

# College of Graduate Studies Assessment

Susan L. Pocotte, Ph.D.

Associate Dean for Academic Affairs

COGS- liaison to UAC

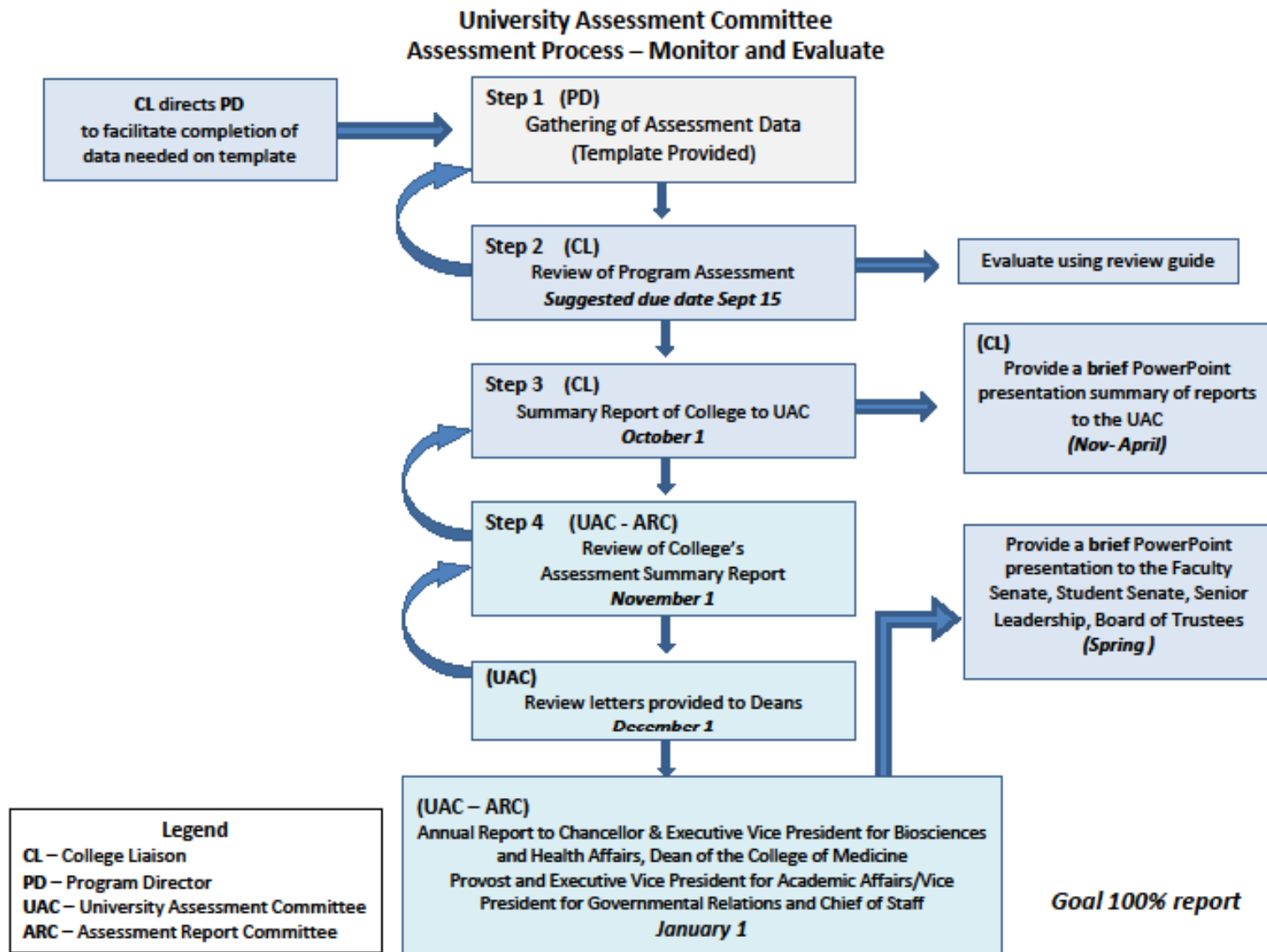
# COGS Assessment- History

- Strong and ongoing culture of assessment of graduate student and graduate faculty services.
- History of using assessment data to inform changes to assessment procedures and service outcomes
- COGS data and service outcomes assessment results have been reported to various stakeholders for many years

