General Information (Non-Academic Program Workspace Template)

Standing Requirements

NMC MISSION STATEMENT & ESIP (COLUMN 1 OF THE 5-COLUMN MODEL)

NMC Mission Statement:Northern Marianas College, through its commitment to student learning, provides high quality, affordable and accessible educational programs and services for the individual and the people of the Commonwealth.ESIP for Office of Institutional Effectiveness:The mission of the Office of Institutional Effectiveness (OIE) is to provide leadership, guidance, and support for planning and assessment activities of the College in order to foster and promote an environment of continuous improvement and informed decision making using data and evidence.

OUTCOMES (COLUMN 2 OF THE 5-COLUMN MODEL)

HE 150 Outcome Set (Fall 2021)

new outcome 3/2020

OIE Outcome Set (Fall 2020)

AUO 1
The office will provide guidance and support to all college programs in the program assessment and program review processes.

Mapping

WSCUC Standards of Accreditation: Quality Assurance Processes 4.1

OIE Set May 2021

2020-2021 Assessment Cycle (2018-2019 Assessment Cycle)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA (ASSESSMENT PLAN)

Mission Statement

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Measures

OIE Outcome Set (Fall 2020)

Outcome

Outcome: AUO 1
The office will provide guidance and support to all college programs in the program assessment and program review processes.

Measure: Checklist of PAF Completion *Indirect - Other*	
Details/Description:	Programs will successfully complete the annual program assessment process in AY 2020-2021 as documented in the Program Assessment Form (PAF) in AMS.
Acceptable Target:	At least 80% of programs will successfully complete the annual program assessment process in AY 2020-2021 as documented in the Program Assessment Form (PAF) in AMS.
Ideal Target:	100% of programs will successfully complete the annual program assessment process in AY 2020-2021 as documented in the Program Assessment Form (PAF) in AMS.
Implementation Plan (timeline):	Checklist to be completed in the Spring.
Key/Responsible Personnel:	Vilma Reyes, Director OIE Geri Rodgers, Assessment Specialist

Measure: Satisfaction Survey *Indirect - Survey*	
Details/Description:	Programs will complete a satisfaction survey designed to assess the effectiveness of guidance and support provided to programs (to include training sessions, presentations, program consultations, written materials, etc.).
Acceptable Target:	At least 80% of programs will respond positively on survey items designed to assess the effectiveness of guidance and support provided to programs (to include training sessions, presentations, program consultations, written materials, etc.).

Ideal Target:	100% of programs will respond positively on survey items designed to assess the effectiveness of guidance and support provided to programs (to include training sessions, presentations, program consultations, written materials, etc.) .
Implementation Plan (timeline):	Survey to be given to client(s) upon completion of support or training.
Key/Responsible Personnel:	Vilma Reyes, Director OIE Geri Rodgers, Assessment Specialist

SUMMARY OF DATA COLLECTED AND USE OF RESULTS (ASSESSMENT FINDINGS OR COLUMNS 4 & 5 OF THE 5-COLUMN MODEL)

Finding per Measure

OIE Outcome Set (Fall 2020)

Outcome

Outcome: AUO 1
The office will provide guidance and support to all college programs in the program assessment and program review processes.

Measure: Checklist of PAF Completion	
Indirect - Other	
Details/Description:	Programs will successfully complete the annual program assessment process in AY 2020-2021 as documented in the Program Assessment Form (PAF) in AMS.
Acceptable Target:	At least 80% of programs will successfully complete the annual program assessment process in AY 2020-2021 as documented in the Program Assessment Form (PAF) in AMS.
Ideal Target:	100% of programs will successfully complete the annual program assessment process in AY 2020-2021 as documented in the Program Assessment Form (PAF) in AMS.
Implementation Plan (timeline):	Checklist to be completed in the Spring.
Key/Responsible Personnel:	Vilma Reyes, Director OIE Geri Rodgers, Assessment Specialist

Findings for Checklist of PAF Completion	
Summary of Findings:	These are the findings of the program assessment process for the 36 programs who were expected to submit a PAF: 1. Submission by 36 of 36 programs for the first 3 areas of the PAF with a deadline of 5.7.21 to submit the remaining 2 parts (Summary of Data and Use of Results).

