

# Albany State University

**Institutional Assessment Committee**

**Thursday, March 9, 2017 – 3:30pm**

**Lovett Hall – East Campus**

# Meeting Agenda

- Welcome
- February 23, 2017 Meeting Minutes
- February 23 Meeting Survey Results
- Office of Financial Aid Unit Level Assessment
- Action Steps for next meeting
  - Next Meeting March 23 – West Campus
  - Program Level Assessments
    - Criminal Justice
    - Nursing
    - Education

# Survey Results, February 23, 2017 (see handout)

- Did anyone notice the first question needed to be adjusted to say the second or third meeting?
- Should we continue with questions that ask for title and years in position?
- All responses to all questions were either agree or strongly agree.

# ASU's Unit Performance Outcomes (UPOs)

- UPO 1: The unit **operates effectively**, following accepted contemporary standards, policies, and procedures for its functional area that ensure quality performance.
- UPO 2: The unit **operates efficiently** and cost-effectively in its staffing and business procedures.
- UPO 3: The unit **makes substantive contributions to the institution's annual progress toward the achievement of ASU's strategic goals.**

# Mission Statement

Albany State University, a proud member institution of the University System of Georgia, elevates its community and region by offering a broad array of graduate, baccalaureate, associate, and certificate programs at its main campuses in Albany as well as at strategically-placed branch sites and online. Committed to excellence in teaching and learning, the University prepares students to be effective contributors to a globally diverse society, where knowledge and technology create opportunities for personal and professional success. ASU respects and builds on the historical roots of its institutional predecessors with its commitment to access and a strong liberal arts heritage that respects diversity in all its forms and gives all students the foundation they need to succeed. Through creative scholarship, research, and public service, the University's faculty, staff, students, and administrators form strategic alliances internally and externally to promote community and economic development, resulting in an improved quality of life for the citizens of southwest Georgia and beyond.

# Strategic Goals/Guiding Principles

- Aspire to Excellence
- Embrace Diversity
- Expand Access to Higher Education
- Elevate Historically Underserved Populations
- Promote Economic Development

*improved quality of life for citizens  
of southwest Georgia*

*foundation they  
need to succeed*

*opportunities for  
personal and  
professional success*

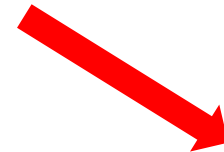
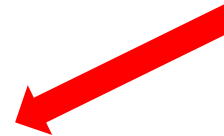
**strategic alliances  
internally and  
externally**

# Strategic Goals/Guiding Principles

- Aspire to Excellence giving the students the foundation they need to succeed
- Embrace Diversity
- Expand Access to Higher Education by providing opportunities for personal and professional success
- Elevate Historically Underserved Populations improving the quality of life for the citizens of southwest Georgia
- Promote Economic Development through strategic alliances internally and externally to promote community and economic development

# Strategic Goals/Guiding Principles/UPO

Promote Economic Development  
through strategic alliances internally and  
externally to promote community and  
economic development



The unit **operates effectively**, following accepted contemporary standards, policies, and procedures for its functional area that **ensure quality performance**.

The unit **makes substantive contributions to the institution's annual progress toward the achievement of ASU's strategic goals**.



Unit Name: \_\_\_\_\_

Unit Performance Outcome (UPO):

ASU Guiding Principle(s):

Unit Mission/Goal(s):

Strategic Plan Link(s):

Activity/Project/Program Component:

Assessment Question(s) (formative or summative)	Indicators of Success (Evidence)	Data Sources	Data Collection Method (Where will the data come from)	Timeline (When will data be collected)	Responsible Persons	Analysis	Dissemination of Results (Who will receive results)

Notes:

**Unit Name:** Financial Aid

**Unit Performance Outcomes (UPOs):**

- The unit makes substantive contributions to the institution's annual progress toward the achievement of ASU's strategic goals.
- The unit **operates effectively**, following accepted contemporary standards, policies, and procedures for its functional area that ensure quality performance.

**ASU Guiding Principle(s):** Promote Economic Development

**Unit Mission/Goal(s):** through strategic alliances internally and externally to promote community and economic development

**Strategic Plan Link(s):** Promote Economic Development

**Activity/Project/Program Component:** Financial Aid Workshops for Faculty and Staff

Assessment Question(s) (formative or summative)	Indicators of Success (Evidence)	Data Sources	Data Collection Method (Where will the data come from)	Timeline (When will data be collected)	Responsible Persons	Analysis	Dissemination of Results (Who will receive results)
<p>What do faculty and staff know about the Financial Aid process?</p> <p>How can we (FA staff) educate faculty and staff about the Financial Aid process for students?</p>	<p>Faculty and Staff will demonstrate knowledge about Financial Aid through answers on survey questions, agree or strongly agree (50% or more)</p>	<p>Faculty and Staff Financial Aid Workshop satisfaction Survey</p>	<p>Data will be collected, via survey, after every workshop session.</p>	<p>Data will be collected, three times a semester for Fall and Spring and once during the Summer term.</p>	<p>Sybil Smith will be responsible for survey dissemination.</p> <p>Kalpana Saptoka will be responsible for survey data analysis.</p>	<p>Survey analysis will be descriptive, cross tabulations, t-tests and qualitative analysis of open ended questions.</p>	<p>Stephanie Lawrence Kimberly Holmes Jason Goodner Shavecca Williams</p>

**Notes:** What differences are we looking for when we administer the survey from one workshop to the next?  
What are we comparing?

