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Assessment for Administrative and Student Affairs Units

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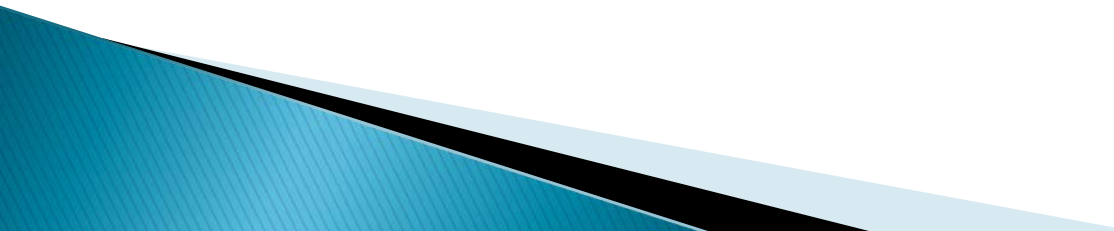
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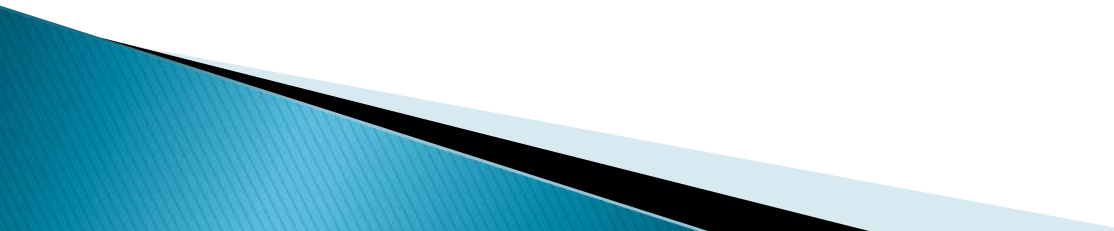
Assessment for Administrative and Student Affairs Units

Mary J. Allen, Ph.D.

Assessment is an on-going process designed to monitor and improve the effectiveness of the unit being assessed. Professionals in each unit:

- ▶ Develop mission and objectives
 - ▶ Collect evidence
 - ▶ Systematically assess the evidence
 - ▶ Close the loop
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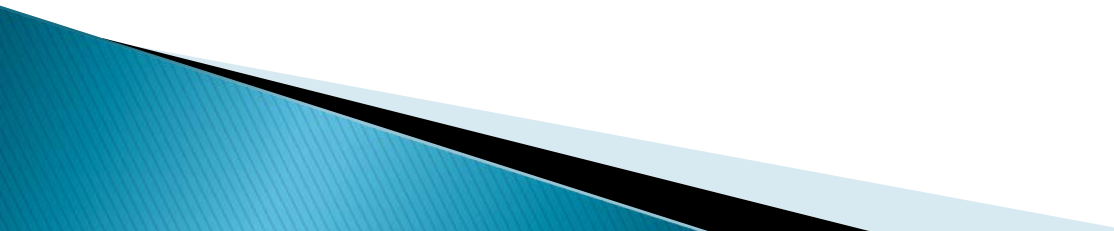
Good Assessment

- Answers questions that are worth asking
 - Results in reasonably accurate conclusions
 - Focuses on the unit's effectiveness
 - Is ethical
 - Helps staff identify what's working well and what needs more attention
 - Is efficient and cost-effective
 - Results in incremental improvements
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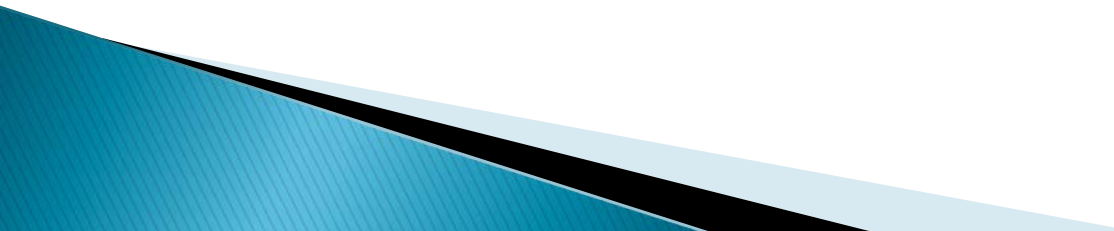
Mission

