

Instructions for Completion of WNCC Assessment Forms

Completion of an assessment activity requires that the group conducting the assessment complete a short report. Each administrative department conducting an assessment should submit the report to the Institutional Research Office's Assessment Coordinator (Tracy Viselli).

All assessment reports use the same format. Copies of the assessment report form are available through the Office of Institutional Research's Assessment Coordinator or on the Institutional Research website. The instructions below explain how to complete the report form.

Assessment Report Header

Name of Department and Unit: In the blank provided at the top of the page, indicate the name of the department and unit submitting the report.

Example: Controller's Office, Finance and Administrative Services

Assessment Team Members: List the assessment team member/s and include the name/s of those acting as the department assessment coordinator. You may have an assessment team of one member or several.

Signature of Assessment Team Leader: The assessment team leader should include a signature on the designated line. The form will be submitted once with steps 1-3 documented and then again when steps 4-5 have been completed. The deadlines for final submission are noted on the form.

Signature of Vice President: The appropriate vice president of the department should also sign the form to indicate agreement with the assessment plan and report.

Step 1a: Name for Applicable Strategic Goals: Identify the college strategic goal that is the basis for assessment process. You should select a strategic goal for each outcome to be assessed.

Step 1b: Department Mission Statement: Include the department's mission here. Mission statements should be revisited each year to see if modifications are needed.

Step 2: Administrative Objectives: Each administrative department should develop a list of objectives related to their mission statement (to be revisited each year). Department objectives should not only be linked to the mission statement, but should be realistic, limited in number, and measurable.

Process Oriented Objectives

- What a unit intends to accomplish in terms of a level or volume of activity. Ex: number of payroll transactions processed.
- Efficiency of the unit's processes. Ex: departmental cost per purchase order
- Compliance with external standards. Ex: maintain financial accountability with state government, Federal grantors, and private funding entities. (courtesy of Paul Richey)

Outcome Oriented Objectives

- The ability of customers after services have been utilized. Ex: faculty's ability to utilize lab equipment after completing training by computing services.

Satisfaction Oriented Objectives

- Customer satisfaction at the institution, unit, or specific offered service level. Ex: students will be satisfied with library circulation services.

All assessments for administrative departments must identify at least one of these objectives to be measured. This is space for more, but departments **are not required** to complete more. If you have more than one objective to be measured during this assessment cycle, add them to the same column and number them as shown in the Career Center example at the end of this document.

Step 3: Means of Assessment and Criteria for Success

Means of Assessment: By asking the question "What will give us the information necessary to see if we are meeting our administrative objectives?" you will be led naturally to your means of

assessment. In the example they need to measure the first objective: "Graduates will be satisfied with services provided by the Career Center." The answer to the question "What will give us the information necessary to see if we are meeting this objective" is to use a graduate survey and a point of contact survey. It is important to identify the source of the data: unit records, graduating student survey, or report from an external agency, a point of contact survey, etc).

Criteria for Success: The criterion for success answers the question: "If our department is functioning the way we think it should function, what will be our data target for this assessment measure?" In the example, the criteria for success for objective one is an average rating of 3.4 or higher as to the satisfaction with the Career Center and a "satisfied" or "very satisfied" response from 95% of point of contact survey respondents regarding their overall experience.

Step 4: Summary of Data Collected: Report just the specific results for the objective listed on the page. Data should be in exact figures, not rounded. Make sure the data collected relates back to the objective you selected to measure. If more information on results is needed, it can be attached to the report, but the report requires only a summary of major findings.

Step 5: Use of Results to Improve Service or Program: Identify the specific way the results are or have been used to make improvements. The date the changes are implemented should be reported if possible. This improvement needs to relate back to the objective you selected to measure. If you do not meet your criteria for success, don't worry! Use this section to describe what actions are being or will be taken to change this result. Additional information may be attached to the report.

