Office of University Assessment and Testing

Mission

The Office of University Assessment and Testing leads efforts to evaluate the educational impact of the university experience on students and provide information to improve educational programs and services, and provides high quality testing services following national professional standards to prospective students, current students, faculty and community members.

Vision

The Office of University Assessment and Testing will improve students' educational experiences through an effective and nationally-recognized university assessment program that is viewed by faculty and administration as integral to the institution's educational operations, and be recognized as one of the premiere testing agencies nationally, leading in provision of accommodations (for students with disabilities), cutting-edge facilities, and computer-based testing.

Core Values

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

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.

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

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. Learner Success: Provide leadership for assessment of student learning that results in improving students' educational experiences, and provide accessible, high quality testing services that help students achieve their educational goals.

Critical success factors:

- 95% of academic degree programs maintain updated assessment plans
- 95% of academic degree programs provide annual assessment reports
- 95% of outcomes assessment reports document curricular and program changes based on assessment results
- Two Assessment Council or General Education Assessment Committee members participate in assessment related professional development opportunities each year
- Five percent increase in use of testing services and at least 90% of students indicate satisfaction with services provided

Objectives:

Objective 1.1: Fully engage all academic and co-curricular programs in systematic evaluation of outcomes.

Strategies:

- Evaluate and provide feedback on assessment plans and annual reports of assessment activity for one-third of academic degree programs each year. Request that each academic degree program submit an updated assessment plan following Assessment Council review.
- Restructure the schedule of the Assessment Council reviews of assessment plans to support the Academic Program Review process.

Objective 1.2: Increase faculty involvement in assessment and engagement in the scholarship of assessment.

Strategies:

- Support consultation, workshops, and professional development for faculty in the area of assessment of student learning.

Objective 1.3: Document the impact of assessment on students' educational experiences.

Strategies:

- Collect and report evidence of changes made to improve programs based on assessment results. Evidence could include minutes of meetings where decisions are made and funding sources for changes identified.

Objective 1.4: Engage students in the assessment program.

Strategies:

- Communicate regularly with the campus community about assessment activities and their results, through features in the newspaper and presentations to groups.
- Meet once a year with student government leaders to provide information about the assessment program and address any student concerns.

Objective 1.5: Implement processes to advance efficiencies and effectiveness in operations of testing services.

Strategies:

- Evaluate cost effectiveness and 'fit' with mission and target population of all tests and services provided.
- Ask testing center clients to provide evaluation and feedback on service quality and delivery.

Goal Two. Diversity: Facilitate assessment and testing projects that increase the diversity of the campus and provide an environment that enhances diversity.

Critical Success Factors:

- Annually report assessment results about students' experiences and attitudes related to diversity at OSU
- Increase testing services provided to students with disabilities and other special populations

Objectives:

Objective 2.1: Collect and report existing data that document students' experiences and attitudes related to diversity at OSU.

Strategies:

- Collect and report relevant data items from existing data – College Student Survey, Freshman Survey, National Survey of Student Engagement – that provide information about students' experiences and attitudes related to diversity.

Objective 2.2: Serve as a model for enhancing diversity through practices regarding personnel and service delivery.

Strategies:

- Maintain professional practices that encourage and support diversity, regarding personnel, operations and service delivery.

Objective 2.3: Seek opportunities to collaborate on projects to enhance diversity.

Strategies:

- Initiate communication with new office of vice president for diversity regarding collaboration on assessment and testing projects to support and enhance diversity.
- Maintain working relationship with office of Student Disabilities Services to provide services for students with disabilities and seek out opportunities to collaborate with staff involved with other special populations.

Goal Three. Cooperation & Collaboration: Collaborate with academic and student services or co-curricular programs to establish assessment and testing practices that meet or exceed requirements of coordinating, governing and accrediting bodies.

Critical success factors:

- All colleges are represented by faculty members on the Assessment Council
- Assessment plans and annual reports are incorporated into academic program review process, accreditation processes, and internal planning and budget processes
- Evidence of working relationship among system campuses on assessment and testing practices

Objectives:

Objective 3.1: Fully engage faculty from all colleges assessment activities.

Strategies:

- Select representative distribution of faculty members for involvement in Assessment Council, General Education Assessment Committee and other assessment activities.
- Support consultation, workshops, and professional development for faculty in the area of assessment of student learning.

Objective 3.2: In cooperation with academic units, establish assessment practices that fulfill the mission of the assessment program and provide documentation to meet requirements of coordinating, governing and accrediting bodies.

Strategies:

- Work with academic units to establish practices that can meet their needs regarding assessment while providing information they can use in their own accreditation or certification processes, and in the academic program review process.

Objective 3.3: Develop and maintain collaborative relationships with assessment and testing staff on system campuses.

Strategies:

- Meet periodically with assessment and testing staff at system campuses through scheduled meetings and involvement in state professional associations.

Goal Four. Pride & Recognition – Promote pride in, and a positive image for, OSU by documenting educational accomplishments and outstanding characteristics of OSU students and alumni through assessment processes and results, and by providing excellent service to prospective and current students who use testing services.

Critical Success Factors:

- Annually report highlights of alumni survey
- Report highlights of university-wide surveys
- Five percent increase in use of testing services
- 90% or more of students indicate satisfaction with services provided

Objectives:

Objective 4.1: Provide data from assessment surveys related to educational accomplishments of Oklahoma State University students.

Strategies:

- When "good news" is identified in assessment results, share that with the campus community and others.

Objective 4.2: Provide a positive testing environment that promotes interest and pride in Oklahoma State University for current and prospective students and the community.

Strategies:

- Provide attractive facilities and excellent service to prospective students and current students who use testing services.
- Ask testing center clients to provide evaluation and feedback on service quality and delivery.

Goal Five. Outreach and Service – Assist educational and student services and co-curricular programs with continuous quality improvement through assessment, and provide excellent testing services to prospective students and others outside the campus community.

Critical Success Factors:

- 2 presentations annually to encourage use of assessment and testing services
- 2 projects demonstrating collaboration with other universities on assessment and testing practices

Objectives:

Objective 5.1: Deliver presentations at state or national meetings and submit manuscripts for publication in professional journals on assessment and testing issues.

Strategies:

- Participate in, and encourage faculty and others to also participate in, professional development opportunities regarding assessment and testing.
- Encourage preparation of papers and presentations for professional conferences, civic groups and others to inform and encourage use of assessment and testing services.

Objective 5.2: Initiate and maintain contacts with other organizations who can participate in reciprocal testing services for students.

Strategies:

- Maintain involvement in professional associations and develop contacts for reciprocal testing services for students.

Objective 5.3: Ask service users to provide information about services they need, and to evaluate operations and service delivery of assessment and testing.

Strategies:

- Implement use of needs assessment and client evaluation surveys for users of assessment and testing to provide feedback about the quality of service; use this information to improve programs and services.