

2008–2009 Institutional Effectiveness Quality Improvements

August 3, 2009



Improvements: Student Development and Enrollment Services

Student Disability Services

Assessment method: Compared average term GPAs of FTICs and transfer students who used testing and note taking accommodations to FTICs and transfer students who did not use testing and note taking accommodations.

Results: Students who were approved for and used their approved accommodations demonstrated a higher average term GPA than those students who did not use their approved accommodations.

Improvements: Student Development and Enrollment Services

Student Disability Services (continued)

Action taken: Reached out to students with this information and encouraged them to use their accommodations to level their academic playing field.

Improvement: 1. Increased efforts to assist students to develop self-advocacy skills; 2. Focus groups for students registered with SDS; 3. The Society of Scholars with Disabilities; 4. SDS Peer Mentor Program.

Improvements: *Student Development and Enrollment Services*

Recreation and Wellness Center

Assessment method: 1. Customer satisfaction survey;
2. Compared Fall 2007 and Spring 2008 reported injuries data to 2005 and 2006 injuries data.

Results: 1. Comparison revealed that the number of injuries per participant decreased by more than 10%; 2. 92.34% indicated that the artificial turf at Recreation and Wellness Center Park is a high quality playing surface. This exceeded the target of 85%.

Improvements: *Student Development and Enrollment Services*

Recreation and Wellness Center

Action taken: 1. New facility construction during Phase II;
2. Satisfaction with restroom facilities increased from 25% to 86%, due to improvement from portable restrooms to newly completed restroom facility; 3. Satisfaction with landscaping improved from 65% to 85% due to the enhancements and addition of trees and plants with Phase II construction.

Improvement: Results demonstrated that students were highly satisfied with quality of turf fields. Turf has also shown to be safer with a reduced rate of injury. This information will help drive master planning decisions for the RWC Park complex.

Improvements: Student Development and Enrollment Services

Student Academic Resource Center SARC Tutorial Services – Astronomy (AST 2002)

Assessment method: 1. Generated rosters and records of participation in AST 2002 tutoring; 2. Analyzed final semester grades to compare academic performance of participants in AST 2002 tutoring versus non-participants.

Results: Participants in AST 2002 tutoring had significantly higher mean final grades, were more likely to receive A, B, or C grades and less likely to withdraw or receive D or F grades.

Improvements: Student Development and Enrollment Services

Student Academic Resource Center SARC Tutorial Services – Astronomy (continued)

Action taken: 1. Continued tutorial services for AST 2002 with stronger collaboration with astronomy faculty; 2. Provided additional review sessions for AST 2002 courses.

Improvement: 1. Tutorial services continued to be effective the following year; 2. Student participation in AST 2002 tutoring increased in subsequent academic years.

Improvements: Student Development and Enrollment Services

University Testing Center-CLAST Services

Assessment method: 1. Generated monthly and semester reports to track the number of students placed on CLAST hold; 2. Compared and analyzed data including percentage increases and decreases for number of students placed on CLAST hold.

Results: CLAST message notification system was determined to be highly effective and significantly decreased (25% or 1,890) number of students placed on CLAST hold.

Improvements: Student Development and Enrollment Services

University Testing Center-CLAST Services (continued)

Action taken: 1. Implemented and continued CLAST message notification system; 2. Collaborated with Registrar's Office to automate updating of CLAST Alternatives; 3. Collaborated with Registrar's Office and Transfer and Transition Services to identify, target, and intervene with CLAST-liable transfer students.

Improvement: CLAST message notification system continued to be effective the following year (2008-2009) resulting in a 38% decrease in CLAST holds as compared to 2007-2008.

Improvements: Student Development and Enrollment Services

Office of Student Conduct

Assessment method: Adirondack student conduct database was used to track recidivism rate.

Results: Out of the 984 students that went through the student conduct review process, only 84 (8.5%) were repeat offenders.

Action taken: Creation of a Civic Engagement Mentorship Program.

Improvement: Students sanctioned to program will have greater understanding of how their actions can have an impact on the UCF community.

Improvements: President's Division

Equal Opportunity and Affirmative Action Programs

Assessment method: Reviewed Faculty Hiring Log maintained by EO/AA.

