

Institutional Effectiveness



ASSESSMENT RETREAT

Action Plan

Academic Year 2020-2021

Created Nov 2020; Updated May 2021; Updated November 2021

Academic Year 2020-2021 Academic Assessment Action Plan

Data Point	Fall 2020 Assessment Retreat	Spring 2021 Progress Report	Fall 2021 Assessment Retreat																																																																																																																					
	Action Plan:	Progress Report:	Actions Completed:																																																																																																																					
<p>1 C-SLO for UG and Graduate CORE</p>	<ul style="list-style-type: none"> Continue to monitor results for Undergraduate and Graduate CORE Course Student Learning Outcomes. Devise opportunities to improve scores on student success skills assessment (ALL Levels) when necessary. <p>Areas for Monitoring/Improvement</p> <ul style="list-style-type: none"> UG CORE – CC.01, CC.03, CC.04, CC.05 GRAD CORE – CC.01 – CC.03, CC.05 <ul style="list-style-type: none"> Update Business Department Student Learning Outcomes Rubrics <ul style="list-style-type: none"> Ensure all CHL concentrations are being measured. 	<p>Courses with collected Student Learning Outcome data</p> <table border="1"> <thead> <tr> <th>Programs</th> <th>2020 Fall</th> <th>2020 Summer</th> <th>2020 Spring</th> <th>2019 Fall</th> <th>2019 Summer</th> <th>2019 Spring</th> <th>2018 Fall</th> <th>Totals</th> </tr> </thead> <tbody> <tr> <td>General Education</td> <td>25</td> <td>27</td> <td>27</td> <td>39</td> <td>25</td> <td>24</td> <td>31</td> <td>198</td> </tr> <tr> <td>CHL</td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td>1</td> </tr> <tr> <td>Education and Leadership</td> <td>2</td> <td></td> <td>1</td> <td>1</td> <td>2</td> <td></td> <td>3</td> <td>9</td> </tr> <tr> <td>HCB - UG</td> <td>7</td> <td>7</td> <td>7</td> <td>11</td> <td>6</td> <td>3</td> <td>13</td> <td>54</td> </tr> <tr> <td>HCB - Grad</td> <td>7</td> <td>7</td> <td>6</td> <td>9</td> <td>7</td> <td>3</td> <td>9</td> <td>48</td> </tr> <tr> <td>BSN</td> <td>4</td> <td>4</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>9</td> </tr> <tr> <td>MSN</td> <td>21</td> <td>21</td> <td>22</td> <td>17</td> <td>2</td> <td>22</td> <td>25</td> <td>130</td> </tr> <tr> <td>CRNA</td> <td></td> <td></td> <td>2</td> <td>2</td> <td>23</td> <td></td> <td>2</td> <td>29</td> </tr> <tr> <td>DNP</td> <td>50</td> <td>50</td> <td>57</td> <td>74</td> <td>57</td> <td>64</td> <td>73</td> <td>435</td> </tr> <tr> <td>PTA</td> <td>10</td> <td>10</td> <td>13</td> <td>13</td> <td>11</td> <td>6</td> <td>12</td> <td>75</td> </tr> <tr> <td>RAD/MI</td> <td>5</td> <td>5</td> <td>8</td> <td>10</td> <td>7</td> <td>7</td> <td>13</td> <td>47</td> </tr> <tr> <td>Clarkson College</td> <td>65</td> <td>65</td> <td>88</td> <td>97</td> <td>72</td> <td>72</td> <td>98</td> <td>557</td> </tr> </tbody> </table> <p>In Progress Business Department, UG Nursing, Nurse Anesthesia will be updating SLO Matrix and Maps in August 2021 for Fall 2021 deployment. Graduate HCB rubric is working well and UG HCB rubric will be used in the new curriculum. CHL department has SLOs in all support courses and one in each concentration.</p>	Programs	2020 Fall	2020 Summer	2020 Spring	2019 Fall	2019 Summer	2019 Spring	2018 Fall	Totals	General Education	25	27	27	39	25	24	31	198	CHL			1					1	Education and Leadership	2		1	1	2		3	9	HCB - UG	7	7	7	11	6	3	13	54	HCB - Grad	7	7	6	9	7	3	9	48	BSN	4	4						9	MSN	21	21	22	17	2	22	25	130	CRNA			2	2	23		2	29	DNP	50	50	57	74	57	64	73	435	PTA	10	10	13	13	11	6	12	75	RAD/MI	5	5	8	10	7	7	13	47	Clarkson College	65	65	88	97	72	72	98	557	<p>MET</p> <ul style="list-style-type: none"> Academic directors with courses included in either Undergraduate or Graduate CORE continue to monitor benchmarks, make changes, and address results of changes made. This is documented in Assessment Retreat Booklet. <p>MET Updated Undergraduate and Graduate Business Course Student Learning Outcomes Matrix, Map, Canvas Courses and in effect for Fall 2021</p> <p>MET</p>
