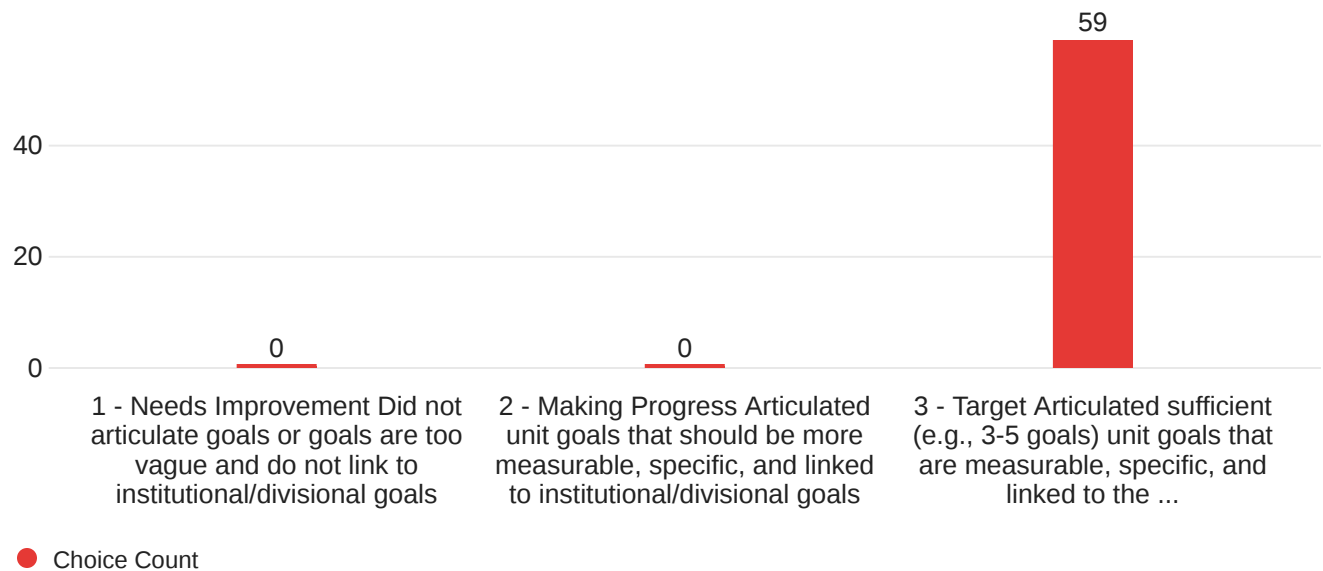


## 2022-23 Administrative - Student Support Unit Assessment Summary

In 2022-23, Commonwealth University (CU) implemented a divisional and unit planning and assessment process. Through this process, goal setting was aligned to the seven strategic priorities articulated in the Northeast Integration Plan during this transitional year as CU developed its inaugural strategic plan. Institutional Effectiveness created templates that aligned priorities and goals at all levels. Fifty-nine (59) divisions and units received mentorship before and after submission of their planning documents. CU also stood up its initial instance of Nuventive Improve, though a decision was later made to move to the cloud platform. All plans were loaded into Nuventive Improve during the fall, and materials / training on Nuventive, goal setting, and assessment were provided in the spring. Divisions and units were asked to report results by June 16, recognizing that some outcomes may not be available and should be reported as soon as they are. This report summarizes rubric ratings (on a three-point scale) and comments for all submissions and is also intended to help identify general opportunities for improvement in the Administrative - Student Support Assessment process.

### Unit Goals



### Unit Goals

Field	Min	Max	Mean	Median	Standard Deviation	Variance	Responses
Unit Goals	3.00	3.00	3.00	3.00	0.00	0.00	59

Double click to edit

## Unit Goals and Measures

Tables and charts for unit goals (p. 1) and measures (p. 2) show that all programs that submitted plans met expectations. In large part, this near-perfect result (one unit did not submit) relates to the ongoing mentorship that took place throughout the year. The rubric scoring was done at year end after significant follow-up and mentoring took place. Even though the scoring does not indicate opportunities for improvement, through the mentorship process, some areas were identified. For example, the Nuventive training and summer 2023 retreats emphasized setting goals that were characterized as SMART, stretch, enduring, and linked to the strategic plan, divisional goals, and common goals for the core commitments. This discussion was informed from the review of the planning documents as they were loaded into Nuventive. Specific examples were provided at the general Nuventive training session and tailored for each division at the summer retreats to better model goals, measures, and targets appropriate to the functional areas.

