

**Assessment Coordination Committee
on Educational Support Services and Student Affairs**

**Report to the Assessment Oversight Committee
April 27, 2016**

The Assessment Coordination Committee on Educational Support Services and Student Affairs met on Wednesday, April 27, 2016 in the Chancellors' Conference Room, Administration Building 328, at 2:00 p.m. Members present included John Abel, Shannon Deal, Patty Flowers, Stephanie Kolitsch, Annie Jones, Ryan Martin, Gina McClure, Shannon Perry, Sam Richardson, Victoria Seng, Margaret Toston, and Steve Vantrease.

The Committee began by considering two different templates for use with annual reporting. After discussion, the Committee recommended that educational support services and student affairs units use a new template that presented in a table format the information requested. This new template will be distributed to unit heads for use beginning with the spring reports due in May, 2016. The Committee also recommended that annual due dates be set in mid-January each year to help units prepare for upcoming budget presentations.

The Committee then examined strengths and weaknesses of the educational support services and student affairs reports that were submitted in February. Identified strengths included:

- Reports clearly identify and support domains within the Division of Student Affairs.
- Goals seem achievable and are clearly stated.
- Reports included concrete data and clear benchmarks.

The Committee identified several weaknesses and challenges in the reports. These include:

- Reports are lacking benchmarks in some areas.
- Some units are understaffed, which impedes the timely analysis of collected data. This in turn makes it difficult to set appropriate benchmarks based on the analysis of the data due to the delay in the analysis.
- Some goals seem very specific and the report does not clearly connect the goal with the overall goals of the department or unit.
- It is not clear how some of the outcomes in the reports result in benefits to the students.
- Data-informed decisions and changes need to be incorporated into unit websites, written materials, and publications.

To address these weaknesses and challenges, the Committee made several recommendations:

- The Division of Student Affairs has designated the last staff meeting each month as an "assessment review" meeting to allow continued discussion of assessment, data collection, and improvements.
- The Division of Student Affairs is planning to develop an assessment schedule for the division to spread assessment initiatives throughout the year. Units will share surveys with others in the division prior to administration in order to determine the appropriateness of questions and avoid duplication of efforts. The Division is committed to making this process routine rather than sporadic.

- Units need to work together to determine what to assess so that they are not assessing things that don't make a major difference to students. Assessments need to focus on the primary function(s) of the unit.
- Units need to properly balance "program evaluation" and their direct work with students.
- Future hires need to have demonstrated ability in assessment, evaluation, and determining changes based on data.
- Devoted time needs to be set aside for assessment.
- Workshops are helpful and need to be continued.
- University assessment personnel need to periodically attend staff meetings focused on assessment to serve as outside reviewers to weigh in on what units are doing.
- Candid feedback on assessment reports needs to be provided.

The Committee elected Margaret Toston to act as its representative on the Assessment Oversight Committee that will be meeting this summer to review the reports of all five Assessment Coordination Committees.

The meeting adjourned at 2:30 p.m.