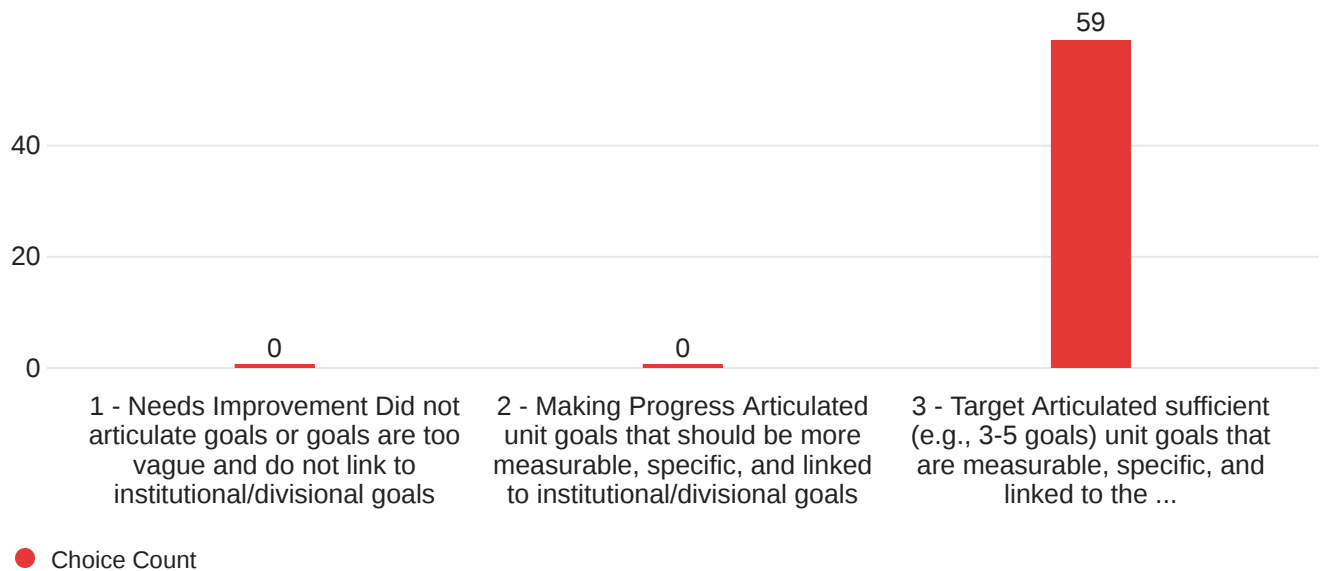## 2022-23 Administrative - Student Support Unit Assessment Summary

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 transitionary 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

Bar chart showing Choice Count:
- 1 - Needs Improvement Did not articulate goals or goals are too vague and do not link to institutional/divisional goals: 0
- 2 - Making Progress Articulated unit goals that should be more measurable, specific, and linked to institutional/divisional goals: 0
- 3 - Target Articulated sufficient (e.g., 3-5 goals) unit goals that are measurable, specific, and linked to the ...: 59

● Choice Count

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.
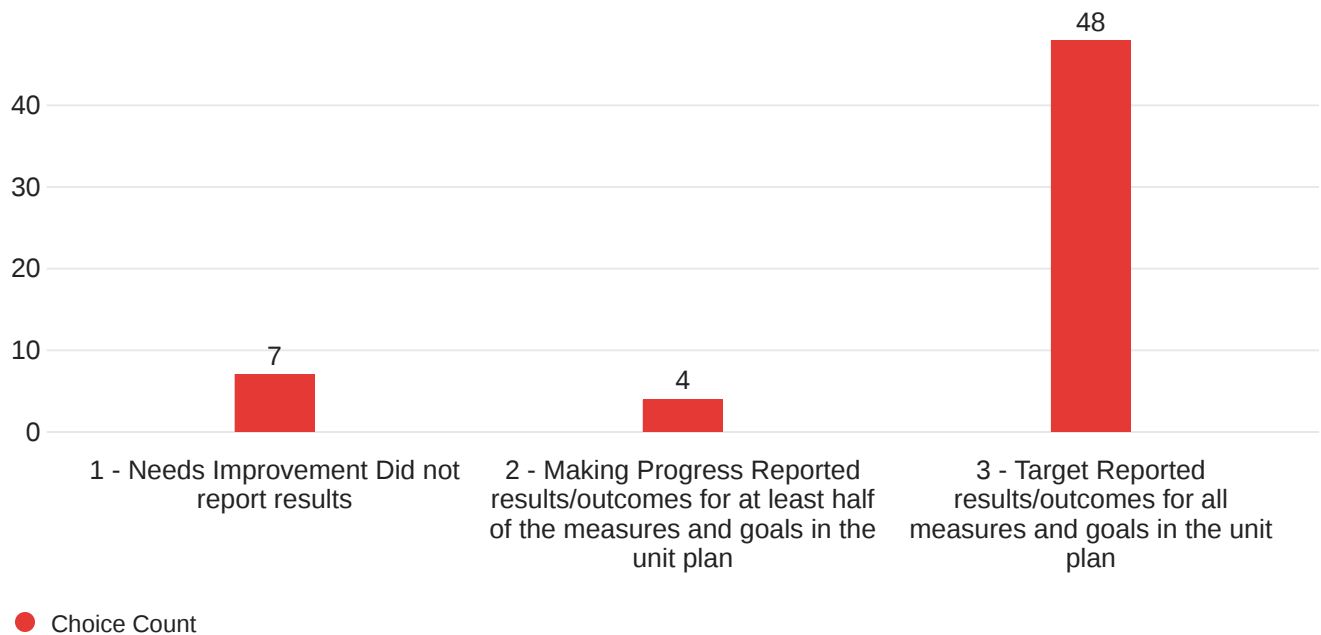
Measures

Bar chart titled "Measures" showing Choice Count:
- 1 - Needs Improvement Did not articulate measures/targets or measures/targets are too vague and/or misaligned.: 0
- 2 - Making Progress Identified some measures but targets should be more specific and/or better aligned with unit goals: 0
- 3 - Target Identified the best measures of unit success with specific targets (e.g., X% participated, completed) for each unit goal that aligns with that stated goals: 59

● Choice Count

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

Bar chart showing:
- 1 - Needs Improvement Did not report results: 7
- 2 - Making Progress Reported results/outcomes for at least half of the measures and goals in the unit plan: 4
- 3 - Target Reported results/outcomes for all measures and goals in the unit plan: 48

