

Non-Academic Assessment Committee (NAAC)

2018-2019 Executive Summary
Prepared by: Johanna M. Lee, Chair

Non-Academic Assessment Committee (NAAC) 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 (SOS)
 - b. National Survey of Student Engagement (NSSE)
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: Kristin 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)

UPDATED BEST PRACTICES SCHEDULE OF NON-ACADEMIC ASSESSMENT 2018-19

May	August & September	January
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 Assessment Plan.	Enter mid-year findings.

Summary & Assessment

Measure	Target	Findings
Match ambassadors to specific areas in their division.	There are 3 ambassadors representing each of the non-academic divisions. Each ambassador will be matched with 2-4 areas from their division that they will work with on an on-going basis.	All of the ambassadors have been matched to programs/areas in their division. Ambassadors offered all of the non-academic areas opportunities to work together on assessment this year.
Assist areas in aligning with the established best practices schedule of non-academic assessment.	Ambassadors will reach out to their matched areas and work to align their assessment planning with best practices.	The best practices schedule was amended to reflect the June 1 date for year-end report due date submissions. A method for periodic reminders to the non-academic areas would be beneficial. Either an addition to area operational calendars or emails.
Provide Taskstream training and make training resources available on the NAAC webpage.	Ambassadors will provide guidance, training and resources for Taskstream. All training materials will be updated. The webpage will be updated to include up-to-date training resources.	Training guides and resources are available to all non-academic areas both through the ambassadors and the webpage. All training materials were reviewed. The only update is the best practices cycle of non-academic assessment. An on-boarding process for new people/positions needs to be created to ensure that people are provided with an overview of the culture of assessment on campus.
Review and discuss the 2018 SOS.	The SOS is completed every 3 years with 2018 being a survey administration year. Committee members need to be familiar with the survey and its administration as well as how the results are used/interpreted. Areas where additional information is needed in order to make campus improvements needs to be identified.	The 2018 SOS was reviewed and discussed by the committee. A sub-committee was developed to look at areas where additional information is needed specific to this campus. These gaps will guide the development of the Comprehensive Survey. The Comprehensive Survey needs to be administered during an off year of the SOS.

Improve the culture of non-academic assessment through communication of assessment results at year-end.

There will be an established 3-year reporting cycle tied to the institutional goals for non-academic areas. There will also be a method for communicating these results to the campus community.

A sub-committee to work on this measure was established through NAAC. The sub-committee developed a proposal for a 3-year reporting cycle as well as reporting method that will be reviewed by NAAC and shared with area VPs before implementation.