DSA Assessment Team Meeting  
November 11, 2018 Minutes

Present: Debbi Almond, Byron Schlather, Da’Jon Diggs, Kerry Pickens, Raye Leigh Stone, Huanshu Yuan, Russell Tipton, Stefanie Baker, Mark Haven, Kyle McCracken, Jennifer Boyle, Judd Moody, Darby Roberts, Kelly Cox, Eric Webb, Susan Fox-Forrester, Ligia Perez, Jana Corley, Ashley Drake, and Alyce Odasso.

Absent: Student Counseling Service and University Art

A-Team Reflection and Discussion:
• Describe the most unique assessment method you or someone in your department has used?
  o Mystery shopper to look at customer service – a student employee from a different area was prepped on what to ask or look for and came in to get certain information or interact with student employees from that area. A rubric was used on what the student employee did or did not do.
  o Word Cloud or visual way to display reflections or exit interview comments.
  o Net Promoter Score – students are asked to rate their experience on a scale of 0-10 and based on the score they give they are either a promoter, passives, or detractors. Can be used at different points of the academic year to gauge students' level of satisfaction.

Discussion:
• Non-Survey Assessment Methods
  o Darby shared some different methods to assessing students without using a survey. Please see the PowerPoint that will be sent out with the minutes. Some different methods mentioned included:
    • Mystery/Secret shoppers – which was discussed in the reflection
    • Focus Groups – Rec Sports shared about ongoing focus groups they do with different users and student staff each month. They are done over lunch and they ask questions to get feedback from students about their experiences.
    • One-Minute Paper – give participants or students an index card and ask them one question. The idea is the quickly gather some targeted information.
    • What, So What, and Now What – ask students to describe what happened? Then ask them so what, what is the importance of that? End with asking students now what – what will they do with that information or based on that experience.
    • Prediction Guide – help students activate prior knowledge and think critically about a topic.
• Assessment plans – final reports are due to Student Life Studies by this Friday
  o If you have questions, please contact Student Life Studies right away.
  o It seemed that folks did not have questions, but just needed to finish up their plans.

Announcements:
• Assessment Training by Student Life Studies on December 18 & 19 – please encourage staff from your department to attend. Anyone can attend, just register on our website.
• New project reports, blogs, and podcasts posted on the SLS website
• Upcoming assessment projects with departments, division, or campus?
  o Reminder that there will be several large surveys in the spring semester so please plan accordingly. It was mentioned that knowing this early was helpful for departments to push projects earlier to administer in the fall or be ready to administer in the spring.
Department Takeaways:
- There is a lot due in the next several weeks (annual reports, 17-18 assessment plans, 18-19 assessment plans)
- Some new ideas to try in our department – mystery shopper and focus group were mentioned and discussed.
- A question was asked about the new online platform coming for assessment plans. Alyce reported that OIE&E would be getting trained this fall semester and that the plan would be to train the campus in the mid-spring. We will work to have her attend an Assessment Team meeting for that training and will give notice so other writers can join us at that meeting.

Reminders and Due Dates:
- Upcoming meetings: December 10, January 14, February 11, March 11, April 8, May 13, June 10, July 8, and August 12
  - Reflection Question: How can your department use information from other campus assessment projects?
- Upcoming due dates: Final 2017-2018 assessment plans due November 16
  Annual reports due November 19
  2018-2019 assessment plans (outcomes, measures, & targets) due Dec 21