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	<ul style="list-style-type: none"> Continue to monitor Canvas Outcomes and make improves to process/opportunities when necessary. 		<p>All scored CHL courses were included in Course Student Learning Outcomes Reports for AY 2020-2021</p> <p>IN PROGRESS</p> <p>Visit Institutional Effectiveness SLOs</p>																																																																																																																																																						
<p>2 Teaching and Learning Course Evaluations</p>	<ul style="list-style-type: none"> Academic programs will implement strategies to find solutions to improve writing and reading skills, while improving learning motivation through active learning. Opportunities for high school versus adult learners will be further explored. Create educational sessions for Academic Directors for Watermark [Evaluation Kit]/Course Evaluations support 	<p>Delayed: working on implementing strategies from CSF A1: College Readiness and further development needs to be explored in areas of reading, learning, and opportunities for adult versus traditional aged students.</p> <p>In Progress</p> <p>Course Evaluation Response Rates</p> <table border="1"> <thead> <tr> <th>Programs</th> <th>2021 Spring</th> <th>2020 Fall</th> <th>2020 Summer</th> <th>2020 Spring</th> <th>2019 Fall</th> <th>2019 Summer</th> <th>2019 Spring</th> <th>2018 Fall</th> <th>Averages</th> </tr> </thead> <tbody> <tr><td>General Education</td><td>47%</td><td>59%</td><td>50%</td><td>60%</td><td>56%</td><td>55%</td><td>47%</td><td>63%</td><td>55%</td></tr> <tr><td>CHL</td><td>52%</td><td>53%</td><td>45%</td><td>55%</td><td>51%</td><td>41%</td><td>60%</td><td>55%</td><td>52%</td></tr> <tr><td>Education and Leadership</td><td>76%</td><td>80%</td><td>86%</td><td>98%</td><td>92%</td><td>88%</td><td>96%</td><td>100%</td><td>90%</td></tr> <tr><td>HIM</td><td>65%</td><td>92%</td><td>82%</td><td>70%</td><td>75%</td><td>87%</td><td>67%</td><td>78%</td><td>77%</td></tr> <tr><td>MGMT</td><td>59%</td><td>66%</td><td>64%</td><td>68%</td><td>74%</td><td>60%</td><td>77%</td><td>68%</td><td>67%</td></tr> <tr><td>HCA</td><td>100%</td><td>67%</td><td>64%</td><td>22%</td><td>46%</td><td>58%</td><td>64%</td><td>28%</td><td>56%</td></tr> <tr><td>BSN</td><td>34%</td><td>49%</td><td>43%</td><td>47%</td><td>39%</td><td>41%</td><td>38%</td><td>46%</td><td>42%</td></tr> <tr><td>MSN</td><td>70%</td><td>79%</td><td>76%</td><td>77%</td><td>75%</td><td>82%</td><td>72%</td><td>75%</td><td>76%</td></tr> <tr><td>CRNA</td><td>46%</td><td>59%</td><td>55%</td><td>58%</td><td>50%</td><td>81%</td><td>43%</td><td>58%</td><td>56%</td></tr> <tr><td>DNP</td><td>61%</td><td>56%</td><td>81%</td><td>91%</td><td>67%</td><td>96%</td><td>95%</td><td>89%</td><td>80%</td></tr> <tr><td>PTA</td><td>24%</td><td>34%</td><td>40%</td><td>35%</td><td>50%</td><td>22%</td><td>37%</td><td>67%</td><td>39%</td></tr> <tr><td>RAD</td><td>54%</td><td>57%</td><td>41%</td><td>44%</td><td>58%</td><td>49%</td><td>58%</td><td>55%</td><td>52%</td></tr> <tr><td>MI</td><td>58%</td><td>49%</td><td>52%</td><td>25%</td><td>46%</td><td>62%</td><td>59%</td><td>64%</td><td>52%</td></tr> <tr><td>Clarkson College</td><td>57%</td><td>62%</td><td>60%</td><td>58%</td><td>60%</td><td>63%</td><td>63%</td><td>65%</td><td>61%</td></tr> </tbody> </table> <p>In Progress:</p> <p>OIE Director met with new directors (Radiography/Medical Imaging, Nurse Anesthesia, Undergraduate Nursing and Education & Leadership programs) and provided training and guidance