

Assessment Definitions

Assessment is: systematically asking

What are we trying to do?
How well are we doing it?
How do we know?
How do we use the information to improve?
Do the improvements work?

Purposes of Assessment

To indicate the extent to which a unit achieves its objectives and outcomes so that the program can use the findings to inform program planning, decision-making to improve the program, revisions of program objectives, and resource allocation and budget requests.
To report program progress and results to audiences such as faculty, staff, students, the provost, human resources, other units.

Mission

A statement that captures an organization's purpose, customer orientation and philosophy.

Vision

A statement giving a broad, aspirational image of the future that an organization is aiming to achieve.

Goals

They are broad, general statements.
They are evaluated directly or indirectly by measuring specific outcomes related to the goal.
They are related to the mission and vision of the department and college in which the program resides, and to the mission and goals of the University.

Outcomes

Outcomes are more detailed and specific statements derived from the goals. They are used to determine the presence or absence of, amount of, or level of the behavior or knowledge specified by an goal.
They may be things the program wants participants to know, think or be able to do.
Outcomes are observable, measurable results or evidence of the educational experience.
They are detailed and meaningful enough to guide decisions in program planning and improvement and decisions.

Implementation Strategy

The plan for program and procedure for ensuring the fulfillment of intended outcome.

Measure

A standard used to evaluate and communicate performance against expected results.

Actual Outcomes

The results of program operations or activities or the effects produced by the program or activity. Program outcomes may be either direct or indirect.

Implications

What the research results mean for the future.

Quantitative

Expressed in numerical values.

Qualitative

Relating to quality or kind. Referring only to the characteristics of something being described, rather than exact numerical measurement.

Report

Documentation that summarizes the results/key findings, how those findings are interpreted, emphasizes strengths and weaknesses, use of the findings for decisions, and relevant action plan/agenda.

OEO Mission Statement

In keeping with the educational mission of the university, the Office for Equal Opportunity (OEO) at NC State works to ensure that the university is a non-discriminatory and harassment-free environment where people can work and learn. To that end, OEO's mission is four-fold: education, intervention, compliance, and service (outreach). OEO monitors the university's compliance with applicable federal and state laws, UNC system policies, and NC State University policies in regard to equal opportunity, non-discrimination, and affirmative action. OEO works proactively to move NC State toward embracing the spirit of equal opportunity, affirmative action, and achieving a diverse university community through education of policy and issues, outreach, and service.

Vision

OEO strives to make North Carolina State University an institution where commitment to equal opportunity meets or exceeds legal requirements to create a fair and equitable campus community

Goals

1. To facilitate compliance with federal and state laws regarding equal opportunity and affirmative action.
2. To investigate and resolve complaints of discrimination and harassment.
3. To create, implement, publicize, and monitor university equal opportunity and affirmative action policies and procedures.
4. To educate students, staff, and faculty about their rights and responsibilities with regards to equal opportunity as members of a diverse academic community.
5. To assist departments and units in the recruitment and retention processes of employees and students to ensure that equality of opportunity prevails at NC State.
6. To advocate for equal opportunity, affirmative action, non-discrimination, and access.
7. To foster an academic community where diverse people have an equal opportunity to learn and work to their fullest potential and are judged solely on academic, performance, or job criteria.

Acronym Title

AA	Affirmative Action
AAO	Affirmative Action Officer
ADA	Americans with Disabilities Act
DOL	Department of Labor
DSO	Disabilities Services Office
EEO	Equal Employment Opportunity
EO	Equal Opportunity
EOI	Equal Opportunity Institute
EPA	Exempt from State Personnel Act
HR	Human Resources
NCBI	National Coalition Building Institute
NCSU	North Carolina State University
OEO	Office for Equal Opportunity
OFCCP	Office of Federal Contract Compliance Programs
OSP	Office of State Personnel
SPA	Subject to State Personnel Act
UNC	University of North Carolina
UPA	University Planning & Analysis
WANCHE	Women Administrators in North Carolina Higher Education