## Measures



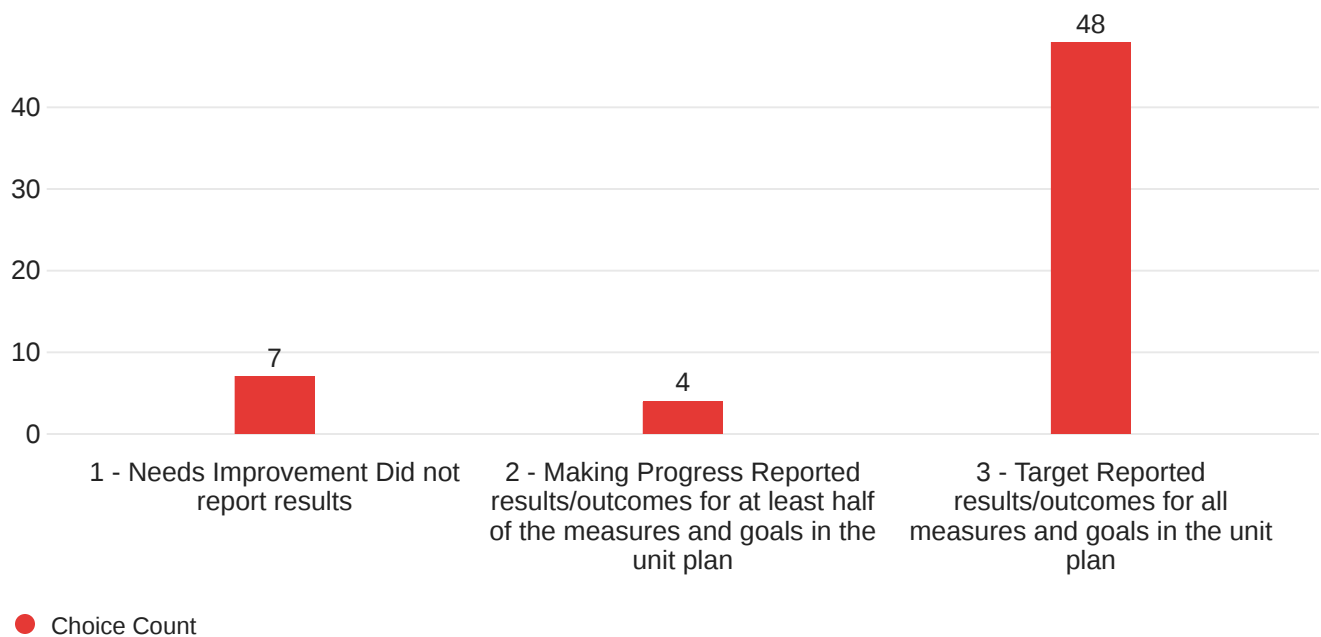
## Measures

Field	Min	Max	Mean	Median	Standard Deviation	Variance	Responses
Measures	3.00	3.00	3.00	3.00	0.00	0.00	59

## Results and Outcomes

In June, units and divisions were expected to enter their results into Nuventive. The majority of programs that entered results met expectations. They provided a result for each goal and measure and marked whether the target was met / not met. The rubric scoring on this element was not a summary of whether programs met goals, but whether they followed the assessment process to report results. In large part, those that received less than a "3" rating did so because they either did not report any or all results for their goals and measures.