● Choice Count

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
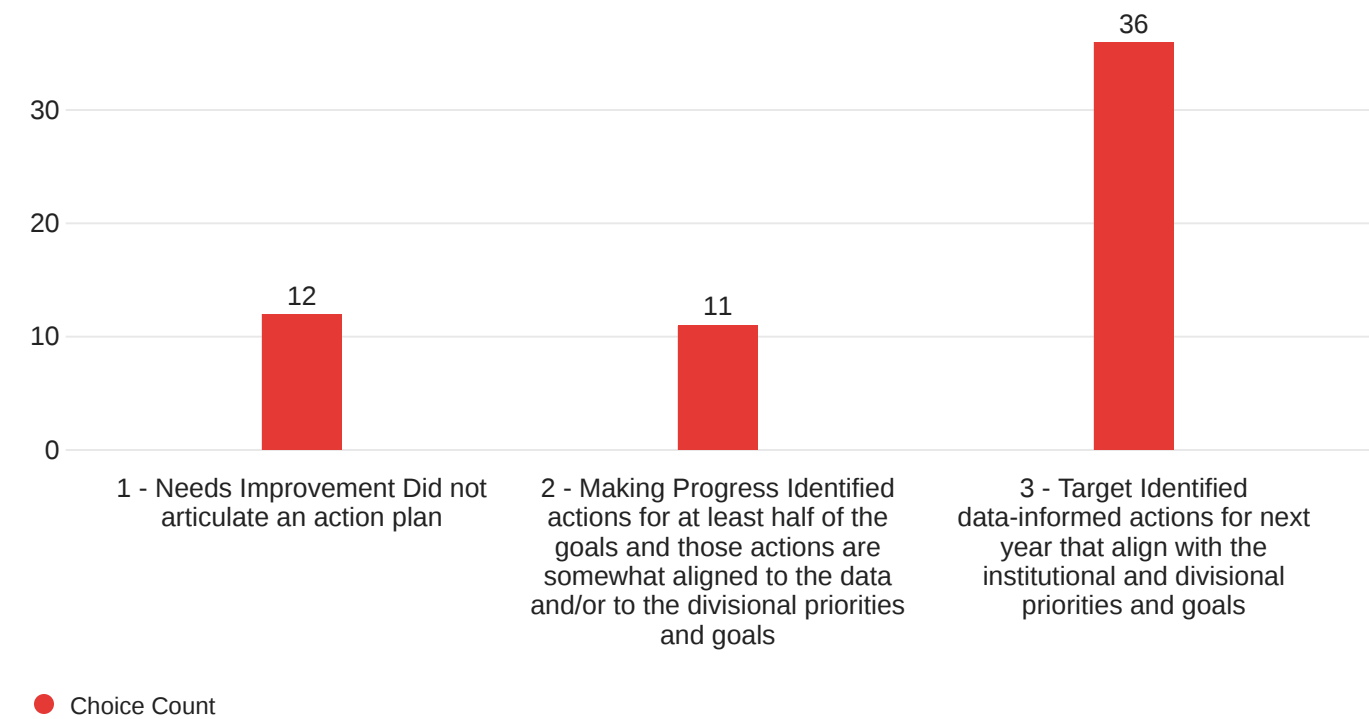
	36

30

20

12

11

10

0

1 - Needs Improvement Did not articulate an action plan

2 - Making Progress Identified actions for at least half of the goals and those actions are somewhat aligned to the data and/or to the divisional priorities and goals

3 - Target Identified data-informed actions for next year that align with the institutional and divisional priorities and goals

● Choice Count

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.

Fall 2023 Administrative, Educational, and Student Support Unit Assessment Summary

In Fall 2023, Commonwealth University (CU) embarked on its second round of unit planning; however, for 2023-24, CU's new Strategic Plan was completed and foundational to this planning effort. CU also made significant progress to unify processes, operations, etc. Summer divisional and unit retreats / meetings provided guidance on goal setting, encouraging units to specify goals that were SMART, stretch, enduring, and linked to the Strategic Plan and other CU planning documents or assessment results. Sixty-one (61) divisions / units submitted plans into the Nuventive platform on or around September 15. Rubric results were shared with VPs and unit points of contact in October 2023 as a means of formative assessment toward improving the planning process during 2023-24 and moving forward. Units were asked to consider feedback and make adjustments to their planning documents as appropriate. The scores provide a baseline against which CU will measure year-end rubric ratings for planning. This report summarizes rubric ratings (on a three-point scale) for goals, measures, and targets only.

Unit Goals

Bar chart titled "Unit Goals" with Choice Count values:
- 1 - Needs Improvement Did not articulate goals or goals are too vague and do not link to institutional/divisional goals: 4
- 2 - Making Progress Articulated unit goals that should be more measurable, specific, and linked to institutional/divisional goals: 25
- 3 - Target Articulated sufficient (e.g., 3-5 goals) unit goals that are measurable, specific, and linked to the ...: 32

● Choice Count

Unit Goals

Field	Min	Max	Mean	Median	Standard Deviation	Variance	Responses
Unit Goals	1.00	3.00	2.46	3.00	0.62	0.38	61

Double click to edit

Unit Goals and Measures

Tables and charts for unit goals (p. 1) and measures (p. 2) show that nearly all reporting units submitted plans. More than half (32 v. 29) units scored a 3 on "Unit Goals" indicating they met expectations established during retreats and in email communications, which emphasized setting goals that were characterized as SMART, stretch, enduring, and linked to the strategic plan, divisional goals, common goals for the core commitments, and outcomes assessment. Less than half (27 v. 34) units scored a 3 on "Measures" because they did not state measures and targets or did not align them with each other or the stated goal. Setting measures and targets seemed more problematic, in many cases, because (1) the unit lacks measurable goals, (2) the area appears difficult to set measures for which data can reasonably be collected, and (3) longitudinal or baseline data does not exist against which to set the targets, among other reasons.

