

DSA Assessment Team Meeting Minutes November 14, 2016

Present – Corps of Cadets (Byron Schlather), Disability Services (Paul Harwell), DoIT (Kerry Pickens), MSC (Raye Leigh Stone), Multicultural Services (Marquis Gatewood), Music Activities (Russell Tipton), ODSL (Stefanie Baker), Rec Sports (Mark Haven), Residence Life (Carol Binzer), Student Activities (Jennifer Boyle), Student Counseling (Kari Keller), Student Health (Judd Moody), Student Life Studies (Darby Roberts, Kelly Cox, Susan Fox-Forrester, & Katie Reed), University Art (Amanda Dyer), and VRSC (Jerry Smith)

Absent – Children’s Center and University Center

Guest – Theresa Survillion (Multicultural Services)

1. Guest Speaker:

- Elizabeth Piwonka from Office of Institutional Effectiveness and Evaluation came and spoke about assessment plans from an institutional perspective.
 - SACS-COC addresses institutional effectiveness, specifically through 3.3.1.3 – Academic and Student Support Services.
 - Assessment plans are reviewed at an institutional level, in addition to the division-level through Student Life Studies. The Office of Institutional Effectiveness and Evaluation reviews plans in the fall semester. They are currently half way through all the academic unit, and should finish by the end of the month. They hope to have all the support service units completed by the middle of January. Feedback comes back in a “red, yellow, green” manner. However, there will be some changes this year to provide more feedback to units.
 - The 2016-2017 cycle in WEAVEonline is now open. There has been a change to the analysis question to provide more structure to the responses.
 - Darby mentioned that the DSA deadlines would be set soon, but plan on similar dates as previous years. The deadline for your mission, goals, outcomes, measures, and targets is December 16.
 - Be sure if your department has an approved High Impact Practice (HIP) or College Completion Grant that those are included in your assessment plans.

2. A-Team Reflections:

- The question this month was “How has your department used assessment to increase its effectiveness in serving diverse student populations?”
 - Looking specifically at underrepresented groups on different surveys; there were a couple examples where the satisfaction of services or experience was more positive than departments were expecting when compared to majority students.
 - Needs assessment to understand what underrepresented groups want.
 - Tracking students in specific programs targeted for underrepresented students.
 - Department utilizing a rubric during event planning process to ensure programs are open for all students.

3. Department Presentations:

- Theresa Survillion with Multicultural Services presented about their assessment of their Peer Tutoring program.
 - Peer tutoring has been offered for 15 years and is course-specific, one-on-one tutoring for certain math and science courses.
 - The conducted a survey through Student Life Studies in the spring 2016 semester to understand students experience.
 - Generally, students were satisfied with the services received; found the peer tutors to be non-judgmental, worked at a comfortable pace, and were interested in the subject materials; and felt the online scheduling system was effective.

- Based on the assessment results, they are looking at improving the hiring process for tutors and the development of the tutors. They have already incorporated a reflection process with the tutors to understand their experiences.
- They are digging deeper to understand the specific faculty and courses that receive the most tutoring requests.
- Stefanie Baker with Offices of the Dean of Student Life presented the internal department assessment they have done to prepare for the FLSA changes.
 - Half of the department staff are effected with the change in status and their hours.
 - Over the summer, Stefanie conducted focus groups with staff members who are impacted by the FLSA changes. From these focus groups 14 themes emerged including defining work hours vs. office hours, defining job duties, and understanding department time vs. time for job duties. An additional focus group was held with staff as a follow-up to ensure that what they were saying was being heard accurately.
 - Through these themes there were 13 recommendations with a communication plan. Some of these recommendations included additional task forces to look at specific areas such as advising student groups, determining what counted as work, and how to account for overtime.
 - On September 1, the department shared all the recommendations and began practicing these changes for the fall semester. This allowed some time to address issues and determine solutions.
 - In early December there will be a guidance report given to all staff members. This report has already been through Texas A&M Human Resources. It will provide guidance on issues of advising student organizations and working evening/weekend hours and presentations scheduled after hours, plus more.
 - There is a current follow-up focus group that is occurring to find out how the practice has gone to help in making final adjustments in the guidance report to come out in early December.

