



## ADMINISTRATIVE AND STUDENT SUPPORT ASSESSMENT 2020-2021

### OFFICE OF INSTITUTIONAL EFFECTIVENESS AND PLANNING

Karen A. Manley

Sheena G. Serslev, Ed.D.

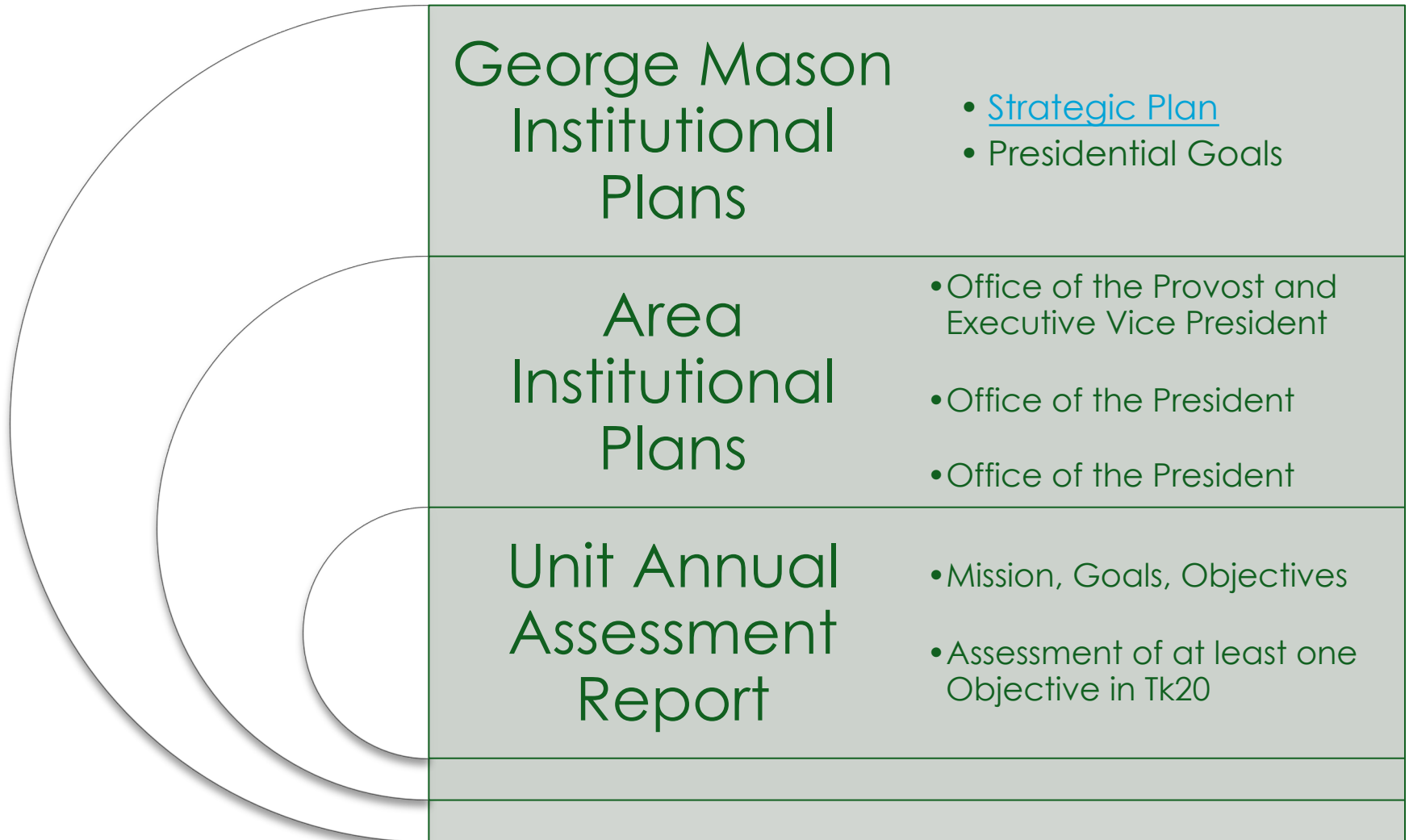
April 8, 2021



## OVERVIEW

- **Purpose and Elements of Annual Assessment Submission**
  - Aligning Annual Assessment Submissions
  - Assessment Plan Components and Examples:
    - Mission
    - Goals
    - Objectives
    - Measures, Results, and Improvement Actions and Plans
- **Review of Tk20**
  - Assessment Planning
  - Reporting
- **Timeline**
  - Support and Resources

