2008-2009 Annual Report Institutional Effectiveness Assessment

August 3, 2009

Overview

- Institutional Effectiveness (IE) assessment process
- Key historical and future milestones
- The 2008-2009 cycle
  - 2007-2008 results
  - Implemented and planned changes
- Assessment coordinators' stories
- UAC observations of IE assessment
- Benefits of IE assessment
- Strategic planning

UCF's Integrated Approach to Institutional Effectiveness

Linkages

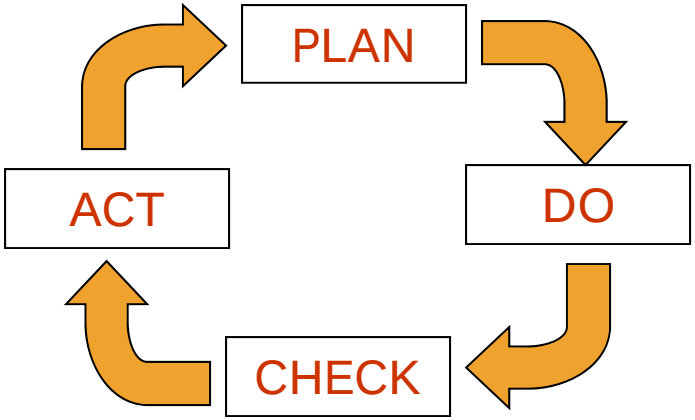
- Share information
- Inform budget process

Differences

- Different cycles
- Additional data elements
- Different purposes
  - Continuous improvement
  - Evaluation
  - Planning

Program and Unit Assessment

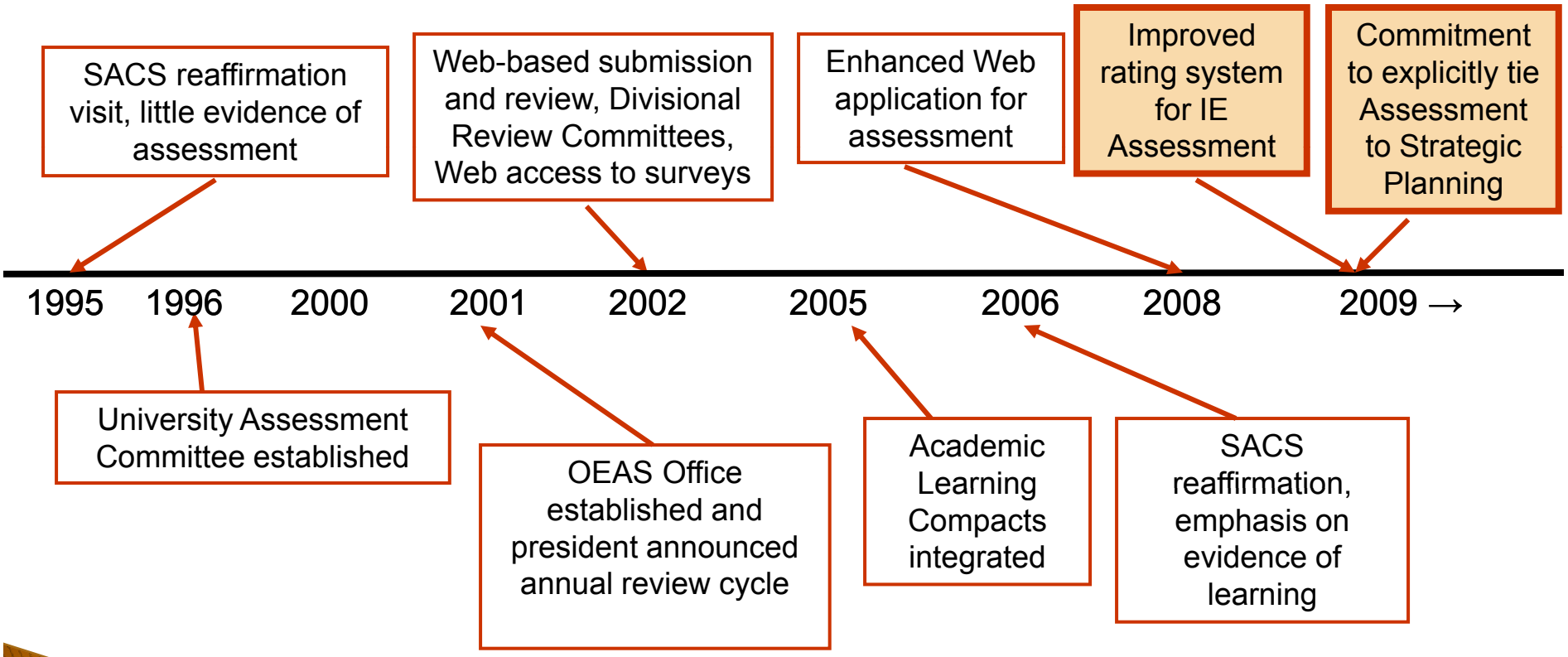
- Formative evaluation process designed to support continuous quality improvement
- Closing the loop



