Institutional Effectiveness Quality Improvements
Success Stories

September 18, 2015

Improvements: College of Engineering & Computer Science

Center for Advanced Turbomachinery & Energy Research (CATER)

Assessment method: Provide unique hands-on training and practical experience to CATER undergraduate students.

Measure: A minimum of 10 (stretch target from 5 the previous year) peer-reviewed conference papers authored or coauthored by undergraduate research assistants (URA).

Improvements: College of Engineering & Computer Science

Center for Advanced Turbomachinery & Energy Research (CATER)

Results: Number of papers

2012-13	2013-14	2014-15
3	10	13

Action Taken or Strategy implemented: (1) Better mentoring process of URAs by CATER faculty and graduate students. (2) STREET has increased publication awareness among URAs through their periodic meetings. STREET (Students for Training, Research, and Education in Energy and Turbines) is a student organization formed in 2012-13. One of the purposes of STREET is to help CATER organize fund-raising activities for conference attendance and to provide peer review of each member's papers.

Improvement: The number of authored/coauthored conference papers with URAs more than quadrupled between 2012-13 & 2014-15.

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Improvements: College of Health and Public Affairs

Doctor of Physical Therapy Program

Assessment method: DPT graduates will display evidence of commitment to life-long learning.

Measure: Fifty percent (50%) of graduates will submit their works from their capstone research projects at local, regional, state, or national conferences or for publication in peer reviewed professional journals within one year after graduation.

Results: Target not met. 42% (14 of 33 students) of UCF DPT graduates submitted their works on their capstone research projects for professional presentation or publication in peer-reviewed journals within 6 months of graduation.

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Improvements: College of Health and Public Affairs

Doctor of Physical Therapy Program

Action Taken or Strategy implemented:

Research Capstone process revised utilizing the following strategies:

- Enhanced communication between the Capstone Director, Faculty Advisors, and DPT students
- Formal documentation of required activities to be completed throughout the 8 semesters that the students are working on their capstone research
  - Includes expectations in a year-round timeline both during and outside of research courses

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Improvements: College of Health and Public Affairs

Doctor of Physical Therapy Program

Action Taken or Strategy implemented:

Research Capstone process revised:

➤ Process was initiated in AY 12-13, which resulted in the current data.

➤ Program revised the timeline and expectations in AY 13-14, and improvement is reflected hereafter.

Improvement:

Target met. 59% (19 of 32) of graduates submitted their works from their capstone research projects at local, regional, state, or national conferences or for publication in peer reviewed professional journals within one year after graduation.

__** All of these works were accepted for presentation &/or published in peer-reviewed formats**__

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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 2012-13, the Ombuds Office identified an issue with student homelessness and devoted a measure in 2013-14 to focus on the development and implementation of a process to address the issue of the Homeless Student Tuition Waiver.

Improvements: President's Division
Ombuds Office

Results:

- A Homeless Student Committee was established that screens the applicants and makes recommendations of assistance.
- A new process was developed which involves assessing the student's eligibility, as well as connecting them to other resources.
- This process also includes appropriate follow up with the applicants and access to comprehensive information through a website.

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Improvements: President's Division

Ombuds Office

Action taken or strategy implemented: The Ombuds Officer informally surfaced the systemic issue to the Office of Student Rights and Responsibilities and Student Account Services. This enabled both areas to collaborate in the development and implementation of a fair and consistent process.

Improvement: As of April 2014, this new process at the university resulted in 11 tuition waiver awards to homeless students. In addition, applicants are also provided with other resources to assist them with succeeding during their time at UCF.

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Improvements: President's Division

University Compliance, Ethics, and Risk

Assessment method: Launched a survey to all faculty, postdoctoral associates, and executive service personnel who are required to annually disclose outside activities and potential conflicts of interest or commitment using the online disclosure form AA-21. The purpose of the survey was to evaluate the level of satisfaction with the existing process and to find areas of improvement that would facilitate 100% compliance with the annual disclosure requirement going forward. The survey was available from March 10 to April 4, 2014. Email invitations were sent to 1,730 UCF personnel to participate, of which 338 responded (19.5% response rate).