## ALIGNING ANNUAL ASSESSMENT SUBMISSIONS



## OVERVIEW

**Mission**

**Measures**

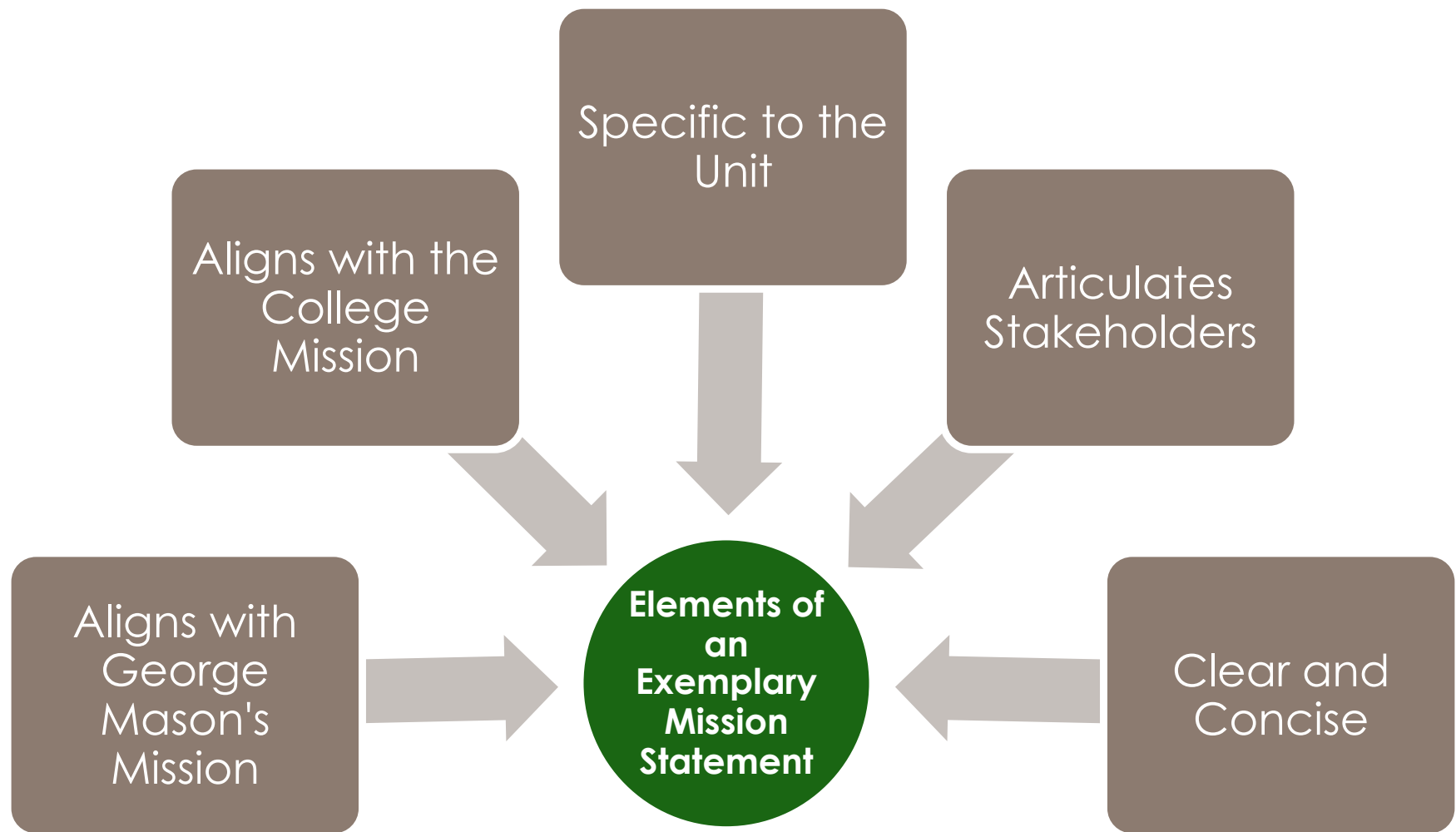
**Goals**

**Results**

**Objectives**

**Improvements**

## MISSION



## EXAMPLE MISSIONS

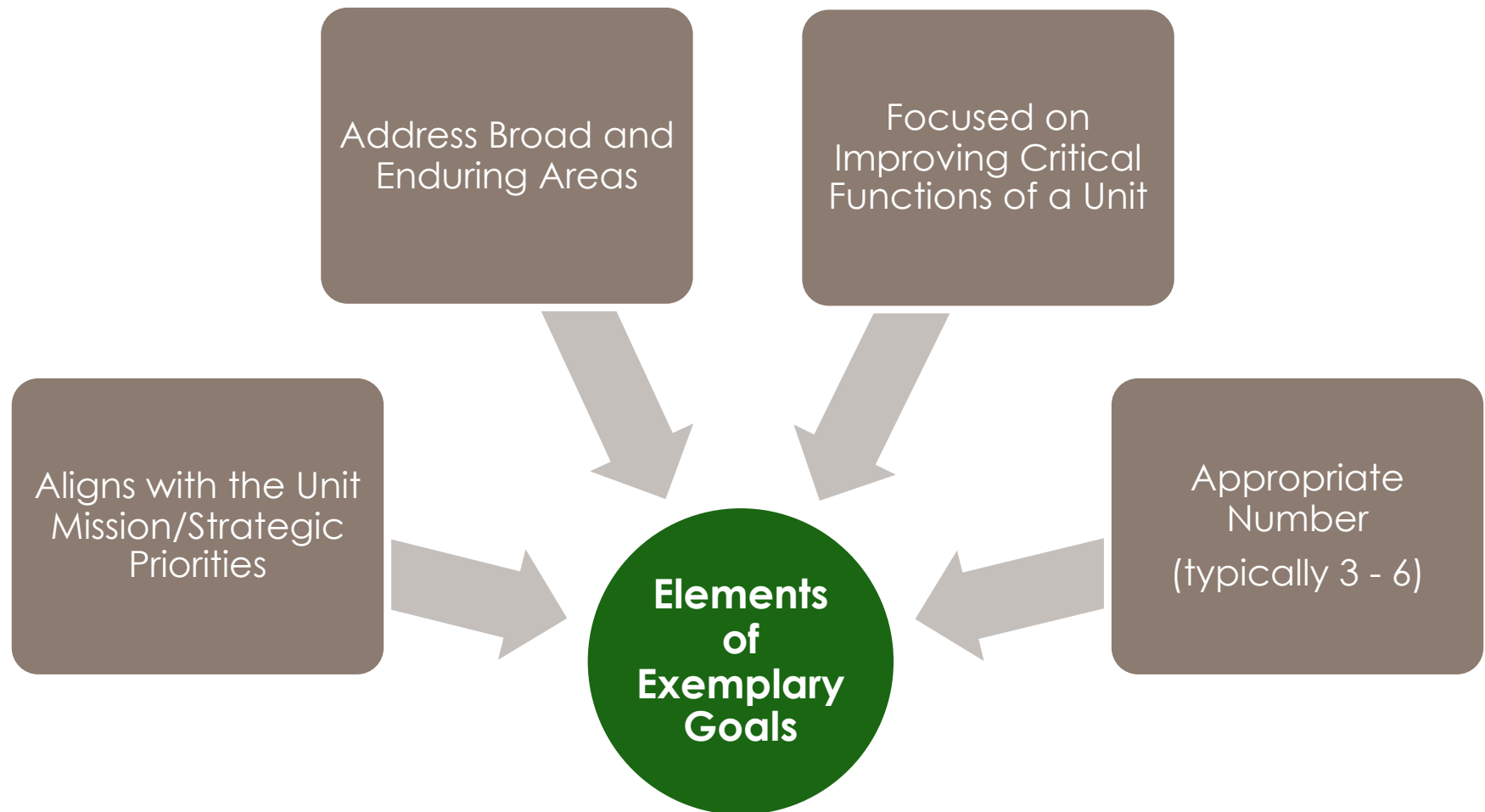
### **Academic Administration:**

The mission of Academic Administration is to provide leadership and strategic guidance through resource allocation and alignment, business analyses, modeling, partnership development, and management of the administrative, budget and personnel operations for the Office of the Provost and the offices for which it has direct oversight. Academic Administration's strategic academic planning activities directly support the university's vision of innovation, growth, and access.