Measures
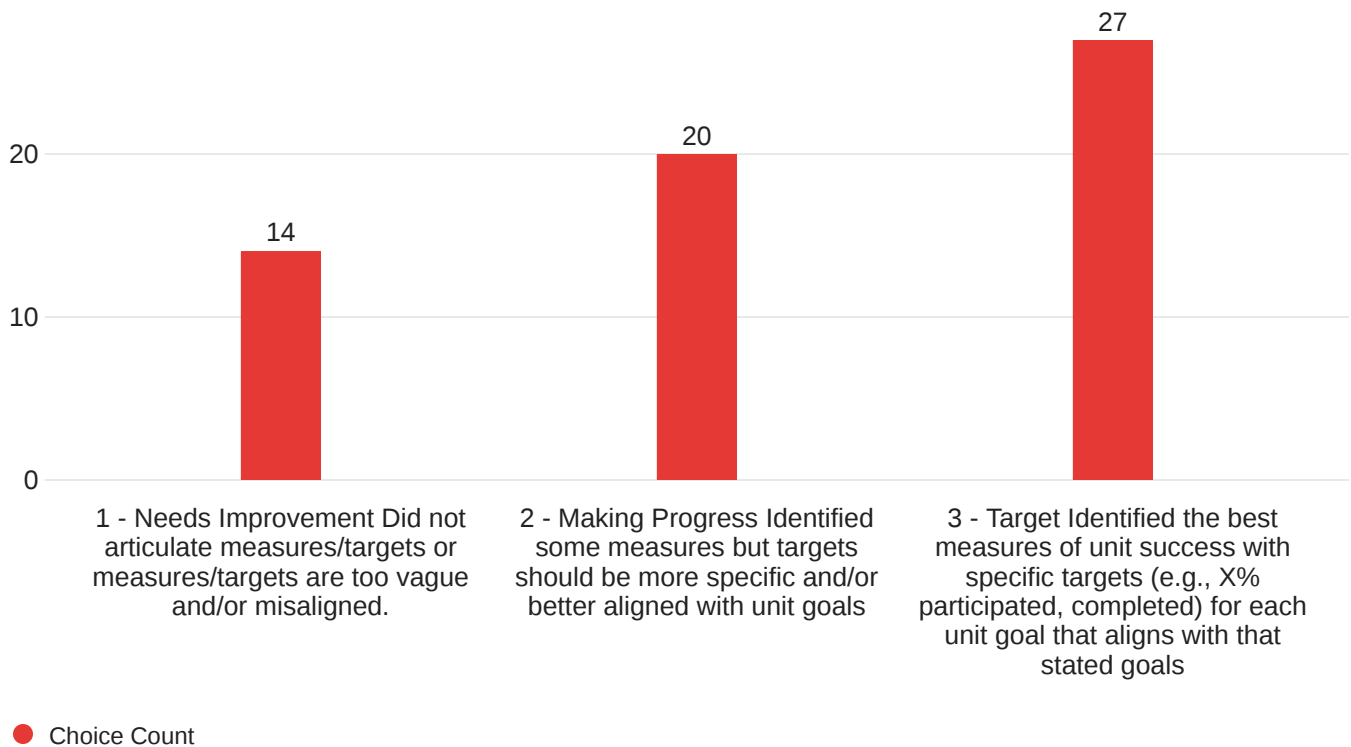
	1 - Needs Improvement Did not articulate measures/targets or measures/targets are too vague and/or misaligned.	2 - Making Progress Identified some measures but targets should be more specific and/or better aligned with unit goals	3 - Target Identified the best measures of unit success with specific targets (e.g., X% participated, completed) for each unit goal that aligns with that stated goals
Choice Count	14	20	27

Measures

Field	Min	Max	Mean	Median	Standard Deviation	Variance	Responses
Measures	1.00	3.00	2.21	2.00	0.79	0.63	61

Conclusion

With the approval of CU's Strategic Plan, divisions and units now have a more solid foundation upon which to conduct planning and resource allocation. Assessments should help provide the narrative for how well CU is accomplishing its Strategic Plan. A structure for assessment was established and replicated this year, continuing to foster a culture of ongoing planning, assessment, and continuous improvement. The increase in units submitting planning documents around the September submission date provides evidence of growth in this area.

In October 2023, CU transitioned to Nuventive Solutions Premier platform and will hold a mid-cycle, January workshop that reviews the summary rubric results from 2022-23 and fall 2023, best practices in planning and assessment, and the new Nuventive platform. In addition, Institutional Effectiveness staff have conducted outreach throughout the year to divisions and units to assist with planning and assessment, especially those areas that did not submit plans or had significant opportunities for improvement. Mentoring occurred during the Fall 2023 and will continue. A year-end evaluation of divisional and unit plans will occur in June / July 2024 with an expectation that results on the categories for goals and measures/targets will improve over those documented in this report. There is also an expectation that the scores for the other areas will show improvement not only in complying with submission requirements but also with the quality of assessments and reporting.

**Administrative, Educational, and Student Support Assessment Committee
Assessment Feedback Survey**

Based on feedback from your divisional colleagues and user experiences, please provide input on how we can improve the administrative assessment process in the following areas:

Q1. Nuventive Solutions Premier User Guide - Administrative Units - Nuventive Solutions Premier User Guide - Administrative Units.docx

Nuventive Solutions Premier User Guide - Administrative Units - Nuventive Solutions Premier User Guide - Administrative Units.docx

I received feedback from some members of our division that the instructions/tutorials were confusing. Upon review of the User Guide, I'm questioning whether it was a matter of the information being confusing or just that it was a new process, so there was a learning curve.

Nicely laid out and informative

Q2. Nuventive Information on OIE website - https://www.bloomu.edu/institutional-effectiveness-technology

Nuventive Information on OIE website - https://www.bloomu.edu/institutional-effectiveness-technology

Recommend that screenshots, user guides, and recorded videos be revised for the Nuventive Solutions Premier updates. These are all great resources and will help units to be able to self-educate.

Fairly comprehensive and a accessible resource

Q3. Assessment Web Site - https://www.bloomu.edu/oie-assessment

Assessment Web Site - https://www.bloomu.edu/oie-assessment

No feedback. Great resource.

Q4. - Institutional Research Dashboards - https://www.bloomu.edu/institutional-research

Institutional Research Dashboards - https://www.bloomu.edu/institutional-research

Great resource. It would be nice to have the First Destination data also included in a dashboard on this site.

Q5. - Administrative and Student Support Assessment Annual Report Scoring rubric - Administrative Student Support Assessment Rubric.docx

Administrative and Student Support Assessment Annual Report Scoring rubric - Administrative Student Support Assessment Rubric.docx

Good. As the process is further developed it may be beneficial to add in a section that tracks where units use the results of assessment to make changes or improvements.

Should we dive deeper into the quality of the goals, and the relevance of the measures?

An unexpected error has occurred

Q6. Requests for the January 16, 2024, Nuventive – Assessment

Requests for the January 16, 2024, Nuventive – Assessment

Record the session; perhaps use an area that has met all requirements as a best practice.

Q7. - Other

No data found - your filters may be too exclusive!