See examples of completed assessment plans and reports and other helpful documentation on the IR website under Admin Assessment: <http://www.wncc.nevada.edu/institutional/assessment.php>

Table 1. Strategic Goals in Long and Short Versions

Strategic Goal	
1. Increase Number of Full Time Degree Seeking Students by 300% by 2006	
1.1 Create student friendly campus ambience	
<ul style="list-style-type: none"> 1.1.1 Establish cultural events/campus life committee 1.1.2 Establish cultural events calendar 1.1.3 Improve event spaces 1.1.4 Expand cultural events 1.1.5 Develop campus building directory and appropriate signage 1.1.6 Support diversity on campus 	
1.2 Establish an effective enrollment program	
<ul style="list-style-type: none"> 1.2.1 Increase college wide participation in recruitment 1.2.2 Enhance traditional age public relations materials 1.2.3 Conduct focus groups and surveys of target population 1.2.4 Offer alumni testimonials in advertisements 1.2.5 Expand regular events for high school/college faculty 1.2.6 Market Millennium Scholars 1.2.7 Target underserved population 1.2.8 Develop academic programs for target populations 	
Make WNCN the "First Choice" Institution	
<ul style="list-style-type: none"> 1.3.1 Develop initiatives geared towards high school counselors 1.3.2 Increase media opportunities 1.3.3 Maximize use of college facilities 1.3.4 Improve customer service 	
Increase Campus Diversity	
<ul style="list-style-type: none"> 1.4.1 Recruit diverse staff 1.4.2 Retain diverse staff 1.4.3 Recruit diverse students 1.4.4 Retain diverse students 1.4.5 Develop initiative to recruit international students 	
2. Improve student success	
2.1 Continue to develop first class faculty and staff	
<ul style="list-style-type: none"> 2.1.1 Increase opportunities for professional development 2.1.2 Continue senate reviews of faculty roles and responsibilities 2.1.3 Encourage faculty advisement and involvement with students 2.1.4 Improve evaluation process (including part-time instructors) 2.1.5 Require all faculty and staff to utilize email 2.1.6 Encourage customer service training for all faculty and staff 2.1.7 Create e-mail listserv for part-time faculty 2.1.8 Make work space available for part-time faculty 2.1.9 Publish part-time faculty directory online 	

2.1.10 Provide welcome packets for new faculty online	
2.1.11 Continue to offer regular professional development program for part time instructors	
2.2 Improve student academic service	
2.2.1 Develop faculty/student mentor program	
2.2.2 Continue to improve quality of instruction	
2.2.3 Enforce the student code of conduct	
2.2.4 Educate faculty on their discipline options in the classroom	
2.2.5 Develop ethnic student union	
2.3 Enhance Student Services	
2.3.1 Improve new student orientation program	
2.3.2 Improve tutoring; increase hours, number of tutors and subjects offered	
2.3.3 Improve early warning system	
2.3.4 Improve counseling services	
2.3.5 Improve financial aid services	
2.3.6 Enhance use of Child Development Center by students	
2.3.7 Continue to improve food services	
2.3.8 Continue to improve bookstore services	
2.3.9 Increase number of students taking placement tests	
2.3.10 Enhance registration process options	
2.4 Enhance articulation	
2.4.1 Expand and develop transfer articulation agreements with other institutions	
2.4.2 Maximize appropriate transfer credits	
2.4.3 Continue and maintain common course numbering system	
2.4.4 Expand on-campus bachelor's degree programs with four-year colleges	
2.4.5 Expand national/professional certification opportunities for students	
2.4.6 Implement degree audit reports	
2.5 Enhance distance education	
2.5.1 Improve access via technology	
2.5.2 Increase retention in web education	
2.5.3 Increase distance education curriculum	
2.5.4 Provide faculty development in technology	
2.6 Provide more on-campus baccalaureate opportunities	
2.6.1 Improve upper division library collections	
2.6.2 Strategize cohort or traditional bachelor's degree delivery at all sites	
2.6.3 Identify upper division programs for each site	
2.6.4 Identify cooperative upper division instructors for partnerships	
2.6.5 Negotiate agreements for each program	
3.0 Support regional economic diversification	
3.1 Provide outreach services to all areas	
3.1.1 Develop outreach programs in each county of service area	
3.1.2 Offer services to each employer group	
3.1.3 Integrate outreach into existing degree programs	
3.1.4 Approach new and existing businesses, TEN funds	
3.1.5 Assist state economic development efforts	
3.1.6 Maintain involvement in ESD rapid response	
3.1.7 Cooperate with other educational institutions	

