Non-Academic Assessment Committee (NAAC)

2019-2020 Executive Summary

Prepared by: Johanna M. Lee, Chair

Non-Academic Assessment Committee Charge

1. Review annually the measures, targets, and findings of the non- academic (non-credit bearing) units of the College including:
   a. Academic Affairs
   b. Academic Support Services & Instructional Technologies
   c. Student Affairs
   d. Administration
   e. Advancement
2. Review the non-academic outcomes of the:
   a. Student Opinion Survey (being replaced by a new survey that is under development)
   b. National Survey of Student Engagement (has been discontinued by SUNY)
3. Serve as a reference/resource to the non-academic areas to develop, refine, and communicate their assessment processes
4. Assist the non-academic areas with Taskstream use and understanding
5. Support a culture of assessment through the communication of assessment results at year-end

NAAC Membership*

- Chair: Johanna Lee, Academic Support Services
- Co-chair: Shawn Miller, Administrative Services
- Secretary & Ambassador: Amanda Crump, Administrative Services
- Ambassador: John Kennedy, Student Affairs
- Ambassador: Kristen Roberts, Student Affairs
- Ambassador: Theresa Minckler, Student Affairs
- Ambassador: Megan Warren, Administrative Services
- Ambassador: Sean Conklin, Administrative Services
- Ambassador: Patrick Massaro, Academic Support Services
- Ambassador: Erin Lassial, Academic Support Services
- Sue Law, Auxiliary Services
- Kerrie Cooper, Financial Aid
- Travis Smith, Public Relations
- Anne Drake, Registrar's Office

- Sarah Todd, Director of Institutional Research (standing member)
- Kirk Jones, Director of Assessment & Chair of Academic Assessment Committee (standing member)

Excluding the standing members, all of these memberships will expire on 8/30/20.

BEST PRACTICES SCHEDULE OF NON-ACADEMIC ASSESSMENT 2019-20 (revised)

May	August & September	January
Develop/enter Assessment Findings and Actions for the completed AY. Complete year-end report. Create Assessment Plan for the coming AY.	Ambassador check-ins to make necessary refinements to the current Assessment Plan.	Enter mid-year findings.

Summary & Assessment

Measure	Target	Findings
Support a culture of non-academic assessment.	Provide regular and ongoing campus communication about the best practices of the non-academic assessment cycle.	The Assoc. Provost's office shared regular email communications about the cycle of assessment with the appropriate areas/individuals and area VPs. **Recommendations/close the loop:** Continue promoting the cycle of assessment by including NAA areas in email communication and encouraging area leaders to incorporate it into the workflow of their areas.
Support a culture of non-academic assessment.	Engage in the non-academic symposium currently coordinated by, and inclusive of, the division for Academic Support Services & Instructional Technologies.	Symposium presentation slides were developed by the leaders in the Academic Support Services & Instructional Technologies division. The symposium was not held due to the pandemic. However, the slides were reviewed by the Assoc. Provost, Director of Assessment, and Chair of the NAAC. **Recommendations/close the loop:** Expand the current symposium to include all of the non-academic areas in order to increase communication and the sharing of ideas, initiatives, and resources.
Assist non-academic areas with Taskstream use, understanding, and reporting.	Identify new areas to work with, provide training and support and continue work with existing areas.	Work spaces for new areas were created by the Director of Assessment. On-boarding/training for new areas was done 1:1 by the ambassadors. Currently, people are considered exempt from the assessment cycle during their first year. Training resources are provided and introduction to the cycle is given the second year.

		New and existing areas and their assigned ambassador is documented in the One Drive. **Recommendations/close the loop:** Continue the NAA Ambassador initiative. There will be a nearly all-new committee next AY and new ambassadors will need to be identified and trained.
Review outcomes provided by non-academic assessment instruments.	Administer the newly revised Comprehensive Survey and review the results.	The Comprehensive Survey was revised by a sub-committee led by Sarah Todd and composed of John Kennedy, Amanda Crump, and Mat Nichols. The survey was administered in the spring of 2019. There was a response rate of 6% (176) students. The SOS has been discarded by SUNY and a sub-group has been assigned to create a new survey in its place. Sarah Todd is on this sub-group. At the end of this AY there were no updates provided from SUNY as to the details of the new instrument including when it will be ready for use or how it will be implemented. The NSSE is no longer mandatory for SUNY and therefore, there will no longer be comparative data available. However, the Director of Institutional Research recommended that the survey be continued in order to maintain our longitudinal data. The NSSE was administered on schedule last spring. There was a 30% freshman response rate and 25% of seniors were captured. Due to the timing of the survey's release, responses straddle the pre and post quarantine period of the semester. The NAAC discussed what types of surveys might be beneficial going forward either instead of the NSSE

		and Comprehensive Survey or in addition to in. It was agreed that a survey that included all of the non-academic areas would be useful. Specifically, the current surveys do not capture the administrative division. **Recommendations/close the loop:** Committee members have expressed interest in being part of deciding which non-academic surveys will be selected going forward. They would also like to review initial results and participate in reporting them to the campus.
Development of NAA SLOs and alignment with Council for the Advancement of Standards (CAS).	Alignment with CAS will allow us to create a framework that will further refine NAA assessment. This will also align our work to the standards and expectations set forth by Middle States.	A draft of NAA SLOs definitions and alignments is being developed. Once completed and approved, this alignment will guide NAA assessment planning and reporting. **Recommendations/close the loop:** Adapt campus-wide alignment with NAA SLOs.

In addition to the recommendations above, it is recommended that the charge of this committee is reviewed on an ongoing basis to ensure that it continues to align with the needs of NAA assessment on this campus. Below is an updated charge for review and consideration:

1. Review annually the measures, targets, and findings of the non-academic (non-credit bearing) units of the College including:
   a. Academic Affairs
   b. Academic Support Services & Instructional Technologies
   c. Student Affairs
   d. Administration
   e. Advancement
2. Provide input on the selection of, participate in, review and report on, the non-academic outcomes of non-academic surveys implemented at this institution.
3. Serve as a reference/resource to the non-academic areas to develop, refine, and communicate their assessment processes.

4. Assist the non-academic areas with Taskstream use, understanding, and reporting.
5. Support a culture of non-academic assessment:
    a. Establish best practices for non-academic assessment at our institution using established NAA SLOs
    b. Coordinate and align non-academic assessment practices with academic assessment practices
    c. Facilitate a yearly non-academic symposium
    d. Maintain ongoing non-academic assessment data to support our accreditation with Middle States