

ASSESSMENT REPORTING FORM

Complete this form if your program already has results from a program assessment activity.

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Program Name: Assessment Office (AO)

Unit: OVCAA

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1. List the program's student learning outcomes.

Because the AO does not work with students or offer an academic degree, it has program outcomes.

- a. The AO has in place an infrastructure to sustain a culture of assessment.
- b. Faculty members are aware of opportunities to publish/present on the scholarship of teaching and learning in their field.
- c. Academic degree programs complete the assessment cycle, which includes faculty members using assessment results to improve student learning.
- d. Department leaders and administrators use student learning assessment to guide planning.
- e. The campus community (faculty members, administrators, staff, students) perceives program-level assessment as supporting student learning.

2. Where are your program's student learning outcomes published?

(Mark all that apply and include URLs when appropriate)

Website. URL: http://manoa.hawaii.edu/assessment/ao_planning.htm

Student Handbook. URL, if available online:

Information Sheet, Flyer, or Brochure. URL, if available online:

UHM Catalog. Page Number:

Other:

Other:

3. Provide the program’s activity map or other graphic that illustrates how program activities/services align with program student learning outcomes.

ASSESSMENT OFFICE ACTIVITIES	ASSESSMENT OFFICE OUTCOMES				
	Assessment infrastructure in place	Faculty awareness regarding the scholarship of teaching and learning	Programs complete the assessment cycle	Dept. leaders & administrators use assessment to guide planning	Community perceives program-level assessment as supporting student learning
A. Workshops for faculty & staff	X		X		
B. Consultations with faculty & staff	X		X		
C. Events for faculty, staff, administrators, students	X	X	X	X	X
D. General Education assessment			X		
E. Research educational contexts	X	X	X	X	X
F. Dissemination of good assessment practices, examples, guides		X	X	X	X

*To make the annual reports more meaningful and useful, please base your responses to questions 4-13 on assessment activities that took place between **June 2009 and September 2010**.*

4. State the assessment question(s) and/or goals of the assessment activity. Include the student learning outcomes that were targeted, if applicable.

What did the program want to find out?

To what extent has the AO met outcome #1 (The AO has in place an infrastructure to sustain a culture of assessment)? In addition, how successful is the infrastructure, as measured by counts, survey results, and performance assessments?

5. State the type(s) of evidence gathered

To assess the student learning outcome(s) or answer the assessment question, what evidence was collected?

- A) The number of
- Workshops conducted
 - Workshop attendees
 - Consultations with programs/units

- Event participants
- Visits to the AO website

B) The results from workshop/event surveys and workshop outcomes assessments (e.g., quizzes/performance assessments completed by workshop attendees).

6. List the person/people who interpreted or analyzed the evidence that was collected.

Examples: program staff; faculty committee; advisory board; graduate students; external organization/evaluators

Monica & Marlene analyzed and interpreted the data.

7. How did he/she/they evaluate, analyze, or interpret the evidence?

What method was used to evaluate, analyze, or interpret the evidence?

Examples: Compiled survey results; used qualitative methods to compile interview, focus group, or other open-ended response data; used a rubric or scoring criteria; used a scoring key on exams; used their professional judgment (no rubric or scoring key used); external organization/person analyzed data.

They compiled the numbers and categorized open-ended survey responses. They used a scoring key and professional judgment to evaluate the quizzes and performance assessments.

8. State how many persons (e.g., students, clients) submitted evidence that was evaluated (e.g., state the sample size).

If applicable, please include the sampling technique used.

230 people submitted workshop evaluations and/or performance assessments for workshops conducted by AO. Return rate: 86% on workshop evaluations.

9. Summarize the actual results.

Workshops:

- The AO developed and conducted 22 workshops and sponsored 4 workshops
- Out of the 267 people who attended the workshops conducted by AO, 153 were “unique”
- 88% of workshops met their learning outcomes
- 96% of those who completed a workshop evaluation survey found the workshop useful or effective

Workshop assessment reports can be found at <http://manoa.hawaii.edu/assessment/workshops/index>

Program/unit Sessions: The AO developed and facilitated assessment sessions for 7 programs/units

Consultations: Consultations were conducted with 37 “unique” programs/units

Events:

- *Fall 2009 Assessment Exhibits:* 23 programs/units submitted posters. Feedback on the poster session was very positive.

- *Implementing Outcomes-Based Assessment of Student Learning* by Dr. Marilee Bresciani: a range of 9-85 people attended four different sessions. Feedback on the sessions was mixed, but tended to be negative. Less than 70% were satisfied with their session.
- *Techniques for Using Rubrics in Program Assessment* by Dr. Dannelle Stevens: 22 people attended. Feedback on the event indicated that only 77% found the workshop useful/effective.
- *Retreat on Student Learning and Assessment, Level 1* by WASC: AO sponsored a 3-person team. The feedback was positive and the team shared its new knowledge with the Mānoa Assessment Committee.

Website visits: The AO website had over 7,000 visits between November 17, 2009 and July 28, 2010. Of these visitors, there were 4,859 unique visitors and over 2,000 visited more than once.

10. What was learned from the results?

An adequate infrastructure with high-quality activities is in place.

- Workshop attendees often participate in multiple workshops and programs/units may want or need multiple consultations
- Overall, attendees perceived the AO activities as useful or effective.
- AO directly reached approximately 10% of the faculty members and programs/units between June 2009 and September 2010: there is room for growth.

11. Use of results/program modifications:

State how the program used the results

--or--

Explain planned use of results

Please be specific.

We use the results from the counts, surveys and performance assessments to improve subsequent workshops, consultations, and events. Specific improvements made in 2009-10 include the following:

- When the surveys and performance assessments indicated that less than 80% of the attendees did not meet our outcomes, we reorganized the content and changed the activities
- We simplified handouts—more images, fewer words—to increase the likelihood that the reader would quickly comprehend the message
- In response to feedback from the 2008 poster sessions about poster quality, in 2009 we made poster templates available, offered personal poster-creation assistance, and printed the posters when programs were not able to do so. The number of negative comments decreased in 2009 as a result of these changes.
- Because the costs of external speakers exceeded the benefits received by the campus and the AO, there are no plans to bring such speakers to campus.

12. Reflect on the assessment process.

*Is there anything related to assessment procedures your program would do differently next time?
What went well?*

AO did not adhere to its assessment plan which called for an environmental scan to determine if required infrastructure elements exists. This information would be useful as number of the workshops, consultations, and events are proxies for infrastructure measurement.

Changes to the assessment process for 2010:

- Create an online workshop/event registration form and automatic email confirmation so we could better track registrations
- Track the number registered versus the number of attendees and walk-ins to investigate whether issues exist
- Create an online survey so people who receive consultations can anonymously evaluate the consultation.

13. Other important information

The AO has already reevaluated and modified its program outcomes based current activities and feedback from constituents. There was concern that some of the outcomes were not realistic because they were out of the AO's area of responsibility.