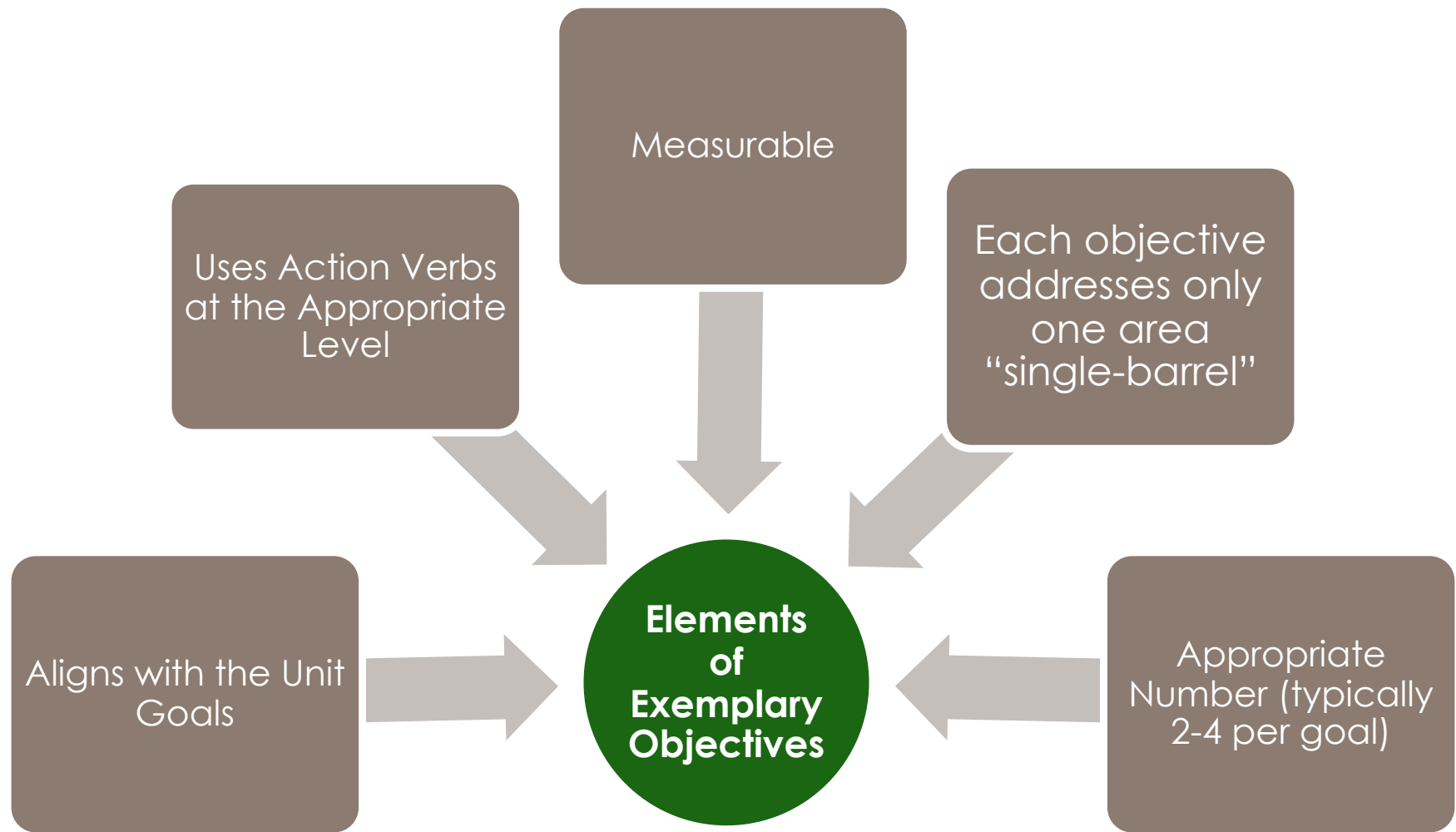
### **Office of Institutional Effectiveness and Planning:**

