



University of Central Florida

**Annual Report on
Institutional Effectiveness**
Examples of Quality Improvements
Pathways to Prominence

August 27, 2007





College of Engineering and Computer Science *Dean's Office*

Assessment outcome: A national caliber, diverse college that is recognized for leadership in teaching and research

Measure 1: By year 2010, 1 out of 10 tenured faculty members per year per department publishing textbooks as author or co-author

Measure 2: By year 2010, 3-4 scholarly, refereed archival journals or equivalent conference proceedings published per graduate faculty member per year



College of Engineering and Computer Science *Dean's Office (continued)*

Results:

- Measure 1: 0.63 textbooks per faculty member*
 - Measure 2: 2.62 publications per faculty member*
- *May-Dec 2005 partial year reporting period due to change from academic year to calendar year reporting*

Action Taken: hired a public relations/marketing consulting company and later replaced with a 50/50 cost share position with UCF marketing to hire an account executive to promote CECS faculty expertise and awards



College of Engineering and Computer Science *Dean's Office* (continued)

Improvements

- television appearances
 - Local 6
 - Fox News Live
 - Channel 9
 - Channel 13
- printed media
 - Orlando Sentinel
 - Florida Today
 - Orlando Business Journal
 - Science Daily
 - Medical News Today
 - others



College of Engineering and Computer Science *Dean's Office* (continued)

Improvements (continued):

- radio: La Rumba 100.3 FM (local Hispanic station)
- areas of expertise covered:
 - Spy drones (computer vision)
 - faculty awards (NSF CAREER, NASA space technology hall of fame award, student team competitions)
 - virtual reality and fires
 - computer security
 - iPhone technology
 - Microsoft Alta Vista
 - distance learning
 - outreach programs for K-12 (including targeted programs for girls and minorities)
 - structural integrity of bridges



College of Arts and Humanities *English, B.A. and M.A.: Literature, Technical Writing, Creative Writing*

Assessment method: examine usefulness of unique plans for tracks

Action taken: consolidate plans for tracks into one assessment plan for each degree program

Improvements:

- greater departmental ownership and common cause
- greater faculty involvement across tracks
- greater comprehensibility of results and targeted actions
- reduced inter-track confusion and friction



College of Arts and Humanities *Dean's Office*

Assessment method: evaluate assessment plan carried over from CAS

Action taken: devised new plan reflective of new college and context

Improvements:

- ready availability of data from existing resources
- increased focus on faculty interdisciplinarity
- increased focus on artistic research by students (e.g., FIEA, Reedy/Sung)
- direct linkage to SACS criteria



College of Education

11 undergraduate state-approved initial teacher preparation programs

Assessment methods:

- direct assessment of standards-based performance using the Florida Educator Accomplished Practices (FEAP) – state standards for teacher education
- use of Graduating Seniors Survey data, including program-specific addenda
- triangulation with Advisory Group recommendations and guidelines and directives from the Florida Department of Education



College of Education

11 undergraduate state-approved initial teacher preparation programs (continued)

Results:

- two of twelve Florida Educator Accomplished Practices (FEAP) identified as standards of special interest for program enhancement:
 - FEAP 1: Assessment
 - FEAP 2: Learning Environments
- one program requirement, electronic portfolios, identified by graduates as a program element needing improvement



College of Education

11 undergraduate state-approved initial teacher preparation programs (continued)

Action taken:

- establishment of two new required courses each focused on a specific FEAP of interest
 - EDF 4467, Learning Theory and Assessment
 - EDG 4410, Teaching Strategies and Classroom Management
- restructuring of programs' electronic portfolio requirements to reflect all major, standards-based formative and summative program assessments

Improvement: enhanced programs and portfolio implemented effective summer 2007



College of Education *Office of Student Affairs*

Assessment method: use of Graduate Student Survey data and Graduating Seniors Survey Data to gauge unit performance in several areas of customer service

Results: two dimensions of advising functions identified for enhancement:

- transition advising
- academic advising

Action taken: follow-up qualitative study produced recommendation to create a College Advising Center