on Evaluation Kit by Watermark in Fall and Spring</p>	Programs	2021 Spring	2020 Fall	2020 Summer	2020 Spring	2019 Fall	2019 Summer	2019 Spring	2018 Fall	Averages	General Education	47%	59%	50%	60%	56%	55%	47%	63%	55%	CHL	52%	53%	45%	55%	51%	41%	60%	55%	52%	Education and Leadership	76%	80%	86%	98%	92%	88%	96%	100%	90%	HIM	65%	92%	82%	70%	75%	87%	67%	78%	77%	MGMT	59%	66%	64%	68%	74%	60%	77%	68%	67%	HCA	100%	67%	64%	22%	46%	58%	64%	28%	56%	BSN	34%	49%	43%	47%	39%	41%	38%	46%	42%	MSN	70%	79%	76%	77%	75%	82%	72%	75%	76%	CRNA	46%	59%	55%	58%	50%	81%	43%	58%	56%	DNP	61%	56%	81%	91%	67%	96%	95%	89%	80%	PTA	24%	34%	40%	35%	50%	22%	37%	67%	39%	RAD	54%	57%	41%	44%	58%	49%	58%	55%	52%	MI	58%	49%	52%	25%	46%	62%	59%	64%	52%	Clarkson College	57%	62%	60%	58%	60%	63%	63%	65%	61%	<p>CONTINUED in AY 21-22</p> <p>CONTINUED in AY 21-22</p> <p>MET</p> <p>Institutional Effectiveness met with directors on a request basis to provide support and best practice for Evaluation Kit by Watermark</p>
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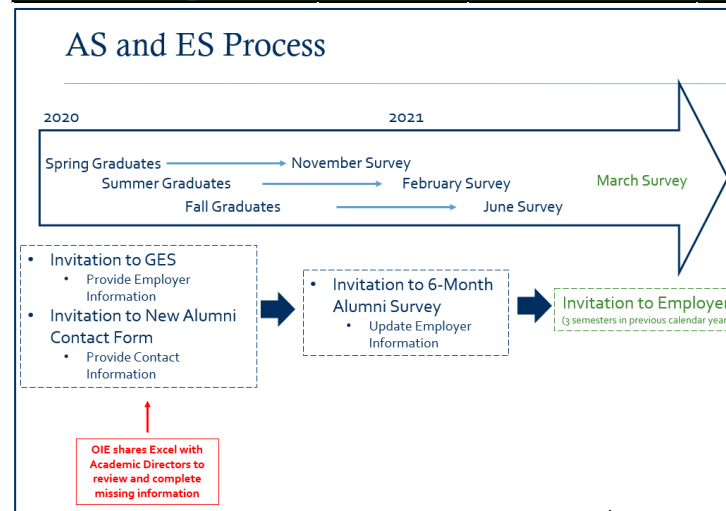
		<p>2021. Provide support to veteran directors on reviewing data and creating reports in Excel.</p> <p>Evaluation Kit by Watermark underwent software upgrade for integration into Canvas LMS in May 2021. Timing of course evaluations will be discussed at the Fall retreat to potentially open the evals one week prior to finals week.</p>	
<p>3 Recruitment, Enrollment, and Advising</p>	<ul style="list-style-type: none"> Assist Student Services in the recruitment and enrollment of students and work toward meeting enrollment goals and improved advisor training (e.g., degree plan assistance, online registration, student success guide training, etc.). 	<p>In Progress</p> <p>Recruitment Strategies meetings complete, action items established. New student enrollment is at a new record high for the College. Enrollment bubble map shared at 05/13/2021 Community Meeting. Continuing monthly advising meetings during fall/spring. SSG 101 email communication important. Continue short-term planning, but also added long-term planning that aligns with the Path to 150. Graduate orientation added for Summer 2021.</p>	<p>MET Additional recruitment strategies underway and goal will continue in AY 21-22 with focus on diversity, enrollment growth, partnerships, and new programming.</p>
<p>4 Alumni, Clinical, and Employer Connections</p>	<ul style="list-style-type: none"> Explore opportunities to provide library access or other support services to alumni, clinical sites, and Clarkson educational partners. Continue to improve opportunities to collect accurate alumni and employer information and streamline processes between OIE, Academic Directors and College Advancement Department 	<p>In Progress</p> <p>PTA clinical sites are working with the library to provide access to Clinical Instructors, but access cannot be given to the entire site only by person. Exploring creation of a library alumni page with little to no cost.</p> <p>MET</p> <p>Alumni database updated, process streamlined for collecting data and included with GES. Graduate programs collecting GES and alumni data in final course, and it is mandatory to complete. Undergraduate programs collecting during capstone/senior seminar weeks. Advancement Office working with Dr. Miller's OIE. Alumni bubble map shared at 05/13/2021 community meeting. The Admissions Administrator position was changed to CRM Analyst.</p> <p>Alumni Survey Response Rates</p>	<p>IN PROGRESS</p> <p>IN PROGRESS</p> <p>Director of College Advancement and Alumni Engagement resigned effective October-29-2021. OIE will be responsible for collecting, processing, sharing and disseminating data in regard to Alumni Survey and Employer Survey. OIE will share information with College Support Administration to</p>