4. Discussion:

- WEAVEonline Panel with Stefanie Baker (ODSL), Mark Haven (Rec Sports), and Raye Leigh Stone (MSC). The panel responded to questions and how they handled that in their department. While there were often some overlap in how things were handled, they were not the same. Departments need to do what works for the structure of their department, but hopefully this provided some ideas.
 - How do you get others in your department to buy in or hold them accountable for doing their part of the assessment plan? Do you use any rewards, if so what?
 - Have an assessment team within the department; central work for the department is done by DSA Assessment Team liaison.
 - Use it to tell their story
 - Rewards – shout-outs at department meetings, thank you notes to staff with supervisor included.
 - How do you help staff align information in their plan – such as the measure lines up with the outcome, the target lines up with the measure, and the finding lines up with the target?
 - Do it themselves at time
 - Work with SLS to come in
 - Schedule appointments with writers to clean up plan and line everything up
 - Do you do anything to help new staff members with WEAVE or staff members new to writing in WEAVE?
 - Yes, have them attend the training by SLS
 - Have an on-boarding session with them individually
 - Not formally because there has not been much turnover
 - What advice would you give others?
 - Walk through WEAVEonline with others, but have them get in and play with it
 - Be available for questions
 - Write it out outside of WEAVEonline and then copy and paste it in
 - Mark things as final as you go!

- What role does your Director play in the process?
 - Director wants status updates and to know that it is done
 - Director trusts us to do it and make it happen
 - Let director know if a staff member is not completing it
 - Carrot is better than a stick – if asking for funding, staff should be talking about assessment as to why it is needed; also expect staff to share about assessment at department staff meeting
- How do you communicate information and expectations between your Director/Leadership Team and department writers?
 - Director sends out deadlines to support effort
 - Discussion at staff meeting
 - One-on-one with folks
- Do you do anything to capture departmental strategic plan work in WEAVE?
 - Yes, student learning and High Impact Practices specifically
- How do you help staff determine what should and what should not go into WEAVE? Do you maintain assessment items outside of WEAVE and if so how/why?
 - Department does lots of assessment, but it is not all put in WEAVE.
 - Decide what tells our story, also include areas focused on student learning, student workers, High Impact Practices, College Completion Grants, and things related to SASH because it is something the institution is looking at
 - Think about anything the OVPSA wants and try to have that in the plan
 - At one point everything was put in WEAVEonline, but really cut back to focus on key things
- What have you done to change or improve your plan in WEAVE?
 - Taken things out to really focus on key areas
 - Had individual plans for each unit and changes to one department plan
- Do you have any major changes planned for the coming year?
 - No major changes
 - Looking at adding matrix for the annual report
 - Adding new College Completion Grants or High Impact Practices
- Resources from the Assessment Plan Refresher/Training by Student Life Studies were shared as a resource.
- The 2016-2017 cycle opened today!
- Mission, goals, outcomes, measures, and targets are due December 16.

5. Announcements:

- The next workshop for the #assessmentisfun Assessment Training Series is Qualtrics for Beginners on Wednesday, November 16 from 10 – 11 am in Koldus 146.

6. Department Takeaways:

- What were the takeaways for you that you'll take back to your department?
 - Get into WEAVEonline
 - Push the magic button
 - Tell other staff to not push the magic button
 - What for the December 16 deadline
 - Discuss with department about the information in WEAVEonline and if department strategic plan initiatives should be included

7. Next Meeting is December 12:

- A-Team Reflection will be “How do you increase your assessment efforts without increasing your workload? How do you help staff in your department do this?”
- Department presentation by Student Activities