# COGS Assessment- New

- 2010- Representation on UT University Assessment Committee
  - Continued improvement of the UT assessment process
- 2011- Formalized Assessment Plan
- 2011 comprehensive and summative annual report submitted to UAC for evaluation
  - Received preliminary feedback of excellence

<http://www.utoledo.edu/offices/provost/main/assessment/Index.html>



# COGS -a service unit

- Assess service outcomes
- Service outcomes organized into several categories of service type to our stakeholders that are predominately graduate students and graduate faculty.
- For each service type several outcomes, goals and objectives have been enumerated.
- Assessment plan that includes data collection methods, metrics, and responsibility has been established (see Template).
- Annual assessment of the service outcomes will be used to inform changes when needed.

# NOTES

- Academic Units assess Student Learning Outcomes
- Assessment not the same as Program Review

# Stakeholder participation in COGS Assessment

- COGS Assessment Committee provides oversight to the process
  - Vice Provost for Graduate Affairs and Dean, College of Graduate Studies
  - Associate Dean for Health Science Graduate Program
  - Associate Dean for Academic Affairs COGS
  - Graduate Faculty Representative- To be determined
  - Graduate Student Representative- To be determined
- Council of Associate Deans
- Graduate Council and Graduate Council Executive Committee

# The College of Graduate Studies Assessment Template

Next slides



<b>Studies(COGS) Assessment Measures</b>			<b>COGS Data Review Process</b>	
<b>Service type</b>	<b>Institutional Unit Service Outcomes/Goals/ Objectives</b>	<b>Data collection methods, metrics.  Sources of data</b>	<b>When is the data assessed?</b>	<b>Responsible person(s) for Collection and Review of data?</b>
A. Application processes	<ol style="list-style-type: none"> <li>1. Enhanced accuracy and ease of stakeholder access to all parts of the on-line application and program decision processes.</li> <li>2. Efficient and effective training/re-training of staff, faculty and advisors handling admission applications and decisions.</li> <li>3. Continuously improved processes.</li> </ol>	<p>On-going; Track phone calls, electronic applications, mailbox for e-questions for timeliness of handling and errors.</p>	Annually	<p>Dean, Associate Deans,  COGS Manager of Graduate Admissions</p>

Studies(COGS) Assessment Measures			COGS Data Review Process	
Service type	Institutional Unit Service Outcomes/Goals/ Objectives	<i>Data collection methods, metrics.</i>  <i>Sources of data</i>	<i>When is the data assessed?</i>	<i>Responsible person(s) for Collection and Review of data?</i>
B. Orientation processes: graduate students and graduate faculty	<ol style="list-style-type: none"> <li>1. Enhanced access to orientation information by new students.</li> <li>2. Continuous improvement in response to survey responses by participants.</li> <li>3. Identify and evaluate types of information new students need before coming to campus.</li> <li>4. Effective processes for new graduate faculty orientation.</li> </ol>	<p>After fall, spring, and summer orientations;</p> <p>Surveys and evaluations of new students and university presenters.</p>	Annually	<p>Dean, Associate Deans,</p> <p>COGS Manager Academic Affairs, COGS Manager Administrative Services</p>

Studies(COGS) Assessment Measures			COGS Data Review Process	
Service type	Institutional Unit Service Outcomes/Goals/ Objectives	<i>Data collection methods, metrics.</i>  <i>Sources of data</i>	<i>When is the data assessed?</i>	<i>Responsible person(s) for Collection and Review of data?</i>
C. Student progress and compliance	<p>1. Attain 100% submission and compliance levels for Plans of Study, GRAD forms, other required grade levels, and completion of program exams, and submission ETD. (Qualifying Exams, scholarly projects etc).</p> <p>2. Track time to degree and communicate to stakeholders.</p> <p>3. Track low GPA student numbers and inform stakeholders.</p>	<p>1. First semester GPA review; low GPA reports each semester for all students sent to college deans, program directors; program to address submitted by student.</p> <p>2. Plan of Study and GRAD form deadline tracked.</p> <p>3. Qualifying Exam-program deadlines and completion tracked.</p>	Annually	<p>Dean, Associate Deans,  COGS Manager Academic Affairs,  COGS Manager Administrative Services,  COGS Records Management Officer</p>