Programs	2020 Summer Graduates	2020 Spring Graduates	Averages
CHL		100%	100%
Education and Leadership		0%	0%
HCB - UG	50%	33%	42%
HCB - Grad	50%	50%	50%
BSN	25%	16%	21%
MSN	36%	30%	33%
CRNA			
DNP	0%		0%
PTA	25%		25%
RAD/MI	63%	10%	37%
Clarkson College	41%	23%	32%

upload into Raiser's Edge software.

Employer Survey Response Rates

Programs	2021	2020	2019
CHL			
Education and Leadership			
Business			29%
BSN			36%
MSN			42%
CRNA			43%
DNP			
PTA			55%
RAD/MI			57%
Clarkson College	19%	31%	42%



5

- Assist students with career planning and easier

MET:

Ongoing

<p>Career Planning, Clinical Advancement</p>	<p>access to information about career opportunities.</p> <ul style="list-style-type: none"> Continue to advance and develop clinical opportunities (e.g., site locations, IPE experiences, telehealth, simulation, etc.) 	<p>This goal will be further developed as a Strategic Initiative for the College and incorporated as an annual goal in the Path to 150 Strategic Plan for academic year 21-22. Adding Handshake-platform will be available to alumni as well.</p> <p>Clinical advancement continuing with IPCC group and IPE clinical ad-hoc task force. Task force working with One Health in Iowa and the IPE 301 course for external constituents starts August 1, 2021, for 99 dollars and 9 CEUs.</p> <p>Continuing to explore a health office option for our campus and currently exploring telehealth options for Clarkson College students and employees.</p>	<p>CSF-D2 currently undergoing transition to select Chairperson and move forward with creation of action steps.</p> <p>Department of Academic and Student Support Services (which was involved in piloting Handshake) was restructured into other existing departments and rebranded. Monitor the progression of this.</p> <p>MET Initiative now an IPE subcommittee. Further telehealth and health center opportunities to be explored in Community Advancement Department</p>
<p>6 Student Satisfaction Key Performance Indicators</p>	<ul style="list-style-type: none"> An academic focus will be to better understand the reasons students leave and have actionable items to decrease personal and unknown reasons for leaving the College. Additionally, we will work toward solutions to decrease the percentage of students struggling at midterm, while improving midterm intervention 	<p>In Progress</p> <p>This goal will be further developed as a Strategic Initiative for the College and incorporated as a multi-year goal in the Path to 150 Strategic Plan for academic year 21-22: with focus on strategies for early warning, mentoring, and retention of students using the retention strategies committee data.</p> <p>Updated Withdraw Form with financial information disclaimers, also focus to ensure student is meeting with Program Director before withdrawing and completing the online form.</p>	<p>MET/CONTINUED</p> <p>In Spring 2021, when a student completes form, they can choose between Change Major – Stay at College or Change major – Leave college to better track information. This allows promotion of contact points between advisors and students for students changing</p>