- Focused on improving
  - Student learning
  - Student development
  - Services and operations

Shewart, 1939

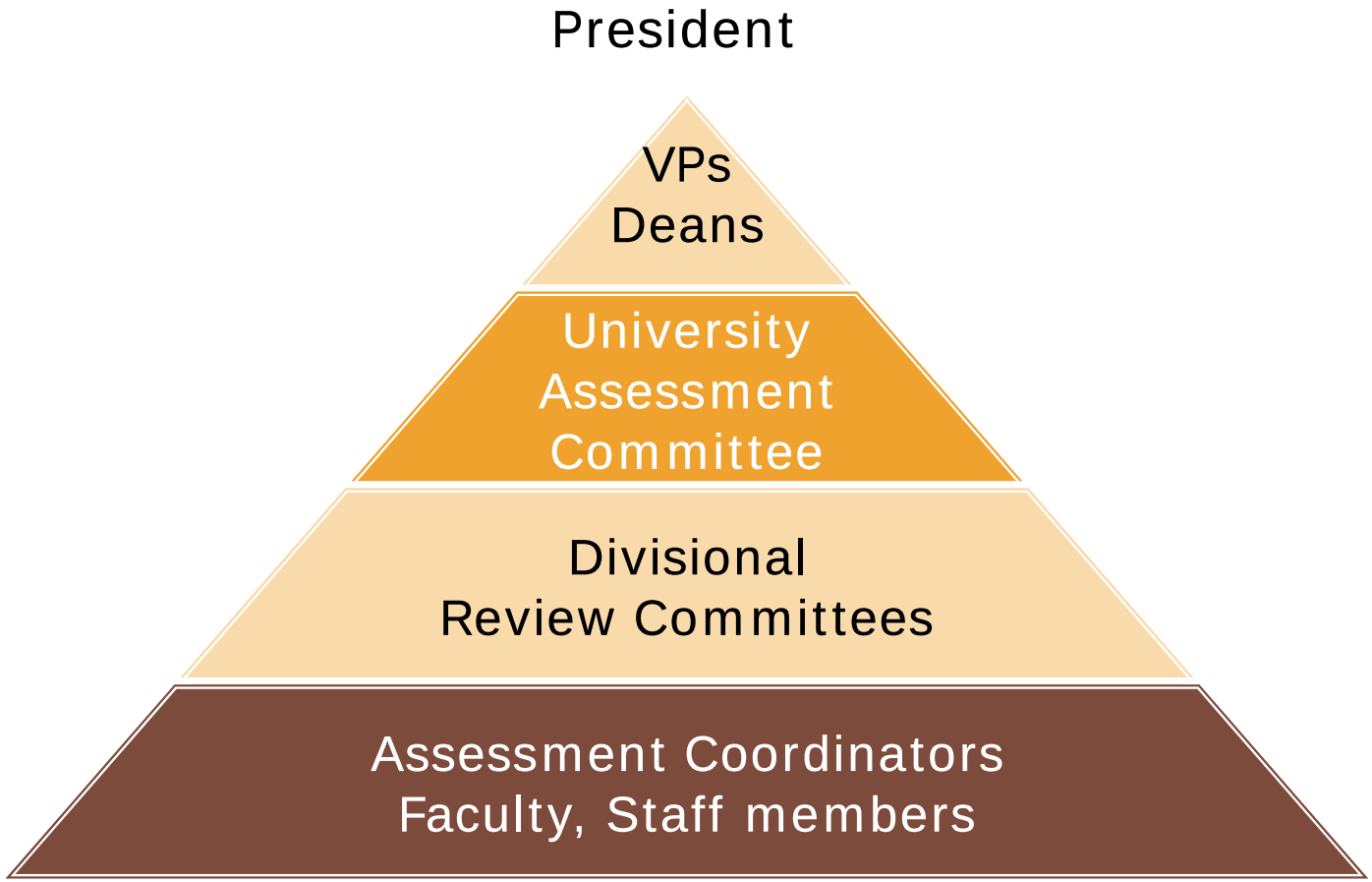
Key Historical and Future Assessment Milestones