Results: 1. University compliance with search and screen procedures was now measured; 2. Replaced annual metrics focusing on office processing timeliness.

Action taken: Defined actual university goal for improvement in view of post-hire process new in 2007.

Improvement: Established baseline for improvement of office's technical assistance program.

Improvements: President's Division *Equal Opportunity and Affirmative Action Programs (continued)*

Assessment method: Committee reviewed goals, strategies, and participant feedback.

Results: Unlawful discrimination, harassment, retaliation now explained in greater detail, with video vignettes to encourage discussion.

Action taken: 1. Updated training program; 2. Worked with committee, in the area of discrimination, harassment (including sexual harassment) and retaliation.

Improvement: Increased level of outreach (2000 employees to date, compared with 57 in 2007-08).

Improvements: President's Division

Ombuds Office

Assessment method: Measured satisfaction of all individuals seeking assistance from the Ombuds Office without compromising the confidentiality of the office.

Results: 98% of initial contacts were completely satisfied with the response of the Ombuds Office. This was an improvement from the previous year 's cycle which reflected only 70% satisfaction.

Improvements: President's Division

Ombuds Office (continued)

Action taken: A confidential electronic log of students, faculty, and staff contacts was established February 1, 2006.

Improvement: 1. Made visitors understand the role of the office and meaning of its four cornerstones (confidentiality, informality, independence, and impartiality); 2. Found out why the visitors contacted the Ombuds Office; 3. Obtained feedback from the visitors if they are satisfied with the information they've been given; 4. Made sure the visitors knew that they can call back anytime.

Improvements: President's Division

Diversity Initiatives

Assessment method: Documented the involvement of UCF colleges and SDES in diversity education activities via the Diversity Track of the Faculty Summer Development Conference.

Results: 1. Participants in 2007 Diversity Track of the Summer Faculty Development Conference produced the Declaration of Interdependence, a document that identified strategies for enhancing inclusive education across the curriculum; 2. Influenced the development and outcomes of Faculty Development Summer Conference Diversity Track activities in 2008 and 2009.

Improvements: President's Division

Diversity Initiatives (continued)

Action taken: 1. UCF faculty members constructed learning objectives and educational strategies using Bloom's Taxonomy of Learning; 2. A faculty committee was also established to apply the model to identified cultural competencies undergraduate students should achieve at UCF.

Improvement: 1. Faculty members who were not formally trained in this area gained the knowledge and skills to construct learning objectives and implement inclusive teaching strategies using a widely accepted educational model; 2. Connecting a learning model to cultural competencies seems to be a unique feature that is exclusive to diversity education at UCF.

Improvements: President's Division *Office of the General Counsel*

Assessment method: 1. Test administered after campus-wide workshops on Florida's public records law to determine the level of understanding of the materials presented; 2. An assessment questionnaire was distributed to determine workshop satisfaction, increase the awareness in the UCF community of legal requirements and university procedures regarding public records requests.

Results: Increased the awareness in the UCF community of legal requirements and university procedures regarding public records requests.

Improvements: President's Division

Office of the General Counsel (continued)

Action taken: Implemented in May 2009 a new Florida Public Records Act-Scope and Compliance Policy 2-100.2 which stated that all employees of the University of Central Florida will comply with Florida's public records law and state retention schedules for public records.

Improvement: Positive feedback and requests for additional training sessions have been received by the Office of the General Counsel.

Improvements: Administration and Finance

Physical Plant

Assessment method: Measured the time saved by using hand-held devices for work order processing.

Results: Average time reduction was 3.5 minutes per work order and labor cost saving per order was: \$1.49.

Projected FY savings: \$73,126.22.

Action taken: Hand-held devices issued to supervisors to process work orders on site.

Improvement: Additional devices purchased for use by supervisors to further improve efficiency.

Improvements: Administration and Finance

Human Resources

Assessment method: 1. Data collected on all overpayment; 2. July 2008 survey.

Results: 1. Total of 284 over-payments with a gross dollar amount of \$337,813; 2. Identified late submission of (e)PAFs, especially for terminated employees as a root cause.

