

Outcomes Assessment

Research & Planning (RP) Service Area Outcomes (SAO)

RPSAO #1a: Constituencies engaged in Planning and Program Review (PPR) or Annual Planning will be able to easily access data specified in the 2010-2011 PPR Handbook by Program.

RPSAO #2a: Develop and distribute information through the "Did you Know?" series to help facilitate evidenced-based decision making.

RPSAO #3a: Develop an ORP Web Site to help facilitate evidenced-based decision making.

RPSAO #4a: Data for PPR is easily accessible and flexible enough to allow users to request and receive information to inform decision-making.

RPSAO #5a: Provide qualitative and quantitative data and training to help inform decision-making.

Web Development (WD) SAOs

WDSAO #1a: Empower the CHC community to manage their own content on the campus web site.

WDSAO #2a: Develop a campus web site with quality content that is fresh, up-to-date, consistent and free of errors.

Outcomes Assessment SAOs

OASAO #1a: Ensure that outcomes assessment at CHC is ongoing.

OASAO #2a: The results from the outcomes assessment process are used to improve student learning.

OASAO #3a: Dialogue about improving student learning is ongoing.

Outcomes Assessment Learning Outcomes (OALO) – In addition to the SAOs stated above, the Instructional Assessment Specialist also developed learning outcomes for Faculty, staff, and administrators.

OALO #1a: Each member of Crafton Hills College Community will acquire a working understanding of the Assessment/Improvement cycle, and how it impacts their own area of campus.

OALO #2a: Each member of the Crafton Hills College Community will contribute to the improvement of the overall Crafton experience by actively participating in the outcomes assessment process.

OALO #3a: Each member of the Crafton Hills College Community values the assessment/improvement cycle as an effective means to continuously improve student learning and/or the services provided by the college.

1. *Please summarize the results of each measure you have applied, including the results of any assessment of SLOs/SAOs you have done since your last program review.*

Research & Planning (RP) Service Area Outcomes (SAO)

RPSAO #1a (Outcomes Statement): Constituencies engaged in Planning and Program Review (PPR) or Annual Planning will be able to easily access data specified in the 2010-2011 PPR Handbook by Program.

• *b. Means of Assessment (Measurement Method):* In Spring 2011 the PPR Committee will survey PPR and Annual Planning constituencies to determine the accessibility of the data.

- c. Criteria for Success (Benchmark): 80% of those who accessed the data will agree or strongly agree that the data was accessible and easy to understand.
- d. Summary of Evidence: Will be provided in the 2011 – 2012 Annual Plan.

RPSAO #2a (Outcomes Statement): Develop and distribute information through the "Did you Know?" series to help facilitate evidenced-based decision making.

- b. Means of Assessment (Measurement Method): Whether or not the "Did you Know?" series have been distributed on the first of every month.
- c. Criteria for Success (Benchmark): Distribute 4 "Did You Know?" reports in the 2009-2010 academic year on the first of every month starting in February, 2010 and ending in May, 2010.
- d. Summary of Evidence: Four "Did you Know?" reports were distributed in 2009-2010. The campus community provided positive feedback about receiving the "Did you Know?" reports. For instance, the following comments were received about the "Did you Know?" reports via email: "Nice job Keith! An interesting and easy way to digest information." "Did I tell you this is great?!" "Great information, thanks."

RPSAO #3a (Outcomes Statement): Develop an ORP Web Site to help facilitate evidenced-based decision making.

- b. Means of Assessment (Measurement Method): The implementation of the Web Site.
- c. Criteria for Success (Benchmark): The new Web Site needs to be available on September 17th, 2010.
- d. Summary of Evidence: The new Web Site went live on September 17th, 2010. The Web Site contains over 60 research briefs, research reports, presentations, and planning documents.

RPSAO #4a (Outcomes Statement): Data for PPR is easily accessible and flexible enough to allow users to request and receive information to inform decision-making.

- b. Means of Assessment (Measurement Method): Purchase and implementation of SPSS's Collaboration and Deployment tool.
- c. Criteria for Success (Benchmark): Have the product implemented and train faculty, staff, and administrators on its use for the 2011-2012 academic year.
- d. Summary of Evidence: Will be provided in the 2012 – 2013 Annual Plan.

