number of years. I would like to add several new surveys and possibly discontinue one that we have conducted in the past. I plan to develop and launch a new survey of students applying for graduation and a student satisfaction

survey.

The Alumni survey was enhanced this year by distributing mass emails to collect a better response rate. Also, the plans for next alumni survey timeframe, a random sample of alumni's will also receive a notification in the mail about the survey. I am hoping this helps with the response rate. One thing to consider with alumni surveys is that most alumni have moved since graduation. This may cause some inaccurate information.

Resources Needed to Meet/Sustain Results
In order to launch surveys such as these efficiently we need a system such as Qualtrics. This would allow me to pull Banner data into the survey easily. Without a system such as this, surveys will be difficult to manage since I would have to work with IT each time I want to develop a new one or make changes to an existing one.

Watermark is one top contender of the new software being used. We are pending approval and will hopefully be able to create new surveys in this new software.

Explanation of How Resources Will Be Used

Outcome 2

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Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

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What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Begin utilizing the recently developed "Survey Distribution Approval Form" and approval process.

Timeframe for this Outcome
Academic Year 2021-2022

Performance Target for "Met"
At least one survey is submitted through the form and approved through the new process.

Performance Target for "Partially Met"
N/A

Performance Target for "Not Met"
No surveys are submitted through the form and approved through the new process.

Assessment Measure Used	**Frequency of Assessment**
Count of survey information submitted through	Ongoing

Cognito forms.

Data Collected for this Timeframe (Results)   **Score (Met=3, Partially Met=2, Not Met=1)**
2 surveys were submitted into Cognito forms.   3

Comments/Narrative
Matt Braaten and Taylor developed a new Survey Policy which requires those who wish to send surveys out to one of the list serves to submit a Survey Distribution Approval Form.

Since this was created, two new submissions were entered. One for the LINK program and the other was for the department of Physical Sciences.

Resources Needed to Meet/Sustain Results

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments
Institutional Effectiveness/Research has been conducting the same surveys for a number of years. I would like to add several new surveys and possibly discontinue one that we have conducted in the past.

Changes Made/Proposed Related to Goal
I plan to develop and launch a new survey of students applying for graduation and a student satisfaction survey. For the Survey Form, I plan on working with Matt Braaten about sending out an email explaining the new policy. We will probably need to send reminders at the beginning of every new academic year.

Upload Files (if needed)