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Non-Academic Programs Assessment Guide

Last updated October 2020

Office of Institutional Effectiveness, Research, and Planning (OIERP)
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Mission: Lincoln University, the nation's first degree-granting Historically Black College & University (HBCU), educates and empowers students to lead their communities and change the world.

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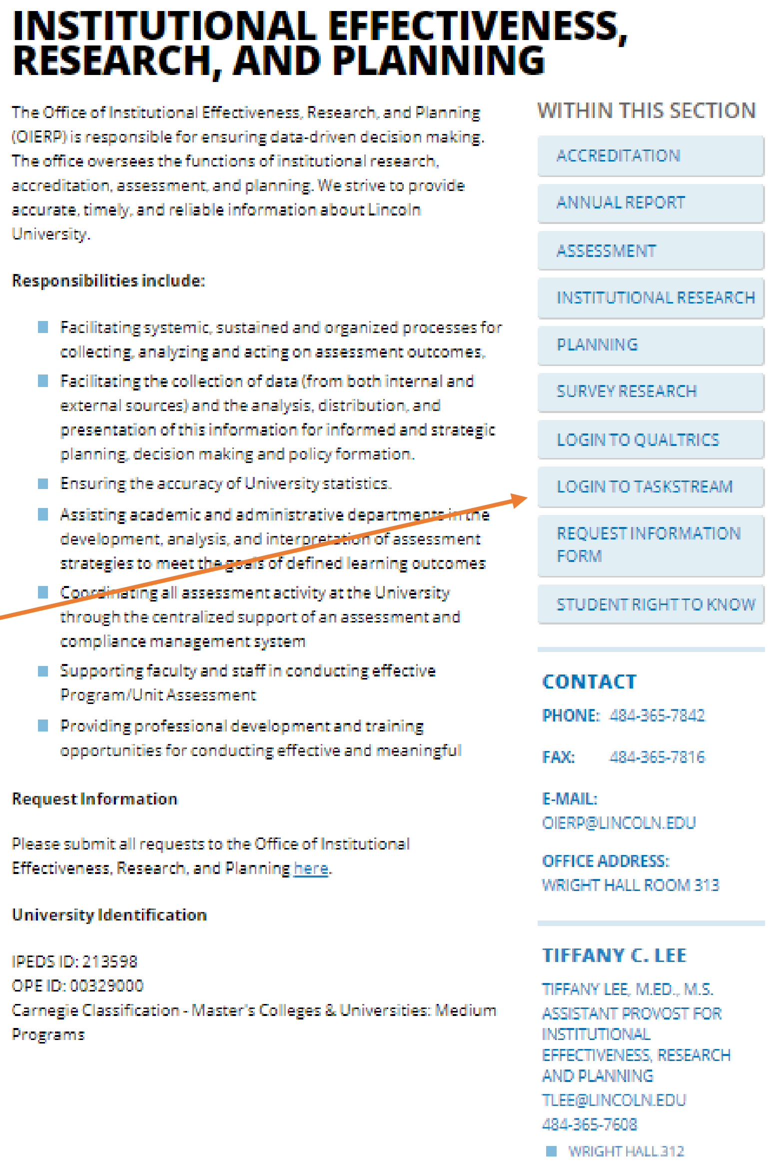
First time access of Taskstream

- Refer to the First Time User Login Instructions [document]
  - Located on Lincoln University's Assessment webpage
- Taskstream login is available on the Assessment and the OIERP webpages
- If you have access issues, please contact OIERP



INSTITUTIONAL EFFECTIVENESS, RESEARCH, AND PLANNING

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The Office of Institutional Effectiveness, Research, and Planning (OIERP) is responsible for ensuring data-driven decision making. The office oversees the functions of institutional research, accreditation, assessment, and planning. We strive to provide accurate, timely, and reliable information about Lincoln University.

Responsibilities include:

- Facilitating systemic, sustained and organized processes for collecting, analyzing and acting on assessment outcomes.
- Facilitating the collection of data (from both internal and external sources) and the analysis, distribution, and presentation of this information for informed and strategic planning, decision making and policy formation.
- Ensuring the accuracy of University statistics.
- Assisting academic and administrative departments in the development, analysis, and interpretation of assessment strategies to meet the goals of defined learning outcomes
- Coordinating all assessment activity at the University through the centralized support of an assessment and compliance management system
- Supporting faculty and staff in conducting effective Program/Unit Assessment
- Providing professional development and training opportunities for conducting effective and meaningful

Request Information

Please submit all requests to the Office of Institutional Effectiveness, Research, and Planning here.