(a.) Of the 36 programs, 31 will proceed to data collection.
Of the 5 remaining programs who will not proceed to data collection…
1 Four programs have demonstrated a need for more guidance. They are Prior Learning Assessment, University Center for Excellence in Developmental Disabilities, the Human Resources Office, and the Library.
(2) One other program, the English Learning Institute, will not proceed with data collection since its PAF had information that was not representative of the entire program.

***There are 42 academic and non-academic programs at the college. At the recommendation of leadership, there were 6 programs that were not expected to submit a PAF. Non-submission of PAF were due to various reasons (e.g. absence of director, recently activated office, lack of students due to the pandemic).

Overall Finding: 27/31 programs submitted a complete PAF=87%

Results :

Acceptable Target Achievement: Exceeded; Ideal Target Achievement: Approaching

Recommendations:

The recommendations of OIE are to:
1. Write a manual to better guide and support programs with program assessment. This should be completed Spring 2022.
2. Offer refresher training (at least once per semester or on-demand) to keep programs up-to-date on the utility of AMS.
3. Provide orientation and training for program authors who are new to the assessment process and AMS.

OIE expects to see an increase in the number of programs that successfully complete the next assessment cycle. At least 90% of programs will successfully complete the annual program assessment process in AY 2021-22 as documented in the Program Assessment Form (PAF) in AMS.

Reflections/Notes:

AMS Taskstream is proving to be a one-stop hub for assessment data for programs. However, because program authors only use it close to the deadline, it seems like there is a great learning curve every time it is used. OIE is willing to support AMS users who may have challenges in using technology.

This year the focus of OIE is reactivating program assessment. Plans to implement program review were pushed back with a deadline of August 16th, which is after the assessment cycle for AY 2020-21. In the next cycle, OIE will focus on the program review aspect of the outcome.

Measure: Satisfaction Survey
Indirect - Survey

Details/Description: Programs will complete a satisfaction survey designed to assess the effectiveness

of guidance and support provided to programs (to include training sessions, presentations, program consultations, written materials, etc.).

Acceptable Target: At least 80% of programs will respond positively on survey items designed to assess the effectiveness of guidance and support provided to programs (to include training sessions, presentations, program consultations, written materials, etc.).

Ideal Target: 100% of programs will respond positively on survey items designed to assess the effectiveness of guidance and support provided to programs (to include training sessions, presentations, program consultations, written materials, etc.) .

Implementation Plan (timeline): Survey to be given to client(s) upon completion of support or training.

Key/Responsible Personnel: Vilma Reyes, Director OIE
Geri Rodgers, Assessment Specialist

Findings for Satisfaction Survey

Summary of Findings: OIE offered training in the use of AMS. These are the findings of 48 program authors who responded. There are only 42 programs with 36 that are actually active.

87% went through training for the program assessment form (PAF) and 13% underwent training fro course assessment training (CAF).

On a scale 1-5 (5 is "most useful"), how would you rate the usefulness of the training content?
41/48 or 85% rated the usefulness of the training at a 5.
7/48 or 15% rated the usefulness of the training at a 4.

On a scale 1-5 (5 is "exceeded expectations"), how well did the training meet your expectations?"
36/48 or 75% rated it as a 5.
10/48 or 21% rated it as a 4.
2/48 or 4% rated it as a 3.

On a scale 1-5 (5 is "most relevant"), how would you rate the relevance of the training?
43/48 or 90% rated it as a 5.
4/48 or 8% rated it as a 4.
1/48 or 2% rated it as a 3.

On a scale 1-5 (5 is "most effective"), how effective was the presenter at demonstrating the use of AMS?
39/48 or 83% rated it as a 5.
5/48 or 11% rated it as a 4.
3/48 or 6% rated it as a 3.

On a scale 1-5 (5 is the highest), how confident do you feel about transferring data from the Form 1 to AMS?

23/48 or 48% rated it as a 5.
19/48 or 40% rated it as a 4.
6/48 or 13% rated it as a 3.

