

Institutional Effectiveness
Quality Improvements
Success Stories

August 31, 2016



Improvements: College of Engineering & Computer Science

Mechanical Engineering M.S.

Assessment method: Graduates will demonstrate competence in research. Data were obtained from Committee Check Sheets completed by the committee members for students defending their research thesis (writing skills) and by the faculty teaching EML 6085, Research Methods (presentations skills) for students in the Non-Thesis option.

Measure: Percent of students rated as “high” on a check sheet rating scale of “high,” “medium” or “low.”

Improvements: College of Engineering & Computer Science

Mechanical Engineering M.S.

Results:

Percent "High" ratings

| Year | 3.3: Faculty Committee (thesis) | 3.6: EML 6085 Research Methods (non-thesis) |
|---------|---------------------------------|---|
| 2014-15 | 66.67% | 82.35% |
| 2013-14 | 60% | 61.29% |
| 2012-13 | 35.69% | 57.64% |

Action Taken or Strategy implemented: Implemented zero credit EML 5090 MAE Seminar Series and MAE Research Day to help graduate students in the MAE department practice public speaking, learn skills of scientific communication, expand width of knowledge, and promote collaborations.

Improvement: The addition of a special topic on oral presentation skills and asking students to present short talks contributed to the three-year improvement trend above.

Improvements: College of Business Administration

Accounting BSBA

Assessment method: Accounting majors will demonstrate knowledge of the roles and responsibilities of the professional accountant in society.

Measure: Students in ACG 4651 demonstrated their understanding of professional accountants' responsibility to society. Measurement consisted of analyzing their responses on exam questions. Analysis will indicate that 70% or more of the students who were assigned the exam questions will earn a score of 70% or higher.

Improvements: College of Business Administration

Accounting B.S.B.A.

Results:

| Year | Sample Size | Mean Score | Count and Percent Meets or Exceeds Target of 70% |
|---------|-------------|------------|--|
| 2012-13 | 292 | 74% | 211 (72%) |
| 2013-14 | 338 | 74% | 230 (68%) |
| 2014-15 | 73 | 90% | 69 (95%) |

Improvements: College of Business Administration

Accounting B.S.B.A.

Action Taken or Strategy implemented:

- The Accounting Department has added two instructors for ACG 4651 (for a total of three; last year there was only one). One effect of this change was to substantially reduce class size.
- Shifted the course focus to be more balanced between theory and application. A new simulation-based assignment was also implemented this year.

Improvements: College of Business Administration

Accounting B.S.B.A.

Improvement: During 2014–15, student performance was very good, meeting the 70% target. More importantly, student performance changed from 72% in 2012–13, declined to 68% in 2013–14, and then showed significant improvement in 2014–15 to 90%. Thus, adding two instructors and emphasizing more application skills showed a very positive effect on performance.

Improvements: College of Arts and Humanities

History B.A.

Assessment method: We evaluate eight Outcomes with two Measures: Final course paper/project/exam (data on the academic year)
Portfolio of graded work submitted at graduation (data on academic career)

Results:

- All basic targets (80%+ ‘Satisfactory’ or higher) met and
- 10 of 16 advanced targets (60%+ ‘Above Satisfactory’ and 30%+ ‘Outstanding’) met.
- 9 of 16 Measures saw increases from 2013–14
- Percentages at ‘Above Satisfactory’ and ‘Outstanding’ for Measure 2 were regularly higher than for Measure 1

Improvements: College of Arts and Humanities

History B.A.

Action taken or strategy implemented:

We are stressing greater exposure to research through experiential learning, particularly the inclusion in our courses of Public History research projects such as the UCF Veterans History Project, History Harvests, and history podcasts.

Improvement:

The cumulative effect over a student's career can be seen in the higher results, especially Outcomes 3.2 (diversity of method), 5.2 (explain change over time) and 8.2 (HIS4150 research project).

Improvements: College of Arts and Humanities

History B.A.

Looking Ahead:

- For 2015–16 we added a new Outcome to measure the impact of professionalization and professional opportunities outside of traditional courses.
- Piloting a new course, “History Majors in Society and Careers,” that students will take early in the major to help them understand the discipline and its roles in society, and prepare them to participate in experiential learning opportunities.

Improvements: College of Arts and Humanities

Music M.A.

Assessment method: Students will be able to successfully locate information and apply it to topics within the discipline. A prose writing sample (1000 words minimum) will be produced by each student taking MUH 6935, Music History Seminar. These samples will be evaluated by the department Graduate Committee using a rubric designed for this purpose. 90% of students will be judged to be satisfactory or above.

Results:

| Year | Count | Percent of Students Judged Satisfactory or Above |
|---------|-------|--|
| 2011-12 | 12/15 | 80% |
| 2012-13 | 7/13 | 54% |
| 2013-14 | 8/9 | 89% |
| 2014-15 | 10/11 | 91% |

Improvements: College of Arts and Humanities

Music M.A.