University Identification

IPEDS ID: 213598
OPE ID: 00329000
Carnegie Classification - Master's Colleges & Universities: Medium Programs

WITHIN THIS SECTION
ACCREDITATION
ANNUAL REPORT
ASSESSMENT
INSTITUTIONAL RESEARCH
PLANNING
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LOGIN TO QUALTRICS
LOGIN TO TASKSTREAM
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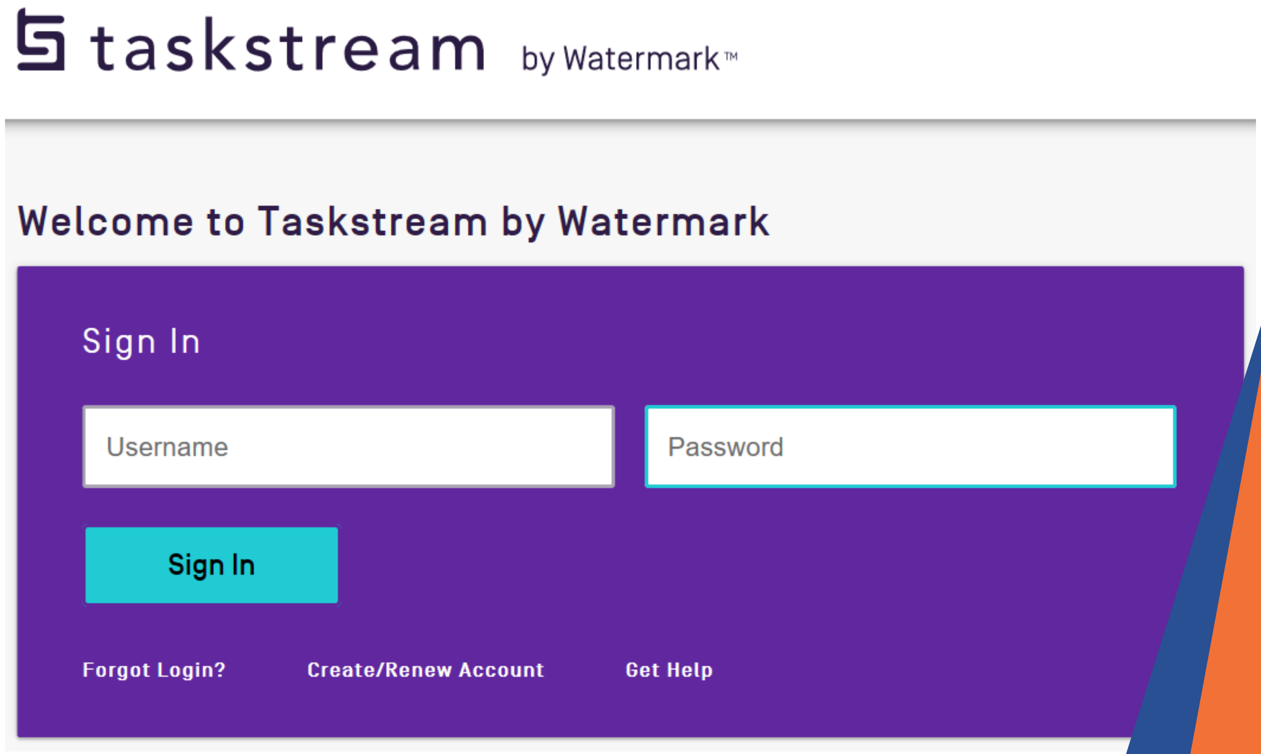
WRIGHT HALL 312

Login to Taskstream

- Login links on LU webpages or use this URL: https://login.taskstream.com/signon/
- Log in view



- Username is your Lincoln email
- If you have access issues, please contact OIERP

