

## Student Services Assessment Team Strategic Plan

**Goal: SS Assessment Team – develop an infrastructure to support a culture of assessment within Student Services division.**

<b>Proposed Strategies: Team Comments</b>	<b>Responsible</b>	<b>Timeline (1, 2, 3, 4)</b>
Schedule training to build competency of divisional assessment team members <b>Need ongoing training, need clearer vision of goals &amp; how they are to help divisions.</b>	Camellia	1
Build our content knowledge through reading, discussions, workshops & webinars <b>Various forms of training will continue to be provided to increase knowledge</b>	Team	1
Include assessment team members in Data Days beginning Spring 2013 term <b>Assessment team to be included in Feb 14<sup>th</sup> meeting. Team suggested 2 members from team sit in on entire meeting and provide update to team during next meeting. Suggested team to read Data Days minutes to get more information from divisions' updates.</b>	Camellia	1
Develop a 'question bank' for SS Assessment Activity <b>Team to begin working on during next meeting in February, existing questions will be shared &amp; modified for our use</b>	Team	1
Create recognition systems for individuals and departments that excel in the areas of assessment <b>Team would like to develop recognition system later, once more work is done in assessment.</b>	Team & SVP Jerman	4
Team reading 'Learning Reconsidered' <b>Need uninterrupted time to read. Recommend the team commit to read specific sections of the book during each month and discuss/reflect on during team monthly meeting (similar to book club). Set a reasonable time to complete the book.</b>	Team & SS Deans	2
Develop a stronger understanding of the data that is collected on a regular basis within our division <b>Including team members in Data Days should help with this understanding Team update Data Collections Inventory every 6 months</b>	Team & SS Deans	1
Determine the best way to measure student satisfaction in all student services divisions <b>Team would like to be involved in this assessment. Each team member can work with division to develop POS questions specific to their division, but have a universal way to get ongoing feedback from students. Some team members suggested email surveys to students.</b>	Team	3
Develop rubrics and or utilize other tools to help measure the learning and the development of our students within specific programs and within departments <b>Tools can be developed once team increases assessment knowledge</b>	Team	4
Assess knowledge & skill of Assessment team members to ensure team functionality and support. <b>Review team composition and modify if needed.</b>	Camellia, SVP & Deans	2

Note Timeline:    1 - Now/SPRING 2013            2 - SUMMER 2013            3 - FALL 2013            4 - SPRING 2014

Additional Team Comments/Suggestions:

- Team members want more communication on what's going on in student services.  
**Assessment information – participation in Data Days & Assessment Team meetings  
General information – participation in divisional meetings and All-hands meetings**
- Can we look for more assessment examples from other schools?  
**Continue to provide examples that relate to what we're doing in Student Services**
- Can the team work on 1 project in Student Services to help a specific department?  
**Customer satisfaction across Student Services can be a group project**
- Most Assessment Team members already attend Data Days because of their position.