**Office for Equal Opportunity Assessment Plan and Report
July 2008- June 09**

Item Number	Responsible Staff Member(s)	Area of Responsibility	Deadline	Goal	Implementation Strategy	Measure	Expected Outcome	Actual Outcome	Implications
1	AVP	Affirmative Action	1-Mar	1, 3	1. Update NCSU EEO Plan per DOL's OFCCP requirements and submit plan annually to OSP. 2. In conjunction with EEO plan revision, conduct adverse impact analysis with applicant data from HR.	1. Timely completion of plan updates. Plan approved & letter of compliance received from Office of State Personnel (or OFCCP, if audited). 2. Perform Impact Ratio Analysis on new hires.	Compliance with state requirements and federal AA requirements.		
2	AVP	Affirmative Action	1. May 31 2. April/May 3. June	3, 5, 6	1. Provide and discuss college/division EEO workforce and availability data with deans/vice chancellors and other stakeholders, annually. 2. Provide SPA EEO data to HR annually 3. Post updates to university EEO Plan on OEO web site.	1. Written feedback from deans & vice chancellors via Unit Action Plan and annual progress reports. 2. Online employment system accurately indicates targeted and non-targeted positions. 3. Review plan on web site in June to ensure the plan is current.	1. College/division deans/vice chancellors will identify trends, problem areas, and successes in recruitment and retention of faculty and staff. They will be able to explain current EEO data related to their unit so that they can assist hiring officials in the recruitment and hiring of women and minorities. 2. HR will be able to identify for hiring officials which SPA positions are targeted for recruitment of women and minorities. 3. University administrators and employees will have access to current university goals and information related to EEO and AA.		
3	AVP	Affirmative Action	Report of evaluations end of each semester.	3, 4, 6	Educate faculty, staff and students on EEO/AA through HR's HR Academy, OEO's Equal Opportunity Institute, and OSP's Equal Employment Opportunity Institute.	Evaluation immediately after training on evaluation form.	Faculty, staff and students will identify EEO/AA laws, policies and procedures and know where to seek assistance.		
4	VPEOE	Affirmative Action	Ongoing	1, 3	Certify NCSU as having non-segregated facilities, AA and EEO compliance as required by OFCCP regulations and as requested by vendors.	Completed certification forms returned to vendors & others upon request.	Compliance with federal AA requirements.		
5	VPEOE	Affirmative Action	30-Sep	1, 3	Complete NCSU's VETS-100 Report annually for submission to federal Department of Veterans Affairs	Completed report submitted by stated deadline.	Compliance with federal requirements.		
6	AVPHPEP	Civil Rights Complaint Resolution	June	1, 2	Address civil rights complaints on an ongoing basis	Percentage of complaints addressed of the total complaints brought to OEO	Compliance with federal, state, UNC system requirements		
7	AVPDC	Disability & Accommodation Services	Report of evaluations end of each semester.	4	Educate supervisors on disability accommodations	End of training evaluations.	Supervisors will know how to respond appropriately to a request for a reasonable accommodation and to identify DSO as a resource.		

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8	AVPDC	Disability & Accommodation Services	Review and summarize annually (May)	3, 4	Provide disability awareness and accommodations training to on and off campus communities.	Track training opportunities	On and off campus communities will be exposed to laws /university policies and ADA resources.		
9	AVPDC	Disability & Accommodation Services	Review and summarize annually (May)	1	Facilitate the disability eligibility process and the provision of reasonable accommodations to persons with disabilities through DSO	Timely review of disability eligibility documentation and reporting of eligibility decision.	Compliance with federal and state requirements		
10	AVPHPEP	Discrimination & Harassment Prevention	June	3, 4, 6	Educate faculty, staff and students on university's unlawful discrimination and harassment policies via workshop and on-line training 1. Presentations at new and transfer student orientations, and new on-line student training 2. Unlawful harassment prevention trainings offered to new and current employees.	1. Responses to questions on student orientation assessment survey. 2. Responses and feedback from evaluations distributed to employees who participate in discrimination and harassment prevention and response trainings. 3. Response from students who participate in on-line training.	New and current faculty, staff and students will be able to identify their EO rights, laws, university's unlawful discrimination and harassment policies and procedures and know where to seek assistance.		
11	AVPHPEP	Discrimination & Harassment Prevention	June	1, 3, 4, 6	Educate supervisors and administrators on university's unlawful discrimination and harassment policies.	Feedback from program evaluations	Supervisors and administrators will be able to identify the level of responsibility they have addressing complaints of unlawful harassment and that OEO is a resource for them when dealing with complaints.		
12	AVPHPEP	Discrimination & Harassment Prevention	June	2	Provide accessible methods for complaint intake (in person, telephonic, on-line, through a supervisor or HR).	Number of complaints reported to OEO.	Receipt of complaints through variety of sources helps to ensure that OEO is receiving as many complaints as possible.		
13	AVP	Employment	Interviews Ongoing. Report in October	5	Conduct faculty exit interviews of at least 50% of separating faculty. Provide annual written and oral report to Board of Trustees. Disseminate exit interview information to deans and provost.	Track reasons for separation & retention of faculty during interviews. Compile data for Board of Trustees report due annually in October.	Administrators will have information that will help them in the recruitment and retention of faculty.		
14	EA	Employment	Report in June	6	Participate in Personnel Connections activities (including meetings and listserv). Serve on HR Advisory Committee.	Informally monitor response to information distributed via Personnel Connections, HR Advisory .	A) Personnel representatives will disseminate information regarding key OEO issues to faculty and staff B) Communicate EO issues to Internal partners		
15	VPEOE	Employment	Ongoing	1	Review requests to classify faculty positions submitted by deans to OEO for approval	Request reviewed within 48 hrs to ensure positions meet the criteria to be classified as faculty (research, teaching , extension).	Compliance with federal and state laws, UNC system and NCSU requirements		

