AMBASSADOR TRAINING GUIDE

Purpose of the program:

1. Help non-academic (non-credit) areas develop, refine, and communicate their assessment processes.
2. Help non-academic (non-credit) areas use Taskstream.

Role of the Ambassadors:

1. Help areas
    - Develop goals, outcomes, measures, and targets
    - Document findings and action plans
2. Help areas involve staff in the assessment process and share results across campus.

Ambassadors:

1. Administrative Services
    - Amanda Crump
    - Megan Warren
    - Sean Conklin

2. Student Affairs
    - Kristin Roberts
    - Theresa Minckler
    - John Kennedy

3. Academic Support Services
    - Johanna Lee, Chair
    - Patrick Massaro
    - Erin Lassial

DEFINITIONS

GOAL: This is the big picture of what your department does and should support the mission of the department. It is the same, year after year, yet should be looked at periodically, reviewed and discussed. Goals must tie to the institution's strategic goals, such as student success (retention).
OUTCOME: As a result of achieving this big picture (these goals), what would you like to see happen?
MEASURE AND TARGETS: How will you make this happen? What will you do?

Measure: Think beyond your daily business and focus on those things that will really move your department forward to meet your goals. What new initiatives, significant improvements, or strategies to meet challenges would advance the goals of your department and move it forward? Measure will include the thing(s) that you will do to reach your outcome. Describe your measure and include rational for what and why you are doing what you are doing,

Target: How will you know that you have been successful? Targets should be quantifiable i.e. percentage, number, relative change. Include timeframe or target date.

FINDINGS: What happened?
ACTIONS: (Institutional Scorecard, Planning): As the result of your findings, what are you going to do? Do the findings indicate a simple fix, a tweak or a need to revisit the measure/targets and do something different? If the action required is significant, you may want to include it in the following year's assessment plan.

EXAMPLES

GOAL: Provide support to student with disabilities
OUTCOME: Remove barriers to access and participation
MEASURE: Use communication template

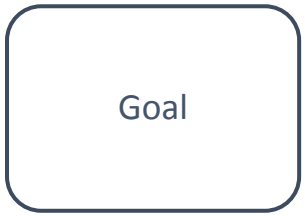
Description of Measure: Disabilities may affect the ability of a student to access course content or participate in class. Subsequently, students with disabilities (SWD) may face challenges communicating to their instructors their need for accommodations such as extended testing time. To help SWD communicate more effectively with their instructors, Disability Services has created at template for SWD to use when requesting accommodations.

Target: 90% of students registered with Accommodative Disability Services will rate that Disability Services improved their ability to communicate their need for accommodations with their instructors.

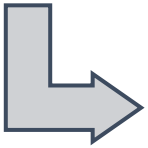
GOAL: Enhance and support faculty advising
OUTCOME: Improve advisement of online students
MEASURE: Develop Advising Toolkit for online students

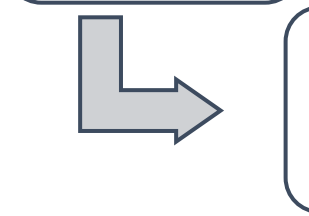
Description of Measure: The Advising Toolkit, developed in collaboration with faculty advising fully online students, provides resources and strategies to engage and connect with students in a virtual environment. Toolkit will be available on the Advising Center webpage.

Target: All (9) program coordinators of fully online programs will utilize at least one advising strategy from the Toolkit. *(Note: Next cycle, evaluate effectiveness of toolkit/strategies used)*



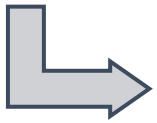
- **Big picture of what you do year after year - core goals of your department**
- *"Promote healthy lifestyles for students"*



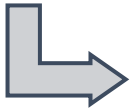


- **What do you want to see happen as a result of achieving this goal**:
  - *"Promote smoking cessation"*
  - *"Educate students on sexual wellness"*
- ***Subcategories under the umbrella goal***

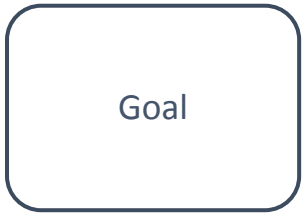
- **How will you know that you have accomplished this outcome? How will you annually measure your success?**
- Measure - Implement smoking cessation campaign. Send direct mailing to all students on campus making them aware of smoking cessation resources and workshops (3 offered each semester.)
- Target - *"Smoking rates among students on campus will go down by 2% in Fall 2016"*



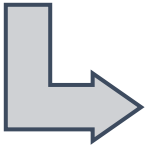
- **What happened ?**
- *"Smoking rates among students on campus for Fall 2016 - 14%, down from 15% in Fall 2015"*



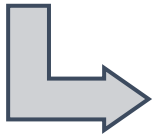
- **Based on what happened, what are you going to do:**
- *"Comments on the survey indicate that students do not believe e-cigarettes are harmful to health and are using those instead of traditional cigarettes. Implement e-cig campaign to decrease e-cigarette usage to 8% (currently 10% of smokers use e-cigarettes.)*