OIEP advances the strategic goals of George Mason University through collaborations and partnerships that engage stakeholders (senior leaders/administration, faculty, staff and students) in data-informed strategic, operational and tactical decisions. OIEP does this by capitalizing on our experience and professional judgment drawing upon quantitative and qualitative analytic information.

## GOALS



## OBJECTIVES





## EXAMPLE GOALS AND OBJECTIVES - FISCAL SERVICES

### **Efficient – Enhance institutional efficiencies, increase automation and simplify financial processes.**

- Eliminate the unit level processing of confirming orders.
- Champion cohesive financial collaboration with units.
- Increase enrollment in direct deposit for students.
- Convert paper based (administrative) financial forms to electronic forms.
- Evolve our customer service approach.

### **Innovative – Modernize finance and expense management for the campus.**

- Implement a new Travel Request System.
- Streamline the employee reimbursement process for business expenses.
- Develop an electronic invoicing module for vendor submissions.
- Encourage vendor payment via P-Card to eliminate additional/unnecessary administrative work and simplify the purchasing process.

### **Strategic – Improve the university's financial framework, strategic planning, and forecasting.**

- Develop a comprehensive Business Intelligence dashboard.
- Produce quarterly financial statements and analysis.
- Realign the Chart of Accounts.
- Promote strategic planning, integrated budget forecasting to actuals.
- Obtain inaugural Aa3 rating and advance Mason to Tier 3 status.

## EXAMPLE GOALS AND OBJECTIVES

### DEAN'S OFFICE - COLLEGE OF EDUCATION AND HUMAN DEVELOPMENT

**Construct and implement a plan for CEHD that ensures that the college is enriched and strengthened through its commitment to diversity and inclusivity.**

- To establish an action-oriented team focused on diversity.

**Develop and implement a comprehensive workplace well-being plan for CEHD.**

- Evaluate appropriate program locations.

**Develop intensive and extensive internship experience for all students in CEHD, and support professional growth opportunities for the college alumni.**

- Improve the advising and internship experience for teacher licensure students.

**Increase the CEHD's undergraduate enrollment and graduate enrollment by 10%, while continuing to improve retention, graduation rates, and in-degree completion times for all of the college's academic programs.**

- Create and offer Bachelor's/Accelerated Masters Options.
- Develop undergraduate education offerings.