*What is the most basic no-frills assessment plan that is useful to the department and also acceptable to external creditors?*

- Learning goals for each of your degrees, certificates, or programs of study
- Two measures of how well your students are achieving the goals
  - One direct measure
  - One indirect measure (student survey preferably)
    - How well did you achieve the learning goal of the department?
    - What aspects of your education in this department helped you with your learning and were they indeed helpful?
    - What might the department do differently that would help you learn more effectively?
- A forum to discuss results and identify action items

# Examples of Measures that we can use

## Direct measures

- Scores and pass rates on standardized tests
- Writing samples
- Capstone projects
- Oral examination
- Online course asynchronous discussions

## Indirect Measures

- Surveys, questionnaires, open-ended self-reports, focus-group or individual interviews
- Honors, awards, scholarships, and other forms of public recognition earned by students and alumni
- Comparison between admission and graduation rates
- Course evaluation items related to the overall course or curriculum quality

# Faculty and Staff Financial Aid Workshop Satisfaction Survey

Please provide the following information about the Financial Aid Workshop you attended.

Date \_\_\_\_\_  
 Presenter \_\_\_\_\_  
 Location \_\_\_\_\_

Please indicate the area in which you serve at the institution?

-administration, faculty, staff, other \_\_\_\_\_

Were you a first time attendee? yes or no

Rate the following questions according to the scale below.

Strongly Agree: SA, Agree: A, Neither agree or disagree: N, Disagree: D, Strongly Disagree: SD

	SA	A	N	D	SD
Was the information provided in the PowerPoint presentation was clear and understandable.					
Did the presenter allow sufficient time for questions?					
Did the presenter sustain interest and participation of the group?					

In terms of meeting your needs or expectations, how would you rate the quality of the workshop?

-Excellent  
 -Satisfactory  
 -Neutral  
 -Unsatisfactory  
 -Poor

What part of the training session was most effective?

How could the workshop be improved?

Would you recommend this workshop to your colleagues? yes or no

Would you consider attending another workshop? yes or no

Are there any additional comments, ideas, or suggestions?



# Tutoring Session Satisfaction Survey

Academic Advising and Retention Center

Date \_\_\_\_\_ SI session leader \_\_\_\_\_

Gender \_\_\_\_\_ Race \_\_\_\_\_ Age \_\_\_\_\_

Current GPA \_\_\_\_\_ Classification \_\_\_\_\_

On or off campus \_\_\_\_\_

Why did you attend tutoring? \_\_\_\_\_

How often do you attend tutoring?

Never  
 Rarely, almost never  
 Sometimes, but not often  
 Often, on a regular basis  
 Very often

Which subjects do you come to tutoring for?

English  
 Math  
 Political Science  
 Biology  
 Chemistry  
 Computer Science  
 Other \_\_\_\_\_

Please rate how strongly you agree or disagree with the following statements.

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
2. Tutoring has helped increase my attendance in my classes.					
3. Attending tutoring has helped to raise my grade(s).					
4. My tutor was qualified and prepared.					
5. The atmosphere where my tutoring session was held was conducive to learning.					
6. I have a better understanding of the material as a result of this session.					

6. Please provide any other comments or suggestions.

Thank you so much for taking the time to complete this survey! Results will be used to help improve services provided to you through the Academic Advising and Retention Center.

**Unit Name:** Education

**Unit Performance Outcome (UPO):** Students nearing completion of their educational program demonstrate **effective communication skills** that are appropriate for their major field of study, depth of study, and degree level.

**ASU Guiding Principle(s)/Mission Link(s):** Provide knowledge that creates a opportunity for personal success. Provide students the foundation they need to succeed.

**Unit Mission/Goal(s):** 

**Strategic Plan Link(s):** Aspire to Excellence

**Activity/Project/Program Component:** 

Assessment Question(s) (formative or summative)	Indicators of Success (Evidence)	Data Sources	Data Collection Method (Where will the data come from)	Timeline (When will data be collected)	Responsible Persons	Analysis	Dissemination of Results (Who will receive results)

**Notes:**

# Meeting Schedule

March 23, 2017	West Campus, I 209, 3:30pm
April 6, 2017	East Campus, Lovett Hall, 3:30pm
April 20, 2017	West Campus, I 209, 3:30pm
May 4, 2017	East Campus, Lovett Hall, 3:30pm (Finals)