

Outcomes Assessment at NMSU

Unveiling the Mysteries

Presentation Outline

- Outcomes Assessment Committee 2
- Outcomes Assessment Definition & Purpose
- Outcomes Assessment cycle
- Outcomes Assessment planning
- Outcomes Assessment measures
- Questions

Outcomes Assessment Committee 2

Our job is to

1. Design a program to assess the university's effectiveness in carrying out its mission in serving the educational support needs of a student body of various ages, interests, and cultural backgrounds.
2. Focus university attention on the outcomes or impact of its academic support and campus life activities in achieving priority institutional goals.

Outcomes Assessment Committee 2

3. Monitor **implementation of assessment processes** in academic support/campus life programs throughout the university, review outcomes information in light of institutional mission and goals, and encourage use of assessment results in program planning and review.

Our Target Image



Outcomes Assessment Guides

Our job is not to

- evaluate Unit performance
- dictate Unit direction and goals



Outcomes Assessment: a definition

There are many definitions of assessment, but for our purposes we will define it as:

- *Any effort to gather, analyze, and interpret evidence which describes institutional or divisional effectiveness*

Assessment in Student Affairs, Upcraft and Schuh

Purpose: What Does Outcomes Assessment Accomplish?

- Ensures that Units are examining their services and programs.
- Documents outcomes assessment and internal improvement efforts for the Provost and Accrediting Agencies.
- Permits each Unit to demonstrate how well it is doing!

Purpose: What Does Outcomes Assessment Accomplish?

- Identifies internal improvements based on fact, not perception.
- Allows Unit staff to focus on implementing improvements they feel are high priority.

The Outcomes Assessment Cycle: an ongoing process for the Unit

Questions to be asked by unit staff

- What are we trying to do? (Mission)
- How will we do it? (Objectives)
- How well are we doing it? How do we know?
(Outcomes Assessment)
- How do we use the information to improve?
(Improvement Results)

Effective Outcomes Assessment Plans should include:

- Mission & Goals
- Objectives
- Defined Outcomes & Measures
(Direct & Indirect)
- Assessment Methods
- Communication of Outcomes Assessment Results
- Decisions & Internal Improvement
Implementation

Remember the cycle!

Is there a standard format for an Outcomes Assessment Plan?

NOPE!!

- There is no magic bullet - No one assessment mechanism is universally acceptable.
- No two Units are alike.
- Each Unit has to decide what it needs & wants to assess about its activities.
- It's not the paper - it's the conversation and shared understanding about what and how to accomplish your goals and objectives

Outcome Measures

Direct measures provide for the direct examination or observation of behavior, knowledge or skills against measurable objectives

Indirect measures ascertain the *perceived* extent or value of experiences.

- Mix and Match direct and indirect outcome measures to assess your goals and objectives

Outcome Measures

- Keep it SIMPLE!!
 - Must be 'do-able'
 - Keep staff involved and responsible
 - Shouldn't dominate too much time
 - Pick and choose your poison!
- You can not, should not, and do not need to measure everything.

What mechanism does OAC 2 use to review implementation progress?

Sr. Administrators Answer Questions about the Plan and OA Results

- Does the unit/program have an assessment plan on file and available for review on request?
- Does your assessment plan satisfy the unit's/program's current evaluation needs?
 - If yes, would you be willing to share your assessment plan with others?
 - If No, would you like assistance from the Outcomes Assessment Committee in reviewing your plan
- Is the unit/program assessment plan disseminated to staff on a regular basis?

What mechanism does OAC 2 use to review implementation progress?

- Are outcome measures assessed tied to NMSU strategic targets and directions?
- Are the outcomes assessment results disseminated to staff on a regular basis?
- Are the outcomes assessment results used for other external reporting purposes?
- Are the outcomes assessment results used for other internal reporting purposes?
- Does the unit/program consider "peer" or other external comparisons in examining outcomes assessment measures?
- Are multiple measures used to assess outcomes?

What mechanism does OAC 2 use to review implementation progress?

Questions about the OA measures & Examples

- Does the unit/program use quantitative outcomes assessment measures?
- Does the unit/program use qualitative outcomes assessment measures?
- Direct Student Learning Outcomes:
- Student Experience Outcomes:
- Other Mission-Related Outcomes:

What do these assessment stages really mean?

Sr. Administrators choose from six stage descriptions

The unit/program:

- is not assessing outcomes.
- is still developing its assessment plan.
- has initiated data collection.
- I can't determine where the unit/program now stands in its outcomes assessment

What do these assessment stages really mean?

Two stages describe when the unit/program has “arrived”

- The program is actively assessing outcomes and using the results of its assessment activities to **identify and implement program and service improvements.**
- During 2003-2004, the unit/program was **revising** its outcomes assessment plan while continuing to use at least some outcomes assessment results to **identify and implement program and service improvements.**

Resources Available

- Bobbie Derlin at Office of IRPOA
- Any committee member(s)
 - Know who your OAC 2 representatives are
Ida Baca, Vincent Engling, Leslie Gascoigne,
Laura Guitierrez Spencer, Kim Huddleston,
Steve Leask, Norice Lee, Liz Ortega,
Jennifer Taylor