	<p>responses to ultimate improve retention, persistence, and graduation rates.</p> <ul style="list-style-type: none"> Deploy Ruffalo Noel Levitz Surveys (SSI and PSOL) in Spring 2021, review data and create action plans for institution and departments. 	<p>In Progress RNL surveys deployed in March 2021. Data will be analyzed in Summer 2021 and will be shared at the August 2021 community meeting. Further analysis will occur at the Fall 2021 AC Assessment Retreat.</p>	<p>major and remaining at the college to get more support and guidance.</p> <p>MET Director of Institutional Effectiveness presented RNL 2021 data at Leadership Council and Community in August 2021. Department meetings will take by request. RNL 2021 data will be discussed, and an action plan created at the Fall Academic Council Assessment Retreat. Next deployment for Spring 2023</p>
∞	<p><u>Continuous Improvement Process is always ongoing.</u></p> <ul style="list-style-type: none"> OIE will maintain Institutional Effectiveness SharePoint website to promote data-driven decision-making across the College. 	<p>MET Additionally, COVID pandemic planning has continued through the AY 20-21 with multiple COVID pulse surveys deployed, positive responses to communication and safety procedures received, monitoring continues, quarantine form remains active, vaccine procedures with health and safety in place, website live, COVID team continues to meet, etc.</p>	<p>MET/ IN PROGRESS Fall 2021 the Employee Intranet/SharePoint will be updated. The Director of Institutional Effectiveness attended training with the Digital and Website Designer. Transition to the new platform will have a learning curve but allow more opportunities to showcase data and improve the end user experience.</p>

	<ul style="list-style-type: none"> • OIE will maintain Microsoft Teams Spaces to promote data-driven decision-making across the College. • Retention Strategies Committee will continue to present at Assessment Retreats to ensure Academic and Student Services Directors are aware of those data points and their relevancy. <ul style="list-style-type: none"> ○ Schedule Annual Meetings with all Academic and Student Services Department to discuss/review Trend Results for all data points. ○ Begin expansion of investigation into desired cohorts for Retention data and 		<p>MET/ IN PROGRESS The Director of Institutional Effectiveness updates all OIE Assessment Microsoft Team space with all institutional data and specific programmatic data requests each semester.</p> <p>MET/ IN PROGRESS The Director of Institutional Effectiveness in conjunction with the Chairperson hosted the Retention Strategies Committee Year in Review Meeting on October 27, 2021. A summary of discussed data will be presented at the CSF-B2 Meeting on November 11, 2021, and at Academic Council Assessment Retreat on November 2, 2021.</p> <p>OIE/Retention Strategies Committee meetings will be held biannually, with the next scheduled meetings or Spring 2023. Departments can request a meeting at will. For October 2021 meeting, Retention and</p>
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	<p style="text-align: center;">creation of relevant action plans.</p> <ul style="list-style-type: none"> • Maintain a presence/relationship with Higher Learning Commission to monitor/prepare for regulatory changes that will impact the College. • OIE will create/maintain calendar invites to Key Stakeholders for various items including New Student Experience Survey, Graduation Exit Survey, Course Evaluation Survey, Alumni Survey, New Alumni Contact Form, and Employer Survey 		<p>Graduation data was disaggregated by gender, ethnicity and class level (if applicable).</p> <p>MET/ IN PROGRESS The ALO (VPAA) maintains a relationship with our HLC Liaison. The VPAA, Director of Institutional Effectiveness and Chairperson for Retention Strategies Committee are members of the Heartland Pathway Consortium (HPC). The VPAA, Director of Institutional Effectiveness and former Financial Aid Advisor attended the virtual Higher Learning Commission Virtual Conference in April 2021.</p> <p>MET/ IN PROGRESS OIE shares documents on Institutional Effectiveness website and email. Input is requested on any updates or necessary changes.</p>
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	<ul style="list-style-type: none">• Promote Reports Blueprint to Key Data Stakeholders		MET/ IN PROGRESS OIE in conjunction with IT will update document to ensure data integrity, accuracy, reliability and accountability. OIE serves in the role of data liaison.
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Created 11-05-2020, Updated 12-10-2020, Updated 05-20-2021, 5-21-2021 and 11-02-2021.