

What Have We Learned from Assessment in the Division of Undergraduate Affairs?

**A Report from the Division
of Undergraduate Affairs
(UGA)
Office of Assessment**

DRAFT

NC STATE UNIVERSITY

Categories of Outcomes our UGA Academic Support Programs are Assessing

- **Constituency Partnerships**
- **Student Retention**
- **Student Academic Success**
- **Staff Development**
- **Quality of Academic Support Service Delivered to Students**

Methods UGA is Using to Evaluate its Academic Support Programs

- Web Utilization Studies
- Document Analysis
- Observation
- Surveys
- Interviews
- Focus Groups
- Portfolios

Using criteria checklists, rubrics, even grading rubrics, to evaluate these artifacts of learning

Types of Decisions Made Include

- New services identified
- Refinement of services
- Maintain status quo
- New outcomes identified
- Recommendations for additional data collection
- New evaluation methods identified to measure outcomes

Types of Decisions Made Include, Cont.

- Refining evaluation methods
- Refining implementation of assessment process
- Refining criteria used in evaluation

Decisions We Have Made about the Evaluation Process

- Staff need assistance with data analysis techniques
 - Graduate Assistants are needed to assist units. This is occurring now but we will need more assistance
- Staff need continued support in identifying learning outcomes
 - One on one assistance was provided to each unit and learning outcomes were identified.
- A peer assessment review team will be created over the summer to address needs and review plans and reports

Decisions We Have Made about the Evaluation Process Cont.

- Staff need assistance with tool selection
 - A workshop specifically designed for tool selection was presented in the fall 2003
- Staff need assistance finding ways to fit assessment into their routine
 - This was addressed through workshops in spring 2003

Questions?

http://www.ncsu.edu/undergrad_affairs/assessment/files/presentations.htm