

University of Houston-Clear Lake
Office of Institutional Effectiveness
Assessment Report for FY16 and FY17

The Office of Planning and Assessment in the Office of Institutional Effectiveness (OIE) has completed its review of the 2016-2017 Assessment Cycle, which includes academic year 2015-2016 (results and use of results) and academic year 2016-2017 (outcomes and methods/criteria for success).

Although this report was due January 15, OIE delayed the final report for three reasons. In the fall of 2016, UHCL transitioned to Taskstream's Accountability Management System (AMS); users first attended training sessions and then tackled a new software that was more complex than the previous AIM system. As a result, everyone needed more time and most were unable to meet the October 31 initial submission deadline. In addition, OIE took advantage of AMS's review process and began an in-depth, rigorous review of assessment plans in November as part of our mandate to renew focus on quality assessments. Subsequently, our review identified a variety of weak areas which OIE staff worked to address with users through one-on-one discussions and open computer lab hours; this process of improvement has become ongoing which OIE will address in workshops and pilot assessment programs beginning May 2017. OIE is grateful to the assessment users for their patience, understanding, and ongoing willingness to raise their assessment plans to higher standards.

Through the OIE review, we noted the following:

Strengths

- In general, the student learning outcomes (SLO) are well developed and clearly articulate the knowledge, skills, and disposition students will have upon graduation. They seek to evaluate the effectiveness of the teaching and learning process and are consistent with program goals, curriculum outcomes, and university mission.
- UHCL administrators support the assessment process by stressing its importance and acting as or assigning responsive assessment liaisons to work with OIE.
- With the transition to AMS, programs and administrative units now have the ability to generate more robust plans, and can plan more strategically for long-term goals.
- Through the review and revise process, faculty and staff have refined their assessment plans to receive better feedback for this cyclical process of continual improvement of the UHCL experience.

Weaknesses

- While SLOs are strong, plans are weak in documenting how programs and units close the loop and they lack reflection for use of results and continuous improvement.
- Some plans have weak methods and rely on course audits and course grades for assessment results.
- Upon initial submissions, plans were found to be incomplete and missing key elements, lengthening the review process.
- For a variety of reasons, many administrative units are unsure about the purposes and processes of assessment.
- Previous attitudes have made people less receptive because they are unclear about accountability of assessment plans.

Opportunities

- Strong assessment plans can lead to stronger programs, increasing enrollment and retention
- Well designed and executed assessment plans can support accreditation efforts.

- Strong assessment plans support the mission of the university and its strategic plans.
- Colleges and departments can make well informed decisions based on assessment results.
- Collaboration with the Center for Faculty Development can strengthen faculty's assessment prowess.
- Workshops to increase understanding of assessment and Taskstream technology can provide faculty and staff with knowledge and skills.

Issues and Solutions:

1. Users were unsure about creating effective assessment plans.

Solution: In addition to the many one-on-one conferences between OIE staff and UHCL assessment users over the past four months, OIE will continue to address the quality, usefulness, and effectiveness of assessment plans in various ways.

- A. OIE has created an ambitious workshop schedule to review the elements of a strong assessment plan including a mission statement, student learning outcomes, program outcomes, methods and criteria, and results and use of results. Separate workshops will focus on academic units, administrative units, and co-curricular units.
- B. OIE has scheduled pilot projects with select programs/units/divisions to complete a thorough assessment review and revision.
- C. The [Assessment Resources](#) webpage provides an extensive list of handouts, documents, and other assessment-related resources.

2. Users felt the length of time to complete assessment was too short.

Solution: AMS will now be opened on May 1, increasing the assessment period by four months. Users can begin entering assessment results at the end of the spring semester.

3. Supervisors wanted access to review plans.

Solution: Although supervisors already had access to plans, OIE has built the review process into the assessment calendar. In addition, OIE will provide training workshops to supervisors on best practices within the AMS system to review and provide feedback.

4. Users found the AMS system confusing.

Solution: In this first year of using the AMS system, OIE expected a steep learning curve. AMS is more sophisticated and robust than UHCL's previous assessment repository system and with this enhanced functionality came confusion with new steps and new features. OIE is addressing this issue in various ways:

- A. Step-by-step tutorials found on the [Taskstream login page](#).
- B. Video demonstrations found on the [Taskstream Tutorials page](#).
- C. AMS Workshops with hands-on instruction scheduled monthly from May through October.
- D. One-on-one assistance as needed and requested.

