

SERVICE UNIT OUTCOME ASSESSMENT SUMMARY

The purpose of this summary form both to document the results of program outcome assessment levels and to lay part of the foundation for program review analysis. Note: *Program –Level SUO assessed and Performance Indicators need to be completed prior to data collection and assessment

Semester/Year:(Click on Semester/Year?)	<input checked="" type="radio"/> Fall <input type="radio"/> Spring 2011
Program: (Click on Program?)	Distance Education
Faculty and staff members in attendance at meeting:	Krista Wilbur Erica Tartt Gwendolyn Lewis Huddleston
*Program-level SUO assessed:	Students completing a distance education orientation will demonstrate an ability to navigate a commonly formatted distance education course shell.
*PERFORMANCE INDICATORS: What achievement level has been agreed upon? (i.e. ___% or higher will correctly complete their applications OR ___% will rate the workshop satisfactory or better, etc.)	<u>20</u> % or higher will: <u>successfully navigate a common course shell in the distance education platform.</u>
Assessment Tool(s) Used: (describe briefly)	Technical orientations will assess student's understanding by end of the training/orientation.
PERFORMANCE ASSESSMENT: Did you meet the performance indicators identified above?	<input type="radio"/> Yes, the goal was met <input checked="" type="radio"/> Could not be determined from data <input type="radio"/> No, did not meet the goal
FINDINGS: Explain the performance assessment results using the data collected and assessed.	Due to enrollment challenges we were not able to have students enter a common course shell that could then be evaluated during the orientation. Instead we offered workshops on how to navigate a common course environment for online classes at this campus. From those trainings we assessed students' success rates for each component of the training. Details on this assessment material is attached. However, 84% of the 7 students that were assessed in the orientation were successful at navigating through common course settings.
Actions that will be taken to increase student learning, program effectiveness, or service satisfaction for this SUO in future semesters: (check all that apply – these are intended to be examples, and they may or may not be appropriate for your area. Space is provided for additional actions.)	<input type="checkbox"/> Clarify instructions <input type="checkbox"/> Revise workshop or session content <input type="checkbox"/> Increase number of activities in workshop or sessions <input type="checkbox"/> Create additional handouts <input type="checkbox"/> Provide more student access to computers <input type="checkbox"/> Provide computer assistance for students

SERVICE UNIT OUTCOME ASSESSMENT SUMMARY

The purpose of this summary form both to document the results of program outcome assessment levels and to lay part of the foundation for program review analysis. Note: *Program –Level SUO assessed and Performance Indicators need to be completed prior to data collection and assessment

	<input type="checkbox"/> Provide more student access to faculty/staff <input type="checkbox"/> Improve point of service/contact assistance <input type="checkbox"/> Provide documentation in another language or in an alternate format <input type="checkbox"/> Increase website presence <input type="checkbox"/> Create or expand online services or resources <input type="checkbox"/> Create instructional videos for website and/or YouTube <input type="checkbox"/> Create online "Ask a ____" (e.g. counselor, A & R representative, etc.) <input type="checkbox"/> Improve services for off-site students <input type="checkbox"/> Increase outreach <input type="checkbox"/> Increase outreach for online students <input type="checkbox"/> Provide mechanism for students to email questions <input checked="" type="checkbox"/> Collect more data <input type="checkbox"/> Assessment indicates no improvement necessary <input checked="" type="checkbox"/> Other actions (please list) Resolve enrollment issues and open training in a common course shell that can be measured for this SUO.
PROGRAM INITIATIVES:	
From the list of possible actions above, list your highest priorities below and give them a title. (i.e. Revise the online orientation or expand outreach to high schools, etc.) The program faculty and/or staff will determine the number of initiatives. Please place them in priority order.	
INITIATIVE #1 TITLE:	Other – Resolve enrollment issues and open training in a common course shell that can be measured for this SUO.
What steps will be taken:	Work with Mark Bowman to fix enrollment challenges.
What is your timeline:	<input type="radio"/> Fall <input checked="" type="radio"/> Spring 2012
What resources does your initiative require? (i.e. equipment, space, training, personnel, budget, etc.)	Personnel time on task
INITIATIVE #2 TITLE:	Collect more data.

SERVICE UNIT OUTCOME ASSESSMENT SUMMARY

The purpose of this summary form both to document the results of program outcome assessment levels and to lay part of the foundation for program review analysis. Note: *Program –Level SUO assessed and Performance Indicators need to be completed prior to data collection and assessment

What steps will be taken:	With the creation of the testing environment we will be able to more clearly assess students' ability to navigate the online classroom . This will be available as soon as we are able to resolve the enrollment issues. We are considering creating dummy seats for students that are not registered in an online class yet wanting to participate in the training.
What is your timeline:	<input type="radio"/> Fall <input checked="" type="radio"/> Spring 2012
What resources does your initiative require? (i.e. equipment, space, training, personnel, budget, etc.)	Personnel time on task.
If significant changes are made to address the service unit outcome, it is recommended that the outcome be revisited soon rather than as part of a regular cycle. This service unit outcome will be revisited:	<input type="radio"/> Fall <input type="radio"/> Spring Year? <input type="checkbox"/> This course-level student learning outcome will not be revisited specifically to address the changes
CLOSING THE LOOP: (For Fall 2011 & beyond) What is the status of the prior semester's initiatives?	We are near completing the resolve to the enrollment issues that prevented us from fully assessing the SUO we selected for this semester. As such we are revisiting this SUO assessment during the coming semester.

Other comments: Please see attached a more indepth report on the SUO assessment for this semester.

Submitted by Krista Wilbur, Erica Tartt, Gwendolyn Lewis Huddleston
14-2011

Date 12-