

Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: Auxiliary Services & University Housing

Leader(s): Mushtaq

Implementation Year: 2016-2017

Goal 5: Develop and implement assessment practices that will better inform decision-making

Objective 1:	Establish expectation that all major initiatives will have an assessment component and that all assessments will be analyzed with recommendations.																										
Action Items	<ol style="list-style-type: none"> 1. Identify all initiatives that will be expected to have an assessment component 2. Identify the last weekly meeting of the month as the designated staff meeting where we will update each other on assessment that have been completed during the month. 3. At the last staff meeting of each month; update 2016/2017 strategic goals. 																										
Desired Outcomes and Achievements (Identify results expected)	<ol style="list-style-type: none"> 1. All identified initiatives will have assessment component that will help establish culture of continuous improvement in the department. 2. Student satisfaction, engagement and performance will be measured. 																										
Achieved Outcomes & Results	<ol style="list-style-type: none"> 1. All initiatives with Assessment components have been identified and marked with an AC designation. 2. Our intention was to discuss our progress on meeting strategic goals/objectives on a monthly basis. Unfortunately, due to other pressing matters, that was not always possible. 3. In the fall semester we discussed/updated strategic goals/objectives approximately every 6 weeks. A midyear review was also held. In the spring we were not able to discuss/update the items on a regular basis. 																										
Analysis of Results	<p>At the beginning of the term, when goals were created, all components that were expected to be assessed were marked with an AC.</p> <p>The items to be assessed and whether the assessment was conducted are listed below.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="text-align: left;">Assessment Component</th> <th style="text-align: center;">Completed</th> </tr> </thead> <tbody> <tr> <td>Create evaluation for RAs to assess current programming model</td> <td style="text-align: center;">NO</td> </tr> <tr> <td>Pre and post assessments on at least 2 events per semester</td> <td style="text-align: center;">NO</td> </tr> <tr> <td>Develop a plan of action to increase residential students' academic performance at or above institutional average by 3-5% each year.</td> <td style="text-align: center;">YES</td> </tr> <tr> <td>Implement comprehensive RA fall semester training plan</td> <td style="text-align: center;">YES</td> </tr> <tr> <td>Implement comprehensive spring training</td> <td style="text-align: center;">YES</td> </tr> <tr> <td>Implement on-going training and in-services</td> <td style="text-align: center;">NO</td> </tr> <tr> <td>Identify start and end dates of fall and spring semester to assist with uniformity in reporting.</td> <td style="text-align: center;">YES</td> </tr> <tr> <td>Identify/create custom reports that will accurately reflect data in Maxient</td> <td style="text-align: center;">YES</td> </tr> <tr> <td>Implement Action Plan items devised from evaluation of the 2016 food service survey;</td> <td style="text-align: center;">YES</td> </tr> <tr> <td>Administer an annual food service survey in the spring 2017 semester to solicit feedback on the dining program</td> <td style="text-align: center;">YES</td> </tr> <tr> <td>Actively support participation in Follett Survey to university community members</td> <td style="text-align: center;">YES</td> </tr> <tr> <td>Work with University Bookstore manager to analyze survey response and compare to 2015/2016 survey data</td> <td style="text-align: center;">YES</td> </tr> </tbody> </table>	Assessment Component	Completed	Create evaluation for RAs to assess current programming model	NO	Pre and post assessments on at least 2 events per semester	NO	Develop a plan of action to increase residential students' academic performance at or above institutional average by 3-5% each year.	YES	Implement comprehensive RA fall semester training plan	YES	Implement comprehensive spring training	YES	Implement on-going training and in-services	NO	Identify start and end dates of fall and spring semester to assist with uniformity in reporting.	YES	Identify/create custom reports that will accurately reflect data in Maxient	YES	Implement Action Plan items devised from evaluation of the 2016 food service survey;	YES	Administer an annual food service survey in the spring 2017 semester to solicit feedback on the dining program	YES	Actively support participation in Follett Survey to university community members	YES	Work with University Bookstore manager to analyze survey response and compare to 2015/2016 survey data	YES
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	<p>The CORE survey was shared with IR and ASUH for further analysis; however, it is limited by being the first data set and cannot be used to draw broad conclusions or generalizations, but rather benchmark our first year compared to other Illinois Universities. Quality of Life survey will be the main focus for assessment in the Spring semester.</p>
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Objective 2:	Administer a satisfaction survey to obtain feedback from residents on their experience living in University Housing in 2016/2017.
Action Items	<ol style="list-style-type: none"> 1. Complete analysis of 2015/2016 survey data and create action plan to address areas where improvement is needed (AC)
Desired Outcomes and Achievements (Identify results expected)	<ol style="list-style-type: none"> 1. Overall satisfaction on key indicators will improve over 2015/2016 survey results.
Achieved Outcomes & Results	<ol style="list-style-type: none"> 1. Complete analysis and discussed occurred at Fall divisional meeting 2. Survey sent out early April, collecting data through mid April
Analysis of Results	<p>All Strategic Goals that were created in 2016-2017, were created in part due to assessments and areas of improvement that were denoted in the previous year's Quality of Life survey.</p> <p>An analysis of the 2016/2017 Quality of Life survey showed on the 48 specific questions in the survey, thirty showed an increase in aggregate satisfaction; 15 showed a slight decrease in satisfaction and 4 were at satisfaction level consistent with the 2015/2016 results. The survey data will be used to inform the development of Strategic Goals & Objectives for 2017/2018.</p>