Assessment Results & Improvement Plan

| Department/Program and Degree: | Assessment Office |
| Assessment Project Name: | Annual Assessment Report Survey |
| Semester/Yr Evidence Collected: | Fall 2010 |
| Program Assessment Coordinator: | Marlene Lowe & Monica Stitt-Bergh |
| Person Submitting: | Marlene Lowe |
| Date Submitted: | January 28, 2011 |

Executive Summary:

After 3 years of spearheading the collection, analysis, and reporting of the annual assessment reports, the AO wanted feedback from assessment coordinators on how it could improve the annual assessment reporting system and streamline communications.

1. State the SLO(s) that was Assessed, Targeted, or Studied

   Outcome #3: Academic degree programs complete the assessment cycle, which includes faculty members using assessment results to improve student learning.

   Question: How can the AO improve the annual assessment reporting system and streamline communications with assessment coordinators.

2. State the Type(s) of Evidence Gathered

   7-question online survey

3. State How the Evidence was Interpreted, Evaluated, or Analyzed

   The data were analyzed using descriptive statistics and thematic grouping of open-ended responses.

4. State How Many Pieces of Evidence Were Collected

   55. Assessment coordinators who submitted 2010 annual assessment reports were invited to take the online survey. Of the 102 assessment coordinators invited, 55 completed the survey, resulting in a 54% response rate. Assessment coordinators received the invitation and a follow up email 4 days later.

5. Summarize the Actual Results

   Over 50% of respondents:
   • Indicated they would like to receive the initial submission request on August 15th.
   • Indicated they would like to receive 2 reminder emails.
• Perceived the report questions as clear.
• Felt the report questions allowed for an accurate portrayal of assessment in their program(s).
• Perceived the online interface was not difficult to use.
• Believed they knew where to seek help if they had problems inputting their report(s).

Suggestions for improvements to the online system fell into these categories: formatting, table creation, uploads, navigating through the system

6. In addition to the actual results, were there additional conclusions or discoveries?

No.

7. Briefly Describe the Distribution and Discussion of Results

Internally, Monica & Marlene discussed the results. This report will be available on the AO’s website. Results will be shared with assessment coordinators in the fall 2011 assessment reporting workshops.

8. Use of Results/Program Modifications:

The AO will send the initial request for the annual assessment report on August 15 and follow up with 2 emails. The AO will work with the OVCAA’s programmer to address the online reporting system issues.

9. Reflect on the Assessment Process

The low survey response rate could be because only one follow-up email was sent. In the future, the AO may send 2-3 follow-up emails to increase the response rate.

10. Other Important Information

None.
Appendix A:
2010 Annual Report Feedback Request
Results

1. When would you like to receive the initial submission request?

![Initial Request](chart)

2. After the initial request, how many reminder emails would you like to receive?

![Number of Reminders](chart)

3. Please indicate your level of agreement or disagreement with each statement:

<table>
<thead>
<tr>
<th>n=55</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>The questions were clear.</td>
<td>2%</td>
<td>5%</td>
<td>15%</td>
<td>55%</td>
<td>24%</td>
<td>--</td>
</tr>
<tr>
<td>The questions allowed for an accurate portrayal of assessment in my program(s).</td>
<td>2%</td>
<td>11%</td>
<td>24%</td>
<td>53%</td>
<td>7%</td>
<td>4%</td>
</tr>
</tbody>
</table>
4. What question(s), if any, do you think should be added?

Responses (n=19)

Suggested Questions
- What level of success did your internal assessment give your program?
- How many faculty members are in your department?
- How many serve on an assessment committee?
- Do you have any suggestions for collecting evidence or analyzing data that might help other departments (of your size)?
- What alternative modes of assessment would better reflect outcomes in your department? What resources would be needed to support this (these) alternative(s)?
- How much does faculty learn by being part of the assessment process?
- What impact is your program having on the learning and ability of your students to function as productive citizens?
- Assessment should include not just assessment per se but also follow up. There should be a list of assessment activity options after question #4 that indicate which were active in the previous year (with more than one selection possible), e.g., program assessment, implementations of assessment outcomes, follow up evaluation of changes, etc.

Comments
- Until we get further feedback it is difficult to know if some items need to be changed. THANKS!
- No additions
- None
- I think there are enough. No. 13 (as I recall) allows input on anything that might have been left out.
- I would rather not have any more questions added! It seems to be growing every year as it is.
- Would prefer fewer questions.
- My only difficulty was that our program was in transition, so it was hard to explain our planning versus what we had done to assess the older program elements.
- For us the SLOs tend to be burning down the forest to examine the trees in microscopic detail. A separate point is that one of our programs examined itself in microscopic detail. Then student enrollment dropped to 3 per class. Something is wrong with this picture.
- Treat is as a 5-year plan with annual updates. Effective assessment that used to improve programs needs a much longer time frame than 1 year. Think about the time frame to develop and approve a new course or to hire a new faculty member. Without the context of a longer range plan, impacts will be minimal.
- The assessment was too broad. Assessment should differ depending on the department.
- Provide an example to be followed.