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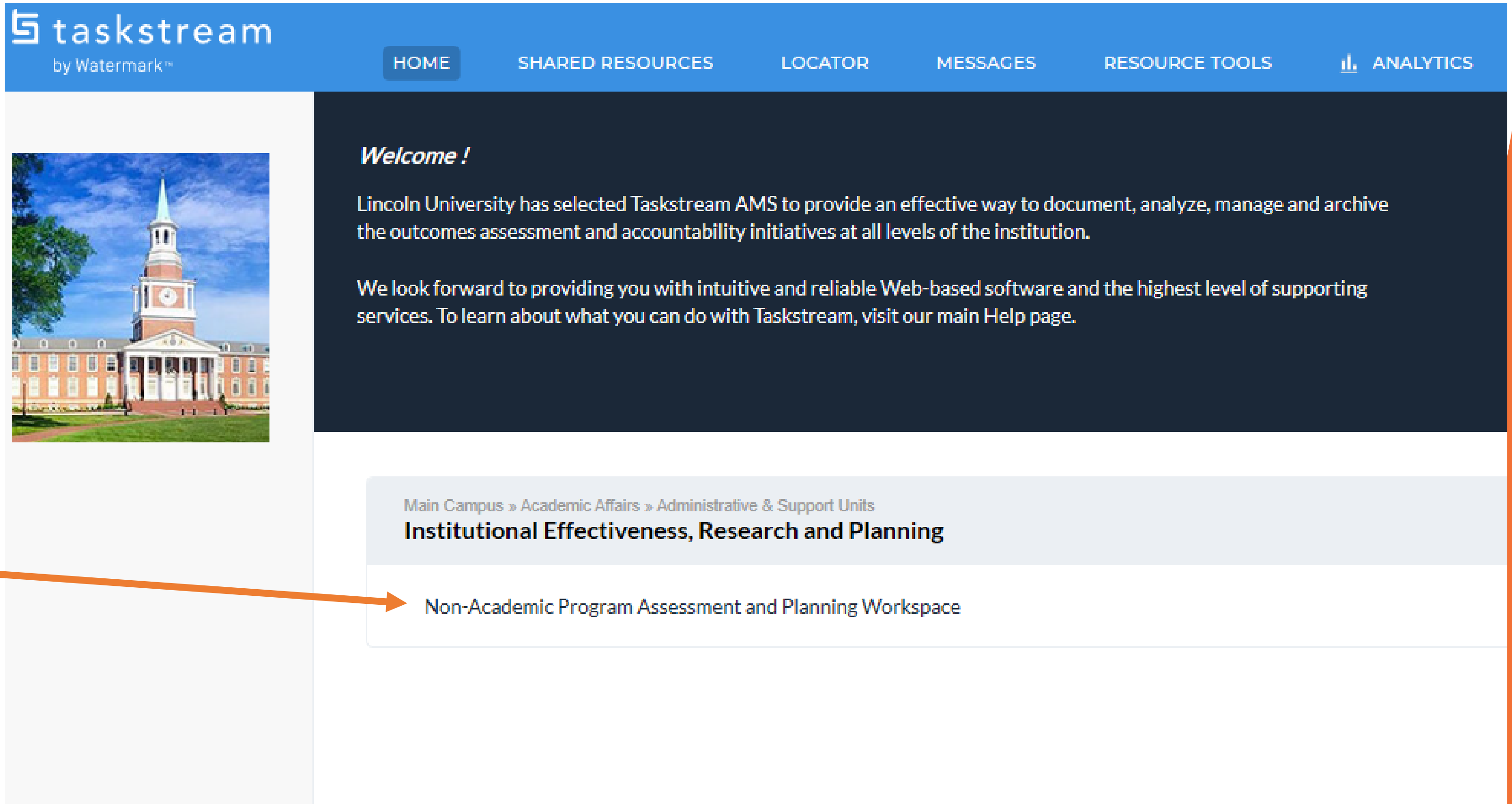
Home Page View

- All the programs that you have access to will be visible from your homepage

- Click on the “Non-Academic Program Assessment and Planning Workspace”