RPSAO #5a (Outcomes Statement): Provide qualitative and quantitative data and training to help inform decision-making.

- b. Means of Assessment (Measurement Method): The Fall 2010 Employee Campus Climate Survey. Questions 7L, M, N, O, Q, and R.
- c. Criteria for Success (Benchmark): 80% of respondents will agree or strongly agree with the statements in the questions listed above from the Fall 2010 Employee Campus Climate Survey.
- d. Summary of Evidence: Will be provided in the 2011 – 2012 Annual Plan.

Web Development (WD) SAOs

WDSAO #1a (Outcomes Statement): Empower the CHC community to manage their own content on the campus web site.

- b. Means of Assessment (Measurement Method): Implementation of the new Content Management System, Site Core
- c. Criteria for Success (Benchmark): The implementation of the new Content Management

System by September, 2010.

- d. Summary of Evidence: The new content management system, Site Core, went live on September 17th, 2010.

Outcomes Assessment SAOs

OASAO #1a (Outcomes Statement): Ensure that outcomes assessment at CHC is ongoing.

- b. Means of Assessment (Measurement Method): The Fall 2010 Employee Campus Climate Survey. Questions 5A, B, and C.
- c. Criteria for Success (Benchmark): 80% of respondents will agree or strongly agree with the statements in the questions listed above from the Fall 2010 Employee Campus Climate Survey.
- d. Summary of Evidence: Will be provided in the 2011 – 2012 Annual Plan.

OASAO #2a (Outcomes Statement): The results from the outcomes assessment process are used to improve student learning.

- b. Means of Assessment (Measurement Method): The Fall 2010 Employee Campus Climate Survey. Questions 5D and E.
- c. Criteria for Success (Benchmark): 80% of respondents will agree or strongly agree with the statements in the questions listed above from the Fall 2010 Employee Campus Climate Survey.
- d. Summary of Evidence: Will be provided in the 2011 – 2012 Annual Plan.

OASAO #3a (Outcomes Statement): Dialogue about improving student learning is ongoing.

- b. Means of Assessment (Measurement Method): The Fall 2010 Employee Campus Climate Survey. Questions 5F, G, and H.
- c. Criteria for Success (Benchmark): 80% of respondents will agree or strongly agree with the statements in the questions listed above from the Fall 2010 Employee Campus Climate Survey.
- d. Summary of Evidence: Will be provided in the 2011 – 2012 Annual Plan.

Outcomes Assessment Learning Outcomes (OALO)

OALO #1 (Outcomes Statement): Each member has a working understanding of the Outcomes assessment process, and how it impacts their area:

- a. Means of Assessment (Measurement Method): Members of the campus community will be surveyed during Assessment Day (under the proposed Institutional Assessment plan), to gather evidence of overall attitudes and viewpoints. Focus group follow-up with selected faculty and staff.
- b. Criteria for Success (Benchmark): 80% of respondents will agree or strongly agree with statements relating to understanding of SLO processes as they apply to their area. Focus group follow-up will provide a richer picture of the level of understanding.
- c. Summary of Evidence: Will be detailed in an annual Student Learning Report to be disseminated campus-wide.

OALO #2 (Outcomes Statement): Each member actively participates in the Assessment process:

- a. Means of Assessment (Measurement Method): Participation in Assessment Day (under the proposed Institutional Assessment plan), chairs and unit managers surveyed to determine the participation of all members.
- b. Criteria for Success (Benchmark): 90% of the campus community will participate in the assessment process.

- c. Summary of Evidence: Will be detailed in an annual Student Learning Report to be disseminated campus-wide.

OALO #3 (Outcomes Statement): Each member values assessment as a means of continuous improvement:

- a. Means of Assessment (Measurement Method): members of the campus community will be surveyed during Assessment Day (under the proposed Institutional Assessment plan), utilizing “clickers” to gather evidence of overall attitudes and viewpoints. Focus group follow-up with selected faculty and staff.
- b. Criteria for Success (Benchmark): 80% of respondents will agree or strongly agree with statements relating to the SLO process as a means of continuous improvement. Focus group follow-up will provide a richer picture of this
- c. Summary of Evidence: Will be detailed in an annual Student Learning Report to be disseminated campus-wide.