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
2021-2022

Assessment Coordinator Name
Taylor Johnston

Enter Assessment Coordinator Email
tjohnston@lander.edu

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 2020-2021

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)**
19 out of 30 (63%) of the units submitted their reports by the October 1st deadline.	1

Comments/Narrative
It's difficult to get program coordinators 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 Dean for each college. 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 deans two weeks after the deadline for the 2021-2022 submission year. I hope that by doing this early, the deans will push the coordinators to submit these reports on time.

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 2020-2021

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)**
13 out of 24 (54%) of the units submitted their reports by the October 1st deadline.	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.

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 2020-2021

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	**Frequency of Assessment**
Emails sent to coordinators including feedback on reports submitted.	As reports come in.

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
This is a new outcome. Data will be in next year's report	

Comments/Narrative
A new field was added to the Cognito database where I can enter the date that feedback was given to each assessment coordinator. This will make it possible to keep track of this. Last year, each coordinator was given feedback, but I am unsure if it was within a week of their submission. I believe that giving timely feedback will make them see that the reports are important and that they are being read. I also hope that the feedback they are receiving will help improve the quality of the reports I receive.

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
There have been many improvements to the assessment reporting process and now I am also focusing on improving the quality of the reports that I receive. I am not happy with reports still being submitted late. So far, the new system has not increased these numbers (they have actually decreased).

Changes Made/Proposed Related to Goal
A new field was added in the Cognito form so that I can easily keep track of when I provide feedback for assessment reports. I will be sending emails to the VPs/Deans for each unit earlier this year, hoping to improve on reports being submitted late. I also added a new function to the Academic Unit Reports where the 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
New Outcome - Data will be in next year's report

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
Count of surveys conducted by the Director of Institutional Effectiveness

Frequency of Assessment
Ongoing

Data Collected for this Timeframe (Results)
New Outcome - Data will be in next year's report

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

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.

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.

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).

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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
New Outcome - Data will be in next year's report

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 Cognito forms.	Ongoing

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
New Outcome - Data will be in next year's report	

Comments/Narrative
Matt Braaten and I 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. We have not seen any of these

come through yet, since the policy was just put into effect.

Resources Needed to Meet/Sustain Results

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments
This is a new outcome. 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)