Goals for 2009-2010

- Improved rating system for IE assessment
  - Clearly communicate expectations
  - Facilitate self-evaluation
  - Improve accuracy and consistency in evaluating the IE assessment process
  - Drive quality improvement
- Commitment to explicitly tie IE assessment to strategic planning
  - Strengthen the role of IE assessment in supporting UCF's Strategic Plan
  - Enhance the value of assessment and strategic planning

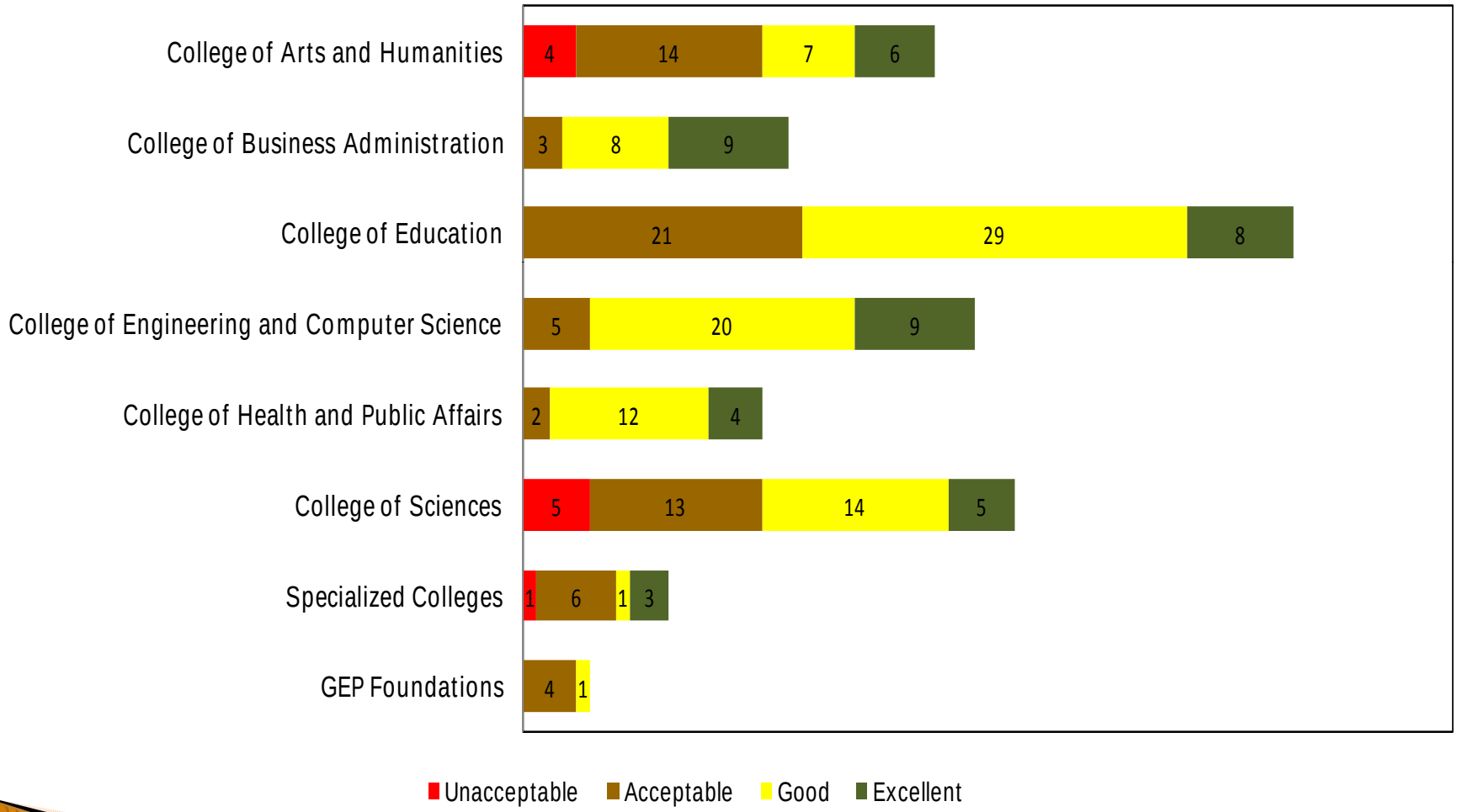
UCF Institutional Effectiveness Assessment Process



