Assessment Report Summary
Program: President's Division

College of Charleston
President's Division

Assessment Summary Report

7. Summary of Assessment Results with Focus on Program Improvement: Describe evidence-based changes that have taken place within the last few assessment cycles because of assessment. Statements must be supported by evidence from the assessment report(s).
The Executive Team will review all data regarding budgets, positions gained and lost and all major expenditures to develop a sustainable financial model. The Office of the President will continue to assess this outcome throughout 2016-2017 to establish longitudinal data.

Data shows connectivity to the community and to businesses will help determine educational needs the College can provide. This process supports the College's public mission.

The President and the CFO will monitor and assure the maintenance of all buildings and identify acquisitions that support the needs of the College.

Athletics

Assessment Report Summary

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This is the first year the Athletics Department participated in the College of Charleston's assessment program. Athletics has collected much data this year that will be useful in making improvements in upcoming years.

Although Athletics hasn't been directly involved in the assessment program until this year, Athletics has had measures in place to compare data from year to year. Below is an example from one area within Athletics and how Academic Services made improvements from data collected:

Academic Services measured use of their services by student-athletes by collecting study hall usage. Teams averaged 65.5% for study hall completion in 2015-16 up from 55.6% in 2014-15. Academic Services staff found working directly with coaches helped improve the student-athlete study hall participation.
Community Relations

Assessment Report Summary

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The office of Community Relations with focus on the the Assessment Results to improve overall services:

Raising the Level of Commitment:

1. Extend involvement in the number of committees by represent by the staff of OCR 1% overall.

2. Continue to emphasize the presentations and attendance by the President in key areas of the community.

The Village Mentoring Program:

1. The OCR will build the volunteer base of Mentors and Mentees to reflect the initial interest in the program which was much larger than project. The office will increase involvement by 5%.

Safety Initiatives:

1. The OCR will market the use of the shuttle with Posters and materials to more Residence Hall. The Marketing began with 11 Residence Hall and will be expanded to 15 for 2016-2017.

Economic Development

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Institutional Diversity

Assessment Report Summary
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The Office for Institutional Effectiveness and Strategic Planning (OIEP) has undergone a considerable amount of changes in 2015-2016, as the office gained a new AVP in July 2015.

In an effort to provide units and programs an opportunity to increase the rigor of their assessment reports, OIEP created two developmental assessment rubrics (1 plan and 1 results). These rubrics have been utilized by the majority of the College’s programs and units, which has led to improvement within their reports.

OIEP helped organize the creation of the Institutional Assessment Committee (IAC). IAC is an institutional-level committee that consists of the DAC and AAC chairs. The IAC ensures the quality of the overall review process. The primary purposes of IAC is to oversee and assist academic and administrative units in conducting ongoing assessment to improve student-learning and operations. As 2015-2016 is the first year for this committee, it is difficult to assess the impact of its existence. However, IAC members have provided considerable input to programs and units, which has also led to improved assessment reports.

In preparation for the College’s 2017 Reaffirmation, OIEP has constituted a Reaffirmation Steering Committee, working groups for standards, a Quality Enhancement Plan (QEP) Steering Committee, and QEP sub-committees. These many groups, along with OIEP, will provide the necessary leadership for the reaffirmation process.

In 2014-2015, OIEP worked with academic schools and administrative units to increase the number of assessment committee members within divisions and schools. These committees, whose chair’s serve on the IAC, provide valuable feedback to individual units and programs. OIEP also added the
Program Improvement Summary, now Assessment Report Summary, to Compliance Assist!. This addition requires units and programs to summarize those evidence based changes they have made.

Institutional Events

Assessment Report Summary

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The Office of Institutional Events will change the vouchers to differentiate faculty/staff attendees from their family members who attend to accurately assess attendance at one of the holiday week events.

Institutional Research and Planning

Assessment Report Summary

7. Summary of Assessment Results with Focus on Program Improvement: Describe evidence-based changes that have taken place within the last few assessment cycles because of assessment. Statements must be supported by evidence from the assessment report(s).

The Office of Institutional Research, Planning, and Information Management (IRPIM) strives for continual improvement. The IRPIM team was able to make several improvements during the academic year 2015-2016 based on assessment practices. IRPIM successfully provided data and analyses to a broad section of the College of Charleston internal and external communities in 2015-2016, including external state and federal agencies, the Board of Trustees, the Presidents Office, the Provost's Office and Academic Affairs, Business Affairs, Human Resources, the Academic Experience, and Student Affairs. The Office received 192 data requests during the year in addition to the 34 external surveys, website updating and maintenance, and CHE and IPEDS requirements. The complexity and time commitment for the 192 ad-hoc requests varied from one hour to one-month projects, and some encompassed only one staff resource while others required a team effort. All of the state and federal mandatory requirements and external surveys were filled on time. Of the ad-hoc requests, 80% were filled within the initial request date.