On a scale 1-5 (5 is the highest), how would you rate the user-friendliness of AMS?
24/48 or 50% rated it as a 5.
14/48 or 29% rated it as a 4.
8/48 or 17% rated it as a 3
1/48 or 2% rated it as a 2
1/48 or 2% rated it as a 1

Results :

Acceptable Target Achievement: Exceeded; Ideal Target Achievement: Exceeded

Recommendations:

The recommendations of OIE for AY 2021-22 are:
1. Continue to conduct one-on-one training for all AMS users, whether it is new training or a refresher by the AMS System Administrator.
2. Continue to provide short, how-to tutorials on using AMS by the AMS System Administrator.
3. Continue to provide written materials (PPT or pdf) of how to use AMS from OIE staff.
OIE expects to see an increase in the number of programs that successfully complete the next assessment cycle. At least 90% of programs will successfully complete the annual program assessment process in AY 2021-22 as documented in the Program Assessment Form (PAF) in AMS.

Reflections/Notes:

The reflections of OIE are:
1. Training of how to use AMS and how to complete the Program Assessment Form (previously the Form 1) should be conducted separately by the AMS System Administrator.
2. There is a great need to support programs with written material.
3. OIE, in partnership with PROAC, will celebrate the 11 programs who completed the PAFs (finished the first 3 areas of the PAF) and the 3 programs who closed the loop entirely (all 5 areas of the PAF) on or before the final deadline.

Substantiating Evidence:

ⓘFeedback for AMS Taskstream Assessment Training (Responses) - Form Responses 1.pdf (Adobe Acrobat Document) (See appendix)

Overall Recommendations

No text specified

Overall Reflection

No text specified

OPERATIONAL PLAN (THIS IS WHERE YOU CAN LINK AN OUTCOME TO AN ACTION PLAN WITH OR WITHOUT A SPECIAL BUDGET REQUEST.)

Mission Statement

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Actions

OIE Outcome Set (Fall 2020)

Outcome

Outcome: AUO 1
The office will provide guidance and support to all college programs in the program assessment and program review processes.

No actions specified

STATUS REPORT (THIS SIMPLY STATES THE STATUS OF YOUR OPERATIONAL PLAN.)

Action Statuses

OIE Outcome Set (Fall 2020)

Outcome

Outcome: AUO 1
The office will provide guidance and support to all college programs in the program assessment and program review processes.

No actions specified

Status Summary

No text specified

Summary of Next Steps

No text specified

2021-2022 Assessment Cycle (2018-2019 Assessment Cycle)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA (ASSESSMENT PLAN OR COLUMN 3 OF THE 5-COLUMN MODEL)

Mission Statement

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Measures

OIE Outcome Set (Fall 2020)

Outcome

Outcome: AUO 1
The office will provide guidance and support to all college programs in the program assessment and program review processes.

No measures specified

SUMMARY OF DATA COLLECTED AND USE OF RESULTS (ASSESSMENT FINDINGS OR COLUMNS 4 & 5 OF THE 5-COLUMN MODEL)

Finding per Measure

OIE Outcome Set (Fall 2020)

Outcome

Outcome: AUO 1
The office will provide guidance and support to all college programs in the program assessment and program review processes.

No measures specified

Overall Recommendations

No text specified

Overall Reflection

No text specified

USE OF RESULTS

STATUS REPORT

OPERATIONAL PLAN (THIS IS WHERE YOU CAN LINK AN OUTCOME TO AN ACTION PLAN WITH OR WITHOUT A SPECIAL BUDGET REQUEST.)

STATUS REPORT (THIS SIMPLY STATES THE STATUS OF YOUR OPERATIONAL PLAN.)

Pilot Programs Assessment Cycle (2016) (This area is dedicated so that programs can use for data from a previous Form 1.)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA (COLUMN 3)

Mission Statement

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Measures

2019-2020 Assessment Cycle (Actual Cycle) (ACTUAL Data)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA

SUMMARY OF DATA

USE OF RESULTS

STATUS REPORT

USE OF RESULTS

STATUS REPORT

Appendix

A. **Feedback for AMS Taskstream Assessment Training (Responses) - Form Responses 1.pdf** (Adobe Acrobat Document)