Improvements: President's Division

University Compliance, Ethics, and Risk

Results:

- Although many respondents rated themselves positively in understanding the purpose behind the annual conflict of interest reporting process and what defines a conflict of interest, 31% (80) missed at least one conflict of interest objective and 27% (69) missed at least one example of a conflict of interest when presented with a list of choices.

- The improvement objective ranked most important by reviewers was "Revising the questions in the disclosure form to improve understanding for the discloser and aid the reviewer" with a 49% endorsement.

- Open-ended survey comments supported the language revisions on the disclosure form, and revealed additional improvement areas such as enhancing system functionality, streamlining the review and approval process, and compliance enforcement.

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Improvements: President's Division
University Compliance, Ethics, and Risk

Action taken or strategy implemented:

➢ System improvements and changes to the questions in the AA-21 were completed for implementation prior to the 2014-15 academic reporting period.

➢ Initiated a number of actions to bring UCF employees into compliance with the 2013-14 reporting period. As a result of these efforts, the number of outstanding disclosures dropped to 8 (from 63) and disclosures pending review went down to 39 (from 432).

➢ Awareness and training:

✓ Conducted a joint workshop with the Office of Research and Commercialization Ethics and Compliance team for faculty interested in learning more about the conflict of interest and commitment reporting process.

✓ Issued a joint communication with the Office of the General Counsel to all faculty and staff to remind them of the standards of conduct and reporting responsibilities under Florida ethics laws.

Improvements: President's Division

University Compliance, Ethics, and Risk

Action taken or strategy implemented (continued):

Awareness and training:

Developed a communication plan for the 2014-15 reporting period, including additional guidance, and training, as well as a plan to address consequences for non-compliance.

Improvement:

The office expects a significant improvement to the number of individuals submitting and reviewing online disclosures within the required deadline in the 2014-15 academic reporting period (Submission within 30 days, reviews conducted within 60 days).

UCF

Improvements: Administration and Finance

Office of Emergency Management

Assessment method: OEM will participate in training and exercises with the regional emergency management community from July 1, 2014 through June 30, 2015, in order to continue to strengthen the training and exercise program at UCF.

Measure: OEM will participate as players, evaluators, or facilitators in UCF, local, county, regional, and state exercises from July 1, 2014 through June 30, 2015. Our goal is to sustain our current exercise numbers, which measured at 24 during the 2013–2014 assessment period. We will collect and store copies of certificates or other exercise materials obtained from each exercise. Each exercise will include an After Action Report, detailing an improvement plan. OEM will note areas where a change to UCF operations were identified, and will track the progress of the improvements. As an additional benefit, UCF can use the lessons learned from our partner's exercises to make improvements to our own plans, processes, and procedures.

Improvements: Administration and Finance

Office of Emergency Management

Results:

➤ On March 12, 2015 OEM hosted the annual regional full scale exercise at the UCF Main campus. The exercise evaluated Regional capabilities against the backdrop of chemical and small arms attacks, while sending almost 500 live patients to local hospitals. Responders on scene encountered another 200 victims of the two separate attacks who required a combination of triage, decontamination, and air evacuation.

➤ Incident Command expanded into Unified Command, and coordinated every aspect of the response including integration of live air assets and real-time intelligence.

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Improvements: Administration and Finance

Office of Emergency Management

Results:

➢ The UCF Emergency Operations Center supported all operations and ran several of its own.

➢ Local hospitals managed their constant load of real-world patients that sees them at capacity nearly full-time, while each managed to surge and decontaminate their exercise patients while conducting security, intelligence, and command and control operation

➢ The Central Florida Disaster Medical Coalition conducted Volunteer Management for the hospital victims and coordinated for their transportation.

UCF

Improvements: Administration and Finance

Office of Emergency Management

Results:

➢ Partners from the community (Burger King, Dunkin Donuts, Salvation Army, and Northland Church) ensured that all participants were fed and hydrated with the help of the UCF Campus Emergency Response Team (CERT) who delivered the meals to the various locations around UCF where the exercise took place.

➢ Despite real-world threats to response personnel that necessitated non-standard weapons safety procedures, victim screening, EOD and K9 sweeps of exercise areas, and perimeter security for the exercise separate from play, there were no injuries or damage to equipment or facilities.