Improvement: establishment of a College Advising Center with initial activation scheduled for Fall 2007



College of Health and Public Affairs *Health Sciences – Athletic Training B.S.*

Assessment method: program-specific graduating senior exit survey

Results: decreased student confidence in their knowledge of and competency in psychosocial intervention and referral

Action taken: content in this subject area added to core course – Organization and Administration in Athletic Training

Improvement: dramatic increase in reported student confidence

- 58.3 percent in 2005 (24/31 responded or 77.4 percent)
- 100 percent in 2006 (17/19 responded or 89.5 percent)



Rosen College of Hospitality Management

Undergraduate Programs: Academic Learning Compacts and Administrative Strategic Plan

Assessment method: reviewed newly established documents for compliance with the college mission and vision

Results: revised ALCs and established a five-year strategic plan

Action taken: submitted ALCs for DRC review and submitted the strategic plan for administrative review

Improvement: enhanced process effectiveness and efficiency to decrease development time from multiple meetings to single meetings; enhanced awareness of program assessment among all staff members and faculty members.



Office of the President *Ombuds Office*

Assessment outcome: measure satisfaction of all individuals seeking assistance from the Ombuds Office without compromising the confidentiality of the office

Results: high satisfaction rates for initial and repeat contacts, but discovered difficulty in measuring satisfaction of contacts who had to be referred to another office for appropriate action

Action taken: a confidential log of students, faculty, and staff contacts is being kept electronically

Improvement: measurements indicated a need to identify trends, tracking repeat contacts, and to consider ways of possibly reducing their numbers



Office of the President *University Audit*

Assessment outcome: review staff use of time to determine productivity and appropriate balance of work effort

Results: balanced work effort, spending 63% of direct hours on audits and 25% on consulting

Action taken: established target goals of at least 60% of direct hours for audits and 15% of direct hours for consulting services

Improvement: achieved success despite three open positions during the year measurements indicated a need to identify trends, tracking repeat contacts, and to consider ways of possibly reducing their numbers

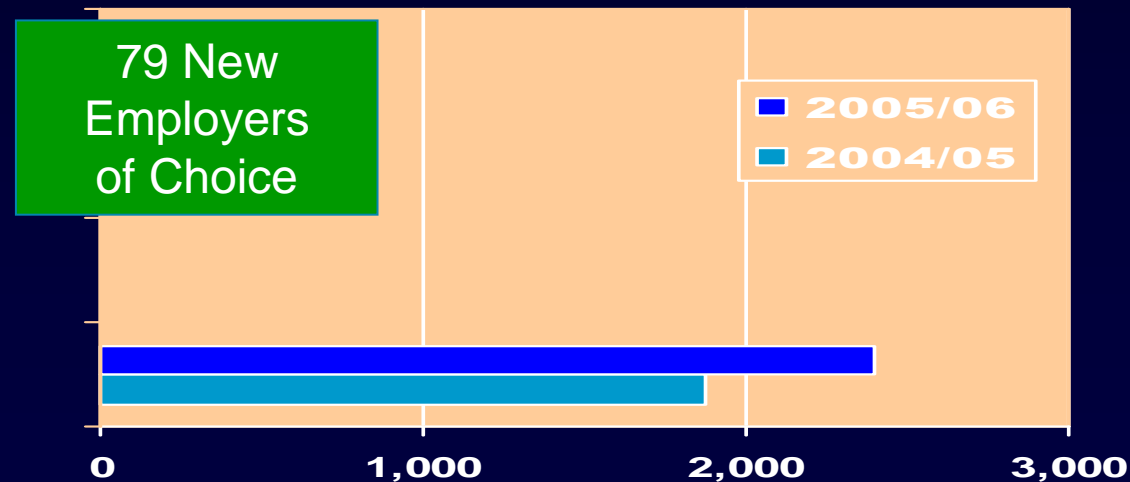


Student Development and Enrollment Services

Career Services and Experiential Learning

Assessment method: Conduct strategic employer outreach that results in increased recruiting participation in KnightLink job postings, on-campus interviews and career fair registrations.

