Template

Administrative Unit

Assessment Plan

University of New Mexico

Instructions:

This template is to be used for creating assessment plans to assess administrative unit outcomes. An assessment plan can span one, two, or three assessment cycles.

Assessment plans should be reviewed regularly (at least every seven years) by the unit’s department and/or division.

Assessment plans should include at least one broad goal, three outcomes, three indirect assessment methods and one direct assessment method.

All assessment plans should be made available to students and the broader UNM community on the unit/department/division’s assessment website.

*Please delete this cover page before submitting*.

**Administrative Unit**

**Assessment Plan**

**The University of New Mexico**

**A. Unit and Date**

1. Unit (if relevant): *Academic Support Center*

2. Department/Division: Department of *Instruction*

3. Submission Date: *February 2, 2017*

**B. Contact Person(s) for the Assessment Plan**

*[Insert each person’s name, title, e-mail address] Add rows to table as needed.*

|  |  |  |
| --- | --- | --- |
| First and Last Name | Title | UNM Email Address |
| 1. Mary Martucci | Academic Support Center Director | mmartucci@unm.edu |
|  |  |  |

**C. Mission Statement(s):**

The mission of the UNM- Los Alamos Academic Support Center is to provide space, services and resources to students in order to help them achieve academic success.

**D. Unit Goal(s), Outcomes & Assessment Matrix**

*Add rows to table as needed.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Broad Goals | Student Learning and/or Administrative Unit Outcomes | Univ. Goals/  UNM Strategic Plan/UNM-LA Strategic Plan | When Assessed  \*\* | Assessment Method(s)/  Activity, unit, etc. if relevant | Direct/  Indirect | \*Criteria to determine success |
| *Goal 1: To strengthen and maintain the visibility and usage of the ASC and its services and resources* | *AUO 1.1: Ensure that the ASC is included as part of the campus tour during new student orientation* | *UNM 2020 Goal 2 and 3/UNM-LA Goal…* | *Fall and Spring* | *Collaborate with Student Services to ensure the ASC is on the list for places to visit during the campus tour (i.e. email confirmation, campus tour literature/agenda etc)* | *Direct* | *Communicate with Student Services regarding the campus tour at least once a year* |
| *AUO 1.2: Ensure that the ASC is included as a listed resource in all UNM-LA course syllabi* | *UNM 2020 Goal 2 and 3/UNM-LA Goal…* | *Fall, Spring, Summer* | *Collaborate with the Office of Instruction to review and/or update information regarding the ASC in the course syllabus template (i.e. email communication, meeting with the dean of instruction etc)* | *Direct* | *Communicate with the Office of Instruction regarding the course syllabus template at least once a year* |
| *AUO 1.3: Provide on-going communication to faculty and students regarding the ASC* | *UNM 2020 Goal 2 and 3/UNM-LA Goal…* | *Fall, Spring, Summer* | *Email announcements through the faculty and student listserv regarding the resources and services provided by the ASC (i.e. provide copies of email announcements etc)* | *Direct* | *Email announcements at least once per semester* |
| *AUO 1.4: Conduct regular classroom visits throughout the year* | *UNM 2020 Goal 2 and 3/UNM-LA Goal…* | *Fall and Spring*  *Fall and Spring*  *Summer 2017* | *Email solicitation to faculty listserv requesting classroom visits (i.e. emails etc)*  *Provide updated business cards to students and faculty during classroom visits (i.e. track the number of students and faculty present during visits- sign-up sheet, how many business cards passed out etc)*  *Develop a classroom visit request form using the University survey tool to be sent in the email solicitation* | *Direct*  *Direct*  *Direct* | *Email the faculty listserv at least once a semester*  *Distribute business cards during visits to all students and faculty*  *Create a request form by the end of the summer 2017* |
| *Goal 2: To ensure the quality and impact of the services and resources provided by the ASC* | *AUO 2.1: To provide ongoing resources and services per semester to at least 10% of the enrolled student population* | *UNM 2020 Goal 2 and 3/UNM-LA Goal…* | *Fall, Spring, Summer* | *Formally track the students who utilize the ASC including the resources and the purpose of their visit (i.e. semester ASC report – based on data obtained from ASC Sign-In System etc)* | *Direct* | *At least 10% of the enrolled student population utilized the ASC per semester* |
| *AUO 2.2: Ensure that tutors are available in subjects that are in high demand and/or based on student need* | *UNM 2020 Goal 2 and 3/UNM-LA Goal…* | *Fall, Spring, Summer*  *Fall and Spring* | *Formally track which subjects are in high demand for tutoring (i.e. semester ASC report – based on data obtained from ASC Sign-In System etc)*  *Review data obtained from ASC student survey (i.e. analyze data from survey items regarding availability of tutoring services etc)* | *Direct*  *Indirect* | *Review the data to determine high demand subjects at least once a semester*  *50% of the respondents will indicate that they are satisfied with the availability of the tutoring services provided* |
| *AUO 2.3: To provide tutoring services per semester to at least 5% of the enrolled student population* | *UNM 2020 Goal 2 and 3/UNM-LA Goal…* | *Fall, Spring, Summer* | *Formally track the number of students who utilize tutoring services during their visits (i.e. semester ASC report – based on data obtained from ASC Sign-In System etc)* | *Direct* | *At least 5% of the enrolled student population utilized the tutoring services provided by the ASC per semester* |
| *AUO 2.4: Solicit feedback from students who have utilized the ASC regarding the quality and impact of the services and resources provided by the ASC* | *UNM 2020 Goal 2 and 3/UNM-LA Goal…* | *Summer 2017*  *Fall and Spring*  *Fall and Spring* | *Develop an ASC student survey (i.e. provide a copy of the survey)*  *Administer the ASC student survey (i.e. copy of email notification soliciting students who utilized the ASC to complete the survey etc)*  *Review data obtained from ASC student survey (i.e. analyze data from survey items regarding the resources and services provided by ASC etc)* | *Direct*  *Direct*  *Indirect* | *Create a survey by the end of the summer 2017*  *Administer the survey at the end of each semester*  *50% of the respondents will indicate that they are satisfied with the quality and impact of the services and resources provided by the ASC* |

