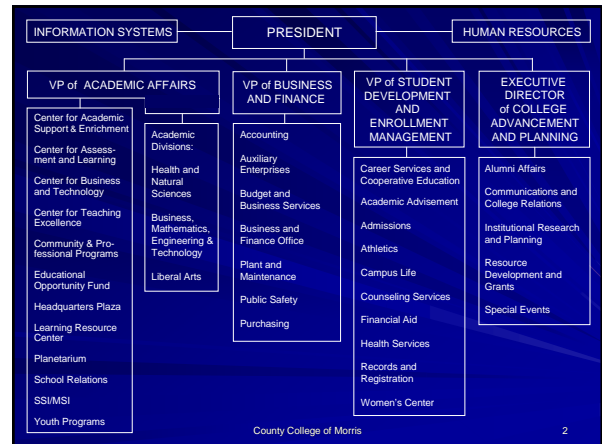


Assessing Outcomes: Creating an Environment for Student Success

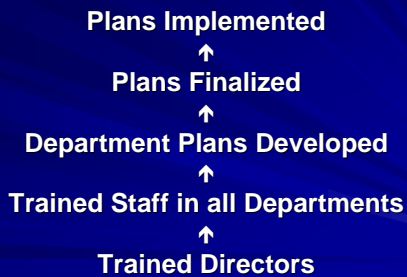
Al Foderaro, Director
Denise Schmidt, Associate Director

Career Services & Cooperative Education
COUNTY COLLEGE OF MORRIS

Randolph, New Jersey



Training Approach



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The Assessment Loop... What is it?



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ASSESSMENT FRAMEWORK

- Mission
- Objectives
- Programs and Services
- Intended Outcomes
- Assessment
- Feedback/Change

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MISSION

- Describe your department's purpose
- Identify your constituents
- Relate your mission statement to those of your division and the institution

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OBJECTIVES

- Broad, general statements (3-5)
- What is your department trying to accomplish?
- What are your functions?
- Each objective will have several programs/services that support it.

PROGRAMS & SERVICES

- What are the activities of your department?
- Do these activities support your objectives?

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PROGRAMS AND SERVICES

OBJECTIVES

OBJECTIVES	Resource Prep/Dist	Group Presentations	Individual Counseling	Work Shop	Career Week	Job Listings	Resume Critiquing	JLD	Job Fairs	On-Campus Rec.	Student Emp. Prog.	Co-op/Intern Prog.	JobMatch	Graduate Survey
1. Disseminate information on current and projected employment opportunities and career-related and job search topics.	•	•	•	•	•	•	•							
2. Provide resources to help students assess and relate their interests, skills, education, and experiences to possible careers.	•		•	•	•									•
3. Provide experiential education experiences and campus employment placements for eligible students.											•	•		
4. Assist students and graduates in the development of job search tools and competencies.	•	•	•	•			•							
5. Support students and graduates as they explore off-campus employment opportunities.			•	•	•			•	•	•				•

Why look at outcomes?

- Need to demonstrate **effectiveness**
- Utilization and satisfaction are important in the broad picture of assessment
- May not give you information you need to identify improvements that should be made

TYPES OF OUTCOMES

- Program/Service Outcomes
- Learning Outcomes
- Developmental Outcomes

WRITING YOUR OUTCOMES

Create specific, detailed statements using active verbs in the future tense.

"Participants will be able to...identify, write, demonstrate, prepare, explain, calculate..."

The 3 Ms of Outcomes

- Meaningful
- Measurable
- Manageable

ASSESSING YOUR OUTCOMES

- Determining the degree to which your outcomes were achieved
- Collecting proof of your effectiveness
- Use a combination of methods
multiple, varied, quantitative, qualitative
- Conduct on-going measurements

ASSESSMENT METHODS

- Statistics
- Surveys/Evaluations
- Interviews/Focus Groups
- Internal/External Review
- Pre test / Post test
- Performance-based

Program/Service:

Intended Outcome:

Methods of Assessment:

Intended Outcome:

Methods of Assessment:

Intended Outcome:

Methods of Assessment:

PLAN FOR ASSESSMENT

- Assessment is a process, not an event
- Don't try to assess all of your programs and services all of the time
- Create a timeline for assessment activities (implementation grid)
- Assign individuals to be responsible

IMPLEMENTATION GRID

Program/Service:

	Assessment methods used	When is assessment done	Who is responsible
Outcome 1			
Outcome 2			
Outcome 3			

FEEDBACK / CHANGE

- Analyze your findings
- Report your results
- Identify / establish benchmarks
- Make adjustments, implement change