- ▶ a holistic vision of the values and philosophy of the unit

The Mission Should:

- ▶ Describe the purpose of the unit. What services are provided? To whom?
 - ▶ Be brief (less than one page).
 - ▶ Be aligned with the campus mission.
 - ▶ Be known by the staff.
 - ▶ Be used by the staff to make decisions and set priorities.
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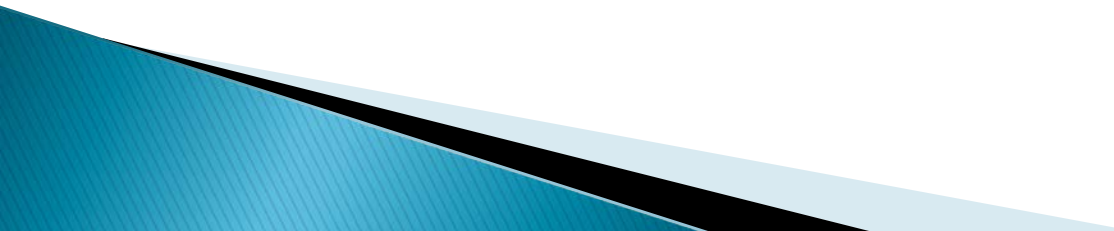
Examples of Mission/Vision/Goals Statements

1. Library
 2. Accounting Office
 3. Residence Life
 4. Student Affairs (Oregon State)
 5. Student Affairs (CSU Fullerton)
 6. Student Affairs (Ferris State)
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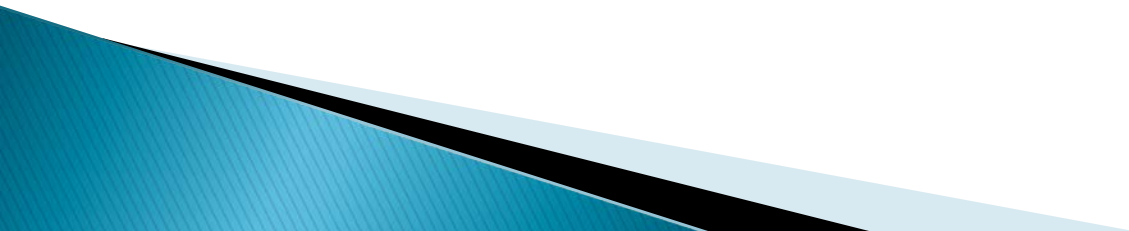
Articulating Objectives

- ▶ Processes
- ▶ Learning Outcomes
- ▶ Satisfaction Indicators

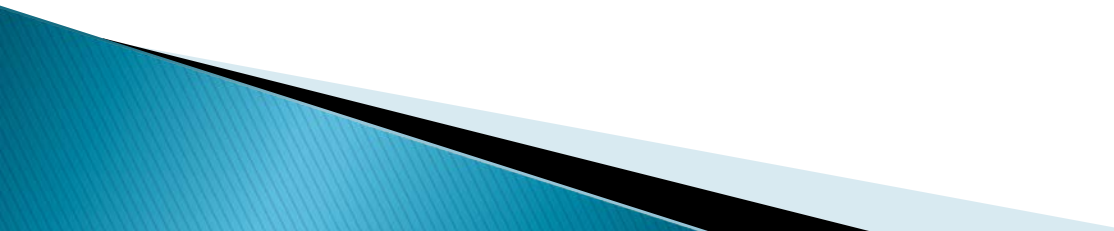
Effective Objectives and Outcomes Should Be:

- ▶ Consistent with the unit and campus mission.
 - ▶ Realistic.
 - ▶ Few in number.
 - ▶ Assessable.
 - ▶ Used by staff to set priorities and make decisions.
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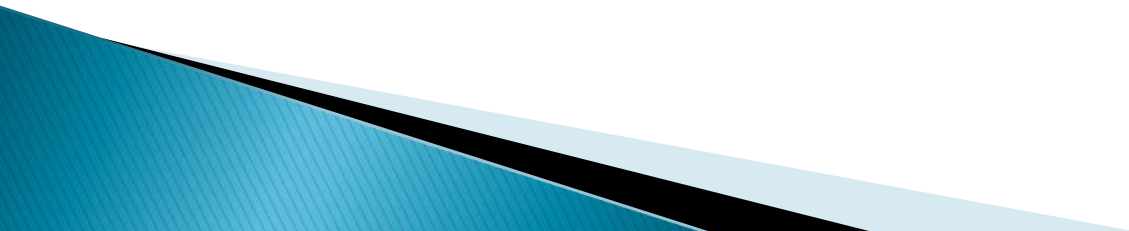
Examples of Objectives