*\*Briefly describe the* ***criteria for success*** *related to each direct or indirect means of assessment. What is the unit’s performance target (e.g., is an “acceptable or better” performance by 60% of students/clients/participants on a given measure acceptable to the unit)? If scoring rubrics and/or surveys are used to define qualitative criteria and measure performance, attach them to the plan as they are available.*

1. **Who**: State explicitly whether the unit’s assessment will target all students/clients and/or a sample for each outcome. Address the validity of any proposed sample of students. [**NOTE:** *Although one size does not fit all and it does depend on the assessment method, sampling should not be taken lightly. Best practices indicate that sampling approx. 20% of the student population (or student participants) is valid and reliable if the number exceeds 99. Otherwise, a valid rationale has to be provided for samples that are less than 15% of the student population (or student participants).*]

The ASC provides resources and services to all enrolled student population per semester.

2. **When will the outcomes be assessed? *When and in what forum will the results of the assessment be discussed*?**

*[Briefly describe the timeframe over which your unit will conduct the assessment of its student learning and/or administrative unit outcomes selected for the one, two, or three year plan and/or complete the following table. For example, provide a layout of the semesters or years (e.g., 2014-2015, 2015-2016, and 2016-2017), list which outcomes will be assessed, and which semester/year the results will be discussed and used to improve student learning (e.g., discussed with unit staff, relevant faculty, advisory boards, students/clients, etc.)] Add rows to table as needed.*