- If program access is not visible, please contact OIERP



Example Assessment Workspace

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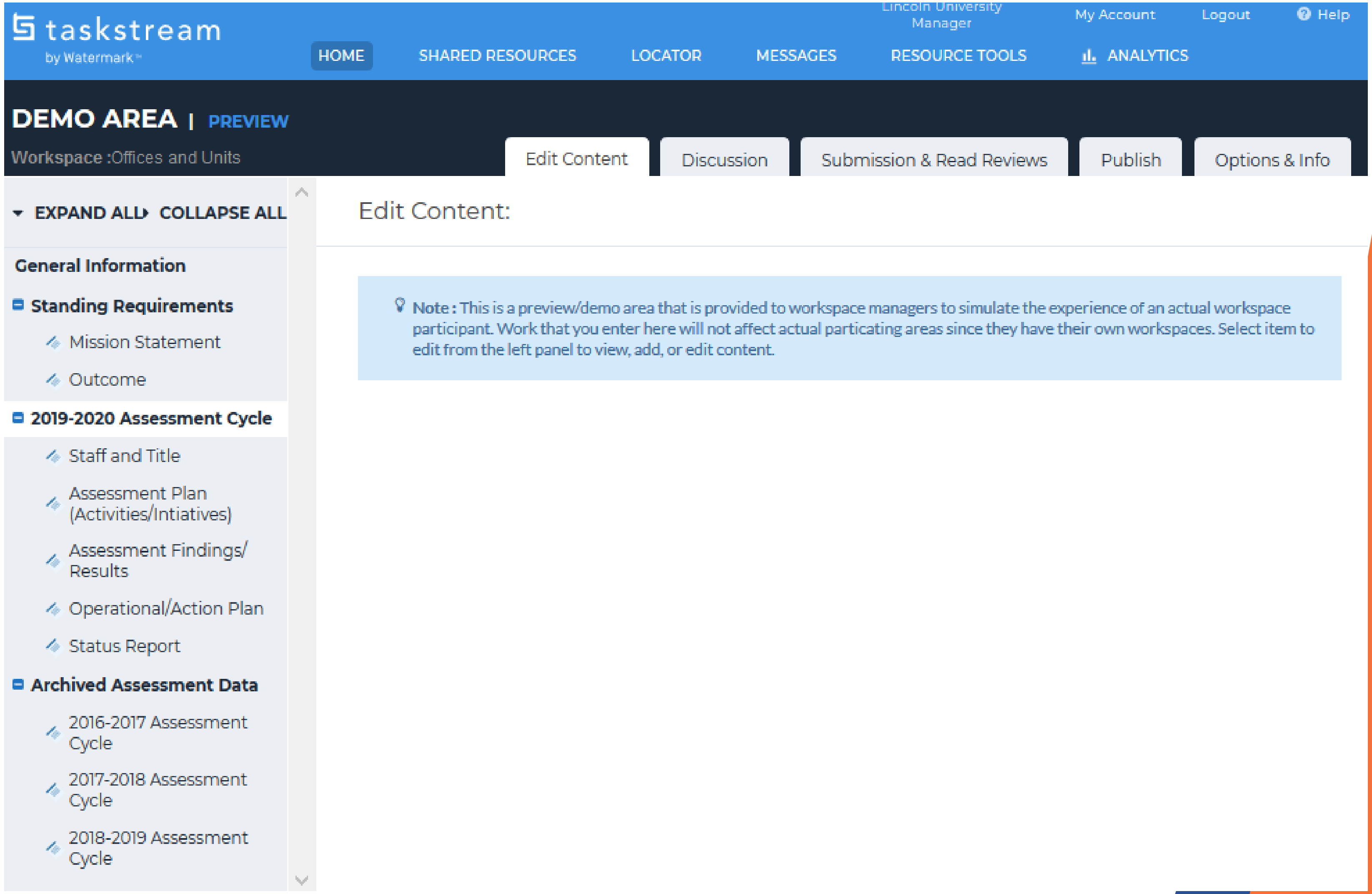
- Left hand side menu contains sections of report
- Click on appropriate section to view content
- Click on Check Out button to add/edit content (upper right hand side)
- Click on HOME to return to view other reports



