

The Higher Learning Commission Action Project Directory

University of St. Francis

Project Details			
Title	Building an electronic assessment module	Status	COMPLETED
Category	7-Measuring Effectiveness	Updated	07-18-2011
Timeline		Reviewed	09-19-2011
	Planned Project Kickoff 03-16-2010	Created	02-22-2010
	Actual Completion 06-30-2011	Version	2

1: Project Goal

A: This system will assist in housing, managing and reporting on assessment (academic and non-academic) and strategic planning initiatives from the department level on up. This tool will assist in examining assessment and improvement initiatives institution-wide, which will then bring more organization to these processes and eventually relieve some of the pressures the institution receives from its external accrediting bodies for accountability.

2: Reasons For Project

A: We had originally considered third-party software to pull all or most of our assessment data together but it couldn't do what we wanted and was expensive. We would like to be able to look at assessment from a global perspective, not just by individual assessments and it would be useful as we are developing a new strategic plan to fit the system to the new plan and to our AQIP Systems Portfolio.

3: Organizational Areas Affected

A: Academic Support Services and Institutional Effectiveness are the two departments working on this project. Once the system is in place, each academic department, as well as Student Life will place their assessment plan into the system.

4: Key Organizational Process(es)

A: There are two key processes that this action project is designed to improve:

- How we manage and distribute data information to support planning and implementation and at the organizational level
- How we analyze data and information regarding overall performance

Currently, information is in silos: there are college silos, program silos and administrative silos. We need to be able to pull all this data together to manage it in one system. The data will be owned by the respective departments, but aggregated to see overall results in meeting strategic and AQIP goals.

5: Project Time Frame Rationale

A: The length of time to work on this project is one year to develop the system once the entire breadth of the storage needs; the interrelationships of the data and the type of reports needed are totally understood by Academic Support Services. Institutional Effectiveness plans to work with Academic Support Services this spring and summer to get the design developed.

6: Project Success Monitoring

A: There are three parts to this project:

1. Develop the design.
2. Create the system.
3. Test the system.

Completing each step will lead us to one step closer to the end of the project.

7: Project Outcome Measures

A: Once the system is developed and tested and we can input assessment information and run a report. If the data input is concise and the programming is correct, this Action Project will be a success.

Project Update

1: Project Accomplishments and Status

A: The Institutional Effectiveness team met with the Information and Administrative Service Team and mapped out how we could develop a cost effective way of mapping our university wide assessments to the AQIP categories. An excel spreadsheet was designed for the three Noel Levitz student satisfaction inventories (SSI) and another for the National Survey of Student Engagement (NSSE). With these guides available with the survey results, it becomes much easier to look at results as they relate to the AQIP categories.

2: Institution Involvement

A: Using the talents of our Information Technology and Institutional Research departments, a brainstorming session enabled us to come up with what type of spreadsheet design would be best and this is the model that was followed.

3: Next Steps

A: The second step in this process was to design the spreadsheets and map the national surveys to the AQIP categories. This was completed this year. In addition, the NSSE and SSI are available on the Institutional Effectiveness website. Using the reports with the new spreadsheets allows the teams updating the AQIP Systems Portfolio to have a resource to focus only on the results that fit a particular category. Once review is complete on this project it will be closed as an Action Project and live on as an institutional process.

4: Resulting Effective Practices

A: The results of this project have not necessarily developed an effective practice, but we have definitely developed a process to use our national survey data more effectively.

5: Project Challenges

A: We will not face future challenges with this project as it is to be closed once the review of this update complete.

Update Review

1: Project Accomplishments and Status

A: Your institution made reasonable progress through this project and has successfully come-up with a way to demonstrate how the outcomes from nationally bench-marked survey information can be utilized and identified with the AQIP process. Your work in this area connects especially well with the AQIP Category 5 - Leading and Communicating and Category 8 - Planning Continuous Improvement. Through this project your institutional leaders have shown their understanding of the importance of using data to continue your continuous improvement efforts.

2: Institution Involvement

A: Integrating the services from these various groups indicates foresight and agility to prepare for the future and also fits well with the AQIP Category 9 - Building Collaborative Relationships. With the aide of these two campus groups, you have given every department

at the institution ready access to critical and useful data that will help faculty and, ultimately, students learn (AQIP Category 1 - Helping Student Learn).

3: Next Steps

A: This second step will prove invaluable as you move forward by making things easier for people on your campus to see the relationship of their work and the continuous improvement process in action. While this project is closing, the work will live on, as you have noted, people will be thankful for the dedication and involvement of campus employees which fits well with AQIP Category 4 - Valuing People. Other stakeholders will be especially interested in this data if considering your institution for themselves or their family members.

4: Resulting Effective Practices

A: Your project uses information to inform and involve everyone associated with your school. This project could certainly be used as a great marketing tool. You have all shown a valuable commitment to the success of your school and your students. Great Job!

5: Project Challenges

A: Closed but certainly not forgotten. Other institutions struggling with this same thing will be interested in seeing and hearing of your solution. This is a project that has created positive change in your organization. By solving your need, the gains for student success, service and improved college procedures are considerable.

Project Outcome

1: Reason for completion

A: The process and spreadsheets have been designed that map the NSSE, and Noel Levitz Student Satisfaction surveys to the AQIP Categories.

2: Success Factors

A: I believe the project was successful in that we designed a very cost effective way to use national survey data in completing the Systems Portfolio.

3: Unsuccessful Factors

A: We started with trying an expensive assessment system that our faculty were not ready for. The system was not able to take our national survey data and map it to the AQIP categories. We then concluded we could do something in house for this aspect.