Administrative, Educational, and Student Support Assessment Rubric

	1 – Unacceptable	2 – Making Progress	3 - Target	Notes
Unit Goals	Did not articulate goals, goals are too vague, and/or goals do not link to institutional / divisional goals	Articulated unit goals that should be more measurable, specific, and linked to institutional/divisional goals	Articulated sufficient (e.g., 3-5 goals) unit goals that are measurable, specific, and linked to the institutional/divisional goals	
Measures	Did not identify measures/targets or measures/targets are too vague and/or misaligned	Identified measures but targets should be more specific and/or better aligned with unit goals	Identified the best measures of unit success with specific targets (e.g., X% participated, completed) for each measure that aligns with the stated goals	
Initiatives	Did not articulate initiatives to describe how the unit will accomplish its goals	Articulated initiatives that describe how the unit will accomplish its goals	Articulated detailed initiatives for all goals that clearly link to assessment results/prior year's action plan and describe how the unit will accomplish goals	
Results/outcomes	Did not report results/outcomes or show progress toward achieving targets	Reported results/outcomes for at least half of the goals and measures in the unit plan and showed progress toward achieving targets	Reported results/outcomes for all measures and goals in the unit plan and achieved most/all annual targets	
Action Plan	Did not articulate an action plan	Identified actions for at least half of the goals and those actions are somewhat aligned to the data and/or to the divisional priorities, goals, and outcomes	Identified data-informed actions for next year that align with the institutional and divisional priorities, goals, and outcomes	

Appendix E

Nuventive Solutions Premier – User Guide
Administrative Divisional/ Unit Plans and Results

Log in and Select your Unit
- Click on the link: https://solutions.nuventive.com/ and enter the Nuventive Solutions Premier platform using your CU SSO.
- Select your unit from the dropdown menu in the middle top of the screen
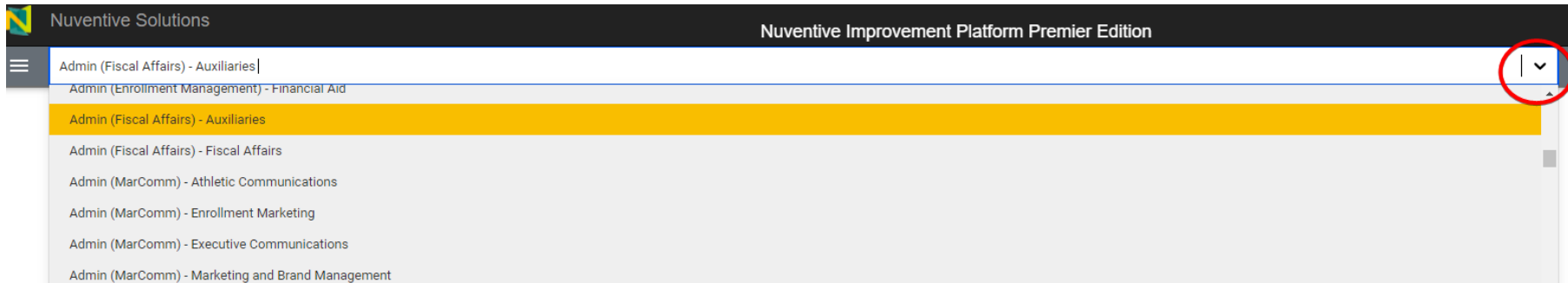
Enter/revise/discontinue Goals, Initiatives, Measures, and Targets
- Use the tabs on the left navigation bar to select **Division / Unit Plans and Results**
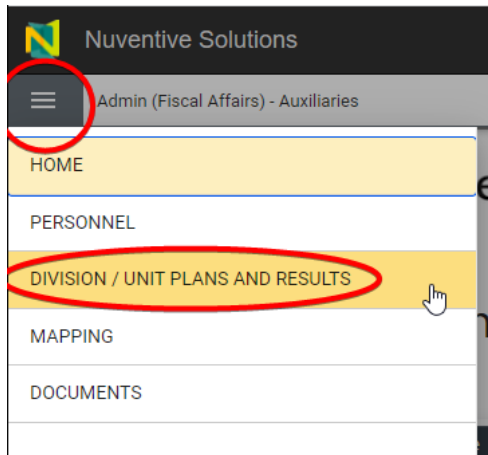
- **Add/revise/discontinue a goal/initiatives**
  - Click on the **green plus icon "+"** on the far right of the header row to add a goal OR click **three vertical dots** to the far right of the **GOAL NAME** and open the goal you wish to edit/report results.

DIVISION / UNIT PLANS AND RESULTS

Strategic Plan   **Click here to add a new goal**   ➕   ⋮

Goal Status	Goal Year(s)		Showing
View All ⌄	View All ⌄		5 of 5

⦂ **Aux Service Budget Gap Reduction**   *C. Myers 11/15/23*   ⋮

Unit Goal
Reduce FY24 operational budget gaps by 10% for Auxiliary Services that have revenue to expense deficits.   **Click here to open a current goal**

Goal Status
Active

Goal Year(s)
2023 - 2024, 2024 - 2025

- Click the **UNIT GOAL TAB,** add/revise the **Goal name, Unit Goal, Goal Status**, **Goal Year(s), Initiatives, or other fields** as needed.
- Make a goal inactive, if needed, by selecting **Goal Status** and using the dropdown to choose complete, inactive, or on hold as appropriate
- Add relevant **Goal Year(s)** for enduring goals that span multiple years
- Label **Initiatives** with the appropriate year (e.g., 2023-24, 2024-25)
- Click **Save,** the green button at the top of the screen, when finished and **Close**

- **Add/revise/discontinue measure/target**
  - If revising or adding a new measure and/or target, click the **MEASURES** tab. Click on the **green plus icon "+"** on the far right of the header row to add a new measure or click on the **three vertical** dots to the far right of the goal name to edit measures/targets

- Add/revise the **Measure Status, Measure, Target(s), or Notes.** The target should be specific and measurable to identify the criteria for success of this particular goal (e.g., increase participation or completions by 5%)
- Make a measure inactive, if needed, selecting **Measure Status** and using the dropdown to choose inactive as appropriate
- Click on the **green plus icon "+"** under **Related Documents** to link supporting documentation (e.g., survey or assessment instrument, etc.)
- Click **Save,** the green button at the top of the screen, when finished and **Close**

- **Add/revise results**
  - Click the **RESULTS/OUTCOMES** tab. Click on the **green plus icon "+"** on the far right of the header row to add a new result/outcome or click on the **three vertical** dots to the far right to open/edit results/outcomes

DIVISION / UNIT PLANS AND RESULTS   Close | Save ⌄

🔍 Aux Service Budget Gap Reduction | ⌄

Use these dropdowns to filter Results

Measure Status	Reporting Period	Conclusion	Showing
View All ⌄	View All ⌄	View All ⌄	1 of 1

▪ UNIT GOAL   ● MEASURES   ● RESULTS / OUTCOMES

Click here to add a new Result ⊕

Compare submitted budget value to FY24 year-end value

Click here to open a Result ⋮

● 2022 - 2023: Target Met

Result / Outcome
Sample

Action Plan For Next Year (Initiatives)

- Edit/enter the **Result/Outcome Date, Reporting Period, Result/Outcome** (enter data and any explanatory narrative), **Conclusion** (Target met/target not met), and **Action Plan for Next Year** (be certain to enter high-level, data-driven actions based upon the results/outcomes)
- Click on the **green plus icon "+"** under related documents to link supporting documentation (e.g., survey results, spreadsheets, etc.)
- Click **Save,** the green button at the top of the screen, when finished and **Close**