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16	AVP	Employment	Ongoing	4, 5	Conduct search committee orientations and provide online search committee orientation for all search committees. Develop on-line tool for feedback from orientations.	Number of SCO. Responses from on-line evaluation tool. Report from evaluation of online search committee orientation.	Search Committee members will become familiar with procedures and strategies to increase diversity of applicant pools and higher the best qualified candidates.		
17	VPEOE	Employment	Ongoing	1	Review recruitment and selection process and hiring decisions for compliance (interim and final recruitment forms and requests for "waivers of recruitment procedures")	Informal monitoring of complaints from unsuccessful job seekers.	All hiring decisions are compliant with federal and state laws, UNC system and NCSU requirements.		
18	AVP	Employment	June	1, 3, 4, 6, 7	Facilitate EEOI on campus.	Number of sessions offered and number of participants attending compared to number eligible to attend.	Compliance with House Bill 959 requiring EEOI training of supervisors employed within first year of appointment/promotion.		
19	VPEOE	Equity	June	6, 7	Facilitate Provost's Office support for BRIDGES (Academic Leadership for Women) Program. Conduct at least one Bridges information session annually. Serve as campus liaison for WANCHE.	Increase in number of NC State women who apply and are accepted into BRIDGES program. Increase in number of women who are prepared to assume leadership positions at NC State. Ensure NC State women administrators are informed of WANCHE activities.	NC State women are accepted into BRIDGES XVI class for fall 2008. NC State women administrators participate in WANCHE sponsored activities and further develop networking opportunities.		
20	VPEOE	Equity	Every 3 years (Equity Study)/As Needed (Resolution)	1, 5	Assist UPA with Faculty Salary Equity Study. Facilitate resolution of salary equity concerns raised by faculty.	Salary Equity Study completed.	Reduction and elimination of faculty salary inequities.		
21	VPEOE	Equity	Ongoing	1, 3	Serve as University's Title IX Coordinator and serve on the Athletic Gender Equity Committee. Title IX concerns will be resolved in partnership with applicable campus units and departments. Operationalize plan submitted to OCR in May 2009.	Investigate and recommend resolution of Title IX concerns. Comply with suggestions from OCR.	Compliance with Title IX		
22	DOE	Outreach & Education of Equal Opportunity Issues	30-Jun	1, 4, 6, 7	Provide EOI workshops that share action strategies.	End of the year program evaluation. End of year final reflection journals. Evaluation immediately following all EO workshops.	Participants will modify actions to create fair, equitable and welcoming education and services for students and employees		

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23	DOE	Outreach & Education of Equal Opportunity Issues	Review May and June	1, 4, 6, 7	Provide Equal Opportunity Institute workshops that share EO laws, policies, procedures and resources.	Pre-test/Post-test. Evaluation immediately following all EO workshops. Final reflection journals. End of program evaluation	Participants will identify EO laws, policies and procedures and be able to find resources to learn more about equal opportunity.		
24	DOE	Outreach & Education of Equal Opportunity Issues	May	7	Coordinate campus affiliate chapter of NCBI monthly team meetings that provide opportunities for practice and further development. Participation in Carolina Coalition and Caucus Meetings. Share information and development learned with NCSU team members.	Survey facilitators every other year. Request informal feedback at team meeting annually. Track team enhancements based on information gained from Coalition and Caucus meeting participation.	Facilitators will articulate increased knowledge related to diversity and improve skills to present NCBI training.		
25	DOE	Outreach & Education of Equal Opportunity Issues	June	7	Provide workshops on prejudice reduction ("Building Bridges"; Controversial Issues Workshops)	Evaluation after each workshop. EO Final Reflection Journals	Faculty, staff and students will identify discrimination and gain awareness of how to handle interpersonal and inter group conflicts		
26	SAVP	Outreach & Education of Equal Opportunity Issues		7	MDAP - Provide 20 Study Circles engaging students, faculty & staff from the Meredith, Peace, St. Augustine's, Shaw and NC State.	Session evaluations; pre and post session survey; convening a Symposium.	Participants will evidence behavior and/or attitude change via post session survey; participants will coalesce to address social justice issue.		