



University of Central Florida

# Quality Improvements Through Institutional Effectiveness

Annual Report  
July 6, 2005





# Examples of Quality Improvements

## College of Arts and Sciences

### ■ Sociology, B.A.

- **Assessment method:** exit exam and poster presentations at research symposium
- **Results:** students not as strong as desired in using theory and research methods
- **Action taken:** introduced more data analysis modules into courses taken before methods and statistics course
- **Improvement:** expect student work in theory and research methods to improve





# Examples of Quality Improvements

## College of Arts and Sciences

### ■ Humanities, B.A.

- **Assessment method:** senior portfolios
- **Results:** students' performance in critical discussion and thesis development below what faculty would like
- **Actions taken:**
  1. new first year course, *Encountering the Humanities*
  2. new senior course, *Humanities Research Seminar*
- **Improvement:** expect to ascertain entry skills and growth in these areas





# Examples of Quality Improvements

## College of Arts and Sciences

### ■ Theatre, B.A.

- **Assessment method:** measures of performance that do not assess all students on important dimensions
- **Results:** faculty rethought mission of B.A. in a performing arts department
- **Action taken:** faculty redesigned student learning outcomes
- **Improvement:** new assessment methods critical to evaluate consequences





# Examples of Quality Improvements College of Arts and Sciences

## ■ Clinical Psychology, Ph.D.

- **Assessment method:** competencies at end of program
- **Results:** need to develop accurate assessment of key competencies
- **Action taken:** faculty established benchmarks at many points in the program
- **Improvement:**
  1. 96% of students beyond the first year presented at conferences
  2. 100% of students beyond the first year co-authored research articles





# Examples of Quality Improvements College of Business Administration

- **All Academic Degree Programs 2004-2005:** program plans have all been examined for revision
  - **Assessment method:** new for each program, learning outcomes and assessment for outcomes have been integrated within existing courses, either through examinations or class projects
  - **Results:** accurate assessment of student performance on AACSB competencies





# Examples of Quality Improvements College of Business Administration

## ■ All Academic Degree Programs 2004-2005:

*(continued)*

- **Action taken:** curriculum and assessment mapping of competencies for each program
- **Improvement:** AACSB outcomes can be accurately gauged for all students using improved system of assessment





# Examples of Quality Improvements

## College of Business Administration

### ■ Undergraduate Student Services

- **Assessment method:** Balanced Scorecard assessment technique employing goals and benchmarks of success, included:
  - student satisfaction surveys
  - analysis of student wait times and the number of students helped by peer advisors
  - analysis of the number of professional development opportunities offered, and employee rewards
- **Results:** areas for improvement of services identified





# Examples of Quality Improvements College of Business Administration

## ■ Undergraduate Student Services

### ■ Action taken:

1. advisors assigned to students by major
2. redesigned orientation presentations
3. redesigned business process
4. implemented weekly peer advising staff meetings
5. instituted Peer Advisor of the Month rewards program
6. advisors encouraged to attend professional development opportunities





# Examples of Quality Improvements College of Business Administration

## ■ Undergraduate Student Services

### ■ Improvements:

1. advisors-students are developing a sense of relationship and rapport
2. redesigned orientation presentations convey more relevant information to students and parents
3. streamline registration, decrease student wait times, and more readily identify PeopleSoft errors
4. facilitate training and disseminate information
- 5, 6. advisors and peer advisors are more engaged





# Examples of Quality Improvements College of Education

- **Social Science Education, B.S.**
- **English Language Arts Education, B.S.**
  - **Assessment method:**
    - student teaching evaluations by college coordinator, supervising teacher
    - student portfolio evaluations (based on state standards)
    - Florida Teacher Certification Examinations pass rates
    - hire and rehire data for program graduates
    - graduating senior survey; principals' survey





# Examples of Quality Improvements College of Education

- **Social Science Education, B.S. (*continued*)**
- **English Language Arts Education, B.S.**
  - **Results:**
    - need to structure course sequence
    - need to assign faculty to more than one program
  - **Actions taken:**
    - implemented prototype capstone seminar co-requisite to Internship II
    - established recommended 4-year course sequence, including revision of prerequisites sequence
    - revision of graduating senior survey items





