

# **Institutional Assessment & Research**

## **Mission**

The Office of Institutional Assessment & Research provides information and data, technical expertise, and recommendations to guide academic units and student services at all levels in measuring and improving student learning.

## **Vision**

The Office of Institutional Assessment & Research is committed to the success of students, faculty, staff, and community. The following underlying assumptions lay the foundation of our assessment system and create our vision.

- The promotion of student learning is at the heart of every assessment initiative. Student learning is the common goal of every unit and program.
- Assessment has the potential to promote an atmosphere of learning, cultural diversity, and curricular innovation.
- Assessment of student learning can bridge the gap between academic programs and student support services.
- Assessment results will be used to initiate and build service and academic programs.
- Budgetary decisions will be made as a direct result of assessment efforts to further student learning.

## **Core Values**

**Excellence** – We seek excellence in all our endeavors, and we are committed to continuous improvement.

**Intellectual Freedom** – We believe in ethical and scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.

**Integrity** – We are committed to the principles of truth and honesty, and we will be equitable, ethical, and professional.

**Service** – We believe that serving others is a noble and worthy endeavor.

**Diversity** – We respect others and value diversity of opinions, freedom of expression, and other ethnic and cultural backgrounds.

**Stewardship of Resources** – We are dedicated to the efficient and effective use of resources. We accept the responsibility of the public's trust and are accountable for our actions.

## **Goals, Critical Success Factors, Objectives, and Strategies**

### **Goal One: Academic Excellence—Assist agency, areas, and units in data-driven decision-making to enhance student learning**

#### **Critical Success Factors**

- Student, faculty, and staff involvement from 100% of academic divisions and support units in the refinement and annual reporting of the assessment of program objectives
- Electronic assessment tracking and reporting system, to include accountability report card, fully in place and operational
- Alumni Survey administered and reported annually

#### ***Objectives:***

**Objective 1.1:** Monitor and verify that student learning has occurred as a result of each student's experience at OSU-Okmulgee.

#### **Strategies:**

- Refine assessments and benchmarks for program technical and core objectives for all Units.
- Assist in collecting and reporting evidence of student learning for all Units.
- Provide decision support information to Units via reports, such as the accountability report card, and the data warehouse.
- Reinstate Annual Alumni Survey for graduates after one year, three years, five years, ten years, etc.

**Goal Two: Research and Creative Activities—Provide research and program assessment activities and results for the agency**

**Critical Success Factors**

- Data warehouse fully in place and operational
- Updated campus *Fact Book* posted on Unit website by October 31 of each year

***Objectives:***

**Objective 2.1:** Provide statistical information and regularly published studies via the data warehouse and Unit website in formats that allow for the use of current technology

***Strategies:***

- Respond to agency requests by delivering, analyzing, and reporting surveys and results via the web, email, US mail, and individually in a user-friendly manner.
- Publish retention studies, trend books, and survey analyses on the web.
- Provide expanded reporting of course/instructor evaluations via the data warehouse.
- Develop an OSU-Okmulgee fact sheet that is available in multiple formats

**Goal Three: Outreach/Service—Ensure our customers and key stakeholders receive excellent service**

**Critical Success Factors**

- Collaboration with three area public schools with regard to program assessment and statistical methodologies
- Collaboration with all OSU System IA&R offices with regard to program assessment and statistical methodologies
- Positive customer and stakeholder satisfaction as measured by quantitative and qualitative methodologies and surveys

***Objectives:***

**Objective 3.1:** Reinforce relationships between the Office of Institutional Assessment & Research and the community.

***Strategies:***

- Collaborate with area schools with regard to grant-funded and other activities to assist in data-driven decision making.
- Submit all government, Regents, and community reports on or before deadlines.
- Insure all government, Regents, and community reports are 100% accurate.
- Develop tracking system for ad hoc reporting.
- Collaborate with OSU System IA&R offices for process consistency.

**Goal Four: Student Development—Affect response to student needs thought accurate and timely feedback of data.**

**Critical Success Factors**

- 100% of student surveys administered and reported on time
- Student e-portfolio fully operational

***Objectives:***

**Objective 4.1:** Provide students, agency, areas, and units with appropriate feedback regarding student achievement and satisfaction of OSU-Okmulgee academic, cultural, and student life opportunities.