<b>Studies(COGS) Assessment Measures</b>			<b>COGS Data Review Process</b>	
<b>Service type</b>	<b>Institutional Unit Service Outcomes/Goals/ Objectives</b>	<b>Data collection methods, metrics.  Sources of data</b>	<b>When is the data assessed?</b>	<b>Responsible person(s) for Collection and Review of data?</b>
D. Graduate Student development workshops, Research forums	<ol style="list-style-type: none"> <li>1. Timely information to students on necessary skills for success in graduate school.</li> <li>2. Provide information on networking and career opportunities.</li> <li>3. Raise visibility, support and attendance at programs and workshops.</li> <li>4. Increase attendance from UT graduate students and graduate faculty at graduate student research forums.</li> </ol>	Post-event;  Surveys, attendance records.	Semi-annually	Dean, Associate Deans,  COGS Manager Academic Affairs,  COGS Manager Administrative Services, GC, GSA

<b>Studies(COGS) Assessment Measures</b>			<b>COGS Data Review Process</b>	
<b>Service type</b>	<b>Institutional Unit Service Outcomes/Goals/ Objectives</b>	<b>Data collection methods, metrics.</b>  <b>Sources of data</b>	<b>When is the data assessed?</b>	<b>Responsible person(s) for Collection and Review of data?</b>
E. Graduate Student Academic Appeals and Grievances	<ol style="list-style-type: none"> <li>1. Evaluate the efficiency and effectiveness of newly approved UT policies for appeals and grievance processes.</li> <li>2. Track knowledge of COGS appeal and grievance processes amongst students and programs to in turn work with Colleges to develop mechanisms to enhance communication and understanding.</li> <li>3. Continuous improvement of processes based on informed change from 1 and 2 above.</li> </ol>	Redacted records of COGS admin and GC Academic Standing committee;  Minutes of COGS Dean and College Associate Deans meetings		Dean,  Associate Deans

<b>Studies(COGS) Assessment Measures</b>			<b>COGS Data Review Process</b>	
<b>Service type</b>	<b>Institutional Unit Service Outcomes/Goals/ Objectives</b>	<b>Data collection methods, metrics. Sources of data</b>	<b>When is the data assessed?</b>	<b>Responsible person(s) for Collection and Review of data?</b>
F. Graduate student financial support	<ol style="list-style-type: none"> <li>1. Track competitiveness of graduate tuition/fees with USO institutions.</li> <li>2. Foster affordability and competitiveness for diverse student populations.</li> <li>3. Track levels of graduate assistantships/scholarships/fellowships and processes used to determine numbers of each.</li> <li>4. Monitor program concerns with processes and efficiency.</li> <li>5. Determine accessibility of financial support information to students and programs.</li> <li>6. Maintain effective and timely communication with programs/students.</li> </ol>	COGS student financial data, Graduate Program Review, Admissions data, Feedback from stakeholders, Ohio public data bases	Annually	Dean, Associate Deans, COGS Business Services Officer

Studies(COGS) Assessment Measures			COGS Data Review Process	
Service type	Institutional Unit Service Outcomes/Goals/ Objectives	<i>Data collection methods, metrics.</i>  <i>Sources of data</i>	<i>When is the data assessed?</i>	<i>Responsible person(s) for Collection and Review of data?</i>
G. Graduation, audits, clearances	<ol style="list-style-type: none"> <li>1. Review mechanisms/workflows to enhance efficiency and ensure timely processes.</li> <li>2. Track student issues that delay or prevent clearance to inform students earlier.</li> </ol>	COGS staff reports; surveys; exit surveys by graduates	Annually	Dean, Associate Deans, COGS Manager Administrative Services, COGS Records Management Officer

Studies(COGS) Assessment Measures			COGS Data Review Process	
Service type	Institutional Unit Service Outcomes/Goals/ Objectives	<i>Data collection methods, metrics.</i>  <i>Sources of data</i>	<i>When is the data assessed?</i>	<i>Responsible person(s) for Collection and Review of data?</i>
H. Graduate faculty membership	<ol style="list-style-type: none"> <li>1. Track efficiency of process and identify areas of concern.</li> <li>2. Monitor program satisfaction and concerns, and ideas for improvement.</li> </ol>	Screen databases for time to complete; surveys	Annually	Dean, Associate Deans, Chair GC membership Committee



