

ISUO Forum 3/4/16 Minutes

Held in MAC 202

SETUP: Done by Jack Bennet, Jenchi Wu, Bill Hart, Debbie Newcomb and Andrea Hoirgan. Refreshments were provided by the office of Phillip Briggs with the help of Felecia Torres.

PROGRAM:

The forum began at 9am with a welcome from Phillip Briggs.

The program began with a general overview of ISUOs and their purpose for service units, beyond accreditation. Participants did interactive activities with clickers to show examples of using a rubric to assess a sample service outcome. The group was then asked to create an initiative based on the results. There was a great discussion regarding the initiatives suggestions. Some saw it as a procedure fix, others saw it as a professional development fix.

Pamela Yeagley then discussed good assessment survey questioning. She explained how she could tailor survey questions for each service area which could then be used as SUO results. She used the Transfer Center as an example.

Bill Hart then discussed the CCSSE and its relevance for both ISUO and SUO data collection. He highlighted questions that directly relate to service units as well as ISLO #5.

The attendees were asked what ISUO criteria should be on the rubric that is to be created. They recommended these:

- Timeliness of services
- Desired services are offered
- Staff attitudes
- Effectiveness
- Satisfaction

They also voted on an ISUO-1 performance target of 80%.

There was a robust discussion throughout the forum and input from guest speakers and attendees was very useful.

The forum concluded with drawings for prizes, which were generously donated by Phillip Briggs.

The forum ended at 11:00.