# Examples of Quality Improvements College of Education

- **Social Science Education, B.S.**
- **English Language Arts Education, B.S. (*continued*)**
  - **Improvement:**
    - better use of faculty resources
    - assessment data linked to state standards for teacher education via program-specific survey questions on graduating senior survey





# Examples of Quality Improvements

## College of Engineering and Computer Science

### ■ Civil Engineering, B.S.

- **Assessment method:** tests and project integration
- **Results:** students not as strong as desirable on surveying and statics skills
- **Action taken:** new surveying curriculum developed with student learning outcomes, and appropriate assessments developed and integrated into curriculum
- **Improvement:** improved performance in surveying skills and in statics skills





# Examples of Quality Improvements

## College of Engineering and Computer Science

### ■ Mechanical Engineering, B.S.

- **Assessment method:** curriculum examination for Mechanical and Aerospace programs
- **Results:** students taking longer to graduate than planned
- **Actions taken:**
  1. streamline Mechanical and Aerospace curricula to have parallel course offerings & assessments developed and integrated into curriculum;
  2. require EML 3034 (Modeling & methods) as a prerequisite course for EML 4142 (Heat Transfer) & EML 4220 (Vibration)
- **Improvement:** improved numerical and computer skills in problem solving





# Examples of Quality Improvements

## College of Health and Public Affairs

### ■ Public Administration, B.A. and B.S.

- **Assessment method:** content analysis by review of core course syllabi
- **Results:** course content did not always align with core competencies
- **Action taken:** key faculty mapped core course objectives to program learning outcomes; ongoing revisions of syllabi and textbook selections
- **Improvement:** curriculum consistency across course sections and enhanced coverage of core competencies





# Examples of Quality Improvements College of Health and Public Affairs

## ■ Radiologic Sciences, B.S.

- **Assessment method:** Program Clinical Competency Evaluation
- **Results:** in AYs 02-03 and 03-04 greater failure rate in exam component testing adult chest and knee radiographic procedures
- **Action taken:** during radiographic procedures lab, increased amount of time and instructor supervision of students practicing patient positioning for chest and knee radiography
- **Improvement:** 100% pass rate in AY 04-05
- **Effect:** improved quality of radiographic examination; reduced radiation exposure for patients





# Examples of Quality Improvements College of Health and Public Affairs

## ■ Nursing, B.S.N.

- **Assessment method:** Assessment Technologies Institute (ATI) critical thinking exit exam
- **Results:** July 04 graduates scored a group mean of 71.7%, lower than the program type mean of 73%
- **Action taken:** increased use of critical thinking case studies in two core courses and clinicals; included graded critical thinking assignments
- **Improvement:** May 05 graduates earned group mean of 74.3%, above national and program type means





# Examples of Quality Improvements Burnett College of Biomedical Sciences

- **Molecular Biology and Microbiology, M.S.**
  - **Assessment method:** written comprehensive examination of basic concepts
  - **Results:** students not performing as expected in some basic concept areas
  - **Action taken:** required all students to take or audit new BMS core courses
  - **Improvement:** pass rate on comprehensive exam improved 40%





# Examples of Quality Improvements

## College of Optics and Photonics

- **Center for Research and Education in Optics & Lasers (CREOL):**
  - **Assessment method:** data collected and analyzed for number of research proposals and contracts, total dollars, number of patent disclosures, and number of partnership contracts with industry
  - **Results:** need for changes in resource allocation
  - **Actions taken:**
    - parameters used in faculty evaluations
    - additional staff resources provided for proposals, post-award contract management, and external development and marketing





# Examples of Quality Improvements College of Optics and Photonics

## ■ Center for Research and Education in Optics & Lasers (CREOL):

- Improvements (compared to FY2003-2004):
  - total contract awards of \$16.7M (\$12.6 M Federal, \$4.1 M Industry)
  - proposal submissions total value increased by over \$4M.
  - total number of industry contracts increased by 75%, counting the 24 FPCE Partnership Projects with 20 different companies
  - patent disclosures increased by 63%
  - averages per faculty member: exceeded objectives for research funding (199%), proposals (500%), and patents (129%)