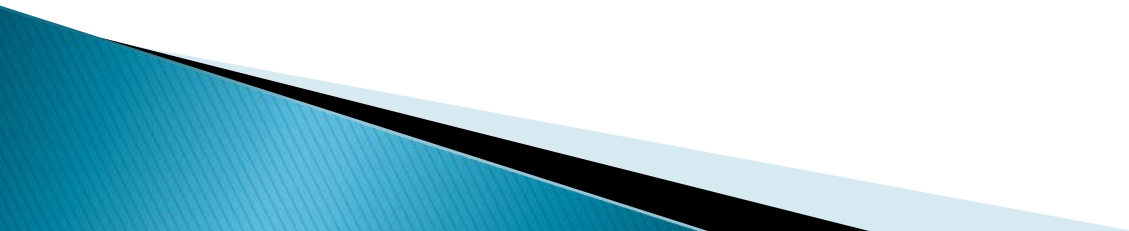
Consider:

- ▶ Your campus-wide learning outcomes, GE learning outcomes, and mission
 - ▶ ACPA/NASPA Professional Competencies
 - ▶ CAS Learning and Development Outcomes
 - ▶ AAC&U Essential Learning Outcomes
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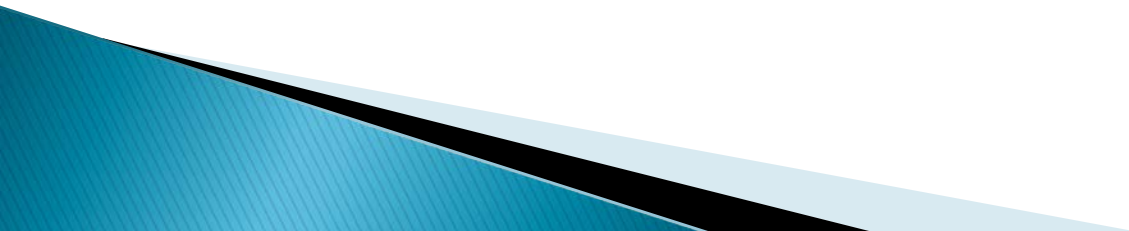
Examples of ACPA/NASPA Professional Competencies