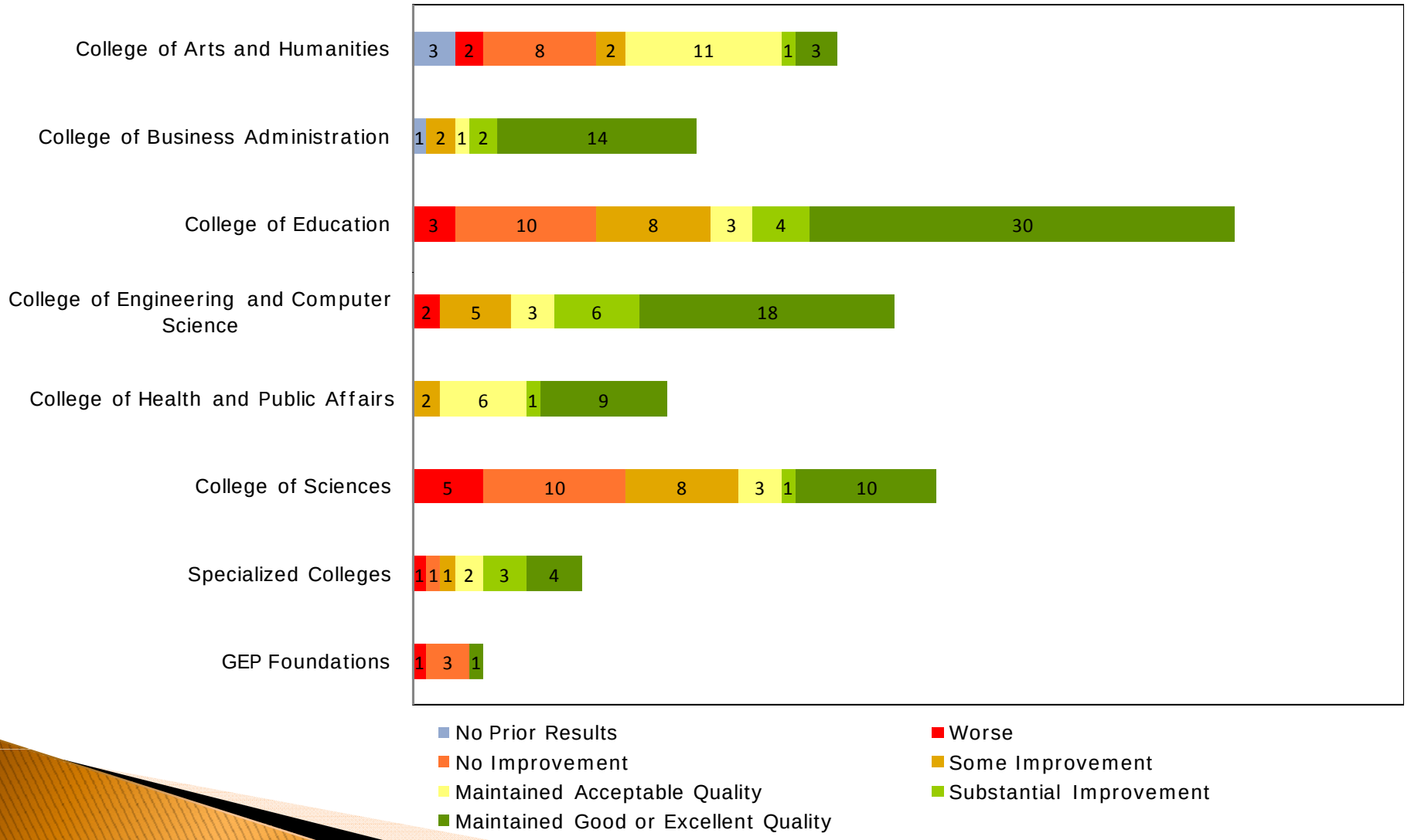
Acknowledgements

- Assessment coordinators, faculty and staff members
- Divisional Review Committee members
- University Assessment Committee