<p>Improve communication with businesses</p> <p>3.2.1 Create interactive web site for businesses dealing with college 3.2.2 Develop college speaker's bureau 3.2.3 Maintain advisory committees for all programs and departments 3.2.4 Use unique information links (Chamber, Ahora Latino, etc.) 3.2.5 Produce annual report based on plan results 3.2.6 Distribute quarterly letter to industries, others</p>	
<p>Support underserved communities</p> <p>3.3.1 Assess needs of underserved communities 3.3.2 Design appropriate degrees, certificates, etc. 3.3.3 Implement programs</p>	
<p>Provide appropriate baccalaureate programs to service area</p> <p>3.4.1 Conduct four-year degree program needs assessment 3.4.2 Form advisory committees for each degree area 3.4.3 Choose mechanism for program (host, cohort, etc.)</p>	
<p>Support work force development in various industries</p> <p>3.5.1 Recruit students in technical areas 3.5.2 Educate community about technical areas 3.5.3 Cooperate with agencies to study community impact 3.5.4 Work with NNDA at monthly focus meetings 3.5.5 Undertake work force needs assessment 3.5.6 Cooperate with NNDA, SBDC on business retention 3.5.7 Cooperate with NNDA, SBDC on business recruitment</p>	
<p>Enhance college partnerships with business, schools, industry, etc.</p> <p>3.6.1 Partner with secondary schools in region 3.6.2 Schedule regular meetings with school administrators 3.6.3 Schedule regular meetings with school teachers 3.6.4 Provide WNCC presentation at "parents' night" 3.6.5 Send newsletter to high school student homes 3.6.6 Meet with high school staff 3.6.7 Initiate department-to-department contacts (college/high school) 3.6.8 Develop casual afternoon sessions with high schools 3.6.9 Offer summer institutes for high school faculty 3.6.10 Enhance WNCC bulletin boards in high schools 3.6.11 Develop ambassador program 3.6.13 Initiate/participate in joint programs with other UCCSN members</p>	
<p>4.0 Support the Cultural Life of the Community</p>	
<p>Develop planned giving/estate planning for foundation</p> <p>4.2.1 Develop literature/brochures on available opportunities 4.2.2 Target and develop charitable donors 4.2.3 Target/identify corporations that can endow chairs 4.2.4 Create awareness opportunities on campus</p>	
<p>Rural needs assessment/supporting rural projects</p> <p>4.4.1 Identify leaders in each community 4.4.2 Define potential needs 4.4.3 Bring in expertise 4.4.4 Execute needs assessment</p>	

4.4.5 Identify resources to meet needs	
5.0 Implement Northwest Regional Commission Recommendations	
Implement strategic planning 5.1.3 Bring strategic plans to College Council for endorsement 5.1.4 Review tactical plans once per year 5.1.5 Review mission once per year 5.1.6 Request responsible parties to submit plan budgets 5.1.7 Bring plans to budget team for endorsement/modification 5.1.8 Allocate available resources by President and staff 5.1.9 Request annual progress reports from all responsible parties 5.1.10 Utilize reports to produce annual report to community	
Implement outcomes assessment 5.2.1 Send college team to Alverno College workshop 5.2.2 Form College Assessment Committee 5.2.3 Begin faculty training with fall workshop 5.2.4 Direct Assessment Committee and Institutional Research to define available data 5.2.5 Direct departments to define program student outcomes 5.2.6 Publish ISO's in next catalog	
Faculty roles and responsibilities, bylaws and organizational review 5.3.1 Host faculty workshop 5.3.2 Develop advisement team 5.3.3 Develop advisement plan 5.3.4 Gain plan approval by College Council 5.3.5 Develop transformation team 5.3.6 Convene transformation team 5.3.7 Send administrators and faculty to AAUP/ACAD governance meetings 5.3.8 Present briefing to transformation team & College Council 5.3.9 Direct transformation team to develop plan 5.3.10 Receive transformation team plan at College Council 5.3.11 Gain College Council approval for governance model 5.3.12 Change appropriate college bylaws 5.3.13 Receive transformation plan approval by Board of Regents	
Accountability standards for administrators, linked to strategic planning; connect budget to strategic planning 5.4.1 Incorporate appropriate strategic plan objectives into evaluation forms 5.4.2 Base April evaluations on progress toward objectives 5.4.3 Develop explicit college ethics policies 5.4.4 Gain College Council approval of new ethics policies 5.4.5 Establish college ethics committee	