

Assessment of Academic Support/Campus Life Programs at NMSU

Doing the right things right



Outcomes Assessment Committee 2

Our job is to

1. Help design a program to assess the university's effectiveness in carrying out its mission to serve 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.

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

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

Effective Outcomes Assessment Plans should include:

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

Remember the cycles!



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 is not the paper – it is the conversation and shared understanding about what and how to accomplish your goals and objectives.

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**)

Outcome Measures

- Keep it **SIMPLE!!**
 - Must be ‘do-able’
 - Keep staff involved and responsible
 - Shouldn’t dominate too much time
 - Pick and choose what you do

You can not, should not, and do not need to measure everything.

The Outcomes Assessment Reporting Form

Part 1: Senior Administrators answer questions about their Assessment Plan and how it is being used.

Part 2: Area administrators complete a reporting form for each assessment activity.



The Outcomes Assessment Reporting Form

Part 1: Sr. Administrators

- Does your area have an assessment plan on file and available for review on request?
 - If no, does the unit/program report to a higher level that includes your activities in an assessment plan?

- Does your area assess outcome measures that are tied to the University planning processes, such as *Living the Vision* or budget requests?

What do these assessment stages really mean?

- Please choose one of the *Stage Descriptions* below that reflects your stage assignment for this area:
 - Actively assessing and using results
 - Initiating data collection
 - Not assessing

Academic Support/Campus Life Outcomes Assessment

Part 2: Administrators of a specific area or sub-area

- What activity/service is being assessed?
- What is the assessment goal for the activity/service?
- What are the assessment procedures?
- What are the results of the assessment?
- How are the results being used?
- Where is the supporting documentation?

The Assessment Report

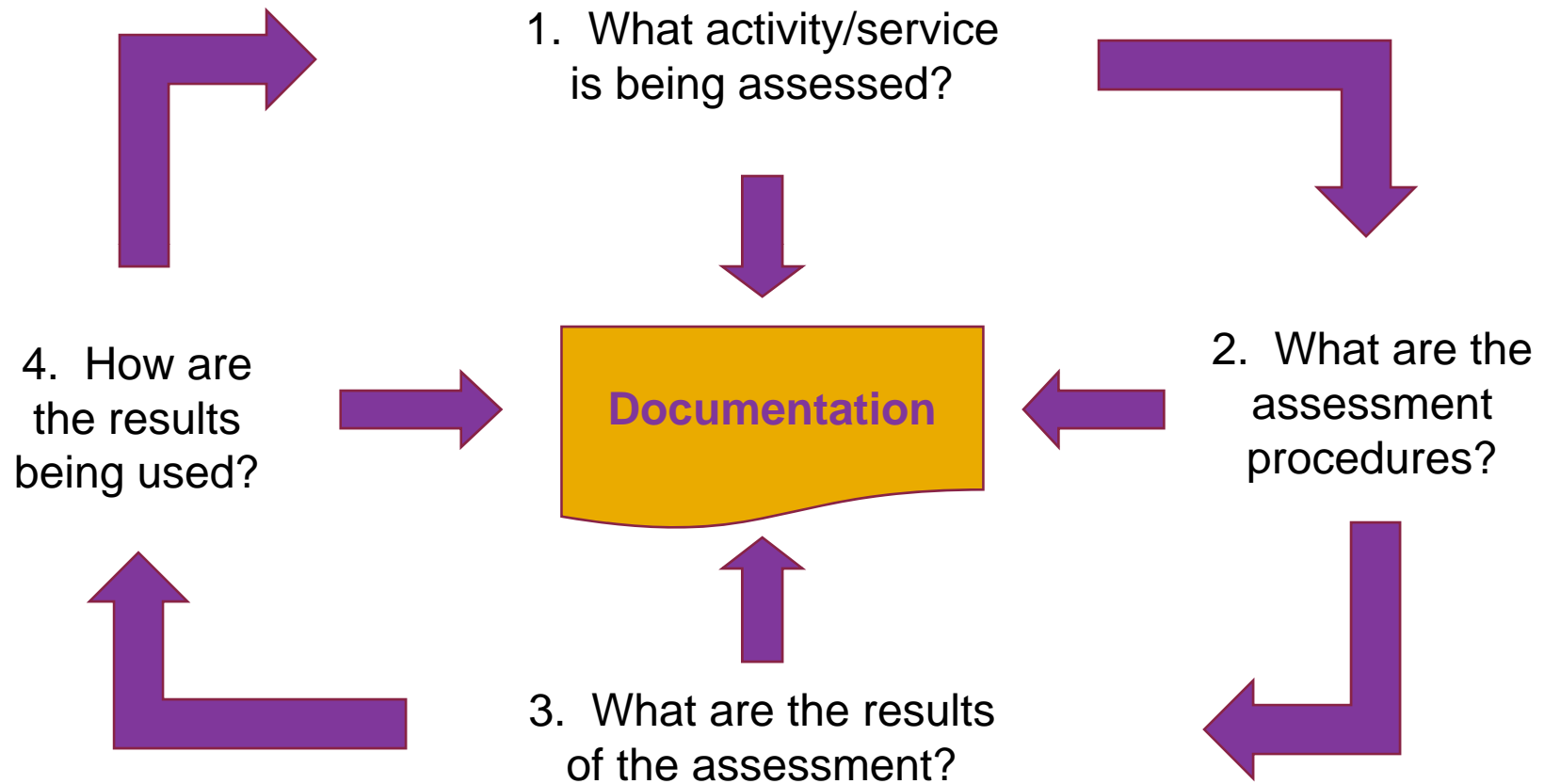
Tied to

- ✓ Living the Vision
- ✓ Unit/Program mission, goals, and objectives

Kinds of assessment tools

- ✓ Surveys
- ✓ Focus groups
- ✓ Comparison to past year
- ✓ Comparison to Peer institutions
- ✓ Qualitative or quantitative data

Assessing Non-Academic Activities & Services



The Next Assessment Cycle

- Last Assessment Report: 2008
- Department Assessment Plan → Should be a work in process
- Next Assessment Period: July 08 – June 09
Assessment Report → Due August 31, 2009
- To OAC 2 Committee thru Provost's Office

OAC 2 Reporting Timeline Worksheet

Date	Person Responsible	Recommended Action
August 29, 2008	Varies by unit	2008 OAC 2 reports submitted to senior administrator
		Establish 2008-09 Outcomes Assessment Plan
		Begin data collection process
		Conclude data collection process (if applicable)
		Analyze data
		Identify and implement improvement of activity being assessed for 2008-09 (if applicable)
		Create Outcomes Assessment 2 Report
Date set by area's Senior Administrator		2008-09 OAC 2 reports submitted to senior administrator
August 31, 2009	Senior Administrator	Senior administrator submits OAC 2 reports to the Provost
Fall 2009	OAC 2 Teams	OAC 2 reviews reports and completes feedback forms
Spring 2010	OAC 2 Teams	OAC 2 members provide feedback to reporting units

Comments or Questions