- Operational Excellence and Assessment Support staff members
- UCF team members

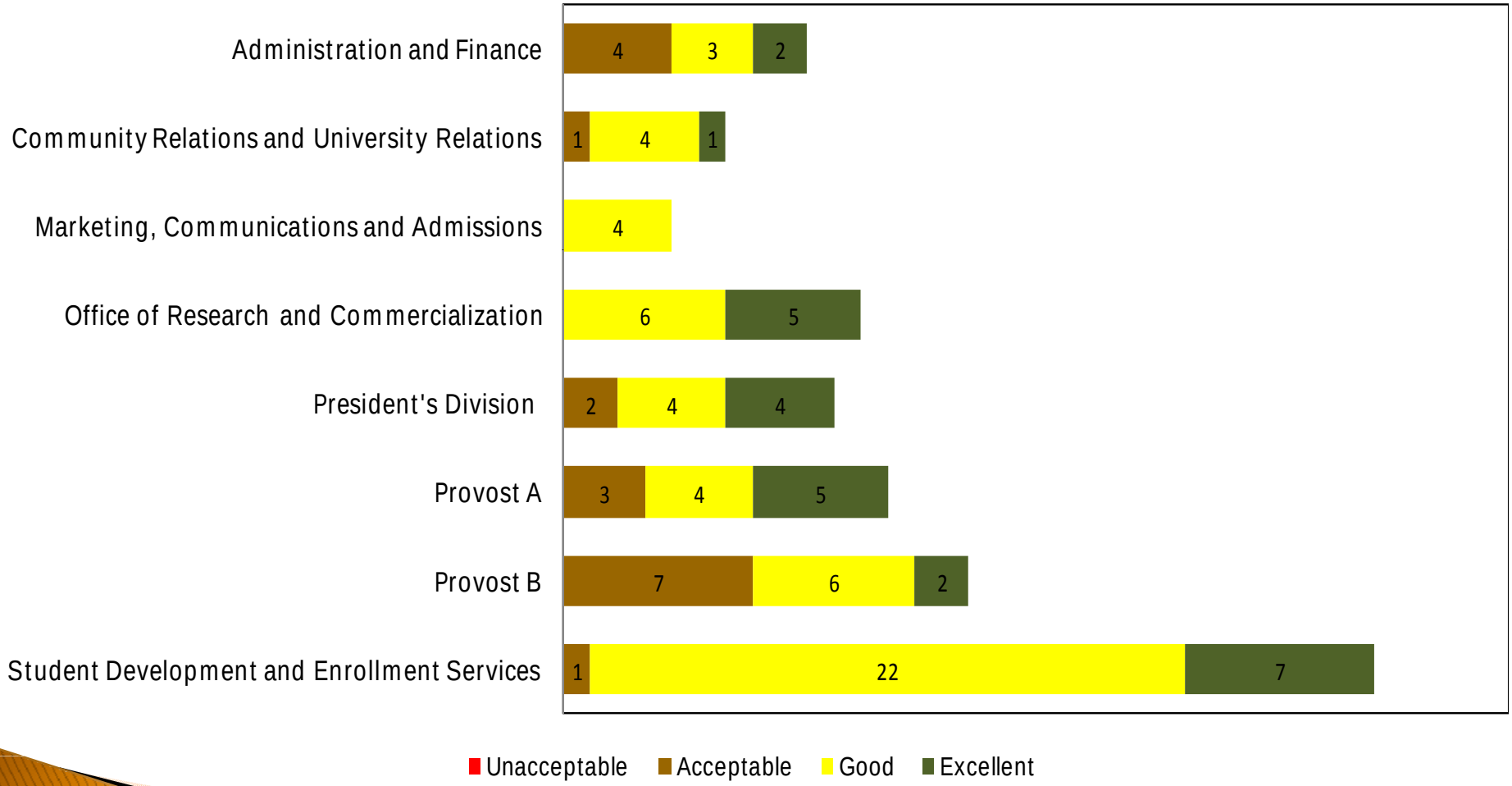
DRC Rating of 2007-2008 Academic Assessment Results