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Improvements: Administration and Finance

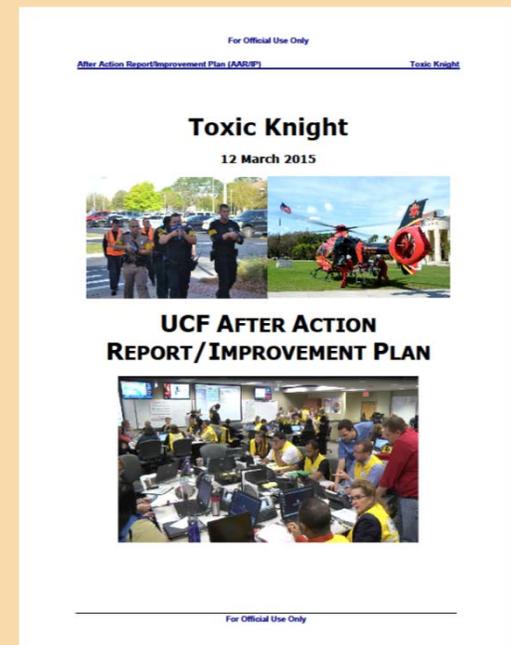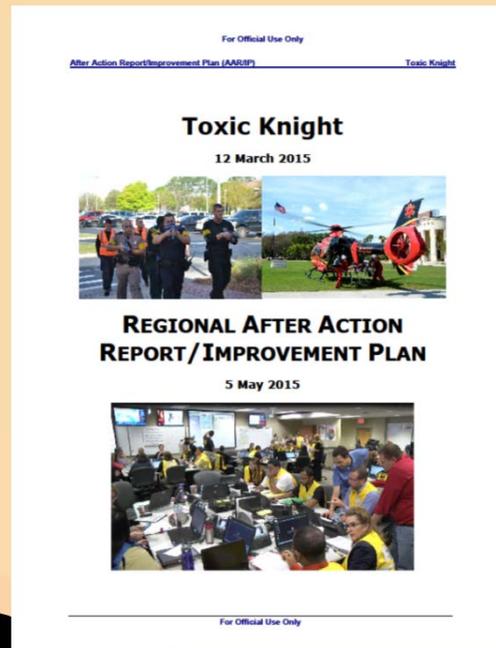## *Office of Emergency Management*

Action taken or strategy implemented:

➢ As part of the ongoing multi-year training and exercise program, a series of progressively complex exercises both at UCF and the surrounding communities enabled UCF OEM to design and host the largest full-scale exercise ever held in Central Florida. Over a year of planning with internal and external partners resulted in an exercise with value to UCF and the region across a variety of disciplines.

➢ 13 objectives were evaluated against a series of tasks and outcomes in order to establish areas of success or improvement. A specific action plan created for each task details the agency and individual responsible for the task.

UCF

Improvements: Administration and Finance

Office of Emergency Management

Improvement: As a direct result of the exercise planning process and execution, units throughout UCF identified areas for improvement and initiated or completed them. OEM published two formal After Action Reports; one for the region, and one specific to UCF. These reports are the basis for the improvements initiated to make both the Region and UCF more resilient.

For Official Use Only

After Action Report/Improvement Plan (AAR/IP)   Toxic Knight

Toxic Knight
12 March 2015

REGIONAL AFTER ACTION REPORT/IMPROVEMENT PLAN

5 May 2015

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For Official Use Only

After Action Report/Improvement Plan (AAR/IP)   Toxic Knight

Toxic Knight
12 March 2015

UCF AFTER ACTION REPORT/IMPROVEMENT PLAN

For Official Use Only

Improvements: Administration and Finance

Business Services

Assessment method: Expand our relationships with the surrounding Central Florida community to assist in increasing revenues and engagement (use of services). Participate in wedding venue shows and measure quantity of qualified leads meeting set criteria using data tracking.

Results: More qualified leads were obtained with a lower proportionate increase in our show participation. The Live Oak Event Center attended 2 bridal shows, resulting in 61 (11 over target) firm connections, 18 (8 over target) site inquiries and 6 bookings. Total revenue to date resulting from the shows was $7,027 compared to $6,217 in prior year.