Data requests and data delivery take many shapes and forms at the College and IRPIM continues to utilize various software packages and techniques to satisfy the data demands of the College. Software includes SAS, SPSS, all of MS Office, Rapid Insight, and Cascade for the website. Data delivery methods include the IRPIM website, Cognos reports, Excel spreadsheets, Word and PDF documents, and SAS output. While email is used for non-sensitive data, File Locker and secure folders requiring assigned login privileges on secure servers are used to store and deliver sensitive data.

IRPIM continues to provide stakeholders access to up-to-date data-on-demand through a comprehensive data-rich website. Tracking shows that the majority of the website is updated in a
continual, timely manner including the on-line Factbook, the Common Data Set, Census data, comparative data, and specialized internal reports. A new list of official peer and inspirational peers was approved in spring 2016 by the College administration. These new peer lists were loaded into the IRP website and added to the other lists of comparative data. A suite of 29 reports were updated using the most recent 2015 IPEDS and US News data.

2015-2016 was an important year for the College due to the ten-year reaffirmation process. IRPIM played a critical role in preparation for the reaffirmation visit with responsibility to provide data for OIEP summary reports, data for standard working group reports, and data for assessment for various units. All requests for reaffirmation data were successfully fulfilled.

Both the on-line and printed versions of the Planning and Reference Factbook continue to be a major source of data for campus constituents and Board of Trustee members. Improvements in process that were implemented in the 2014-2015 year manifested as a more efficient delivery of both Factbook versions in 2015-2016.

Ad-hoc data requests continue to be monitored through a task list in order to ensure timely delivery of data requests. The fulfillment of data requests impacts all divisions throughout the College of Charleston. IRPIM also submits data for national surveys and official state and federal surveys such as IPEDS, CHE, Delaware, and US news, which were all submitted in a timely manner again this year.

In addition to raw data and surveys, IRPIM strives to provide high quality data analysis for various departments around campus. The office is also assessed as effective if data analyses are provided in a timely manner and result in deeper understanding and/or actionable activities that benefit students, staff, faculty, or the greater community. In spite of only having the senior statistician position filled for four months of the year, the number of analytical studies provided in 2015-2016 exceeded the goal. Eighteen of those studies are listed in the assessment report. The studies were distributed between the President’s Office, the Board of Trustees, Academic Affairs, Business Affairs, the Academic Experience, and Student Affairs thereby impacting a large percentage of the campus.

Legal Affairs

Assessment Report Summary

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The Office of Legal Affairs has implemented its new login process for FOIA, Subpoena and Contract responses. Through logging in the date of the receipt of the FOIA/Subpoena, as well as tracking the appropriate response times to the originator of each request and the login process, OLA has been able to respond within a shorter time frame on some of these responses. The login system has been a supportive system for the tracking of these timely responses. The Contract filing system, as well, has been implemented and Contracts are now housed in a secure environment and can easily be accessed. Our Program improvement is evidenced by these changes.
Ombudsperson

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These results yield more contact for the Office of the Ombuds and it allows for better understanding of the services provided. Results indicated individual meetings with specific groups were more effective in receiving feedback from participants.

Professional Development will be revisited relative to budgetary review.

Based on assessment results needs more frequent meetings with President and Chief of Staff regarding campus climate and organizational concerns.

Public Safety

Assessment Report Summary

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The Department of Public Safety in utilizing the results of department surveys, will implement more communication during our hiring process, and work with supervisors to increase employee moral. Public Safety will continue to utilize current available space, while inquiring about possible additional space. The Police bike fleet will have daily and weekly inspections to schedule maintenance and reduce downtime. In order to increase campus safety, Public Safety will work to increase student participation in the RAD (Rape Aggression Defense) program, while using suggestions from previous sessions to improve the class. Public Safety will also focus on increasing participation in all crime prevention awareness programs. Public Safety will continue to replace cameras across campus, following a set timeline and before each camera reaches its life span. This Department will utilize at least 2 years of data for outcomes that were set to baseline for 2015-2016. While working on more social media projects in order to develop a sense of community within the campus while coordinating with stakeholders to implement strategies for improvement as appropriate.

Fire & EMS

Assessment Report Summary
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The Department of Fire and Life Safety are utilizing the results from monitoring and evaluating orientation and fire inspection programs to articulate better information, when speaking to students at orientation and residence hall meetings in order to decrease fire alarms. Fire marshal training and (re-)certification will continue to be tracked, and records maintained. This Department will continue to track data from the fire inspection program, reviewing for patterns and utilizing the new AiM system as well. This department will also continue working on more projects in order to develop a sense of community within the campus while coordinating with stakeholders to implement strategies for improvement as appropriate.