### Results/Outcomes



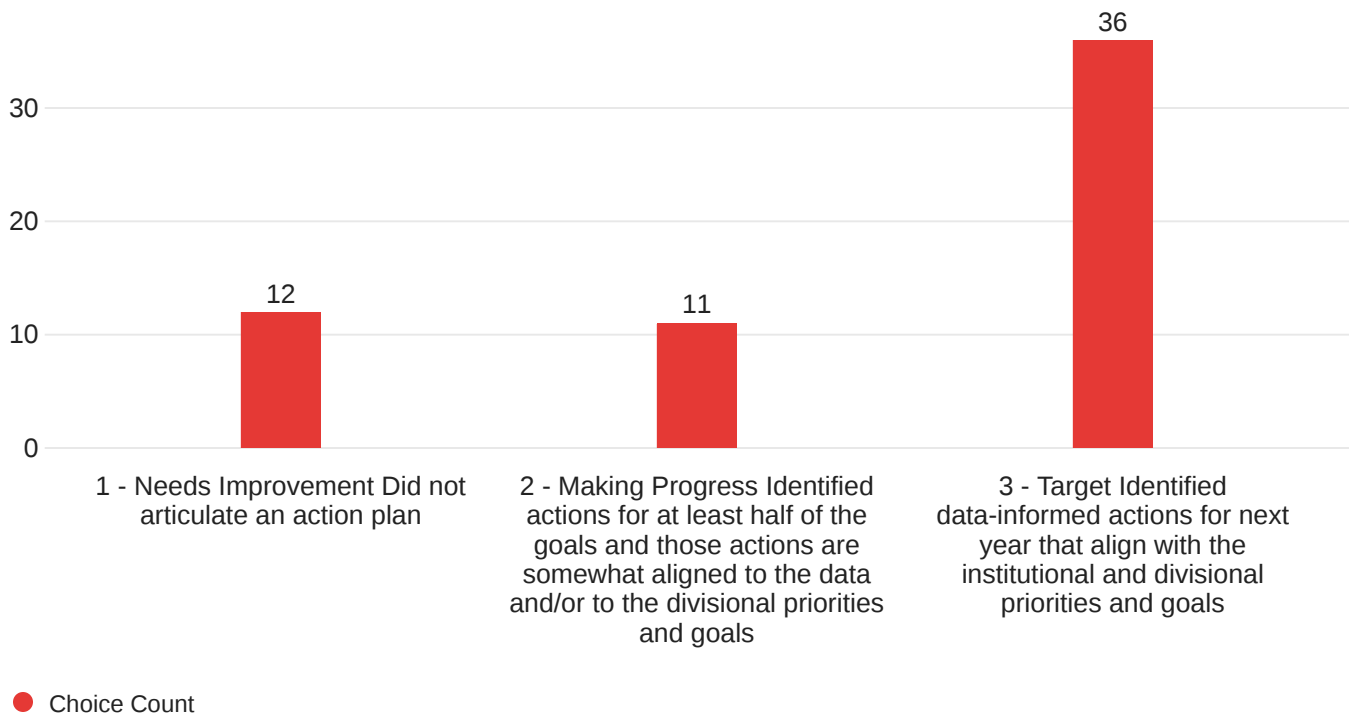
### Results/Outcomes

Field	Min	Max	Mean	Median	Standard Deviation	Variance	Responses
Results/Outcomes	1.00	3.00	2.69	3.00	0.67	0.45	59

## Action Plans

All units were asked to not only report results but to analyze them and articulate a high-level action plan informed by the results data. More than half of the units articulated action plans for all goals while some units that scored "2" did not articulate actions for only some goals, especially where targets were met. Most of the "1" ratings were received by units that did not submit results or action plans. Follow-up continues with those units that did not enter results or actions, though CU met its first-year target of 90% with 92% (n=55/60) of units reporting results.

## Action Plan



## Action Plan

Field	Min	Max	Mean	Median	Standard Deviation	Variance	Responses
Action Plan	1.00	3.00	2.41	3.00	0.81	0.65	59

## Conclusion

Alongside the inaugural strategic plan development, CU forged forward with an administrative planning and assessment process. This work began to foster a deeper culture of ongoing assessment and continuous improvement while establishing a structure that can be easily adapted with the strategic plan implementation. The process and technologies evolved throughout the year as plans were submitted to SharePoint and assessments reported in Nuventive Improve. Training for Nuventive Improve also provided opportunities to offer additional mentoring to divisions and units followed by summer retreats to refine goal setting and articulate new/revised goals that align with and operationalize the strategic plan. One more final reporting change is planned for 2023-24 with the migration to the cloud-based Nuventive Solutions Premier Platform. Training for this will focus on the platform and reiterate opportunities for improvement in the administrative planning and assessment process with the goal of increasing the number of units that report results and action plans to improve programs, services, and initiatives intended to advance CU's mission and goals.