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Improvements: Administration and Finance

Business Services

Action taken or strategy implemented:

One additional wedding show was attended over the prior year to increase exposure of our event venue, and a TV was added to the booth to draw attention and visually sell the venue.

Improvement:

Results showed that attending wedding shows was an effective way to grow qualified leads and revenue for the Live Oak Event Center.

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: College of Sciences

Clinical Psychology M.A.

Assessment method: Graduates of the program will be highly knowledgeable in the eight content areas and work behaviors required by the State of Florida licensing board for Licensed Mental Health Counselors.

Measure: Students complete the Counselor Preparation Comprehensive Examination. UCF students average score will be at or above one-half standard deviation above the national average in the area of Research and Program Evaluation.

Results:

Year	Nat. Avg.	½ Std. Dev.	Target	UCF N	UCF Avg.
2012–13	10.49	1.44	11.93	14	12.93
2013–14	11.44	1.47	12.91	16	13.62

UCF

Improvements: College of Sciences

Clinical Psychology M.A.

Action taken or strategy implemented:
Faculty have undertaken a review of syllabi as a group to ensure appropriate content in breadth and depth, with particular focus on the areas where student performance warranted improvement.

Improvement: The target was met in the first year. But with a target dependent on national scores and an exam that changes with industry standards, continuous efforts to improve are a must for this measure. Reviewing course syllabi and making appropriate adjustments resulted in improvement.

Improvements: College of Sciences

Statistics B.S.

Assessment method: Students will convert raw data into a form which lends itself to statistical investigation.

Measure: It is expected that all statistics majors will score at least 75% on the conversion of raw data as measured by embedded questions in exams and assignments in STA 4102 (Computer Processing of Statistical Data).

Results:

Year	Low	High	Mean	Median	Notes
2012–13	75%	96%	81.5%	80%	12/12 (100%) scored at least 75%
2013–14	77%	100%	96%	95%	24/24 (100%) scored at least 75%

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Improvements: College of Sciences

Statistics B.S.

Action taken or strategy implemented:
Introduction of a new text book to provide better examples and practice problems. Changed course to computer lab style course for better hands-on training.

Improvement: The target was met and at 100% in both years, but implemented changes allowed for maintained success and with twice as many students as the previous year. While there was no room to improve in relation to the main target, improvement was made in all the sub-score areas. Low score improved by 2%; High score by 4%; Mean by 14.5%; Median by 15%.

Improvements: *College of Education & Human Performance*
Sport and Exercise Science B.S.

Assessment method: 80% of the students enrolled in PET 4901, Capstone, will earn 80% or greater on the 2013/2014 Comprehensive Examination which will be administered at the conclusion of the term.

Results and Action taken or strategy implemented:

Year	Results	Action or Strategy Taken
2011−12	32.29%	Revise exam, introduce course shepherds, increase course consistency
2012−13	50.00%	Verify content validity
2013−14	50.29%	Add core course, revise course sequence, add questions related to other SES tracks

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Improvements: College of Education & Human Performance