Studies(COGS) Assessment Measures			COGS Data Review Process	
Service type	Institutional Unit Service Outcomes/Goals/ Objectives	<i>Data collection methods, metrics.</i>  <i>Sources of data</i>	<i>When is the data assessed?</i>	<i>Responsible person(s) for Collection and Review of data?</i>
I. Graduate faculty communications	<ol style="list-style-type: none"> <li>1. Enhance and ensure faculty participation in governance of graduate programs (GC and GCEC bylaws, constitution and committees).</li> <li>2. Efficient and effective GC and GCEC processes and communication with faculty.</li> </ol>	Minutes of GC, GCEC; election process and results; surveys	Annually	Dean, Associate Deans

Studies(COGS) Assessment Measures			COGS Data Review Process	
Service type	Institutional Unit Service Outcomes/Goals/ Objectives	<i>Data collection methods, metrics.</i>  <i>Sources of data</i>	<i>When is the data assessed?</i>	<i>Responsible person(s) for Collection and Review of data?</i>
J. Graduate program, course approvals	<ol style="list-style-type: none"> <li>1. Track process efficiency and areas of concern.</li> <li>2. Program satisfaction with GC committee efficiency and accuracy; ideas for improvement.</li> </ol>	COGS monitoring of 30 day timeline per GC bylaws. Program satisfaction surveys, GC Curriculum Committee tracking data.	Semi-annually	Dean, Associate Deans

Studies(COGS) Assessment Measures			COGS Data Review Process	
Service type	Institutional Unit Service Outcomes/Goals/ Objectives	<i>Data collection methods, metrics.</i>  <i>Sources of data</i>	<i>When is the data assessed?</i>	<i>Responsible person(s) for Collection and Review of data?</i>
K. Graduate program review process	<ol style="list-style-type: none"> <li>1. Efficient and effective process for full program review of degree and certificate programs.</li> <li>2. Maintenance of accurate and complete records of program review results, including how results were shared with stakeholders and how programs responded to concerns and the changes made.</li> <li>3. Use the results of graduate program quality review in budget allocation to support quality.</li> </ol>	UT Program Review Committee records,  GC program review Committee records, COGS databases,  IR databases,  College surveys	Annually	Dean, Associate Deans

**University Assessment Committee  
Service Unit Assessment Report  
2010 – 2011**

# Analysis of data for evidence that the COGS is meeting service outcomes

- Goals/Objectives for Service outcome category types have been met 2010-2011
- Evidence of continuous improvement for majority of goals/objectives for service outcome category types for 2010-2011
- Informed decisions for improvements to service outcomes for 2011-2012
- Informed decisions for new service outcomes for 2011-2012

# Example of Data Analysis to Evaluate Outcomes and Inform Change

# G. Graduation, audits, clearances

- Evidence that the two service outcomes have been met
- COGS has conducted an exit survey of all graduating graduate students since Spring 2006.
  - Questions address services provided by COGS and the College/Department that provides the graduate program.
- Beginning Spring 2011, COGS required students to complete the survey.
  - Response rate was 100% with 549 respondents.

# **G. Graduation, audits, clearances**

## **Service outcome 1-**

Review mechanisms/workflows to enhance efficiency and ensure timely processes.

- At least an 80% of the respondents were satisfied or very satisfied with the services indicated in the following questions.



### **Selected Exit Survey Results**

Q. Please indicate your level of satisfaction with the quality of information/advice/service received from COGS Staff.

Very Satisfied	24.8 %
Satisfied	55.7 %
Unsatisfied	6 %
Very unsatisfied	2.2 %
Not applicable	8.4 %

Q. Please indicate your level of satisfaction with the quality of information/advice/service received from COGS Web-site.

Very Satisfied	19.9%
Satisfied	60.1 %
Unsatisfied	6.3 %
Very unsatisfied	1.3 %
Not applicable	10.9%

Q. To what extent do you agree/disagree with each of the following statements?  
S1. The College of Graduate Studies was accessible to me.

Strongly agree	23.9%
Agree	65.9 %
Disagree	2.4 %
Strongly Disagree	1.5 %
Not applicable	4.4 %

S2. The College of Graduate Studies was responsive.

Strongly agree	24.8%
Agree	60.1 %
Disagree	4.4 %
Strongly Disagree	1.6 %
Not applicable	6.9 %

S3. The College of Graduate Studies performed its functions effectively.

Strongly agree	23.0%
Agree	61.9 %
Disagree	4.6 %
Strongly Disagree	2.4 %
Not applicable	5.8 %

S4. The College of Graduate Studies performed its functions efficiently.