Results:





Student Development and Enrollment Services Career Services and Experiential Learning *(continued)*

Actions Taken:

- set Wildly Important Goals (WIG) that align to IE plan
- initiated orientation/training program shortening time for new staff to contribute to the employer development IE goal
- use performance measures (overall contacts and conversion of contacts to recruiting participants) to monitor monthly progress

Improvement: Employer development YTD:

- 1,451 total new employers recruiting
- 48 new Employers of Choice
- 8 active EOC elevating one level of recruitment
- 8 inactive EOC beginning to recruit again



Student Development and Enrollment Services *Student Union*

Assessment method: OEAS Web spring survey

Results: increased casual seating on the first floor and purchased additional large clocks for high-traffic areas

Action taken: increased casual seating on the first floor and purchased additional large clocks for high-traffic areas

Improvement: 7 percent fewer respondents disagreed with the statement: “The student union is a place to study.” no additional improvement is expected in this area due to the lack of physical resources .



Administration and Finance Division ***Facilities and Safety:*** ***Housekeeping—Special Services***

Assessment method: special services will increase the university's recycling rate by 3-5 percent; rate is measured.

Action taken:

- participated in a nationwide RecycleMania student contest during the spring semester (coordinated by housekeeping, special services, and housing and residence life)
- increased the number of recycling bins for students, staff members and faculty members
- changed to a mixed paper recycling stream

Results: increased recycling rate on campus by 3.9 percent

Improvements: business services streamlined recycling efforts in the marketplace and the bookstore by setting cardboard recycling containers on-site.





Administration and Finance Division ***The Center for Energy and Sustainability***

Assessment outcome: assess energy savings in buildings receiving commissioning and lighting retrofits (target - achieve a minimum of a 20 percent reduction in total energy consumption for buildings)

Action taken:

- pledged to meet the United States Green Building Councils Leadership in Energy and Environmental Design silver standard in the new physical science building, student union expansion, recreation and wellness expansion, The Burnett Honors College, and the College of Medicine complex.
- facilitated students in first ever energy conservation competition in the Orlando campus residential halls.



Administration and Finance Division

The Center for Energy and Sustainability (continued)

Results: energy savings in 2 classroom buildings and residence halls:

- Classroom Building 1
 - 19.7 percent reduction in building electricity use
 - 13.8 percent reduction in chilled water use
- Colbourn Hall
 - 28 percent reduction in building electricity use
 - 14.4 percent reduction in chilled water use
- Residence Halls
 - overall 8 percent reduction in energy consumption



Administration and Finance Division

The Center of Energy and Sustainability (continued)

- Improvements:** significant annual savings to the university
- Classroom Building 1--estimated costs saving of \$43,700
 - Colbourn Hall--estimated cost savings of \$42,100 (annually)
 - Residence Halls—more actively engaged residential community in reducing energy consumption in the Orlando campus residential halls



Administration and Finance Division ***Human Resources Department***

Assessment method: Increase service satisfaction by 85 percent; Improve HR communications; and assist the departments with HR processes via workshops, presentations, listservs, and the HR Web site

Action Taken: Developed the HR Liaison Program

- conducted two half-day workshops that covered each HR section.
- HR section representatives made PowerPoint presentation.
- provided brochures and guides to help the liaisons understand the forms, policies, and procedures associated with their respective section
- shared important HR information with the university community via the HR liaison listserv
- maintained a HR liaison-dedicated Web page



Administration and Finance Division *Human Resources Department* (continued)

Results: Survey of Human Resources Liaison Program:

- 86 percent of participants indicated the workshop helped them become more effective in their job.
- 86 percent indicated that the emails distributed via the HR liaison listserv kept them adequately updated regarding changes and announcements in HR.
- 97 percent indicated that meeting representatives from HR during the workshop was useful
- 100 percent indicated that because of the workshop they knew who in HR to contact when they have questions



Administration and Finance Division *Human Resources Department* (continued)

Improvements:

- improved communications with liaisons who have responsibility for HR processes, procedures, and policies
- more informed university community about HR processes, procedures, and policies
- improved job performance and effectiveness