Summary and Status of Assessment Review as of March 6, 2017

To address users' concern about accountability, the OIE staff began an in-depth review of all assessment plans by using rubrics to evaluate the individual components in November. The target completion date of November 30 was exceeded by three months as OIE took this transitional opportunity to work with individuals at all levels. From November 1, 2016 through March 7, 2017, OIE staff conducted 1,507 individual reviews on 158 assessment plans. Learning the review process for the first time for both users and reviewers was complex; however, the focus on and revision of the individual components of the assessment plan was productive.

All plans should have submitted the following components: Program Outcomes, Student Learning Outcomes (Academic and Non-Academic: Student Services), 2016-17 Methods, 2015-16 Methods, Results, and Use of Results. Here are the results as of March 6, 2017.

College of Business

- Total: 22 plans, 130 components
- Submitted and Reviewed: 130 components
- Completed: 105 components

Needs Revision: 25 components (almost all 16-17 Methods; Accounting BS and MS, BUS plan, Business Administration General Business BS and MBA, Business Degrees BS, Environmental Management BS and MS, Finance BS and MS, Healthcare Administration MHA/MBA, BS and MHA, Healthcare Service BAS, Human Resource Management MA, Management BS, Management Information System BS and MS, Marketing BS, and Professional Accounting BS/MS).

Status: Reviews and revisions ongoing by BUS assessment liaison.

College of Education

- Total: 20 plans, 117 components
- Submitted and Reviewed: 108 components
- Completed: 108 components

Needs Submission: 9 components (mostly Standing Requirements; Center for Professional Development of Teachers, Educational Foundations, Educational Management MS, Interdisciplinary Studies BA and BAS).

Status: Reviews and revisions ongoing by COE assessment liaison.

College of Science and Engineering

- Total: 25 plans, 146 components
- Submitted and Reviewed: 122 components
- Completed: 94 components

Needs Submission: 24 components (Computer Engineering BS and MS, Computer Science MS, Cyber Security Institute, Industrial Health and Hygiene BS, Safety BS)

Needs Revision: 28 components (Biological Sciences BA/BS, MS, Biotechnology MS, Chemistry BA/BS, Chemistry MS, Computer Information Systems BS and MS, Computer Science BS, Environmental Science BS and MS, Informational Technology BAS, Mathematical Sciences BA/BS and MS, Software Engineering, and Systems Engineering).

Status: CSE faculty and Katie Reno (OIE) are working together on reviews and revisions.

College of Human Sciences and Humanities

- Total: 38 plans, 216 components
- Submitted and Reviewed: 216 components
- Completed: 208 components

Needs Revision: 8 components (Digital Media Studies MA, Family Therapy MA, Geography BS, and Public Leadership BS)

Status: Incomplete

Non-academic: Academic Affairs

- Total: 4 plans, 20 components
- Submitted and Reviewed: 20 components
- Completed: 16 components

Needs Revision: 4 components (Office of E-Learning Services)

Status: Incomplete

Non-academic: Administration and Finance

- Total: 18 plans, 90 components
- Submitted and Reviewed: 55 components
- Completed: 46 components

Needs Submission: 35 components (Risk Management, Building Maintenance, Custodial Services, Grounds Maintenance, Parking Management, Scheduling and Space Planning, and Systems Operations)

Needs Revision: 9 components (General Accounting, Emergency Management/Fire Safety, and General Services)

Status: OIE and FMC collaborating on pilot program to develop completely new assessment plans.

