

SUPPORT UNIT OUTCOMES/OBJECTIVES

1. Provide high quality learning experiences and support services for students.
2. Promote faculty research, development, and creative activities.
3. Maintain and enhance resources.
4. Encourage professional service, community engagement, and alumni relationships.

UNIT OUTCOME/OBJECTIVE #1:

Provide high quality learning experiences and support services for students.

Assessment Method #1: Internal data tracking degree plan approval process.

Criteria for Success:

100% of degree plans submitted by the due dates will be processed and submitted to the Registrar's Office by the established deadline.

Assessment Results:

100% of degree plans were processed and submitted appropriately.

Action Plans:

None required.

Follow-Up Plans:

Not applicable.

Assessment Method #2: Student satisfaction survey evaluating advising processes.

Criteria for Success:

85% of student responses will indicate satisfaction with college advising processes.

Assessment Results:

74% of student responses indicated satisfaction.

Action Plans:

All faculty members conducting advising for students will participate in Customer Service Training. Further, a focus group of advisees will be convened to prompt suggestions for improvement.

Follow-Up Plans:

Customer Service Training was conducted successfully. Focus groups provided several useful suggestions including the establishment of a central advising office that is available 40 hours per week. The satisfaction rate has risen to 80% which is still shy of the target. More improvements will be implemented.

Assessment Method #3: Internal data tracking of proportion of faculty with terminal degrees.

Criteria for Success:

No less than 90% of regular faculty will have terminal degrees in the discipline.

Assessment Results:

88% of regular faculty had terminal degrees in the discipline.

Action Plans:

In programs X & Y, where most non-terminal degrees occur, intensive recruiting will be conducted and 3 adjunct positions will be replaced with full-time faculty members with terminal degrees.

Follow-Up Plans:

2 of the 3 positions were filled, and our rate is now 91% and at target.

Assessment Method #4: Internal data tracking of performance reviews of adjunct faculty, regular faculty, staff, and chairs.

Criteria for Success:

At least 95% of faculty, staff, and chairs will achieve a performance review of “Satisfactory.”

Assessment Results:

98% of faculty, staff, and chairs achieved a review of “Satisfactory.”

Action Plans:

None Required.

Follow-Up Plans:

Not applicable.

Assessment Method #5: Internal data tracking of tenure, promotion, and merit policy reviews.

Criteria for Success:

A committee of at least 6 faculty members will review and revise the tenure, promotion, and merit policies of the college. 5 of 6 committee members will approve the policies/revisions without reservations.

Assessment Results:

4 of 6 committee members approved the revised policy.

Action Plans:

An accelerated review will commence at the beginning of the fall term with a supplemental committee of 12 faculty members to re-evaluate and approve the policies.

Follow-Up Plans:

The accelerated review produced an additional revision to the policy, and it was approved by mid-term.

UNIT OUTCOME/OBJECTIVE #2:

Promote faculty research, development, and creative activities.

Assessment Method #1: Faculty Activity Report (FAR) review.

Criteria for Success:

FAR review will indicate that all faculty members are meeting departmental requirements for research projects, public service initiatives, and creative activities.

Assessment Results:

All faculty complied with requirements.

Action Plans:

None required.

Follow-Up Plans:

None required.

Assessment Method #2: Internal data tracking of the amount of funding available for professional development and the number of sources for funding for professional development.

Criteria for Success:

The total number of sources for professional development funding will not decline by more than 2 per year, and at least 1 new source will be added each academic year. Further, at least 75% of faculty will have the opportunity to attend funded professional development events.

Assessment Results:

Total number of sources increased by 3. 80% of faculty attended funded development events.

Action Plans:

Although the criterion for success was achieved, a new resource allocation committee is being established to review the distribution policies for faculty professional development and determine enhancements to the process.

Follow-Up Plans:

None required.

Assessment Method #3: Internal data tracking of workload reassignments for faculty research.

Criteria for Success:

90% of faculty who request legitimate reassignment will have at least 50% of the request granted.

Assessment Results:

80% of reassignments were granted.

Action Plans:

A new resource allocation committee is being established to review the distribution policies for faculty professional development and determine enhancements to the process. This will include review of faculty requests for and the awarding of reassignment time. We hope this endeavor will increase the rate.

Follow-Up Plans:

None required.

UNIT OUTCOME/OBJECTIVE #3:
Maintain and enhance resources.

Assessment Method #1: Review of internal financial and budget records.

Criteria for Success:

At least 10 years' records will be in order and accurate.

Assessment Results:

All required records were in order and accurate.

Action Plans:

None required.

Follow-Up Plans:

None required.

Assessment Method #2: Review of internal staff employment records.

Criteria for Success:

All staff will meet minimum requirements for specific positions. Each staff member will possess adequate education and/or work history to justify positions and salaries.

Assessment Results:

11 of 12 staff members meet minimum requirements.

Action Plans:

One staff member is deficient in qualifications. That individual is pursuing a college degree and will graduate within one year.

Follow-Up Plans:

Staff member has received degree and rectified deficiency.

Assessment Method #3: Internal data tracking of financial resources available.

Criteria for Success:

The total number of financial sources will not decline by more than 2 per year, and at least 1 new source will be added each academic year.

Assessment Results:

Total number of sources increased by 3.

Action Plans:

Although the criterion for success was achieved, a new resource allocation committee is being established to review financial resource policies.

Follow-Up Plans:

None required.

UNIT OUTCOME/OBJECTIVE #4:

Encourage professional service, community engagement, and alumni relationships.

Assessment Method #1: Internal data tracking of number of students, faculty, and staff participating in professional service and community engagement opportunities.

Criteria for Success:

At least 90% of full-time faculty will record participation in public service activities. Further, the college can confirm student participation as well.

Assessment Results:

95% of faculty recorded public service. At least 25 students participated in college-sponsored events.

Action Plans:

None required.

Follow-Up Plans:

None required.

Assessment Method #2: Internal data reviewing quality of communication with community partners and alumni.

Criteria for Success:

A committee of 4 will review the College web site and newsletter will judge them to be appropriate and of excellent quality.

Assessment Results:

Web site and newsletter were revised per committees recommendations and are now approved.

Action Plans:

None required.

Follow-Up Plans:

None required.

Assessment Method #3: Biannual alumni survey.

Criteria for Success:

80% of alumni responses will demonstrate alumni satisfaction with interactions with the College.

Assessment Results:

72% of alumni responses demonstrated satisfaction.

Action Plans:

New alumni will be recruited to participate in focus groups to determine the path for improvement.

Follow-Up Plans:

None available.