*The ASC assessment plan is based on a one-year assessment cycle. Information regarding the data and evidence that will be collected and analyzed for each of the assessment methods are outlined in the table below.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Broad Goals | Student Learning and/or Administrative Unit Outcomes | Univ. Goals/  UNM Strategic Plan/UNM-LA Strategic Plan | When Assessed  \*\* | Assessment Method(s)/  Activity, unit, etc. if relevant | Direct/  Indirect | \*Criteria to determine success |
| *Goal 1: To strengthen and maintain the visibility and usage of the ASC and its services and resources* | *AUO 1.1: Ensure that the ASC is included as part of the campus tour during new student orientation* | *UNM 2020 Goal 2 and 3/UNM-LA Goal…* | *Fall and Spring* | *Collaborate with Student Services to ensure the ASC is on the list for places to visit during the campus tour (i.e. email confirmation, campus tour literature/agenda etc)* | *Direct* | *Communicate with Student Services regarding the campus tour at least once a year* |
| *AUO 1.2: Ensure that the ASC is included as a listed resource in all UNM-LA course syllabi* | *UNM 2020 Goal 2 and 3/UNM-LA Goal…* | *Fall, Spring, Summer* | *Collaborate with the Office of Instruction to review and/or update information regarding the ASC in the course syllabus template (i.e. email communication, meeting with the dean of instruction etc)* | *Direct* | *Communicate with the Office of Instruction regarding the course syllabus template at least once a year* |
| *AUO 1.3: Provide on-going communication to faculty and students regarding the ASC* | *UNM 2020 Goal 2 and 3/UNM-LA Goal…* | *Fall, Spring, Summer* | *Email announcements through the faculty and student listserv regarding the resources and services provided by the ASC (i.e. provide copies of email announcements etc)* | *Direct* | *Email announcements at least once per semester* |
| *AUO 1.4: Conduct regular classroom visits throughout the year* | *UNM 2020 Goal 2 and 3/UNM-LA Goal…* | *Fall and Spring*  *Fall and Spring*  *Summer 2017* | *Email solicitation to faculty listserv requesting classroom visits (i.e. emails etc)*  *Provide updated business cards to students and faculty during classroom visits (i.e. track the number of students and faculty present during visits- sign-up sheet, how many business cards passed out etc)*  *Develop a classroom visit request form using the University survey tool to be sent in the email solicitation* | *Direct*  *Direct*  *Direct* | *Email the faculty listserv at least once a semester*  *Distribute business cards during visits to all students and faculty*  *Create a request form by the end of the summer 2017* |
| *Goal 2: To ensure the quality and impact of the services and resources provided by the ASC* | *AUO 2.1: To provide ongoing resources and services per semester to at least 10% of the enrolled student population* | *UNM 2020 Goal 2 and 3/UNM-LA Goal…* | *Fall, Spring, Summer* | *Formally track the students who utilize the ASC including the resources and the purpose of their visit (i.e. semester ASC report – based on data obtained from ASC Sign-In System etc)* | *Direct* | *At least 10% of the enrolled student population utilized the ASC per semester* |
| *AUO 2.2: Ensure that tutors are available in subjects that are in high demand and/or based on student need* | *UNM 2020 Goal 2 and 3/UNM-LA Goal…* | *Fall, Spring, Summer*  *Fall and Spring* | *Formally track which subjects are in high demand for tutoring (i.e. semester ASC report – based on data obtained from ASC Sign-In System etc)*  *Review data obtained from ASC student survey (i.e. analyze data from survey items regarding availability of tutoring services etc)* | *Direct*  *Indirect* | *Review the data to determine high demand subjects at least once a semester*  *50% of the respondents will indicate that they are satisfied with the availability of the tutoring services provided* |
| *AUO 2.3: To provide tutoring services per semester to at least 5% of the enrolled student population* | *UNM 2020 Goal 2 and 3/UNM-LA Goal…* | *Fall, Spring, Summer* | *Formally track the number of students who utilize tutoring services during their visits (i.e. semester ASC report – based on data obtained from ASC Sign-In System etc)* | *Direct* | *At least 5% of the enrolled student population utilized the tutoring services provided by the ASC per semester* |
| *AUO 2.4: Solicit feedback from students who have utilized the ASC regarding the quality and impact of the services and resources provided by the ASC* | *UNM 2020 Goal 2 and 3/UNM-LA Goal…* | *Summer 2017*  *Fall and Spring*  *Fall and Spring* | *Develop an ASC student survey (i.e. provide a copy of the survey)*  *Administer the ASC student survey (i.e. copy of email notification soliciting students who utilized the ASC to complete the survey etc)*  *Review data obtained from ASC student survey (i.e. analyze data from survey items regarding the resources and services provided by ASC etc)* | *Direct*  *Direct*  *Indirect* | *Create a survey by the end of the summer 2017*  *Administer the survey at the end of each semester*  *50% of the respondents will indicate that they are satisfied with the quality and impact of the services and resources provided by the ASC* |

3. **What is the unit’s process to analyze/interpret assessment data and use results to improve and/or maximize**

**performance on the outcomes?**

*Briefly describe:*

*1. who will participate in the assessment process (the gathering of evidence, the analysis/interpretation, recommendations).*

*2. what is the process for considering the implications of assessment/data for change:*

*a. to assessment mechanisms themselves,*

*b. to curriculum/program/activities design,*

*c. to service delivery and/or client’s knowledge*

*…in the interest of improving services, resources, unit, etc.*

*3. How, when, and to whom will recommendations be communicated?*

The ASC director and staff will collect and review all data and evidence at the end of the Spring semester. The data and evidence will be analyzed to determine what areas, processes, resources, services etc should be maximized and/or improved to better serve our students. This information will be detailed in our annual assessment reports.