Mapping (click on **"Mapping"** on the left navigation bar)
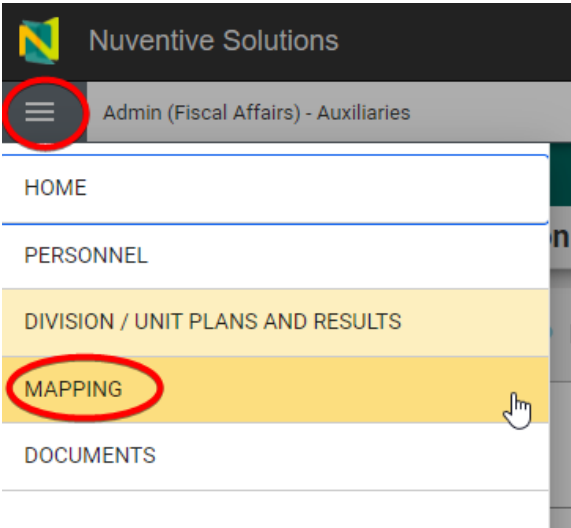
- Click in each table cell where the **Strategic Priorities and Core Commitments** (in column) map to the **Unit Goals** (in header row)
- Click **Save,** on the green bar at the top of the screen, when finished and **Close**
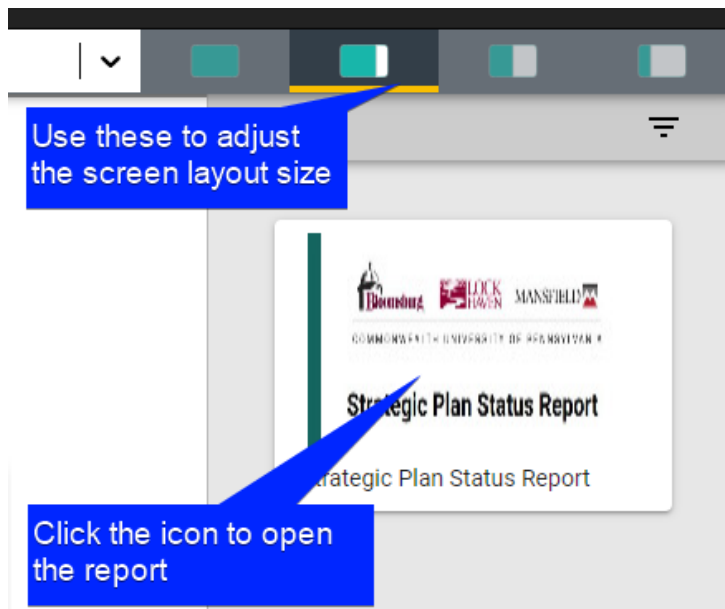
Reporting

- Use the tabs on the left navigation bar to select **Hom**e or **Division / Unit Plans and Results**
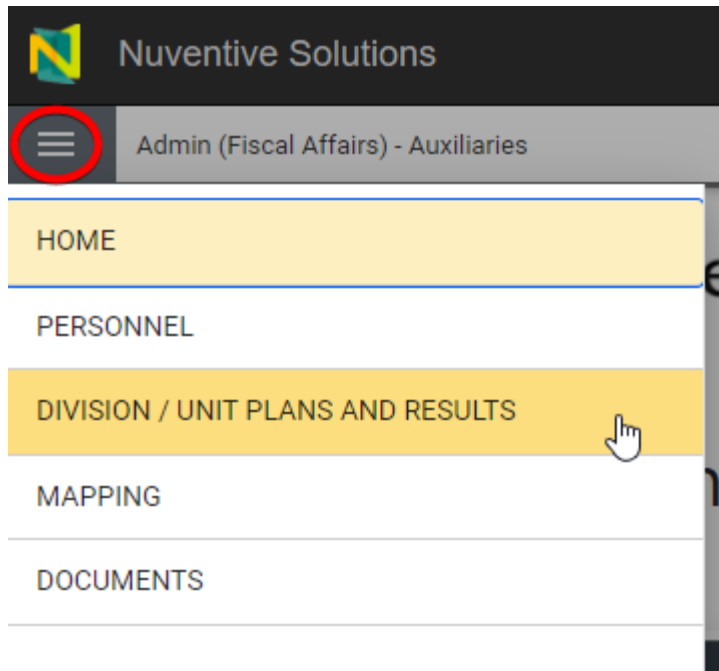
- Click on the Report Icon at the right side of the split screen

Use these to adjust the screen layout size

Strategic Plan Status Report

Strategic Plan Status Report

Click the icon to open the report

- Select appropriate **Goal Status** and **Goal Year(s)/Reporting Period** from the dropdowns
- Click the green **Run Report** button which should generate your report.

Report Settings

Use these icons to refresh, download a zip file or close the report

Run Report

Report Module #2 Parameters

Use the dropdowns to filter by Goal Status or Years.

Goal Status

View All

Select Goal Year(s) / Reporting Period

View All

- Download the report if you wish.

Documents (click on **Documents** on the left navigation bar)

- Select **Document Repository** from the left navigation bar
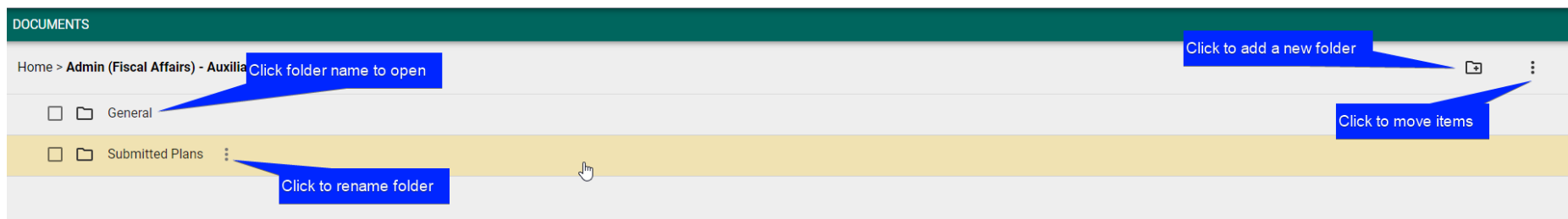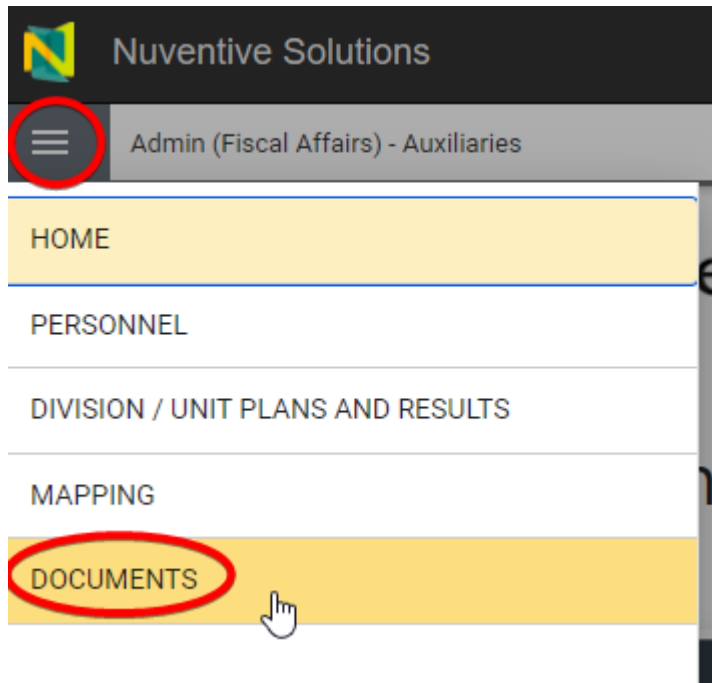
- Click on the paper plus icon "+" on the far right to **Upload New Document**

