President's Division
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):

Athletics
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):

Community Relations
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):

Office for Institutional Effectiveness & Strategic 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 for Institutional Effectiveness and Strategic Planning (OIEP) assessed its four functional areas: regional accreditation, strategic planning, academic and administrative assessment, and surveys and analytical studies.

To promote continuous quality improvement in the institutional assessment process, OIEP assessed completeness and quality of assessment plans and results. Completeness is measured by information being provided in all required fields and quality is measured through a rubric applied by the DAC/AAC assessment committees. Completeness results continue to demonstrate a downward trend in 2017-2018; this marks the second year of decline. Overall, quality of assessment reports decreased as well (only partial data available for the academic programs at this time). Likewise, there was a decrease in the percentage of plan rubrics being completed. This decrease in the completion of assessment reports and IE rubrics is somewhat alarming as it shows a fault in our ability to adhere to the institutional model. That being said, there are a few components to consider that lessen the intensity of the lack of completion. These components revolve around the sections included within the audit. There are some fields that are audited, which do not have a large impact on actual assessment. These are largely procedural sections, such as YES/NO radio button for research and services, the uploading of a functional map, and radio buttons from meeting targets. While these sections are helpful to the OIEP process for tracking, they do not have the largest impact on units’/programs’ ability to conduct good assessment. The most important two fields are outcomes and measures for plans phase and results and use of results from the results phase. These 4 fields are still lower than our targets and data from 2016-2017; however, it’s not quite as bad as the completion tables indicate. To further complicate matters, the ratings from the assessment plan rubrics is also lower than 2016-2017. There were a higher number of units/programs with a level 1 and 2 rating (33% n=64) and a lower number with level 4 and 5 rating (50% n=95). These both result in the performance targets not being met. The average for plans rubrics was also considerably lower (20% decrease for administrative units and 9% for academic programs). Strategies that will be implemented for 2018-2019 include customized consultations, workshops, rubric trainings, email notifications, adhoc support, revisions to the audit process, and additional resources.

To measure strategic planning, alignment of assessment outcomes to College Strategic Initiatives were reviewed, as well as, the completion of unit strategic plans and tracking of annual progress. As the target of 100% completion of assessment reports was not met again in 2017-2018 and, in fact, completion rates decreased from 2016-2017. While 92% of submitting units had developed five-year goals, annual outcomes to measure progress towards those goals was very low (34%). Continued efforts to improve participation, engagement, and buy-in for unit-level strategic planning include the continuing the following strategies: meet with strategic planning coordinators to review process and plans, conducts workshops, increase the frequency of reminder emails to stakeholders. In addition, the office is going to make some technical changes that may make the process easier for the end-user.
The area of surveys and analytical studies had a productive year, but still did not meet all targets. However, 337 consultations (up from 270 the 2016-2017) were held around the areas of institutional surveys and Qualtrics software. 6 internal surveys were implemented in 2017-2018, generating 43 reports (down from 45 reports in 2016-2017). After reflecting on the data, the following efforts will be made to enhance the data-driven decisions on campus: provide additional consultations and presentations on institutional data that highlight both data results and how specific campus populations could utilize the results. The office will increase the number of user-friendly data reports in the form of infographics.

Office of Institutional Diversity

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):

As we review the overall Assessment for the 2017-2018 academic year and consider assessments from the previous year, based on the evidence we have identified Program Improvements in the following areas: OID collaborates well with organizations off and on campuses (AY 2017-2018, 12 on campus, 2 off campus (1 off campus event was created by working with multiple organizations); OID programs and workshops are consistently active during the fall and spring semesters (AY 2017-2018 10 Programs, 15 Workshops); Due to OID's focus on the campus community and intentions to respond to the needs of the community, building and preparing for new topics is high(2017-2018 10 new program topics, 10 new workshop topics); OID's initiative Crossing The Cistern is slowly getting the attention of philanthropist (Cron Family Foundation gift), and there is strong evidence that the program is effective (GPA increase of 75% of the CTC students). Results related to OID's collaboration efforts, creating context specific programs and workshops, exploring new topics, and launching initiatives are evidence of OID’s improvements and identity.

We believe that in order to increase diversity at the College of Charleston OID must become significant to the campus community. Our consistent efforts to collaborate, build on topics that are important to the campus community, and create initiatives that support all students with a particular focus on African American, Latin American, Native American, and Asian American students has helped shape our identity and purpose. We believe that establishing a firm identity and a consistent mission and vision we will gain faculty, staff, and students’ trust and support.

We will build on the results and evidence of the past two years as we move forward and extend our reach, and we believe that these extensions and modifications will result in more Program Improvement. We have modified our strategic plan to focus on 1. Community Engagement, 2. Alumni Engagement, and 3. Increase Diverse Student Representation. Our Annual Outcomes are 1. Promote Diversity, 2. Engage with Diversity and Inclusion Practices, and 3. Create Sustainable Initiatives.

Office of 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 (IRPM) strives for continual improvement. The IRPM team was able to make several improvements during the academic year 2017-2018 based on assessment practices. IRPM successfully provided data and analyses to a broad section of the College of Charleston internal and external communities in 2017-2018, including external state and federal agencies, the Board of Trustees, the President's Office, the Provost's Office and Academic Affairs, Business Affairs, Human Resources, Academic Experience, OIEP, and Student Affairs. The IRPM Office received and completed 402 data requests during the year in addition to 50 external national surveys that were completed. Additional accomplishments included IRPM website updating and maintenance, and successfully fulfilled CHE and IPEDS reporting requirements. The complexity and time commitment for the 402 ad-hoc requests varied from 30 minutes to several 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, 100% were filled within the required request date. Although workload for the IRPM office increases to increase (42% from previous year), the office is managing to successfully complete all tasks without increasing staff personnel.

Data requests and data delivery take many shapes and forms at the College and IRPM 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 IRPM 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.

IRPM 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.

2017-2018 was an important year for the College due to the ten-year reaffirmation received in December 2017. IRPM played a critical
role in preparation for the reaffirmation 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 and content continued in 2017-2018.

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. The number of analytical studies provided in 2017-2018 exceeded the goal. Most 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.

Office of Legal Affairs

Assessment Report Summary

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At this time we have no changes to our system, in FOIA and Subpoena categories we have achieved 100% on time completion. For Youth Program Management we are happy with the results we have seen thus far.

Office of Special Projects and Board of Trustees

Assessment Report Summary

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Ombudsperson

Assessment Report Summary

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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. 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. 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.