LU Common Rubrics

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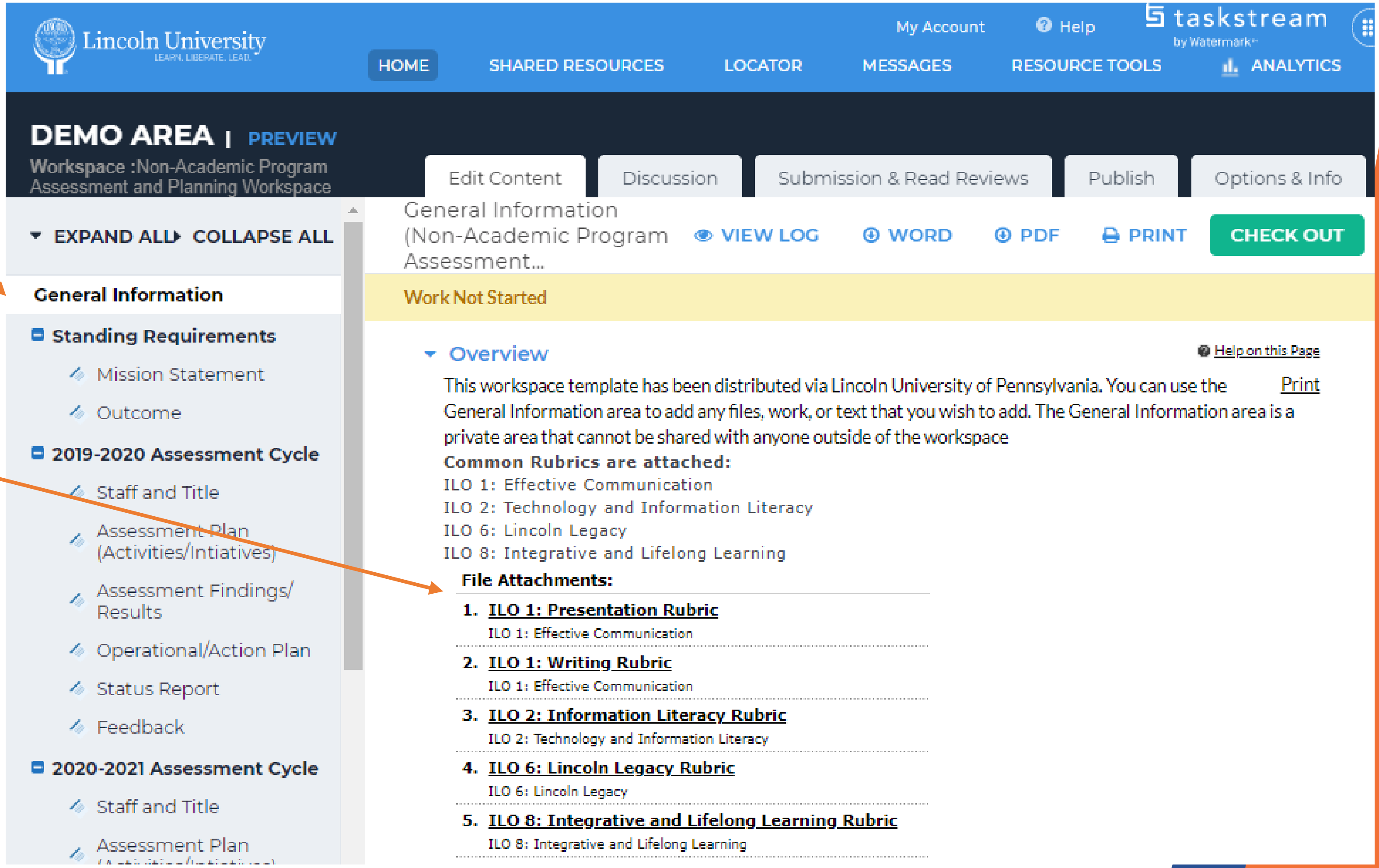
- Click on General Information
- Common Rubrics will then be visible here
- Click on rubric name to download the rubric



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Standing Requirements

1. **Mission Statement:** Please indicate the mission of your program. A mission statement is a brief statement of the general values and principles which guide the department goals.

   A mission statement should answer 4 questions:

   a. Who are we?
   b. What do we do?
   c. Why do we do it?
   d. For whom do we do it?

   For example, The mission of the office of Therapeutic Laughter is to provide institutional stakeholders with laughter therapy resources and engagement opportunities to enhance and support their mental health and work-life balance.

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Standing Requirements (continued)

2. **Outcomes - Strategic Theme:** This identifies the alignment of your unit's objectives with the themes and objectives of the Strategic Plan. Choose one (or more) Strategic Themes.
   - Theme One: Build a Culture that Supports Student Success
   - Theme Two: Enhance Academic Quality and Achieve Operational Excellence
   - Theme Three: Develop Strategic Partnerships to Leverage Resources and Assets
   - Theme Four: Align Resources to Support Institutional Priorities
   - Theme Five: Tell the Lincoln University Story

NOTE: If alignment is indicated, then assessment will be required (within an appropriate timeframe)

Standing Requirements (continued)

2. **Outcomes – Institutional Learning Outcomes (ILOs):** Some units may align with the Institutional Learning Outcomes (e.g. **Co-Curricular Units, Student Success,** and others that work with students directly)
   - ➢ILO 1: Effective Communication
   - ➢ILO 2: Technology and Information Literacy
   - ➢ILO 3: Diversity Awareness and Cultural Awareness
   - ➢ILO 4: Social Responsibility and Civic Engagement
   - ➢ILO 5: Critical Thinking
   - ➢ILO 6: Lincoln Legacy
   - ➢ILO 7: Scientific and Quantitative Reasoning
   - ➢ILO 8: Integrative and Lifelong Learning

NOTE: Not all units will align with the ILOs. **However,** if alignment is indicated, then assessment will be required (within an appropriate timeframe)

