

Methodology

Please describe what information you are gathering in your assessment project and how you are gathering it. Please include your primary assessment questions that you are looking to address (Please use numbered bullets).

Example:

The purpose of this study is to better understand the impact of a specific service for a particular constituent group. The department recently altered the outreach strategy that promotes this service. T Data was gathered using a method and will be analyzed in relation to the chosen outcome for this academic year. The assessment questions are:

1. How do constituents find out that services are available to them?
2. Who are the constituents actually using the service?
3. What experiences do constituents who use the service have?

Summary of Findings

After conducting an analysis of the data that you gathered in your assessment project, please provide a summary of the findings that you discovered. Findings should include any information that is interesting or meaningful for your office. If you have drafted any reports, summaries, or other documents using the data that you gathered in this assessment project, please upload them here as well.

Example:

This project discovered:

- The constituents who use the service more because of another method of outreach, not the new effort
- The particular constituent group targeted do use the service, but there is also a high number of people from another related constituent group
- 30% of constituents report experiencing confusion as they use the service

Recommendations

Below, please list the recommendations that you have developed as a result of what you have learned from your findings. Remember that the best recommendations are clear, actionable and specific. Please list your recommendations using numbered bullets.

- Given that data shows that other avenues of outreach are effective with this constituent group, before the start of the next academic year, convene a meeting to discuss whether it's an effective investment of resources to continue with the new outreach.
- During the next academic year, conduct an assessment in order to ascertain what is confusing in student experiences to generate ideas for how to mitigate.
- Since a new, but related constituent group was identified in this assessment, within the next 2 academic years conduct a needs assessment to understand if the service provided meets their needs.

Survey Example (detail)

Methodology

Please describe what information you are gathering in your assessment project and how you are gathering it. Please include your primary assessment questions that you are looking to address (Please use numbered bullets).

Example:

The purpose of this study is to better understand how much knowledge constituents on campus have about recognizing when to seek or refer others for academic support and assistance. The department conducts an annual survey of users each academic year, and will include questions that relate to knowledge and awareness in order to explore this year's chosen outcome. The project will analyze these assessment questions:

1. Do constituents recognize when students are experiencing academic difficulty?
2. Do constituents use the web resources available and provided by the department?
3. Do constituents know where to refer students experiencing difficulty in order to receive support?

Summary of Findings

After conducting an analysis of the data that you gathered in your assessment project, please provide a summary of the findings that you discovered. Findings should include any information that is interesting or meaningful for your office. If you have drafted any reports, summaries, or other documents using the data that you gathered in this assessment project, please upload them here as well.

Example:

Our project discovered:

- Different constituent groups report different understandings of signs of academic difficulty
- Those surveyed report uncertainty of how to respond and little idea of where to refer those having issues
- The confusion about referral is present in all reported constituents
- Most respondents report visiting the department's website, but being unaware of resources housed there

Recommendations

Below, please list the recommendations that you have developed as a result of what you have learned from your findings. Remember that the best recommendations are clear, actionable and specific. Please list your recommendations using numbered bullets.

- In the next academic year conduct an additional more targeted survey on just those constituents who reported understanding some signs of distress to determine where they learned that information (from your department or not).
- During the summer, export Google Analytics data and review what pages have traffic and how that traffic flows through the site and how to make changes that direct more users to resources.
- During strategic planning review referral steps and how that is communicated to campus.

Existing Data example (detail)

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Example:

This project focuses on a specific population among the constituent groups of our department, which offers activities and programs that help develop skills for the future. The department conducts an annual survey project for users who have participated in any of the activities planned. The department plans to add a skip pattern for this population, in order to better understand their experiences. The responses will be analyzed through the lens of this year's chosen Outcome. The project addresses the following assessment questions:

1. What programs does this population attend?
2. Which of the attended programs does this population find most meaningful?
3. How do they find out about are services?

Summary of Findings

After conducting an analysis of the data that you gathered in your assessment project, please provide a summary of the findings that you discovered. Findings should include any information that is interesting or meaningful for your office. If you have drafted any reports, summaries, or other documents using the data that you gathered in this assessment project, please upload them here as well.

Example:

Our project discovered:

- If members of the population did take the survey, they did not self-identify and follow the skip pattern with targeted questions at a rate that provides adequate information on the assessment questions.
- The open-ended questions about meaning did not articulate clearly how or why the respondent found them meaningful.

Recommendations

Below, please list the recommendations that you have developed as a result of what you have learned from your findings. Remember that the best recommendations are clear, actionable and specific. Please list your recommendations using numbered bullets.

- This study did not provide information on the Outcome or Assessment questions as planned, and we recommend further research within the next academic year.
- Based on the information that was gathered, meet before the start of the next academic year to address a better approach to gathering information that will answer these assessment questions.
- In addition to this meeting, at some point in the a focus group comprised solely of the population we need to learn more about, recruited regardless of prior contact with the department's programming.
- During strategic planning, review the annual survey for all constituents, particularly questions on meaning and reword to encourage more useful responses.