Action taken: 1. Data collected on overpayments and benchmarking; 2. implemented electronic workflow (ePAF).

Improvement: 1. 9.6% reduction in the number of overpayment; 2. New procedures to train and educate departments on payroll processing; 3. Revision of UCF Salary Overpayment Policy; 4. Staff members took ownership of the annual assessment process and did not lose sight of the purpose of assessment.

Improvements: College of Engineering and Computer Science

Computer Engineering-B.S.

Assessment method: Concept questions on homework assignments.

Results: Students met performance target but struggled with I/O interfacing due to lack of the requisite digital circuits knowledge for the course.

Action taken: In Spring 2008, lab experiments were rewritten to include FPGA designs in EEL3342 (required prerequisite course in digital logic).

Improvement: Impact will be measured in the 2008-2009 assessment cycle to assess whether students in lab demonstrated deeper learning.

Improvements: Provost B

Office of International Studies

Assessment method: 1. Process Analysis; 2. Student Survey.

Results: 1. Survey results indicated that students are aware of UCF study abroad programs (91% of 780 respondents) and interested in participating (84.7%); 3. Respondents noted that personal financial constraints and the lack of programs in their discipline limited their participation; 3. Need for a more structured communication of policies and procedures to students and faculty.

Improvements: Provost B

Office of International Studies (continued)

Action taken: 1. Developed a new Study Abroad Student Handbook and instituted changes to the study abroad online application; 2. For the 2007-08 year, Office of International Studies awarded 66 study abroad scholarships from different funding sources for a total of \$63,300.

Improvement: Office of International Studies is promoting the development of a variety of new study abroad programs across the university.

Improvements: College of Business Administration

Small Business Development Center

Assessment method: Documented the type and number of assistance activities provided in the region, including how this assistance corresponded to the SBA contracted deliverables.

Results:

2007-08 Goals	Actual Results
Seminar Count: 225 Attendees: 3,150	Seminar Count: 257 Attendees: 4,439
Client Count: 1,688 Counseling Hours: 7,595	Client Count: 1,769 Counseling Hours: 5,803

Improvements: College of Business Administration

Small Business Development Center (continued)

Action taken: Determined the reasons why the counseling hours did not meet the target and took steps to adjust the goal accordingly.

Improvement: 1 Exceeded the target for the number of seminars conducted; 2. Exceeded the target for number of clients served.

Improvements: College of Health and Public Affairs

Dean's Office

Assessment method: A comprehensive, college-wide strategic planning process was initiated that required all participants to build in measures of specific goal attainment in implementation and resource allocation plans.

Results: 1. Over 60 faculty, staff, and students provided input on the mission of the college and prioritization of goals that should be achieved; 2. Resources were allocated on the basis of the priority of the issues, but also based on the unit's ability to illustrate that how goal attainment would be met and measured.

Improvements: College of Health and Public Affairs

Dean's Office

Action taken: 1. Dean Michael Frumkin became the catalyst for integrating IE assessment and strategic planning on the College, program and departmental levels; 2. He reviewed each allocation and resource plan, met with each unit individually and reviewed their implementation plans—complete with goals, targets for determining when they have been met, and a timeline; 3. Each department was asked to illustrate aspects of IE in their strategic plan, and illustrate how these goals would be met.

Improvement: More buy in for institutional effectiveness at both the college and unit (program/department) level, as well as evidence of 'closing the loop' between stating and achieving goals.

Improvements: College of Health and Public Affairs

Athletic Training

Assessment method: 1. Reviewed student perception of instruction; 2. Direct feedback; 3. Analysis of current course and expected goal attainment.

Results: 1. Pharmacology content area student learning outcomes were sporadically met; 2 Measure scores increased to a satisfactory level

Improvements: College of Health and Public Affairs

Athletic Training

Action taken: 1. Pharmacology content was added to the existing coursework; 2. Revised Exit Survey questions to address one of our competency content areas.

Improvement: 1. Adding a course with about 8-10 hours of pharmacology content in order to solidify students understanding in this area; 2. Our accreditation mandates have determined that we must be a stand-alone major (versus a track) by 2014. We will spend this year working on the UCF and State of Florida white papers and New Degree Proposal paperwork.