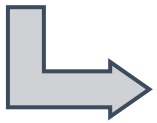
- **Big picture of what you do year after year - core goals of your department**
- *"Provide quality customer service to students, faculty, and staff"*



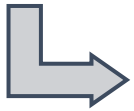
- **What do you want to see happen as a result of achieving this goal**:
  - *"Increase the ease of administrative functions (drop/add, change of major, etc.) for students*
- ***Subcategories under the umbrella goal***



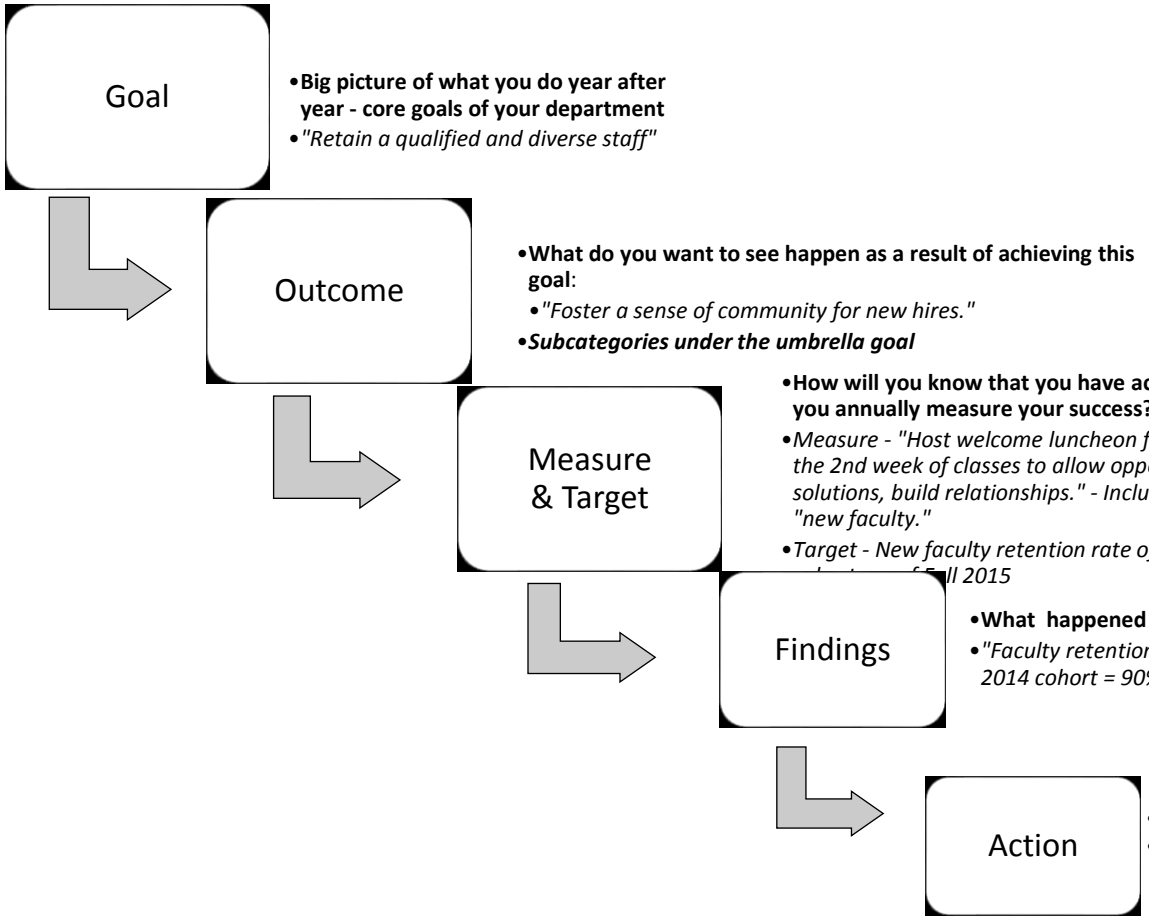
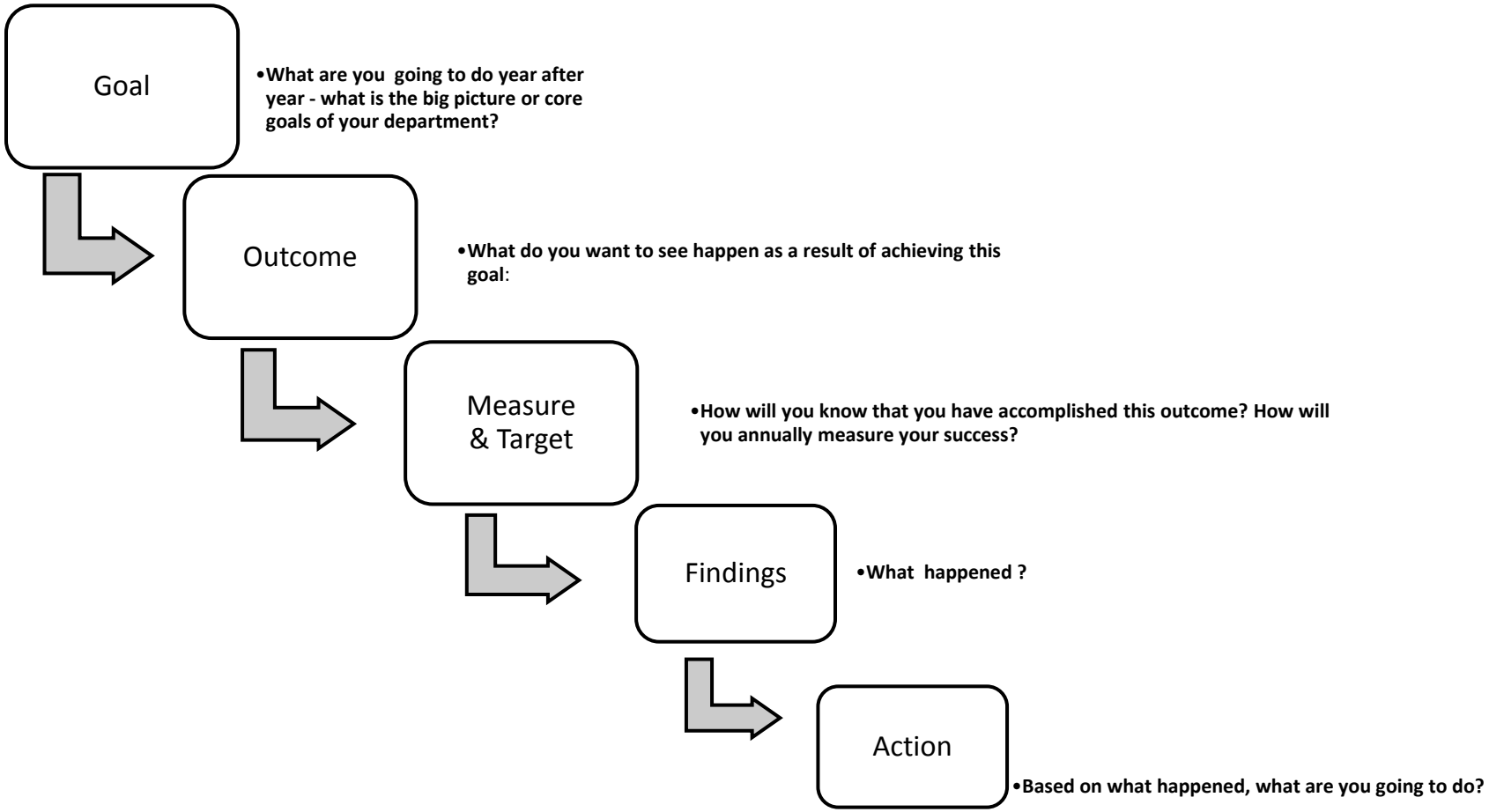
- **How will you know that you have accomplished this outcome? How will you annually measure your success?**
- Measure - Implement electronic process for student drop/add forms for Spring 2016 - this will aid students in being able to send forms to advisors, deans office, and registrar without needing to physically find faculty member, and will be more accessible to fully online students. Currently, some students miss the deadling to drop courses because they are unable to locate their advisor by the drop date.
- Target - 80% of students will rate that they are 'satisfied' or 'very satisfied' with the p*rocesses of changing major and the process of dropping/adding a course on the Spring One Hop Shop Survey (compared to 60% in Spring 2015.)*



