

**NAAC Committee Meeting Minutes**  
**9AM, Wednesday, Feb. 10, 2021**  
**Teams Meeting**

In attendance: Tonka Jokelova, Erin Lassial, Johanna Lee, Kristen Roberts, Lashawanda Ingram, R.J. Thayer, Ed Smith, Derek Converse, Sean Conklin, Sarah Todd, Kirk Jones, Andrew Fitch

Absent: NA

**A. Updates:**

- Website revisions are complete including updated committee composition, meeting minutes, past symposia slides, etc. If anyone sees anything missing, please let Johanna know.
  
- Taskstream training was held last month for all members in preparation for updating workspaces. Since then, many areas have started working on updating their assessment information. Johanna asked for feedback on how we might better encourage and support people in getting this work done.
  - o Tonka suggested adding to the existing How-To guides. While the current guides are good once you've learned your way around TaskStream, they don't provide an overview of how (and where) to navigate in TaskStream to get started. This information would be helpful for new people and for people who only use TS a few times a year.
  - o Kirk suggested video tutorials as a good way for guiding people in the navigation of TS. He also mentioned that short, 1-page cheat sheets have been helpful in academic assessment.
  - o Lashawanda said that having an experienced person do assessment with less experienced people is helpful as it provides people with a visual learning experience.
  - o Some areas may be behind because they are grappling with how to close the loop on measures that became irrelevant once the pandemic started. It may be beneficial to send calendar invites to people and walk them through rather than waiting any longer for them to reach out for assistance.
  - o Tonka asked if it was possible for some of the new members to sit in on these sessions in order to see the process.

**Actions:**

- Work on additional training materials – Johanna will organize
  - Erin, Sean, Kristen, and Johanna will send out invites to areas who still need to complete their assessment work and help them via Teams. When meetings are set up, emails will go to the rest of the committee to provide training opportunities for newer members.
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- NAA Training Guide revisions – This is the first revision of the original guide, which was completed in 2017. Please send suggested edits to Johanna by 2/19/21.

## **B. Surveys:**

- Discussion about departmental surveys. The pandemic has brought many lasting changes to how we do business and this is a good time to review survey instruments. Sarah pointed out that since the pandemic has created a situation where most people have lost their longitudinal comparative data, now is a really good time to revise survey instruments. There was discussion about the best way to prompt folks about making revisions. Sarah indicated that she would reach out to areas to encourage and discuss changes to departmental surveys. Committee members who want to revise their surveys should reach out to Sarah and encourage colleagues to do the same!
  
- Campus (internal) survey bank – Sarah shared the survey inventory that she maintains.
  
- The Student Satisfaction Survey (SSS) is replacing the Student Opinion Survey (SOS).
  - o Sarah shared that SUNY plans to launch this survey on 3/15/21. It will be launched by SUNY which means that students may be less likely to take it since it won't be coming from someone they know. She encouraged folks to communicate with students to increase participation.
  - o Sarah said there would no longer be the same rankings and indicated that this might be a good thing since it tended to make the survey results into a competition rather than being a true reflection of assessment. Rankings still may be available but will be presented differently, such as in a range.
  - o Since SUNY bought the copyrights to the SOS, many questions remain identical. Some questions (such as demographics) are still to be decided upon. Questions have been cut in certain areas that were not particularly relevant to us or are answered on the NSSE.
  - o The new cycle will be every 2 years for the SSS rather than every 3 years like the SOS. They plan to offer the SSS on the year opposite to the Sexual Violence Survey.
  - o Sarah said she feels every two year is a good cycle as it gives time to interpret results and make changes in the between years.
  - o Sarah updated the committee that she believes our campus will no longer be doing the NSSE. It is very expensive and now that it is no longer mandated by SUNY, many schools have stopped doing it and so comparative data has been lost. Although it does offer longitudinal data, it is a fairly exclusive survey. It is only available to seniors in their last semester who are enrolled in a 4-year program.
  - o Sarah said once she has a draft of the SSS she will share it with this group.
  
- A student perspective on student surveys: Andrew indicated that many students ignore surveys unless they are something that they absolutely must do. He said students are most likely to take a survey when something has happened that makes them want to give feedback (good or bad). Therefore, when it comes to departmental surveys, it is most beneficial for folks to have them available on an ongoing basis. Andrew also suggested that appealing language that is likely to engage students is helpful. Phrases like: “how would you like to see things different” or “what do you wish would (or would not) change”. Finally,

Andrew stated that he does not believe that students understand how important taking surveys can be and the changes it can bring.

- Sarah noted that doing internal marketing can be a good strategy for closing the loop by letting students know what happened as a result of their participation in a particular survey.

Actions:

- Members to look at surveys and work with Sarah on changes that they'd like to make to their instruments. Please let colleagues know that Sarah will be reaching out about making changes and encourage people to think about universally designed language, changes in services, outreach to students, etc.

**C. Next Steps:**

- Continue to update assessment in Taskstream
- Provide feedback on the revised training guide
- Update surveys (departmental)

**D. Resources**

1. One Drive – Johanna is working to update
2. Website
3. Training Guide and Taskstream “How To” Guides (located in the One Drive and on website)

**E. Meeting calendar for the remainder of the year**

Date	Time	Location
3/10/21	9AM	Teams
4/14/21	9AM	Teams
5/12/21	9AM	Teams
6/9/21	9AM	Teams