

## **SERVICE PROGRAM**

### *Service Program Assessment and Planning Report* *Missouri Valley College*

**Year: 2008-2009**

Service Program: **Institutional Research**

Supervisor: Marilyn Belwood

Please organize your report by the following topics.

#### **I. Mission**

Support Missouri Valley's mission, vision, values, and goals by providing meaningful, accurate, and timely information to facilitate institutional effectiveness, planning, decision-making, and policy formation

#### **II. Goals**

- 1) Articulate and cultivate a shared understanding of factors that influence institutional success
- 2) Create a culture of assessment to plan, implement, improve, and sustain assessment activities
- 3) Encourage information sharing and collaboration across campus
- 4) Compile, analyze, and interpret information used to improve effectiveness
- 5) Use information to both pose and answer policy questions
- 6) Coordinate accreditation activities

#### **III. Service outcomes**

- 1) A shared understanding of factors that influence institutional success will be cultivated in the college community.
- 2) A culture of assessment to plan, implement, improve, and sustain assessment activities will be created in the college community.
- 3) Information sharing and collaboration will increase across campus.
- 4) Effectiveness will be improved with information that is compiled, analyzed, and interpreted.
- 5) Information will be used to both pose and answer policy questions.
- 6) Accreditation activities will be coordinated.

**IV. Service delivery map**

Functions:

- 1) Informational e-mails
- 2) Program reviews
- 3) Graduate Survey
- 4) NSSE/FSSE
- 5) Work with AAB
- 6) Professional development
- 7) Internal surveys
- 8) Assessment advisor-Change Request
- 9) Framework-Strategic Plan
- 10) Mission Review

The following table indicates the functions in the past year that address respective service outcomes.

**Functions**

<b>Service outcomes↓</b>	Info e-mails	Program reviews	Graduate Survey	NSSE/FSSE	AAB work	Prof. develop	Internal surveys	Assess. Advisor Grad.	Strategic Plan	Mission Review
Shared understanding of success factors	X	X	X	X	X	X	X			X
Culture of assessment	X	X	X	X	X	X	X	X		
Information sharing/ collaboration	X	X	X	X	X	X	X			X
Improved effectiveness using info		X	X	X	X	X	X			
Info used to pose/answer policy ques.		X	X	X	X	X	X	X		
Accreditation activities coordinated						X		X	X	X

**V. Assessment tools**

All service outcomes will be assessed with one or more of the following methods:

1) *Periodic client survey and/or focus group (indirect measure)*

The survey/focus group will involve members of the college community and will focus on the service outcomes of the program. This assessment will be conducted every two to three years. (Alternatively, questions may be included in a broader, college-wide survey.)

2) *Log to monitor aspects of each function (direct measure)*

The following information will be kept for each function:

- Participation of relevant groups
- Completion of project
- Dissemination of information
- Progress of project

This information will be reviewed each year to identify weakness/problems that IR can correct or improve.

3) *Annual review of hits on the MVC website to identify information or resources most used (direct measure)*

This information can help IR provide more relevant and useful information on the website. (Note: IR web page was not up until fall 2009.)

4) *Periodic assessment of specific projects through feedback, focus groups, or interviews (indirect measure)*

Information from these assessments can be used to improve processes. For example, feedback from faculty and staff on the program review process can be used to determine ways to better facilitate the process.

**Assessment Methods for Service Outcomes**

<b>Service outcomes ↓</b>	Periodic survey/focus group (2-3 years)	Log to monitor functions	Annual review of web hits	Periodic assessment of specific projects
Shared understanding of success factors	X	X	X	X
Culture of assessment created	X	X	X	X
Information sharing/collaboration	X	X	X	X
Improved effectiveness using info	X			X
Info used to pose/answer policy ques.	X			X
Accreditation activities coordinated		X		X

**VI. Summary of findings**

Assessment through periodic surveys and/or focus groups will begin during the second year of operation. Therefore, no systematically gathered information of this type for the first year is available for review. The IR web page was not created until September 2009. Assessment of web hits will also begin the second year.

A log (assessment tool #2) was kept during the first year, and the table below shows the functions described earlier with respect to the following:

- Participation of relevant groups (P)
- Completion of project (C)
- Dissemination of information (D)
- Progress of project (Pr)

**Function**

Info e-mails	Program reviews	Senior Exit Survey	NSSE/FSSE	AAB work	Prof. develop	Internal surveys	Assess. Advisor Grad.	Strategic Plan	Mission Review
D Pr	Pr	P (93%) C D	P (37%) (73%) C D	P D Pr	Pr	Pr	C D	P D Pr	P C D

In summary, the Senior Exit Survey, NSSE/FSSE, assessment advising for the Change Request, and the mission review were completed with progress in all other functions. Information was disseminated on all projects during the year. Participation was high for the Senior Exit Survey and both the NSSE and FSSE. Members of the Assessment Advisory Board were active and engaged. Faculty, staff, and students provided substantial input in the mission review process (part of the strategic planning process).

**VII. Level of achievement of goals**

Participation of relevant groups and dissemination of information provides partial evidence that progress is being made in the following service outcomes:

- 1) A shared understanding of factors that influence institutional success will be cultivated in the college community.
- 2) A culture of assessment to plan, implement, improve, and sustain assessment activities will be created in the college community.
- 3) Information sharing and collaboration will increase across campus.

Additionally, because all functions either directly or indirectly relate to the coordination of accreditation activities, there is evidence of progress in the last service outcome:

- 6) Accreditation activities will be coordinated.

### **VIII. Staff/Clientele/Program information**

A designated office of Institutional Research was created at Missouri Valley College in fall 2008. The director, working 3/4 time (and 1/4 teaching) was the sole staff member. The Assessment Advisory Board, composed of faculty, staff, students, members of the Board of Trustees, and the Chief Academic Officer, was also formed. The first year is necessarily a time of laying the foundation and building the structures for working collaboratively, implementing assessment processes, identifying needs, and planning future activities.

Clientele of Institutional Research is the college community (students, faculty, staff, administrators, Board of Trustees), the public, and external state, federal, and accrediting agencies. Services support institutional planning and decision-making.

One staff: Dr. Marilyn Belwood

- First year as Director of Institutional Research (DIR)
- Credentials: Ph.D. in Educational Psychology with concentration in Statistics and Measurement; M.S. in Statistics; B.A. in Mathematics
- Works collaboratively with the Assessment Advisory Board (monthly meetings)
- 3/4 time 2008-2009

### **IX Analysis/Interpretation**

All major projects were successfully completed during the first year of operation, and a general plan for projects has been designed for next year. The Assessment Advisory Board provided valuable input and assistance. Communication and dissemination of information continues to be of primary importance. Limitations of IR primarily stem from having a single staff member.

### **X. Action plan**

- Increase communication with the college community by directing them to the Institutional Research web page where information can be easily accessed
- Create survey to assess client understanding and use of assessment, satisfaction with IR services, and needs which have yet to be addressed
- Refine process of working with the Assessment Advisory Board
- Provide more useful information to faculty for assessment of student learning
- Refine methods of assessing IR service outcomes
- Create outline/timeline of general assessment activities year-by-year
- Establish success criteria for meeting goals/service outcomes