

## **DSA Assessment Team Minutes February 8, 2016**

Present: Debbi Almand, Anthony Schneider, Raye Leigh Stone, Cruz Rios, Mark Haven, Carol Binzer, Kari Keller, Judd Moody, Darby Roberts, Kelly Cox, Susan Fox-Forrester, Katie Reed, Amanda Dyer, Judy Marrs, Paul Harwell, and Melissa Shehane

Absent: Blake Whitaker, Eric Posada, Stefanie Baker, and Jerry Smith

Guest: Jana Corley (UCSE)

### **Department Presentations**

#### Department of Multicultural Services

- Cruz Rios presented about how DMS has used study break events to gather feedback on the department over the past three years.
- Use the event to talk with students to find out about their experiences with DMS.
- One open-ended reflection responding to what DMS has meant to them as a student.
- Conducted a qualitative data sort to determine themes.
- Allows them to incorporate student voice and update their mission and strategic initiatives.
- Can use this format of an existing event to capture some informal feedback from your students.

#### University Center & Special Events

- Judy Marrs and Jana Corley shared information about their student employees.
- In their department, 81% are student employees. With so many students employed in the department, they wanted to find ways to really invest in their student employees.
- They created a student advisory board and one of the first things this group did was to assess their student training.
- Twice a year the department provides training for all employees and they assess these events to determine how to bring new student employees on, how to improve the trainings, and how to adjust the care ladder and pay scale.
- To assess the trainings, UCSE utilized a team quiz, written assessment, group discussion, and Q&A.
- This January when they did the training for all student employees they implemented several changes (new venue, food, students involved in setting the agenda with a speaker, etc.) and could see a difference in student employees engagement.
- There are several future plans - one is to work with the current student advisory board and supervisors to create a consistent on-boarding process, track when students are eligible for raises to ensure it is more consistent throughout the department, and work with the student advisory board more.
- Several other departments have student advisory boards and could share ideas for utilizing these students as well as assessing their experiences.

### **Sharing and Using Assessment Results**

#### How do departments use and share assessment results?

- Assessment plan in WEAVEonline
- Including students quotes on Facebook page and website Share things internally with staff (year to date information for all staff to know)
- Take information to SAFAB to get funding for a position that was swept
- Working with stakeholders and sharing results with them that is specific to this audience
- Developed a common student manual rather than each unit having a separate manual
- Created an annual report to share with customers and stakeholders
- Expand a building and looking at satellite facilities

### What are barriers to sharing/using assessment results?

- Time to put information together in a manner to be shared
- Remember to share information at key times or the right times
- Engaging staff and getting buy-in
- Different units work in silos
- Timing - everything ends at the same time and need to share lots, but it is too much and not a good time to share with students because it is break Figuring out the preferred or appropriate platforms
- Figuring how to make it engaging with others
- Info graphics are cool, but time consuming to do and not always as confident in doing it
  - Q - Would people be interested in a training on doing info graphics? A - Yes, but also for marketing people in departments. Maybe it should be done through the DSA Communication Team. Template would be helpful as well as branding specifics.

### **Other Items and Announcements**

- Annual reports - this is something that will be coming down and all departments will be submitting an annual report. Currently looking at the best formatting for this to gather consistent information from all departments. Also looking at how departments can be unique as well as consistent messages across all departments. Discussing how to share this internally as well as externally with stakeholders and donors. Guessing that this will be due from all departments in late spring/early summer. It is currently evolving in terms of format, timing, content, etc.
  - Q - What would be the annual reporting cycle? A - it has not been decided
- Retention/Persistence/Graduation Rate - this is still a major topic of interest for Dr. Pugh and the Vice President's Office. Departments should be looking at how this fits with their department and gathering information.
- Department Strategic Plans - these are in the process of being reviewed to see if there are areas missing, new/innovative plans, and identify those pieces that need to be included in the division strategic plan.
- Assessment projects this spring - EBI with Res Life in March
- Accreditation timeline - we will still be reporting on our current QEP; the institution needs to provide a 5th year report on the QEP.
- Mark your calendars:
  - Data Hoarding Webinar by NASPA on March 2 at 12:00 in Koldus 144. Bring your lunch and SLS will provide drinks and dessert.
  - Student Life Studies is hosting our first annual Assessment Boot Camp on May 24 from 8:00am – 5:00pm. Registration information will be coming soon! The keynote speaker is Dr. Gavin Henning, current ACPA President will be coming in.
- Assessment Plans - if you have questions, please contact Student Life Studies. It is never too early to put findings in your plans!