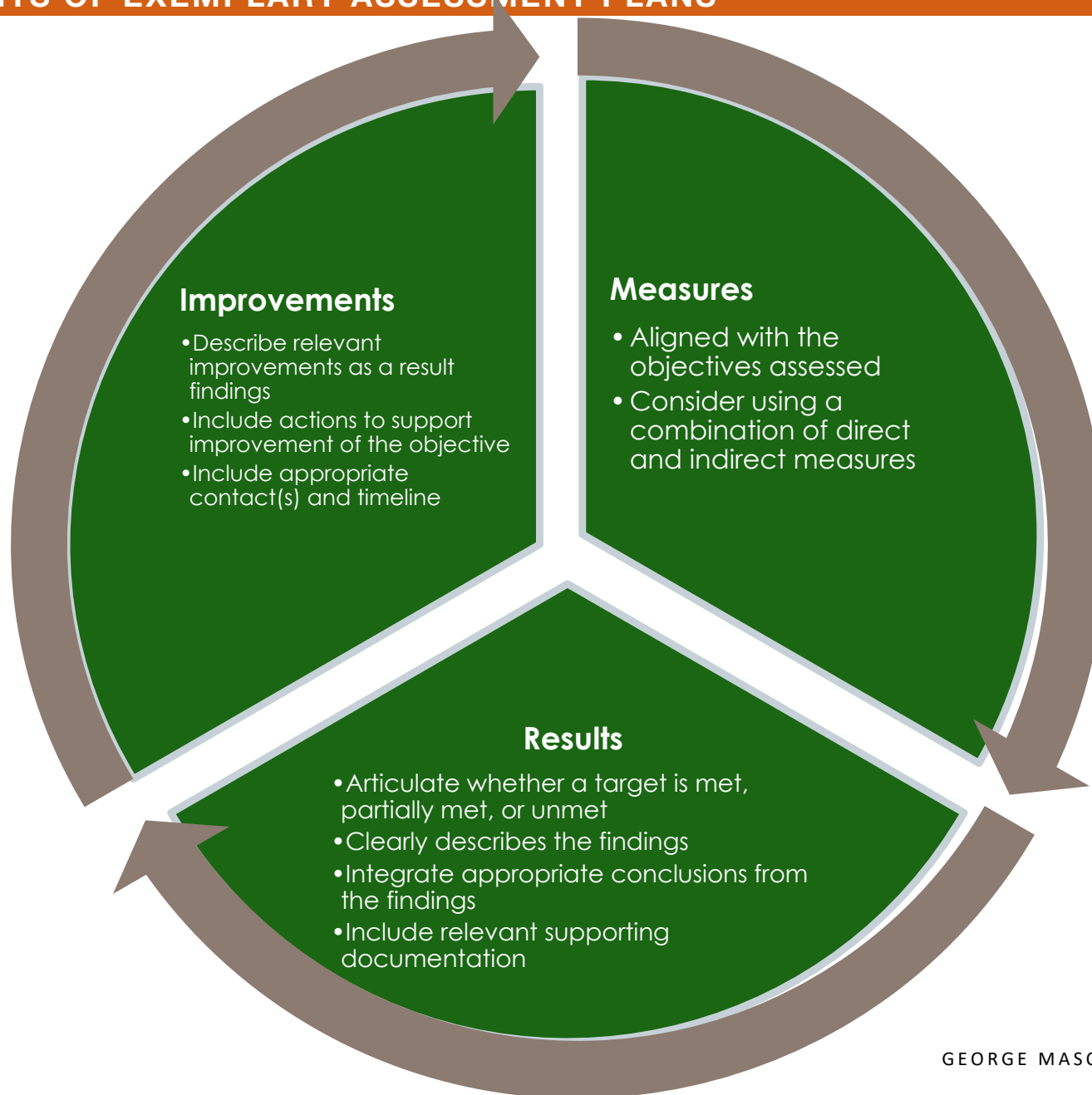
**Nurture current and newly created pathways designed to facilitate efficient, affordable access to CEHD's broad portfolio of undergraduate and graduate programs delivery on campus, off campus, and online.**

- Create and offer Bachelor's/Accelerated Masters Options.
- Create and offer accessible pathways to Mason from Northern Virginia Community College.

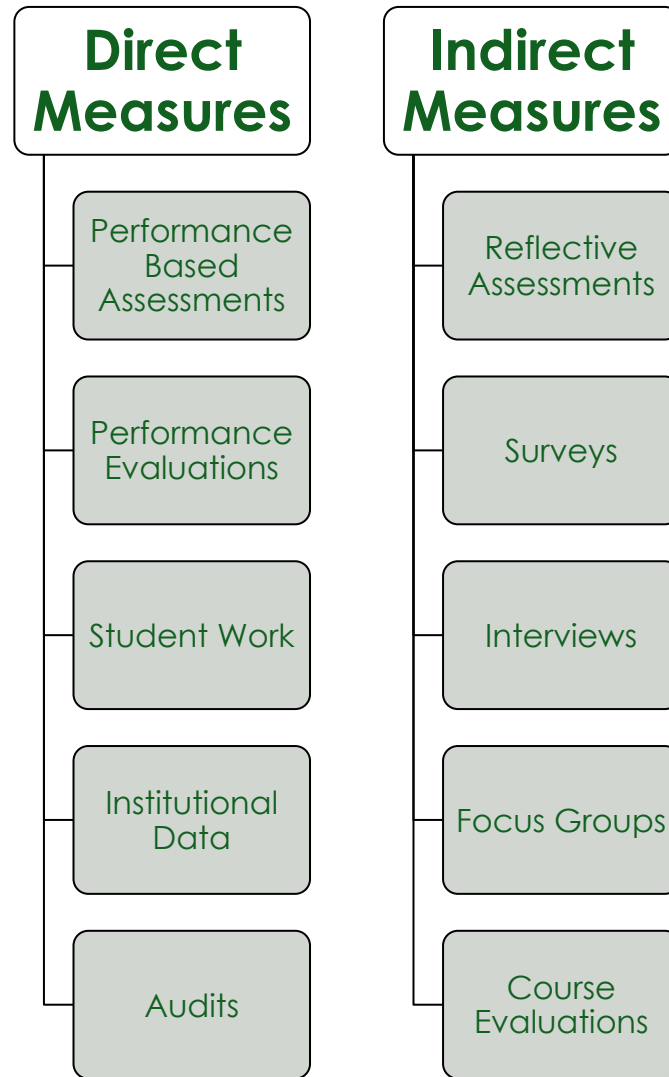
**Offer contemporary academic programs of high quality in CEHD that are evidence-based and responsive to community and professional needs.**