# Examples of Quality Improvements

## Office of Research and Commercialization

### ■ Office of Technology Transfer

- **Assessment method:** survey of TT systems and processes
- **Results:** need for integrated database identified
- **Action taken:** developed integrated database to track technology disclosures, patents, license agreements, expenses, and revenues
- **Improvement:** more efficient, effective management of TT activities, including improved cost recovery from licensees; disclosures increased by 130% and license agreements by 83%





# Examples of Quality Improvements

## Office of Research and Commercialization

### ■ Institute for Simulation and Training

- **Assessment method:** student survey of awareness of modeling and simulation financial aid opportunities
- **Results:** found students were not aware of financial aid available in modeling and simulation
- **Action taken:** developed revised informational materials regarding financial aid developed for students
- **Improvement:** award of fellowships tripled and assistantships nearly doubled





# Examples of Quality Improvements President's Division

## ■ UCF Foundation, Inc.

- **Assessment method:** regular report review to monitor the accuracy of the donor database
- **Results:** data not as accurate as desirable
- **Action taken:** began scanning gift documentation for all transactions producing a complete set of documentation batches for the fiscal year
- **Improvement:** viable data has increased 24% over the previous year, with continuous improvement sought via process design and emphasis on quality control





# Examples of Quality Improvements President's Division

- **UCF Athletics Association, Inc.**
  - **Assessment method:** audit of Golden Knights Club membership data
  - **Results:** found membership could be increased if more effort could be directed
  - **Action taken:** restructured staff to include a director of Golden Knights Club
  - **Improvement:** membership numbers increased by 17% and donations increased 51% from previous year





# Examples of Quality Improvements President's Division

## ■ UCF Athletics Association, Inc.

- **Assessment method:** review of academic performance of student athletes
- **Results:** found lower academic performance than hoped
- **Action taken:** continue improving and strengthening support for academic resources for student athletes
- **Improvement:** 44.5% of UCF student athletes achieved a 3.0 or better in the classroom, qualifying them for the Athletics Director's Honor Roll





# Examples of Quality Improvements President's Division

## ■ University Audit

- **Assessment method:** internal survey assessing efficiency of electronic work papers
- **Results:** lower efficiency rating than hoped
- **Action taken:** conducted two paperless audits as trial study; plan to perform all future audits with electronic work papers
- **Improvement:** less auditor time required; reduced paper costs; faster, more efficient review process; more effective work paper format; and, shared file capabilities





# Examples of Quality Improvements President's Division

## ■ Diversity Initiatives

- **Assessment method:** pre- and post-assessment instruments of faculty participants in FCTL Summer Conference-Diversity Track
- **Results:** suggested refinements in program
- **Actions taken:**
  1. lecture and presentation time was decreased and project work time was increased
  2. the resource binder was tailored to focus on issues identified in faculty conference applications





# Examples of Quality Improvements President's Division

## ■ Diversity Initiatives

### ■ Actions taken: *(continued)*

3. community building and “self-work” experiences were added as core elements of the diversity track process
4. collaboration with other units providing faculty development experiences was encouraged
5. the university’s diversity course criteria and application were included in the diversity track resource binder





# Examples of Quality Improvements President's Division

## ■ Diversity Initiatives (*continued*)

- **Improvements:** overall increase of 44% for faculty perceived competence for diversity-related items and issues, with three items reflecting more than a 55% increase:
  1. the ability to create an assessment that is culturally responsive
  2. the ability to incorporate UCF diversity and other resources/services into course projects and activities and
  3. the ability to provide students/colleagues with resources and information on diversity content and pedagogy





# Examples of Quality Improvements President's Division

- **Diversity Initiatives** *(continued)*
  - **Improvements:**
    - satisfaction with diversity track sessions greater than 90%; courses across 5 colleges have been transformed;
    - networking and colleague collaboration were viewed as valuable components of the diversity track experience;
    - involvement in non-conference diversity track activities increased