Examples of CAS Learning and Development Outcomes



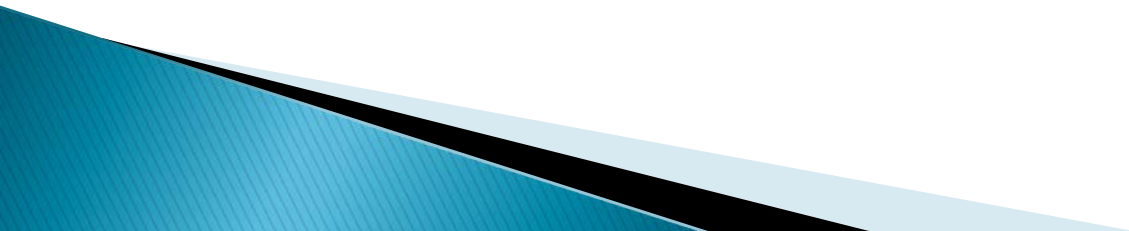
The AAC&U Essential Learning Outcomes



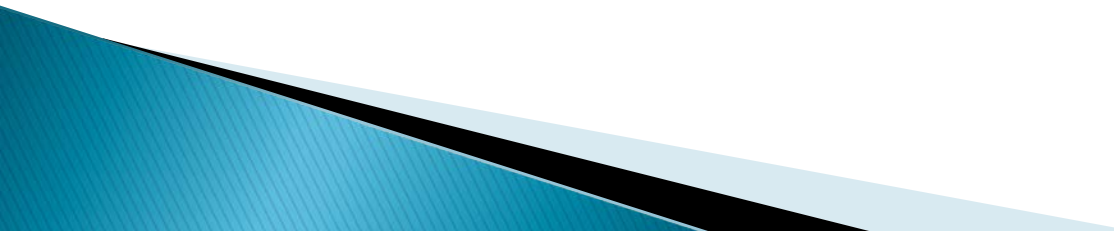
Campus Examples

- ▶ CSU, Fullerton
- ▶ Southern Illinois University, Edwardsville

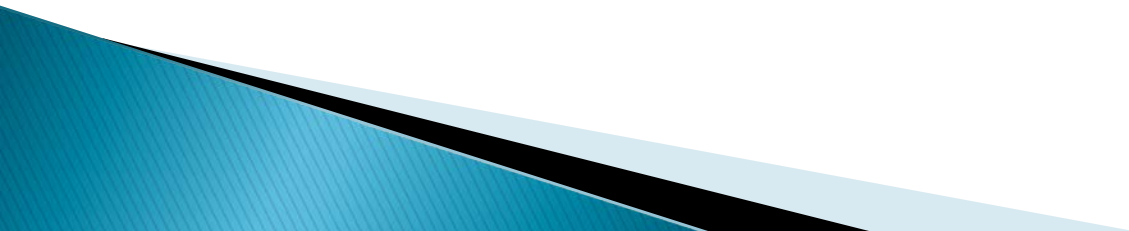
First-Year Experience Outcomes



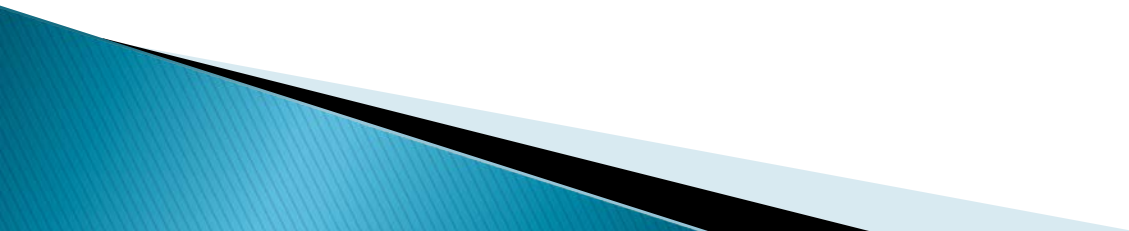
Assessment Methods: Frequently Used Strategies

- ▶ Counts
 - ▶ Client Satisfaction Measures
 - ▶ External Evaluation Reports
 - ▶ Learning Outcomes: direct vs. indirect assessment
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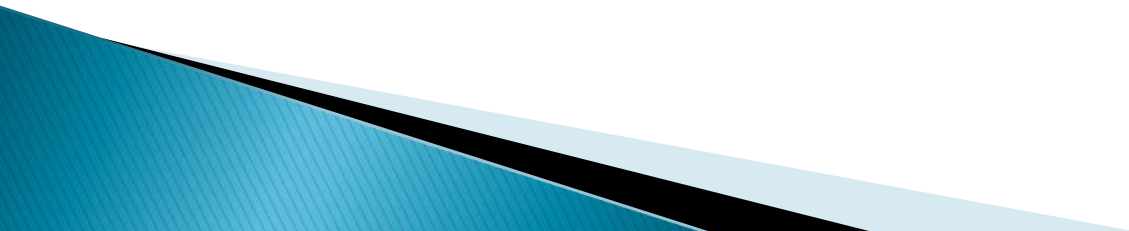
Some Ways to Collect Assessment Evidence



Consider disaggregating results.



Staff Training and Support



Campus Examples

- ▶ San Jose State University Counseling Center Survey
 - ▶ Yale Library Focus Group
 - ▶ Muhlenberg College Napkin Survey
 - ▶ Holistic Writing Rubric
 - ▶ Analytic Writing Rubric
 - ▶ Rubric for CSL Reflection Papers
 - ▶ Intentional Learning Scoring Rubric
 - ▶ Student Conduct Essay Rubric
 - ▶ Intercultural Knowledge and Competence Rubric
 - ▶ Civic Engagement Rubric
 - ▶ Teamwork Rubric
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