DRC Comparison of 2007-2008 Academic Assessment Results to 2006-2007



DRC Rating of 2007-2008 Administrative Assessment Results



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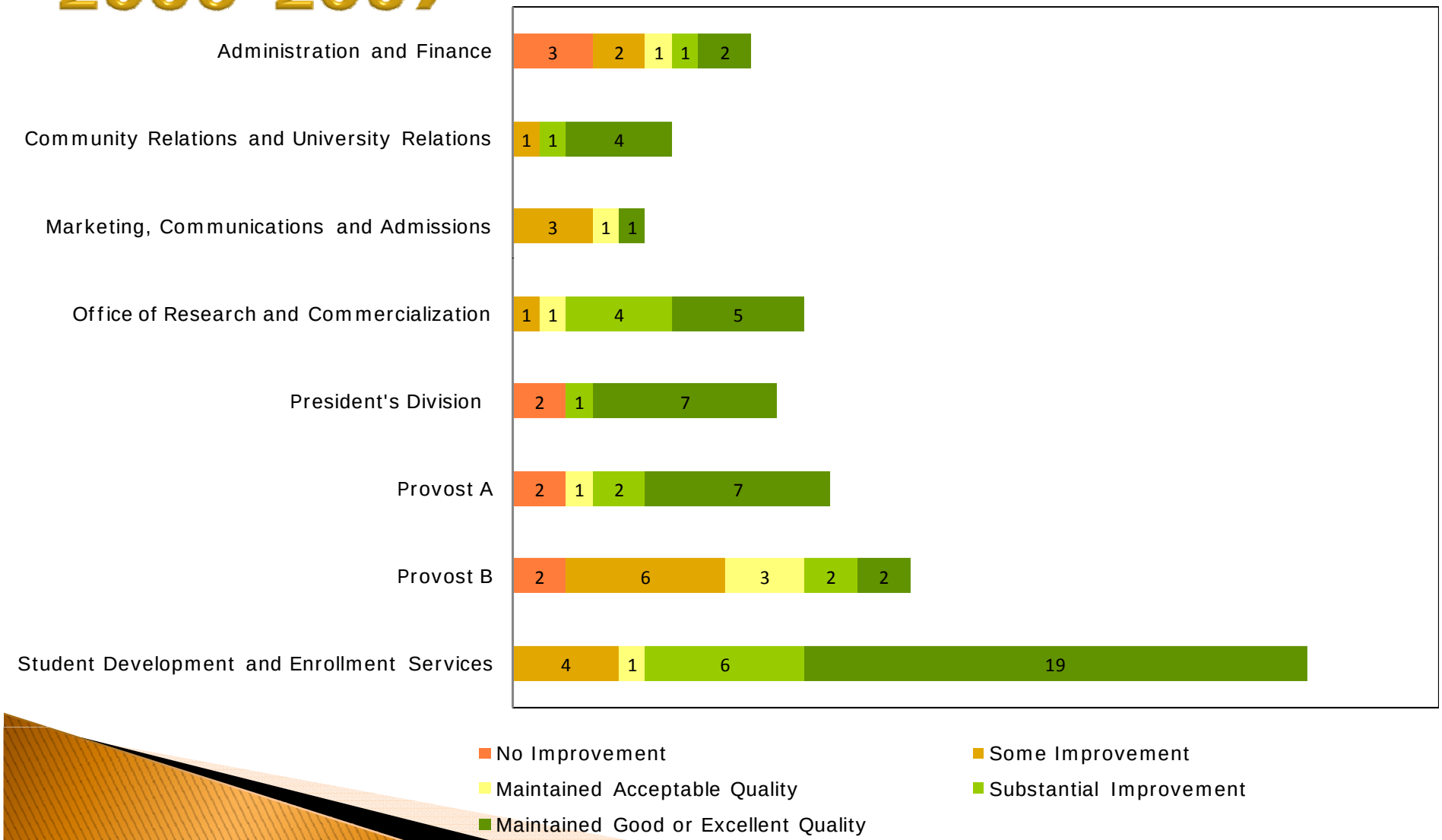

