



Assessment: Continuous Improvement and Next Steps

September 21, 2018

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Assessment

Systematic and ongoing efforts to collect, analyze, and interpret evidence that describes institutional, unit, program or course effectiveness, ultimately to improve student learning, unit functions or institutional performance.

Institutional Effectiveness Manual
Daytona State College 2014-2015





NWCCU Standard 4. A. 2

- *Engage in an effective system of evaluation of its programs and services, wherever offered and however delivered, to evaluate achievement of clearly identified program goals or intended outcomes.*





NWCCU Standard 4.B.1

- *The results of core theme assessments and results of assessments of programs and services are:*
 - *a) based on meaningful institutionally identified indicators of achievement;*
 - *b) used for improvement by informing planning, decision making, and allocation of resources and capacity; and*
 - *c) made available to appropriate constituencies in a timely manner.*





Purpose

- 1. Improve:** The assessment process provides feedback to show us how we can improve our processes/practices.
- 2. Inform:** The assessment process informs managers and SLT about the contributions and impact each area has on the overall mission and strategic plan
- 3. Prove:** The assessment process summarizes and demonstrates what each area is accomplishing.





Components

- **Mission Statement**

- Who are you? What do you do? Who do you serve?
- Ties to college mission statement

- **Goals**

- Measurable language (avoid things like recognize, understand, appreciate)
- Service delivery goals: specific services and processes provided by the department (focused on the end user or customer)
- Operational goals: over-arching goals for department (focused internally)





Components (cont.)

- **Indicators**
 - How are you measuring the goals?
- **Data/Results**
 - What did you find out?
- **Analysis/Evaluation**
 - What do the results tell you?
- **Action Plan**
 - What will you do differently or next?
- **Budgetary Needs**
 - What budget requests/changes do you have as a result of the assessment? This can be additions or deletions.





Service Delivery Examples

Career Services: *As a result of participating in Career Services programs, students will develop a functional resume.*

Success Center: *Students who participate in tutoring workshops will apply learned study habits to independent school work.*

Human Resources: *As a result of participating in New Employee Orientation, employees will be familiar with employee benefit package.*





Operational Examples

UCC Online: Staff will provide quarterly Canvas training sessions for new users.

Financial Aid: Staff will evaluate exit counseling process and compliance with federal requirements.

Facilities: Staff will reduce the college's carbon footprint by decreasing energy use.

<https://www.lassencollege.edu/academics/Pages/Administrative-Unit-Outcomes.aspx>





Program Assessment Report

www.umpqua.edu/assessment-forms

Last Year:

3 areas piloted the process:

- JOBS Program
- Student Services
- Library





Program Assessment Report

This Year:

- All areas will submit a Program Assessment.
- Submission deadline is January 15, 2019
- Impact budget or strategic plan





Next Steps

- Begin working on assessments
- Contact Dr. Crabtree or Debi Gresham for assistance.
- Be prepared to submit report by January 15, 2019.





Contact: Debi Gresham
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On campus availability (tentative):

September 17-26

November 14-21

February TBD

April 15-19

June 10-25