# Examples of Quality Improvements President's Division

## ■ Equal Opportunity and Affirmative Action Programs

- **Assessment method:** unit director prepared an annual assessment of data collected from each faculty and A&P hiring action transmitted to the office for review
- **Action taken:** faculty and A&P hiring process has been re-designed four times in 10 years, with marked improvements in the EO/AA office's processing speed each time
- **Improvement:** processing time in EO/AA has decreased from 3.0 days before institutional effectiveness to 1.3 days in 2004-05 (annual averages)- this was accomplished in the face of a 200% increase in recorded hiring actions documented from 1999-2005





# Student Development and Enrollment Services

## ■ Student Academic Resource Center

### ■ Assessment method:

- end of Term Grades for FTIC's in CHM 2045; SPSS analysis
- Tutor Trac records

### ■ Results:

- FTIC Chemistry students not performing as well as desired
- students not aware of or using tutoring available





# Student Development and Enrollment Services

## ■ Student Academic Resource Center

### ■ Actions taken:

- collaborated with Chemistry department for support of future assessment
- Chemistry placement exam was developed
- message was added to PeopleSoft system alerting students that tutoring is available for CHM 2045
- tutoring support for CHM 1020 and 1032 was added to help prepare students for upper level Chemistry courses





# Student Development and Enrollment Services

## ■ Student Academic Resource Center

### ■ Improvements:

- 76% increase in the number of students who utilized tutoring for Chemistry 2045 academic year 2004-2005 verses year 2003-2004
- over 4000 students (duplicated count) have taken the Chemistry Placement Exam for placement in the appropriate Chemistry level course
- additional funding was received to provide tutoring for Chemistry courses





# Student Development and Enrollment Services

## ■ Student Union

- **Assessment method:** point of service survey
- **Results:** student union personnel found that fewer than the expected number of students felt that the union had a student oriented atmosphere
- **Action taken:** the facilities have been expanded and renovated
- **Improvements:** will be gauged by student response to the next cycle of survey data





# Student Development and Enrollment Services

## ■ Career Services and Experiential Learning

- **Assessment method:** 2002-2003 and 2003-2004 attendance logs of recruitment activities, noting employer participation or attendance compared
- **Results:** employer participation in UCF recruiting activities increased almost 17%, exceeding 10% goal
- **Action taken:** personnel changes: 3 assistant directors and new outreach program established for development and enhancement of employer relations
- **Improvements:** 74% increase in new employer contacts; 28% increase in interviews; aggressive employer outreach strategy initiated





# Student Development and Enrollment Services

## ■ Creative School

- **Assessment method:** checklist of skills used in Fall 2004 and Spring 2005 to gauge children's growth
- **Results:**
  - 100% (109 children) increased their cognitive skills
  - 89% (82 children) increased their social skills
  - 94% (102 children) increased their personal development skills
  - 95% (107 children) increased their spoken and written language skills
  - 90% or 98 children increased their large and small motor skills





# Student Development and Enrollment Services

- **Creative School** *(continued)*
  - **Action taken:** changes in school curriculum to ensure children's basic skill acquisition are made based on the results from this testing
  - **Improvements:** basic skills acquisition has improved over last year





# Student Development and Enrollment Services

## ■ Housing and Residential Life

- **Assessment method:** telephone survey of stratified random sample of students in housing; ACUHO-I/EBI Benchmarking Survey; qualitative data collected
- **Results:** students not as satisfied with residence life as hoped; ACUHO-I/EBI scores lower than desirable
- **Action taken:** changes made in LINK program; expansion of programs for residents; new guidelines for resident assistants initiated
- **Improvements:** satisfaction increased from 61.8% in 2004 to 82.2% in 2005 (phone survey); ACUHO-I/EBI results not available at present





# Administration and Finance

## ■ Finance and Accounting

- **Assessment method:** audit report; internal records of electronic funds transfer to UCF employees on travel requests; records of responses to financial aid and student refund transfers to any bank
- **Results:** audit report unqualified; need more efficient funds transfer process
- **Action taken:** changes made with banks and internal programming to process electronic transfers faster
- **Improvements:** maintain unqualified audit; transfers for employees and students more efficient