Strongly agree	21.9%
Agree	61.0 %
Disagree	6.4 %
Strongly Disagree	2.6 %
Not applicable	5.6 %

S5.The College of Graduate Studies was consistent in service delivery.

Strongly agree	23.5%
Agree	59.2 %
Disagree	6.4 %
Strongly Disagree	1.8 %
Not applicable	6.6 %

# G. Graduation, audits, clearances

## Service outcome 2-

Track student issues that delay or prevent clearance to inform students earlier.

- Data from several COGS communication methods and the exit survey.
  - Logs of phone calls and walk-in queries
  - Service electronic mailboxes (Electronic Thesis and Dissertation, Academic Services in General, and Degree Audit)
  - UT COGS graduate portal on myUT website
  - Communication College/Department graduate program Associate Deans.



## **G. Graduation, audits, clearances**

- The following comments were submitted through the Spring 2011 exit survey.
- The statements have not been edited for grammar or spelling.

- “I do not feel the deadlines for graduation were well displayed. My program never coordinated with me to inform me that deadlines were approaching. The Office of Graduate Studies also never sent an email with deadlines stated within the email text itself.”
- “I have felt unsure about whether or not all of my requirements for graduation were met based on the lack of feedback from my advisor until recently. I have enjoyed the courses and the program of studies, and am excited about the practicum project I&acute”
- “I wish there was a hardcopy check list of forms/requirements given to us at the start of the program or before the last semester. Billing was awful, the people at the HSC (gone now) helped me a lot, however, [COGS comment: the rest is missing from data] “

- “It would be helpful if degree audits were conducted on a regular basis by our internal department. The biomedical engineering program has huge potential, but no one department/person has taken charge of it so there is often confusion.”
- “The web site was difficult to navigate and find materials such as the graduate studies exit survey. The degree audit is difficult to read and expectations are not clear. It makes it very hard for students to meet deadlines, even with regularly checking”
- “The websites should be improved to more effectively communicate information. Thesis and graduation deadline information is scattered and poorly organized on the UT websites.”

# Informed Improvements

# G. Graduation, audits, clearances

Implemented in AY 2010-2011

- Graduate audit reports specific to students are sent by COGS to students UTAD accounts, advisors or Department chairs, and Associate Deans at the end of the term.
  - The addition of advisors or department chairs to the mailing list was an attempt to involve those who might have the closest communication with the students.

# G. Graduation, audits, clearances

Recommendations for improvement upcoming year  
2011-2012:

- a. Send the lists of student who have applied for graduation to College graduate program Associate Deans. The Associate Deans will be asked to involve appropriate unit personnel (advisors, Department Chairs, faculty mentor) in communication with students to begin timely clearance procedures. COGS will continue with its communication to students.

## **G. Graduation, audits, clearances**

- Recommendations for improvement upcoming year 2011-2012:
  - b. COGS staff will continue to analyze the exit survey, and other tracking data for suggestions to improve COGS communication regarding graduation, audits, and clearances through electronic media and Graduate Council to all stakeholders.

# Communication of assessment results

- VP and COGS Dean annual address to the Graduate Faculty and guests
- Council of Associate Deans
- Graduate Council
- Graduate Student Association
- University Assessment Committee
- More..



# New Communication Initiatives

- Communication of the newly formalized COGS assessment procedures and results are planned.
  - COGS Assessment link to the COGS web site.
  - Expanded reporting of assessment processes and data to Graduate Council, GCEC and Council of Assoc. Deans.
  - Summative assessment report by VP and COGS Dean at the February 2012 annual address.

# Student involvement in the assessment process

- Predominate method of graduate student involvement in COGS assessment process is through their response to surveys.
- Graduate students are voting members of Graduate Council and GCEC
  - Opportunity to provide feedback to assessment reports and processes

# Student involvement in the assessment process

- Beginning with Academic Year 2011-2012  
COGS plans to include a graduate student on  
the COGS Assessment committee.

# Informed continuous Improvements for AY 2011-2012

Membership of the COGS Assessment  
Committee will be evaluated to explore the  
inclusion of other stakeholders including non-  
administrative Graduate Faculty

# Informed continuous Improvements for AY 2011-2012

- The template will be expanded to include some services that were not captured on the Academic Year 2010-2011 version.
  - Recruitment of Graduate Student applicants
  - Retention of students
  - Human Resource activities for Graduate Students
  - Graduate Program Development
  - Develop the process and measurement for the service outcome number 4 – “Effective processes for new graduate faculty orientation.”