ASSESSMENT SUMMARY

[insert name of program/service here]

Assessment Activities:

Feedback:

Change:

ASSESSMENT LOOP



ASSESSMENT LOOP

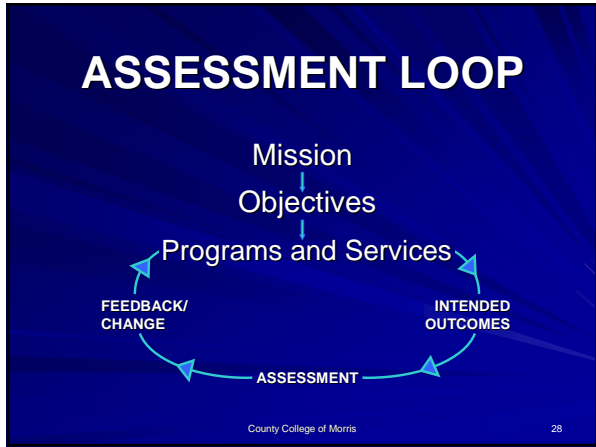
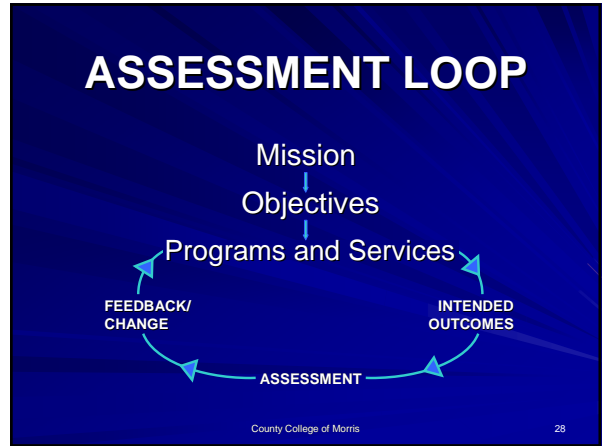
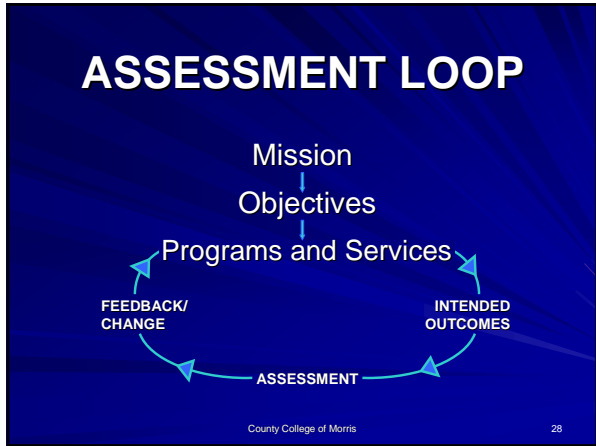


ASSESSMENT LOOP



ASSESSMENT LOOP





PERIODIC ASSESSMENT SUMMARY REPORT for ADMINISTRATIVE AREAS

DIVISION: _____
 DEPARTMENT: _____
 Submitted by: _____
 Periodic Summary Due: ____ 10/31 ____ 1/31 ____ 4/30

Completed form(s) should be submitted electronically to tylunn@ccm.edu

PART ONE Identify the program/service that you were looking at and the specific outcome(s) that you assessed.

Program/service: _____

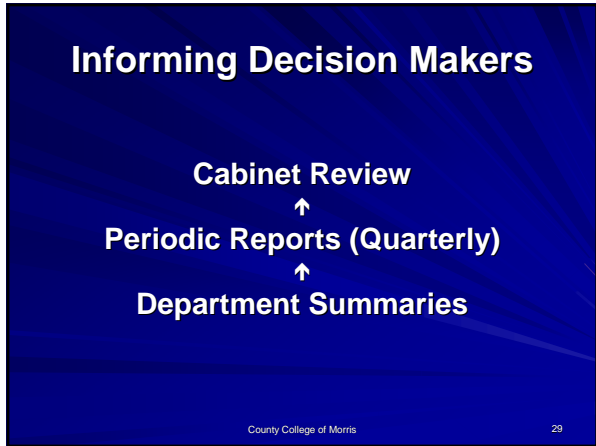
Outcome(s) assessed: _____

PART TWO Identify the methods of assessment that you used.

PART THREE Summarize results that were observed and what changes, if any, resulted from your assessments.

PART FOUR Share what plans you have for future assessment in this area.

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- Business, Mathematics, Engineering and Technologies
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- Academic Affairs
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