DOCUMENTS

Add Document

Add new sub folder

Home > Admin (Fiscal Affairs) - Auxiliaries > **Submitted Plans**

☐ SSCL-AO Unit Planning Template for 2022-23.docx

Open, download or edit document

Add new document
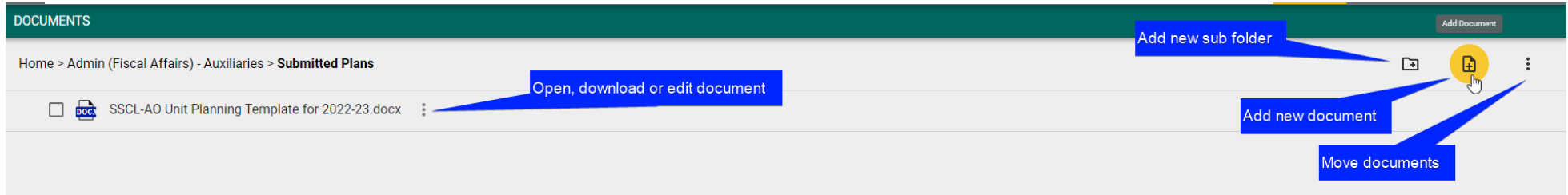
Move documents

- Browse, select file (supporting documentation), and click the green **Save** button

Add Document(s) to Submitted Plans

Choose Files | Screenshot... 081717.png

Name *

Screenshot 2023-11-17 081717.png

Description

denotes a required field.

CANCEL ✕   SAVE 💾

- Under the **Division Unit Plans and Results** area, you can link documents in the **Measures** and **Results / Outcomes** tabs

- Navigate to the document. Hit **Attach** in the upper right corner to relate the document

Document Repository   ATTACH 📄 📁 ✕

Click here to attach the document

🏠 > ADMIN (FISCAL AFFAIRS) - AUXILIARIES > SUBMITTED PLANS

☑ 📄 SSCL-AO Unit Planning Template for 2022-23.docx

- Contact Shane Jones with questions about the organization of the Document Repository

Appendix F
Welcome to CU's Nuventive Solutions Premier - Email

From:	Office of Institutional Effectiveness
To:	Williamson, Suzanne; Vezendy, Mary L; Jones, Albert W. (ajones); Keller, Edward; Knorr, Daniel; Wagner, Stacy; Myers, Cori; Walker, William; McNamara, Ryan; Keller, Nicole; Demarco, Gabrielle; Arnold, Elizabeth J. (earnold); Spatafore, Douglas; Filipiak, Stephen; McFarland, Michael; Gioglio, Thomas M. (tmg252); Carl, Peggy; Maurer, Tena; Rogers-Adkinson, Diana; Buck, Melissa; Brown, James; Boswell, Angela G. (aboswell); Larson, Ann E. (alarson); Jurado, Leo-Felix M. (ljurado); Olszewski, Kimberly; Ramakrishnan, Latha; DeVallance, David B. (ddevallanc); Shawver, Todd; Hall, Kenneth; Shultz, Kara; Dixon, Valerie J.; Feldhaus, Heather; DiMarco, Scott; Lineman, Hope E. (hlineman); Evans, Erik; Fisher, Sharon; Michaels, Lynda; Lefelhoc, Nichole; Ulmer, Stephanie; ashley.koser@lhufoundation.org; Lee, Stephen E. (slee); Botsford, Billie J; Lapos, Christopher; Campbell, Rosana L.; Rockwell, Kendra; Kathcart, Pamela; Shuey, Timothy; Laubscher, Amy G. (agd108); Wygmans, Martha; Whitenight, Jill; Downes, Amy B. (abd350); Borst, Emmalyn M. (eborst); Foran, Kelly; Shelton, Kim; Serafini, Natalie K. (nserafini); Kittrell, Orlando-Marquez; Meisner, Jolene; Fosse, Tess; Cummings, Christopher; Hamman, Karen; Mellinger, Reed B. (rbm104); Roggenbuck, Theodore; Willoughby, Rebecca; Cunningham, Amy B; Rusczyk, George J; Brayer, Judith; McCormack, James G; Zachary DuBord; Brunozzi, Stacey
Subject:	Welcome to CU"s Nuventive Solutions Premier
Date:	Monday, November 20, 2023 4:11:49 PM
Attachments:	Nuventive Solutions Premier User Guide - Administrative Units.docx

Dear Colleagues,

The Nuventive Solutions Premier transition is complete! You are welcome to log in to the Nuventive Solutions Premier platform using your CU SSO, look around, and make changes if needed. Attached is a user guide for divisions and administrative, educational, and student support units to use in navigating the platform. A Zoom Nuventive training session is scheduled for **Tuesday, January 16, 2024, at 2 p.m.** to orient to the new version and review key expectations and practices for setting goals and reporting results in Nuventive. An Outlook meeting request will follow with Zoom information.

As always, if you have questions about planning and assessment, please contact Cori Myers (cmyers@commonwealthu.edu). If you are having difficulty accessing Nuventive/your unit(s) or need technical assistance, please contact Shane Jones (sjones@commonwealthu.edu). We are very happy to help!

Best wishes for a great Thanksgiving and start to your holiday season.