Action taken or strategy implemented:

Addition of special module for information fluency in MUH 6935, beginning Spring 2014.

Improvement:

We can conclude that the action taken contributed to the improvement. The improvement seen in 2013–14 has continued into 2014–15 and we have achieved the desired performance level of 90%.

Improvements: President's Division *Ombuds Office*

Assessment method:

- As a result of implementing Uniform Reporting Categories in 2011–2012, the Ombuds Office has been able to analyze issues brought forward to them for possible trends or action, in an effort to improve the services provided by the Ombuds Office and UCF departments.
- In 2013–14, the Ombuds Office identified an issue related to preferred name changes for transgender students and devoted a measure in 2014–15 to focus on the development and implementation of a business process to address the issue of the preferred name changes for Webcourses.

Improvements: President's Division *Ombuds Office*

Results:

- An internal business process was decided upon through collaboration between two areas, which ensures that the preferred name changes requested for PeopleSoft are consistent in Webcourses.
- This process involved appropriate communication between the two departments, being sensitive to the needs of this population and providing the appropriate training to the front line staff who would receive these requests.

Improvements: President's Division

Ombuds Office

Action taken or strategy implemented: The Ombuds Officer informally surfaced the systemic issue to the Registrar's Office and the Center for Distributed Learning. This enabled both areas to collaborate in the development and implementation of an internal business process to address these requests.

Improvement: Since this new business process was developed, the Ombuds Office has not received any new concerns related to this issue. Whenever students contact the office, it involves collecting information on how to get their preferred names changed.

Improvements: President's Division

University Compliance, Ethics, and Risk

Assessment method: Using the survey results from 2013–14, University Compliance, Ethics, and Risk made several improvements to the online conflict of interest and commitment disclosure process and launched a number of awareness and training initiatives with the goal to improve employee compliance with submitting a disclosure within the required 30 days by five percent.

Improvements: President's Division

University Compliance, Ethics, and Risk

Results:

- The 30-day compliance rate for the 2014–15 conflict of interest and commitment disclosure far exceeded the expected five percentage increase.
- According to Academic Research & Grant Information System (ARGIS) statistics, 1,643 employees were notified to submit a disclosure on October 20, 2014, and of the employees notified, 1,558 met the 30-day deadline of November 19, 2014. This represents a 95 percent compliance rate with the 30-day submission requirement.

Improvements: President's Division

University Compliance, Ethics, and Risk

Action taken or strategy implemented:

Prior to launching the 2014–15 conflict of interest and commitment disclosure, the office made a number of improvements including:

- enhanced system functionality
- revised the questions in the AA–21 disclosure form
- developed a communication plan that included additional guidance and training, as well as a plan to address consequences for non-compliance

Improvement: The improvements made resulted in a 95 percent compliance rate with the 30-day submission requirement, which was up significantly from the 73 percent compliance rate the previous year.

Improvements: Facilities and Safety

Facilities Operations

Assessment method: Facilities Operations, in support of Facilities & Safety's Mission to provide service to students, faculty, staff, and the community by creating, maintaining, and protecting the educational environment of the University of Central Florida, will provide a safe environment for the university community.

Measure: Target is to perform 98% of life safety preventive maintenance inspections on time. Facilities Operations did not achieve an acceptable compliance level of all life safety preventive maintenance inspections on time during FY 2014–2015. AiM reporting will be utilized to keep track of the work orders and their completion dates.

Improvements: Facilities and Safety

Facilities Operations

Results:

- Achieved 98% or greater completion of life safety priority 2 inspections the last two months of FY 2015–2016 and a total of four months of FY 2016.

Action taken or strategy implemented:

- Established a third shift to perform required inspections during non-business hours allowing the technicians access to the systems without interrupting the university operations.
- Performed baselining effort of the life safety systems by tagging all the required system equipment properly to readily identify the equipment as a part of the life safety system.
- Created inventory sheets of all equipment for reference with a map of the facility for technician use during inspections.

Improvements: Facilities and Safety

Facilities Operations

Improvement: FY 2014–2015 had a target of 95% completion, which was not met. Facilities Operations management worked with the technicians to identify the obstacles in meeting this outcome to develop the plan to address them. Obstacles included access to all the equipment during the inspection, proper labeling, and mapping the equipment for reference. These actions resulted in achievement of our 98% target.

Improvements: Facilities and Safety

Resource Management

Assessment method: Provide increased customer service to the stake holders that we serve through customer training and labor efficiencies within IT. Reduce the number of customer IT trouble service tickets by 5%.

Results:

- There were 155 fewer trouble tickets compared to FY 2014–2015, a decrease of 35%.

Improvements: Facilities and Safety

Resource Management

Action taken or strategy implemented:

- Categorized and calculated IT service tickets by type: Trouble ticket or Change Management ticket.
Trouble-type service requests were reviewed on a monthly basis; common problems were assessed as part of the change review procedure to reduce the customer's need to initiate IT service tickets.
- IT Informational bulletins/self-help guides were produced based on IT service ticket trends to resolve existing problems or anticipate future computing issues.
- Hardware and software standards and templates were developed, and pricing structures were procured with vendors via the UCF Computer Store.