- Develop undergraduate education offerings.

## ELEMENTS OF EXEMPLARY ASSESSMENT PLANS



## EXAMPLES OF DIRECT AND INDIRECT MEASURES



## EXAMPLE OF ASSESSMENT SUBMISSIONS – THE HONORS COLLEGE

**Goal:** The Honors College will increase student access to civic engagement courses.

**Objective:** The Honors College will grow the number of students taking HNRS courses with civic engagement objectives.

**Methods and Measures:** This objective will be measured annually by a count of the total number of Honors College students who take an HNRS course with articulated civic engagement (CE) learning objectives (formerly some sections of HNRS 230 and 330, but going forward, sections of HNRS 260 and 261 will count, as well as sections of HNRS 360 and 361 with specific CE objectives).

**Results:** Target Met - In the 2019-20 academic year, Honors College students enrolled in the following courses/sections with civic engagement objectives: FALL 2019 HNRS 260-002: 25 students, HNRS 260-004: 25 students, HNRS 261-001: 16 students, HNRS 261-002: 10 students. SPRING 2020: HNRS 260-001: 24 students, HNRS 260-002: 25 students, HNRS 260-003: 24 students, HNRS 260-004: 20 students, HNRS 261-001: 16 students, HNRS 261-002: 20 students, HNRS 261-003: 23 students, HNRS 261-006: 5 students. Based on our first three years of data for this outcome, the Honors College has shown a steady trajectory of increasing the number of students who take HNRS courses with civic engagement learning outcomes. Specifically, we increased the number of students from 0 in academic year 2017-18 to 169 in academic year 2018-19, and 233 in academic year 2019-2020. We hope to continue monitoring this goal in the three upcoming academic years.

### Improvement Plans:

The Honors College Curriculum Committee made a decision to dramatically scale up enrollments in HNRS 260/261 and HNRS 360/361. We will continue to monitor progress related to this goal in the two upcoming academic years.

## EXAMPLE OF ASSESSMENT SUBMISSIONS

### OFFICE OF INSTITUTIONAL EFFECTIVENESS AND PLANNING

**Goal:** Improve internal OIEP processes to deliver data more efficiently.

**Objective:** Increase communication to inform university personnel of available resources.

**Methods and Measures:** Targeted emails will be sent to deans, associate deans, assessment contacts, and other stakeholders to inform them of ongoing initiatives such as the student evaluations of teaching and annual assessment. In addition, the OIEP newsletter will be revised and sent to all stakeholders to share available online resources such as the Common Data Set, enrollment and retention trends, and institutional survey results.

**Results:** Partially Met

While targeted emails were sent out to various groups, especially for the student evaluations of teaching, the overall communication plan for spring 2020 was affected by COVID 19. In order to streamline communications to the university community, it was requested that offices funnel all communications through the Provost newsletter. We used the newsletter to announce updates on student evaluations of teaching and reporting deadlines for annual assessment.