Non-academic: Enrollment Management

- Total: 9 plans, 40 components
- Submitted and Reviewed: 40 components
- Completed: 35 components

Needs Revision: 5 components (Admissions)

Status: Incomplete

Non-academic: Information Resources Division

- Total: 4 plans, 21 components
- Submitted and Reviewed: 19 components
- Completed: 19 components

Needs Submission: 2 components (Environmental Institute of Houston)

Status: Incomplete


Non-academic: President's Office

- Total: 1 plan, 5 components
- Completed: 5 components

Status 100% Complete ★


Non-academic: Student Services

- Total: 12 plans, 72 components
- Completed: 72 components

Status: 100% complete 

Non-academic: University Advancement

- Total: 3 plans, 15 components
- Completed: 15 components

Status: 100% complete 

| Components | | | | | | |
|-------------------------------|-------------|------------------|------------------------|-----------|------------------|----------------|
| Division | Total Plans | Total Components | Submitted and Reviewed | Completed | Needs Submission | Needs Revision |
| BUS | 22 | 130 | 130 | 105 | 0 | 25 |
| COE | 20 | 117 | 108 | 108 | 9 | 0 |
| CSE | 25 | 146 | 122 | 94 | 24 | 28 |
| HSH | 38 | 216 | 216 | 208 | 0 | 8 |
| Academic Affairs | 4 | 20 | 20 | 16 | 0 | 4 |
| Administration and Finance | 18 | 90 | 55 | 46 | 35 | 9 |
| Enrollment Management | 9 | 40 | 40 | 35 | 0 | 5 |
| Information Resource Division | 4 | 21 | 19 | 19 | 2 | 4 |
| President's Office | 1 | 5 | 5 | 5 | 0 | 0 |
| Student Services | 12 | 72 | 72 | 72 | 0 | 0 |
| University Advancement | 3 | 15 | 15 | 15 | 0 | 0 |
| | | | | | | |
| TOTAL | 156 | 872 | 802 | 723 | 70 | 79 |

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OIE Assessment Workshop Calendar 2017

All sessions to be held in the UCT/HR training room, B2132

AMS WORKSHOP

In this one-hour workshop, you will receive hands-on instruction on entering assessment information into Taskstream's AMS system. Please bring your notes or previous plans with you. Before attending the workshop, you must be enrolled in the AMS system. If you are unsure, go to www.uhcl.edu/taskstream and log in. If you are unable to log in, please notify one of the Assessment Coordinators in the OIE office. No registration is required but RSVP is preferred because of limited seats. You may attend one or all of the sessions.

9:00 a.m. - 10:00 a.m. - May 1, June 5, July 3, August 7, September 4, October 2

ASSESSMENT WORKSHOP FOR ADMINISTRATIVE UNITS BROWN BAG LUNCH

In this ninety-minute workshop, you will review the elements of a strong assessment plan: mission statement, program outcomes, methods and criteria, and results and use of results. Bring your old plans and your questions. No registration is required but RSVP is preferred because of limited seats. You may attend one or all of the sessions.

11:30 a.m.-1 p.m. - May 15 or July 17 or September 18

ASSESSMENT WORKSHOP FOR ACADEMIC PROGRAMS Brown Bag Lunch

In this ninety-minute workshop, you will review the elements of a strong assessment plan: mission statement, student learning outcomes, program outcomes, methods and criteria, and results and use of results. Bring your old plans and your questions. No registration is required but RSVP is preferred because of limited seats. You may attend one or all of the sessions.

11:30 a.m.-1 p.m. - June 15 or September 21

ASSESSMENT WORKSHOP FOR CO-CURRICULAR UNITS Brown Bag Lunch

In this ninety-minute workshop, you will review the elements of a strong assessment plan: mission statement, student learning outcomes, program outcomes, methods and criteria, and results and use of results. Bring your old plans and your questions. No registration is required. The workshop will help administrative units that work with students understand the differences between student learning outcomes and program outcomes. No registration is required but RSVP is preferred because of limited seats. You may attend one or all of the sessions.

June 13 or August 8

11:30 a.m.-1 p.m.

Assessment Free-for-All/Roundup

Drop by for one-on-one help in completing your assessment plans for FY16-17 and FY17-18.

9:00 – 11:00 October 16
1:00 – 3:00 October 17
2:00 – 4:00 October 18
10:00 – 12:00 October 19
9:00 – 11:00 October 20

To be scheduled:

AMS Supervisors Workshop: Deborah Griffin, Joan Bruno, Bryan Morgan, Ju Kim

Assessment Results and Use of Results - One week in mid-September

Supervisor Review Workshops – communicate/discussion boards/
Checklist