***Strategies:***

- Coordinate student portfolios and e-portfolios with assessment of program objectives in all Units.
- Track and report student surveys accurately and by deadlines.
- Develop and validate an instrument tailored to OSU-Okmulgee students to identify at-risk students and specific needs.
- Develop and validate an instrument tailored to OSU-Okmulgee students to assess student satisfaction.

**Goal Five: Leveraging Resources—Increase resources through grant funding, data sharing, and equipment/resource sharing**

**Critical Success Factors**

- Fully operational data warehouse
- 100% response rate to grant evaluation plan requests

***Objectives:***

**Objective 5.1:** Support the OSU-Okmulgee data warehouse in collaboration with other OSU agencies, OSU-Okmulgee faculty and staff, and peer institutions to aid in data-driven decision-making.

***Strategies:***

- Develop, maintain, and support a data warehouse.
- Assist in the evaluation of funded grants campus wide.
- Work through committees to provide information, data and support as needed.

**Goal Six: Faculty and Staff Development—Develop highly talented faculty and staff who are committed to the college mission**

**Critical Success Factors**

- Two training sessions per year to inform faculty, staff, and students regarding assessment of student learning
- Annually updated training materials to inform faculty, staff, and students regarding assessment of student learning
- Annual institutional assessment and research training consistent with employee needs analysis

***Objectives:***

**Objective 6.1:** Provide employees with training opportunities that allow them to use and understand surveys, data collection, analysis, reports, and implementation of ideas.

***Strategies:***

- Conduct a needs analysis to determine employee training needs.
- Revise the Assessment Service Manual to include a section on Classroom Assessment Techniques.
- Conduct professional development training for faculty, staff, and students with regard to the important and process of the assessment of student learning.
- Conduct all other assessment-related training as indicated by needs analysis.
- Educate users on the use of the data warehouse.



**Goal Seven: Quality of Life/Economic Development—Contribute to student, faculty and staff quality of life through scholarly and economic opportunities**

**Critical Success Factors**

- Submission of three grants, proposals, or scholarly articles annually

***Objectives:***

**Objective 7.1:** Support the college through grants, proposals, or scholarly articles to contribute to educational and cultural development of OSU-Okmulgee as well as the surrounding community.

***Strategies:***

- Write or supplement the submission of grants, proposals, or scholarly articles.
- Assess employees and students to determine culture and social needs as well as necessary funding.

**Goal Eight: Partnerships/Collaborations—Strengthen existing, while creating new, strategic alliances, partnerships and collaborations**

**Critical Success Factors**

- Collaboration with 100% of Oklahoma public colleges and universities
- Collaboration with one new strategic alliance each year
- Employer Survey administered and reported annually

***Objectives:***

**Objective 8.1:** Reinforce relationships with Office of Institutional Assessment & Research at all OSU System agencies, peer institutions, and professional groups for the exchange of information.

***Strategies:***

- Actively participate in the Oklahoma Association of Institutional Research and Planning.
- Actively participate in assessment activities with local schools and businesses.
- Exchange relevant data with industry partners and employers.
- Reinstate Employer Survey for graduates after one year, three years, five years, ten years, etc.

**Goal Nine: Image Enhancement—Enhance reputation of unit, area and agency through accurate, timely, and scholarly delivery of information**

**Critical Success Factors**

- Timely, accurate statistical information available on the Internet
- Statistically significant increase in satisfaction with Culture/Image as measured by survey

***Objectives:***

**Objective 9.1:** Provide image and culture survey results accurately and on time in multiple formats.

***Strategies:***

- Provide surveys and other assessment results via the IA&R website.
- Use all university-approved methods of information delivery.

**Goal Ten: Diversity—Create a learning environment open to diverse populations.**

**Critical Success Factors**

- 15% (2) increase in diversity of associates in the assessment of student learning process
- Full representation of all subgroups in data samples

***Objectives:***

**Objective 10.1:** Enhance the representation of participation in assessment through involvement in committees and projects.

***Strategies:***

- Increase membership in the Assessment Committee and/or associate membership with faculty and/or students from ethnic groups that reflect the diversity of the agency.
- Initiate diverse student focus groups to evaluate academic programs and student life activities.
- Conduct sampling plans to allow for generalizability of sample results to the student population