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Current Assessment Cycle

3. **Staff and Title:** Provide a list of all persons in the office/unit and their respective titles.
4. **Assessment Plan:**

   When developing your activity, initiative, action, process, etc. that will be assessed by your office/unit for this Strategic Theme, consider the use of **SMART** goals

   - **S=Specific**: What will be accomplished? What actions will you take?
   - **M=Measurable**: What data will measure the goal? (How much? How well?)
   - **A=Attainable**: Is the goal doable? Do you have the necessary skills and resources?
   - **R=Relevant**: How does the goal align with broader goals? Why is the result important?
   - **T=Time bound**: What is the time frame for accomplishing the goal? What will be completed during this assessment cycle?

Current Assessment Cycle

4. **Assessment Plan (cont'd):**
   a. Identify a Strategic Theme for which your office/unit will submit assessment information this assessment cycle. Co-curricular units should also identify 1 or more ILOs.
   b. Provide a concise title for one activity, initiative, action, process, etc. that will be assessed by your office/unit for this Strategic Theme. For example, office of Therapeutic Laughter Process Manual
   c. Provide details or a description of the activity, initiative, action, process, etc. For example, Revise office of Therapeutic Laughter Process Manual to ensure all are aware of appropriate procedures and actions.
   d. Provide an implementation plan or timeline. For example, Fall 2019 begin revision process. Spring 2020 submit revised manual to stakeholders and request comments/suggestions.
   e. Who are the Key or Responsible personnel? For example, names of Unit director and support personnel
   f. Optional: Include supporting documents. For example, revised Office of Therapeutic Laughter Process Manual.

NOTE: More than one activity, initiative, action, process, etc. may be utilized for this assessment cycle. Provide appropriate information for each.

If alignment is indicated for more than 1 Strategic Theme, then assessment will be required (within an appropriate timeframe)

Current Assessment Cycle (continued)

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5. Assessment Findings: What did you learn from this assessment?

a. Summary of findings? For example, the office of Therapeutic Laughter process manual is in the revision process. Comments/suggestions from stakeholders will be incorporated into the revised manual, as appropriate.

b. Select the appropriate Results response from these choices: Moving Away, Approaching or Exceeded. For example, since the process manual is near completion, the appropriate choice would be "Approaching".

c. Provide Recommendations: Provide an analysis and how you will use this information moving forward. For example, complete revision process and adopt newly revised Office of Therapeutic Laughter process manual. It is recommended that a review and revision schedule be adopted to ensure that manual remains current and adheres to best practices.

d. Provide Reflections/Notes: For example, it is hoped that this revised manual will streamline access to resources and allow staff to complete processes more quickly and efficiently.

e. Optional: Substantiating evidence may be uploaded as attachments or links: For example, upload revised office manual or provide link to view manual.

f. Overall Recommendations: If multiple findings are provided, it may be useful to provide overall recommendations.

g. Overall Reflection: If multiple findings are provided, it may be useful to provide overall reflections.

NOTE: If more than one type of activity, initiative, action, process was utilized, submit assessment findings for each.

Additionally, if more than one Strategic Theme was assessed, submit assessment findings for each.

Current Assessment Cycle

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8. **Operational/Action Plan : How will you use what you learned from this assessment? What are the next steps to support the unit and/or the institution?** Provide at least one action.
   a. An Action item title: For example, Collaboration
   b. Action Plan details: For example, Plan meetings with key offices to ensure revised office processes correspond and contribute to interoffice collaborations.
   c. Implementation plan: For example, Develop list of collaborative offices in fall and send notification to request collaborations. Plan collaborative meetings for the spring semester.
   d. Key/Responsible personnel: For example, Provide draft list of collaborations with specific offices and associated personnel.
   e. Resources needed: For example, Facility(meeting) space and time in office schedule to allow for collaborative meeting.
   f. Optional: Supporting documents may be attached.
9. **Status Report:** Select appropriate choice regarding status of operational plan: Not started, In progress, Completed, Not implemented

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Archived Assessment Data

5. Archived Assessment Reports - compiled from the Xitracs reporting system

a. 2016-2017 Assessment Cycle
b. 2017-2018 Assessment Cycle
c. 2018-2019 Assessment Cycle
d. *2019-2020 Assessment Cycle

- *If Assessment reporting was started in the Xitracs reporting system for the 2019-2020 Assessment Cycle, the information was compiled and is saved here as a resource for Taskstream assessment reporting

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Support or Questions?

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