Planned and Implemented Changes

Academic Programs

- Changes to curriculum - 27%
- Changes to academic process - 35%
- Changes to assessment plan - 38%

Administrative Units

- Changes to operation - 55%
- Changes to assessment plan - 45%

Success Stories

- Administrative unit
  - Office of the Provost and Executive VP
    - Assessment coordinator: Ms. Heidi Watt
- Academic program
  - Master of Arts in Counselor Education – Mental Health Track
    - Assessment coordinator: Dr. K. Dayle Jones

Provost's Office Assessment Process

- Collaborative plan development and results review
  - Provost Hickey
  - Faculty Affairs
  - Vice Provost Schell
  - Provost's staff
- Collect and analyze results against targets and benchmarks
- Implications of findings are examined and discussed

Provost's Office
Value of IE Assessment

- Modification of service delivery
  - Dean's, director's and chair's workshop format
- New initiatives
  - University-wide Faculty Mentoring Program
    - Need for university-wide program
    - Important for institutional advancement and faculty retention
    - Academic Affairs to support initiative
    - Colleges best situated to develop, implement and oversee programs

College of Education
M.A. Program in Mental Health Counseling

- IE development
- Outcomes: knowledge, counseling skills, attitudes
- Measures
  - Counselor Preparation Competency Exam (CPCE)
  - Counseling Competencies Scale (CCS)
  - Graduating Graduate Student Survey
  - Portfolio
  - Internal Final Evaluation
- Process
  - Formative evaluation
  - Continuous process

College of Education
M.A. Program in Mental Health Counseling

- Exam results
  - Counselor Preparation Competency Exam
  - Counseling Competencies Scale
- Action taken
  - Modified frequency of course offerings
  - Revised course sequence
  - Revised data collection process
- Improvement
  - Improved scores on CPCE
  - Improved scores on CCS

UAC Observations of IE Assessment

- Actions of Divisional Review Committee chairs drive process improvement
  - Raised bar on quality standards
    - Promoted mentoring relationships
    - Improved rating scale and rubric
    - Involved more faculty and staff members
- Individual consultations by FCTL and OEAS
- IE assessment web application enhancements
- Measureable overall improvement in UCF's assessment process

Benefits of IE Assessment for UCF

- Promotes integration of assessment into academic and operational functions
  - Success stories and posters
- Fosters and documents improvements in student learning and operational outcomes for
  - Assessment
  - Accreditation
  - Accountability – academic learning compacts
- Measures progress toward meeting strategic planning goals
- National and international prominence

UCF's Integrated Approach to Strategic Planning