5. Please indicate your level of agreement or disagreement with each statement:

<table>
<thead>
<tr>
<th>n=55</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>The online interface was difficult to use.</td>
<td>2%</td>
<td>5%</td>
<td>15%</td>
<td>55%</td>
<td>24%</td>
<td>--</td>
</tr>
<tr>
<td>I knew where to turn if I had problems inputting my report(s).</td>
<td>2%</td>
<td>11%</td>
<td>24%</td>
<td>53%</td>
<td>7%</td>
<td>4%</td>
</tr>
</tbody>
</table>
6. Suggestions on how to improve the online interface?

Responses (n=25)

**Formatting**
- I had problems with formatting and fonts.
- I did have some major formatting issues. When I tried to paste from Word, many new fonts or formatting problems occurred. I had to go into HTML to fix them.
- Spacing and fonts are not easy to adjust.
- Certain kinds of graphical representations don’t seem to go in easily, but I simply forwarded them to the assessment office and let them deal with it.

**Tables**
- I had difficulty pasting a table into the online document. I had to just type the information in because the table would not post.
- Provide opportunity to upload tables from Word.
- The text boxes are not a good way to input information; they do not keep the formats of tables and do not space correctly. Just allow us to submit on word or pdf to you.

**Uploads**
- Make uploaded pdfs immediately visible
- There is a limit on the number of times a document can be uploaded (e.g., curriculum map), which seems arbitrary and not useful. After making 4 uploads each with useful modifications, I was blocked from further uploads. At the end of the survey, the button should say “finish” instead of “next” and then causing an error. Opening two reports at once (for two degrees) lines get crossed and uploads no longer work correctly.

**Navigating the System**
- It’s annoying to have to page through all the pages in order if you only have a small change to make on one page.
- It would be good to have a way to link to specific questions without having to go through the entire set of questions each time. This would make for easier editing of the report.

**Other Suggestions/Comments**
- Carry over the data from the last report. Do not change questions every year.
- Make sure it works.
- You can live with it. Only this tricky thing, it won’t save your link unless you check a certain box. The current feedback report freezes up all the time.
- Better to email us all a word document to use to generate the “cut and paste” version so we do not have to go into online system so much.
- Our program was different from programs in other departments because of many different subtasks that have different learning outcomes.

**No Suggestions**
- I have no problems with this.
- I think it works well – see above.
- Seems fine
- No improvement necessary
- None at this time
- NO suggestions
- None
7. How long did it take you to input each report?

<table>
<thead>
<tr>
<th></th>
<th>Percent</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under an Hour</td>
<td>33%</td>
<td>13</td>
</tr>
<tr>
<td>1-3 Hours</td>
<td>30%</td>
<td>12</td>
</tr>
<tr>
<td>4-8 Hours</td>
<td>13%</td>
<td>5</td>
</tr>
<tr>
<td>Not Long</td>
<td>13%</td>
<td>5</td>
</tr>
<tr>
<td>Unspecified Hours</td>
<td>5%</td>
<td>2</td>
</tr>
<tr>
<td>Multiple Days</td>
<td>8%</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>40%</strong></td>
<td><strong>40</strong></td>
</tr>
</tbody>
</table>

Under an Hour
- 15 mins
- I’d say 15 minutes. Now, the writing took weeks and weeks!
- 15-20 minutes
- 0.5 hours
- About 30 minutes
- Half an hour because I had it ready in a word file.
- Perhaps 30 minutes
- Less than half an hour
- ½ hour
- Took hours to write (needs to be shorter) but only a few minutes to input (no problem with the input)
- With cut and paste approach – not long 5 minutes. It took about 1 hour to write the report and about 2-3 hours to collect the data from the report.
- Getting the information together took much longer than the actual input of the information. I wrote the report in a word document and I then cut and pasted. It took maybe 45-60 minutes to input online.
- About half a day to gather the information and type it up so I could cut and paste it into the report form. The cut & paste took less than an hour.

1-3 Hours
- An hour
- 1 hour
- 1-2 hours
- 2 hours
- About an hour and a half
- 2 hours
- Probably 2-3 hours, but that was just the last bit in a long process.
- This year, since I had the template, only about an hour.
- I did questions after 4 (I think), for the B.A. Took me about an hour.
- 2 hours with cutting and pasting and formatting
- 2 hours
- It took a good hour or two to input each report. Sometimes terminology and processes are different, which makes it a bit challenging. What you call certain things is not always what we call
certain things. I had thorough reports already as we had just gone through successful reaccreditation and it would have been nice to just upload those, but that was not an option.

**4-8 hours**
- To review efforts, write and input, it took several full days. To actually input into the system it took about four hours (due to the formatting problems).
- About 1 work-day
- Did it offline first and then online. Total process is hard to say because I worked on it over several days... perhaps 4 hours?
- Hard to say as I was collecting and adding new information along the way. About 4 hours maybe.
- 5 hours

**Not Long**
- Not very long. The key is having the assessment in place already.
- Not long because I chose a manageable framework.
- It is hard to tell. It did not take that long to input the report. It took some time to figure out what I had to put in the report.
- Input was not the time consuming portion of the assessment. It was collecting and analyzing the data that took 3-4 days.
- Inputting requires only little time. The actually assessment is a big job.

**Unspecified Hours**
- Several hours
- Many hours

**Multiple Days**
- 1 week
- A couple of days.
- Several days on and off.

**Other**
- I think our department assessment chair actually did this. So you will have to ask him.
- I was unable to submit because of the textbox limitation, so I sent it to you to input.