Sport and Exercise Science B.S.
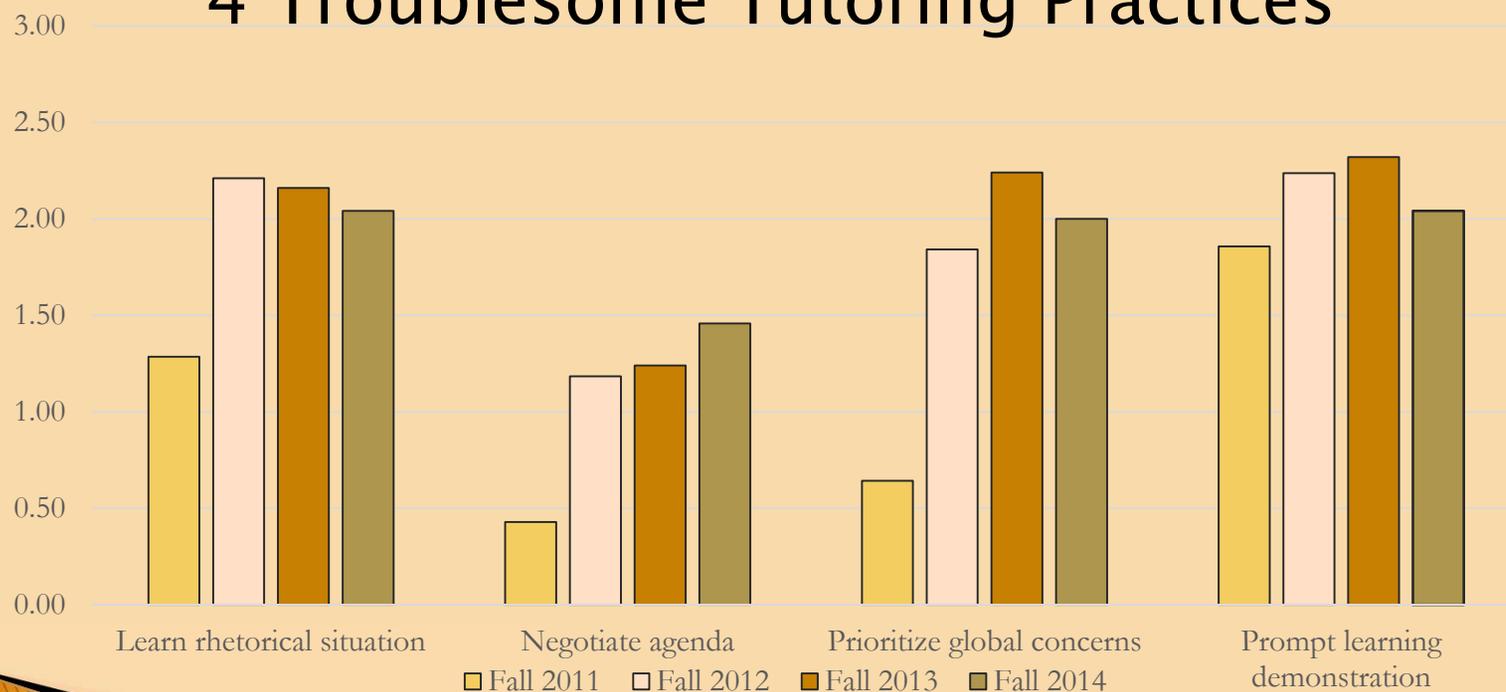
Improvement

Percentage of students earning an 80% or better on the comprehensive exam will continue to increase incrementally as a result of the program changes already made as well as the proposed program changes that are scheduled for implementation.

Improvements: College of Arts and Humanities

University Writing Center

Assessment method: Direct observations of tutoring, using a rubric of "20 valued practices."

Results: Improvements over time in 4 focal practices.

4 Troublesome Tutoring Practices

Bar chart showing values from 0.00 to 3.00 across four practices: Learn rhetorical situation, Negotiate agenda, Prioritize global concerns, Prompt learning demonstration. Legend: Fall 2011, Fall 2012, Fall 2013, Fall 2014.

Improvements: College of Arts and Humanities

University Writing Center

Action taken or strategy implemented:

➢ Revisions to ENC 4275/5276: Theory & Practice of Tutoring Writing to target troublesome tutoring practices for novices.

➢ Revisions to weekly training and professional development curriculum for experienced tutors.

➢ Series of student–led inquiry projects to research and implement valued practices in tutoring writing.

➢ Writing Center assessment research for conference presentations and scholarly publication.

UCF

Improvements: College of Optics and Photonics

Optics and Photonics Ph.D.

Assessment method: Students will be able to demonstrate a broad knowledge of Optics and Photonics.
Measure: The Qualifying exam committee report should indicate that at least 70% of students taking the PhD qualifying exam have passed at the first attempt.

Results: 88% passed (Not very informative).

Action taken or strategy implemented: Measure added: The Qualifying exam committee report now indicates if the passing students showed competence in at least 5 of the 6 areas of the PhD core.

UCF

Improvements: College of Optics and Photonics

Optics and Photonics Ph.D.

Results: (12/13) 92% passed with 5 areas.

Improvement:
 The areas of weakness within the 6 content areas, to a greater degree, have been identified and targeted.

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