

Checklist for Service Areas for Fall 2019 Assessments

Prepare for Assessment:

1. When contacted by your Liaison supervising manager confirm when you are planning to assess your area; if you anticipate needing their assistance with any part of the assessment, let them know at this time.
2. Review the SAOs or SLOs and create an assessment plan with a schedule that allows you to complete all assessment activities and enter the information into Curricunet Meta no later than March 15, 2020. The assessment plan includes:
 - Determination of when and how you will collect the data for each SAO/SLO. Will the collection method tabulate the data for you or will someone need to be identified to do that? If you will use a survey, does a survey need to be written or reviewed? (assistance is available)
 - Determination of how you will evaluate the data. The criteria by which the data will be evaluated should be articulated and ideally arrived at by consensus. A rubric may be the best way to manage these elements.
 - Determination of the minimum acceptable performance for the service area for SAO or for a student to demonstrate they have met the outcome for SLO. For example, on a survey with a 5-point scale an acceptable level of performance might be at least 20 points, depending on the number of questions asked. Another example with a 4-point scale might be that the service area will average a score of 2.5 or greater in each category, area, or question.
 - You may want to consider the timing of your area's activities so that not all service areas are requesting students complete a survey at the same time.
3. Confirm access to Curricunet Meta and how to use it
 - To request an account for Curricunet Meta (often just called Meta) or instruction on how to use it, contact your Liaison, the Assessment Coordinator, or Specialist. We will ensure these are provided. Meta is an online platform that also contains our curriculum management system. It is the repository for all of the assessment information.

If you need assistance with completing any of the above steps, contact your Liaison.

Conduct Assessment Activities

During the semester:

1. Collect and evaluate assessment as noted in your plan
2. Review and analyze the data from the evaluation of your data

During the semester or early in the spring semester:

3. Discuss and review the data with other members of your service area or within the department. Examples of discussion items:
For SLOs: in which areas did students excel and where do they struggle?
For SAOs: what areas were strengths for your service area and where did you find weaknesses?

For all: What issues and needs were discovered? How do the results compare to any benchmark data previously collected? Did the assessment adequately determine if students/the service area were meeting the outcomes?

4. Create an action plan based on the analysis and review of data. The plan should include:
 - A. Any insights gained from the assessment not already stated with the results
 - B. Details of any changes to make in the assessment process, if any
 - C. Changes to rules, processes, or other ways in which the service area operates. Note who is responsible for making these changes.
 - D. Resources needed to implement the plan.
 - E. How you will measure the effectiveness of changes made as a result of the plan.
 - F. Anything not already listed that would inform the next cycle of assessment.
 - G. A timeline for completing all the items in the plan.

Note: Changes noted for item C or requests for resources should be clearly stated so that they can be 1) acted up and 2) included in the department or program's planning such as the APU or program review.

5. Enter the information into Curriconet Meta by March 15, 2020. All service areas are responsible for entering the information into Curriconet themselves.

If you need assistance with completing any of these steps, contact your Liaison, Assessment Coordinator, or Specialist.

Implement Action Plan:

When the service area or department staff start working on the action plan and the length of time to complete the plan will vary depending upon the details of each plan.

- For assistance facilitating a department or discipline discussion or activity, as well as planning training or professional development activities, contact your Liaison and/or the Assessment Coordinator
- For assistance with curriculum updates, contact your department's curriculum representative and/or the Specialist

Considerations for determining assessment method:

- Does the assessment design assure mastery of the content as described in the SLO?
- Do assessment methods provide sufficient opportunities and flexibility for all students to show their mastery of the SLO?
- Are the assessment results consistent if administered over time?
- Does the assessment method return data that is unbiased? Surveys should be written in a way that collects data without skewing the responses toward particular results.

Considerations when analyzing results:

In addition to determining if students or service area met the set standard, did the activity and/or assessment method tell you if students/service area have achieved the desired outcome? For example, a survey may return many high scores or positive results, but are those results meaningful? Did the questions cover all aspects of the SAO/SLO? Were the questions neutral and unbiased? Was the survey distribution and collection done in such a way as to reach a broad cross-section of service users over a sufficient period of time? **Try to keep your**

survey items/questions as consistent as possible if you want to compare and track changes in the outcomes of your assessments.