**Improvement Plans:**

A lot of time and resources are being used to strategize our outreach in late summer/early fall 2020. We'll be increasing outreach to academic and administrative units via email, presentations, office hours, and various committees. In addition, we have a new website that will be launching in August 2020 to support our efforts.

- <https://gmu.tk20.com>

- **Planning**

- Unit Dashboard provides a quick overview
- Navigate using the Assessment Planning menu at the top
- Select the “edit” options to enter new data
- Goals and objectives roll over every cycle, but not the assessment plans (measures, results, improvements)

- **Reports**

- Planning 001: Assessment Plan Data for Organizations
- Planning 003: List of Outcomes and Results for Organizations
- Unit Dashboard


- **Helpful Hints**

- Hit “save” on every page
- Never use your browser's back arrow – use the navigation in Tk20
- Don't overwrite or delete outcomes – disable ones you no longer want

## Unit Dashboard

The dashboard report will allow you to view a summary as well as a status of the assessment data collected for your organizations. You can click on the name of an organization to view the assessment data per outcome.

Organization: PROV : Institutional Effectiveness and Planning

Organization	Type	Total Outcomes/Goals	Outcomes/Goals with Plans	Plans
 PROV : Institutional Effectiveness and Planning	office	15	0	
Total		15	0	15

ASSESSMENT PLANNING

Unit Dashboard

Mission

Mission

Edit Mission

Outcomes/Goals

Browse

Edit/Create

Search

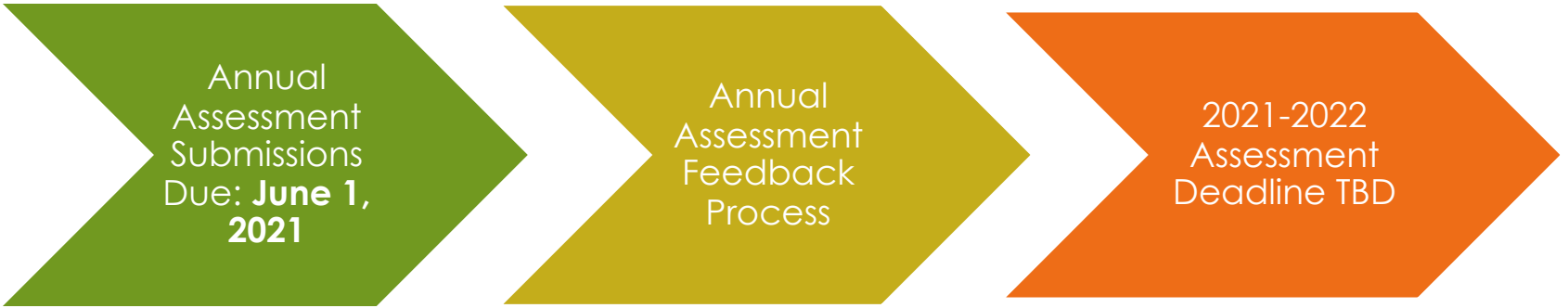
Assessment Planning

View Plans

Plan Data Entry



## ADMINISTRATIVE AND STUDENT SUPPORT ASSESSMENT IN THE FUTURE



Annual  
Assessment  
Submissions  
Due: **June 1,**  
**2021**

Annual  
Assessment  
Feedback  
Process

2021-2022  
Assessment  
Deadline TBD

## CONTINUED SUPPORT THROUGH OIEP

### Assessment Support Consultations and Office Hours through May 4, 2021

Sheena Serslev

[sserslev@gmu.edu](mailto:sserslev@gmu.edu)

**Tuesday's, 10:00am – noon**

<https://gmu.zoom.us/j/9017092122>

### Assessment Support Consultations and Office Hours

Karen Manley

[kmanley@gmu.edu](mailto:kmanley@gmu.edu)

**Tuesdays, 1:00-3:00pm**

<https://gmu.zoom.us/j/7254661121>

**Custom Workshop for your Unit**

[Getting Started with Tk20 Guide](#)

[OIEP YouTube Channel](#)

**What type of assessment support or resources would you like to see?**

## WHAT QUESTIONS REMAIN?

**What areas with annual assessment would you like support?**

Go to **[www.menti.com](https://www.menti.com)** and use the code 4607 3869