- **What happened ?**
- *"75% of students rated that they were 'satisfied' or 'very satisfied' with the process of changing their major, and 85% of students rated that they were 'satisfied' or 'very satisfied' with the process of adding/dropping a course in the Spring 2016 One Hope Shop Survey*



- **Based on what happened, what are you going to do:**
- *"Comments on the survey indicate that students did not find the change of major form to be very user-friendly, and for students who changed to a major outside of their school the approval process between deans did not work properly. The form needs to be redeveloped to allow for greater ease of use.*


Goal
•Big picture of what you do year after year - core goals of your department
•"Retain a qualified and diverse staff"
Outcome
•What do you want to see happen as a result of achieving this goal:
•"Foster a sense of community for new hires."
•Subcategories under the umbrella goal
Measure & Target
•How will you know that you have accomplished this outcome? How will you annually measure your success?
•Measure - "Host welcome luncheon for new faculty and their mentors after the 2nd week of classes to allow opportunity to discuss challenges, find solutions, build relationships." - Include all faculty hired in last 3 years as "new faculty."
•Target - New faculty retention rate of 90% for the Fall 2013 and Fall 2014
Findings
•What happened ?
•"Faculty retention rate for Fall 2013 cohort = 80%, Fall 2014 cohort = 90%"
Action
•Based on what happened, what are you going to do:
•"The survey given at the end of the first year of the program indicated that most new fauclty had questions at the end of the first day of classes and really needed the assistance of their mentor or other faculty at that time. Next year, host an additional lunch on the 2nd day of classes to allow for those questions to be answered earlier.

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