Sincerely,

Office of Institutional Effectiveness
OIE@commonwealthu.edu
Office Hours: 8:00 AM-4:30 PM

cid:image001.jpg@01D9B97D.10B1D240

Nuventive Solutions Premier - Administrative Unit Assessment Training

January 16, 2024

COMMONWEALTH UNIVERSITY OF PENNSYLVANIA

Agenda

- Welcome

- Review expectations for planning and year-end reporting

- Review rubric results

- Consider Assessment Committee recommendations

- View Nuventive Solutions Premier

- Request your feedback - https://bloomu.az1.qualtrics.com/jfe/form/SV_034Bc2Ss1Q2YHMa

Bloomsburg | Lock Haven | Mansfield

Expectations for Planning

Instructions provided this summer and fall include:

- Develop divisional and unit goals (3-5 goals)

- Specify goals that appear to be:
  - **SMART** goals
  - **Stretch** goals
  - **Enduring** (longer-term) goals (e.g., 5-year goals)
  - **Linked to Strategic Plan & other CU plans/outcomes**

- Determine measures / targets that are longer-term and link to the Strategic Plan and/or stated goals at all levels

- Specify Year-One Actions (initiatives) that will operationalize goals and lead to progress to achieving targets

SMART Goals

S — Specific
M — Measurable
A — Achievable
R — Realistic
T — Timely

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Rubric Scores for Goals

- Feedback results for each unit were sent to VPs and Points of Contact in mid-October 2023

- The Fall 2023 results evaluated whether goals met those stated expectations on the previous slide

- Under half of units (29 with scores of 1 or 2 v. 32 with score of 3) marked for improvement in this area

- This fall scoring is considered a formative assessment toward improving unit planning

Unit Goals

Bar chart:
- 1 - Needs Improvement Did not articulate goals or goals are too vague and do not link to institutional/divisional goals: 4
- 2 - Making Progress Articulated unit goals that should be more measurable, specific, and linked to institutional/divisional goals: 25
- 3 - Target Articulated sufficient (e.g., 3-5 goals) unit goals that are measurable, specific, and linked to the ...: 32

● Choice Count

Unit Goals

Field	Min	Max	Mean	Median	Standard Deviation	Variance	Responses
Unit Goals	1.00	3.00	2.46	3.00	0.62	0.38	61

Bloomsburg | Lock Haven | Mansfield

4

Articulating Measures and Targets

- State measures / five-year and **one-year targets** that align to your goals. If five-year targets are too daunting, at the very least, document targets for 2023-24. Examples include:
  - Increase first-year, transfer, graduate, URM, and/or early college **enrollment** by **5% or to XX**
  - Engage staff in **professional development opportunities** in at least **one event/member/year** to improve effectiveness in job role
  - Ensure **all** CU employees **participate** in at least **one DEI activity** every semester
  - Reduce **E&G expenditures** by **5%**
  - Expand the **number of DEI workshops** by **10 offerings**
  - Increase **URM alumni participation** in career development events by **5%**
  - Increase **URM retention to second year** by **2%**
  - Increase **occupancy rates** by **5%**
  - **Average survey ratings** on DEI training equal **3.5/5.0 or higher**

Bloomsburg | **Lock Haven** | **Mansfield**

Rubric Scores for Measures/Targets

- The Fall 2023 results really evaluated the degree to which specified measures and targets are aligned with each other and with stated goals, and characterized as specific, measurable, etc., like examples on the previous slide.

- Over half of units (34 with scores of 1 and 2 v. 27 with score of 3) marked for improvement in this area

Measures
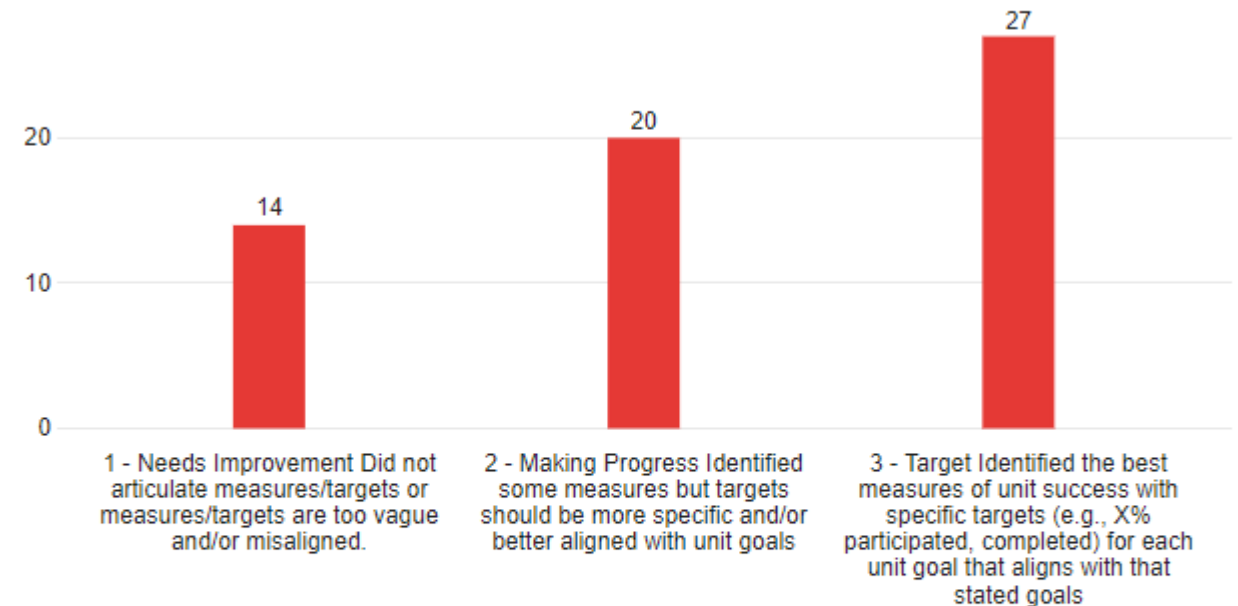
20		
10		
0		

14 — 1 - Needs Improvement Did not articulate measures/targets or measures/targets are too vague and/or misaligned.

20 — 2 - Making Progress Identified some measures but targets should be more specific and/or better aligned with unit goals

27 — 3 - Target Identified the best measures of unit success with specific targets (e.g., X% participated, completed) for each unit goal that aligns with that stated goals

● Choice Count

Measures

Field	Min	Max	Mean	Median	Standard Deviation	Variance	Responses
Measures	1.00	3.00	2.21	2.00	0.79	0.63	61

Student Success Unit Example

- Shows a measurable unit goal and supporting initiatives for 2023-24 that builds on results

Orientation

Unit Goal: Improve the effectiveness of Orientation for New and Transfer Students through increased participation and satisfaction.
Goal Status: Active
Goal Year(s): 2023 - 2024
Initiatives: 1. Based on 2023 survey results, we will communicate Orientation dates for Summer 2024 earlier and more frequently with deposited students. (links to Divisional Goal 2 and 3)
2. Based on 2023 survey results, we will continue to grow opportunities for students to engage with other students, faculty, and staff on campus. (links to divisional goal 2)
3. Based on 2023 survey results, we will look to provide students a completed Fall 2024 class schedule when they attend. (links to divisional goal 2)
4. Based on 2023 survey results, we will look to provide more information about the General Education curriculum. (links to divisional goal 2 and 3)
5. Provide Transfer Students in-person Orientation opportunity during the Summer 2024. (links to divisional goal 2 and 3)
Start Date: 07/01/2023
End Date: 06/30/2024

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Student Success Unit Example

- Provides multiple measures (a best practice)
- Articulates one-year and five-year targets (1% increase per year for 5 years)
- Uses notes to provide additional information like the baseline

Measures

Measure: Increase the % of the Fall new student cohort that attend an in-person orientation.
Target(s): Increase the % of the Fall new student cohort that attend an in-person orientation by 1% per year for the next 5 years.
Notes: F23 cohort participation= 81% attended an in-person orientation

Measure: Increase the % of the Fall transfer student cohort that attend an in-person orientation.
Target(s): Increase the % of the Fall transfer student cohort that attend an in-person orientation by 5% per year for the next 5 years.
Notes: F23 cohort participation 23% attended an in-person orientation.