Improvements: Facilities and Safety

Resource Management

Action taken or strategy implemented:

- Designed a product life cycle model for types of devices, and advised departments about future hardware needs.
- Implemented an SOP for departments to order devices and have them configured.
- Performed a software inventory to ensure standardization across the desktop environment.
- **Improvement:** By replacing old hardware and providing security awareness information, there were 155 fewer trouble tickets compared to FY 2014–2015, a decrease of 35%.

Improvements: Administration and Finance

Human Resources

Assessment method: Collected and analyzed data on 2,325 Electronic Personnel Action Forms (ePAF) to reduce the number of late hire ePAFs creating late employee paychecks.

Results: Exceeded target with a 4.1% decrease during cycle and 8.65% decrease for a three-year assessment period.

Improvements: Administration and Finance

Human Resources

Action taken or strategy implemented:

Developed targeted training with specific colleges and departments.

Improvement:

Improved efficiency of the ePAF process, met I-9 deadlines, and improved customer service to hiring officials and new university employees by reducing the number of late paychecks.

Improvements: Administration and Finance

Finance & Accounting

Assessment method: Integrate the Oracle PeopleSoft General Ledger Standard Budget Ledger component into the university's existing UCF Financials system by June 2015 to automate the budget review and upload process. The SBL project has several well-defined goals:

- Increased visibility and access to transparent and uniform budget data
- Providing standardized budget data and reporting to university decision-makers
- Implementing university-wide standard budget tracking
- Transitioning from shared spreadsheets to budgeting online
- Providing improved monitoring and reporting capabilities
- Providing a bridge to an enterprise-level budgeting and planning tool

Improvements: Administration and Finance

Finance & Accounting

Results: The Standard Budget Ledger (SBL) was successfully implemented in April 2015.

Action taken or strategy implemented:

The Financials Services Support team implemented the SBL, along with multiple workshops and training sessions targeted towards Financials users in order to introduce and familiarize users with the tools available in the SBL.

Improvement:

With the implementation of the SBL, the project developed six standardized budget reports that meet the goals of providing transparent and uniform budget data to university decision-makers.

Improvements: Administration and Finance

Purchasing Department

Assessment method: Training sessions with various university departments.

Results: Better understanding of the policies, procedures, and processes. Following the training, one department decreased unauthorized purchases from 41 to three.

Action taken or strategy implemented: During the training sessions, Purchasing highlighted some deficiencies and gaps in university departments internal purchasing processes.

Improvement: Training provided better understanding of the procurement processes/procedures to help facilitate quick and cost effective buying. Additionally, there is a reduced liability to the university.

Improvements: College of Sciences

Communication M.A.

Assessment method: 90% of students will demonstrate ability to explain, critique, and apply appropriate research methods by meeting at least 6 of 8 rubric items on the quantitative research methods portion of a comprehensive exam.

Results:

| Year | Count | Percent Scored Satisfactory or Above |
|---------|-------|--------------------------------------|
| 2012-13 | 9/15 | 60% |
| 2013-14 | 8/15 | 53% |
| 2014-15 | 16/18 | 89% |

Improvements: College of Sciences

Communication M.A.

Action taken or strategy implemented:

Require students to pass the quantitative methods course with a B– or better (previously a C was acceptable). Require students to pass all 3 comprehensive exams to graduate (previously 2 of 3 was acceptable). Faculty developed more congruent curriculum across sections and introduced optional study sessions.

Improvement: Since changes were implemented there was an overall improvement of 29%. In the first year there was a slight dip (a difference of 1 student) as students and faculty settled into the changes, but in the second year we saw great improvement as all students were now held to the new standards and the new curriculum and study sessions took hold.

Improvements: College of Sciences

Political Science M.A.

Assessment method: 80% of students will demonstrate proficiency in evaluating and critiquing research.

Measure: Part I of a comprehensive exam will be evaluated using a 5 area rubric each worth 4 points. A score of 12/20 or above will demonstrate proficiency.

Results:

| Year | Count | Percent of Students Rated Proficient |
|---------|-------|--------------------------------------|
| 2011-12 | 29/41 | 71% |
| 2012-13 | 13/16 | 81% |
| 2013-14 | 6/8 | 75% |
| 2014-15 | 13/13 | 100% |

Improvements: College of Sciences

Political Science M.A.

Action taken or strategy implemented:

- Following 2011–12, the format of the exam was changed to focus more on methodology.
- New graduate students were assigned to a faculty mentor.
- A new course “Conduct & Political Inquiry” addressing research design and methods was designed and scheduled to begin in 2013–14.

Improvement: In the 3 year period in which strategies were implemented there was an overall improvement of 29%. While there was a slight decline in 2013–14 the results were still an improvement over 2011–12, and it can be attributed to smaller sample size and the fact that not all students had experienced the new course.