Measure: Response to survey question: "Overall, how would you rate your New Student Orientation Experience?" increase good/excellent rating response percentage.
Target(s): Response to survey question: "Overall, how would you rate your New Student Orientation Experience?" increase good/excellent rating response percentage by .5% of respondents per year for the next 5 year.
Notes: F23 cohort good/excellent rating response was 87.7%.

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Expectations for Assessment

- Enter results for all measures by June 17 or as soon as data become available

- Enter conclusion – target met / not met

- Indicate action plan based on results and operational needs

- Upload/relate documents that provide evidence of results/outcomes

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Rubric Scores for Results/Outcomes

- For 2022-23, most programs reported results as designated by a 2.69/3.0 rating

- For 2023-24, the rubric will include this rating and a component for whether you made **progress toward meeting or met annual targets.**

Results/Outcomes
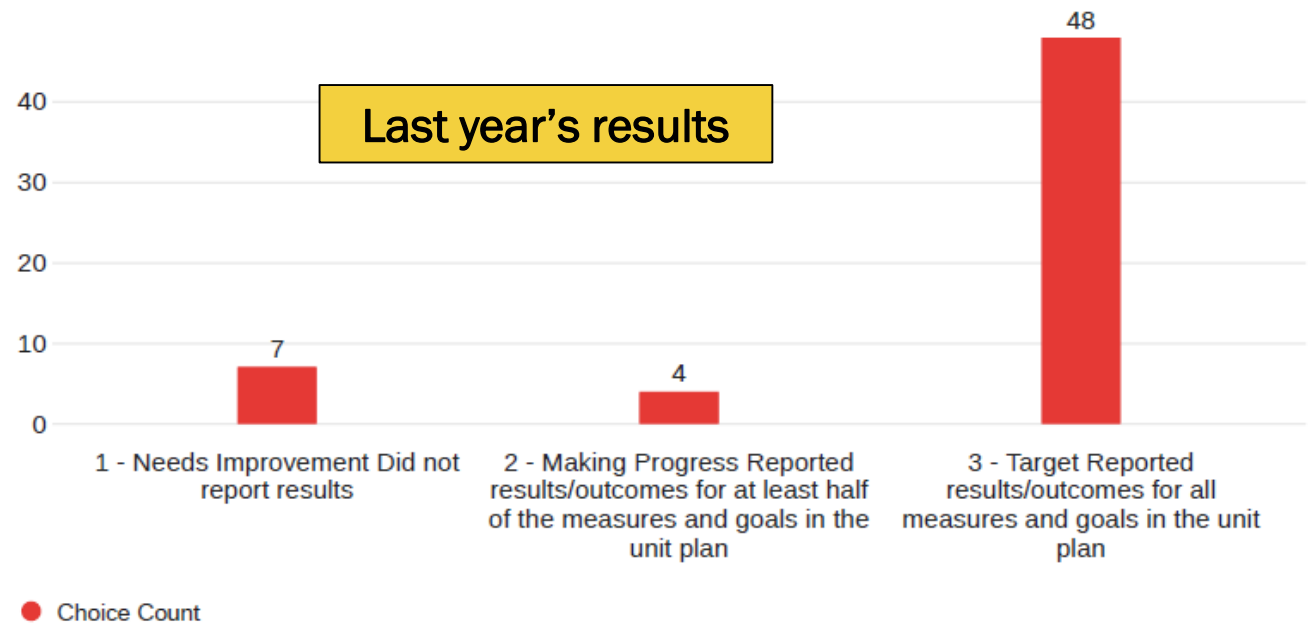
Last year's results

1 - Needs Improvement Did not report results	2 - Making Progress Reported results/outcomes for at least half of the measures and goals in the unit plan	3 - Target Reported results/outcomes for all measures and goals in the unit plan

🔴 Choice Count

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

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Rubric Scores for Action Plan

- For 2022-23, more than half of the units stated actions that align to the goals, results data, or future priorities.

- For 2023-24, the rubric will include alignment to actions with priorities, goals, **and outcomes**

Action Plan

Last year's results

36

12   11

1 - Needs Improvement Did not articulate an action plan

2 - Making Progress Identified actions for at least half of the goals and those actions are somewhat aligned to the data and/or to the divisional priorities and goals

3 - Target Identified data-informed actions for next year that align with the institutional and divisional priorities and goals

● Choice Count

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

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Institutional Effectiveness Unit Example

- Enter results and action plan for next year

Planning and Assessment

Unit Goal: Increase compliance with planning and assessment reporting requirements for GE, academic program, and administrative unit assessments
Goal Status: Active

Measures	Results / Outcomes
Measure: Planning and assessment documents **Target(s):** 2022-23 Target: 90% of administrative units and 75% of academic/academic support units complete both planning and assessment documents; drafted and approved strategic plan	**Reporting Period**: 2022 - 2023 **Result / Outcome**: 98% (n=59/60 administrative reporting units) submitted planning documents and 92% (n= 55/60 administrative units) submitted assessment documents; 75% (n=192/257 expected for approved programs) PAR documents submitted for programs; Strategic Plan drafted and vetted via an institution-wide feedback survey (n=two surveys), discussion at the Strategic Planning Committee sessions (n=2 beyond the Kick-off), legacy governance bodies (n=2), first convening of Local Assemblies (n=3), and May 5 Council of Trustees meeting, and solicitation through meetings, emails, and the Triad to submit feedback to strategicplanning@commonwealthu.edu. **Conclusion**: Target Met **Action Plan For Next Year (Initiatives):** Action Plan: Socialize the new SP goals and assigned plans; set-up new Nuventive Platform and conduct **Related Documents**: 2022-23 Administrative Assessment Report (as of 08-23-23).pdf 2022-23 Academic Assessment Report (as of 08-23-23).pdf

Avoid listing initiatives (how you are accomplishing the goal) for your measures and targets

May want to enter multiple measures separately to determine met/not met for each one.

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Institutional Effectiveness Unit Example

- Multiple measures are entered in separately in Nuventive for the goal
- Goals, measures, and targets that really represented initiatives – the "how" we are accomplishing the goal – were removed
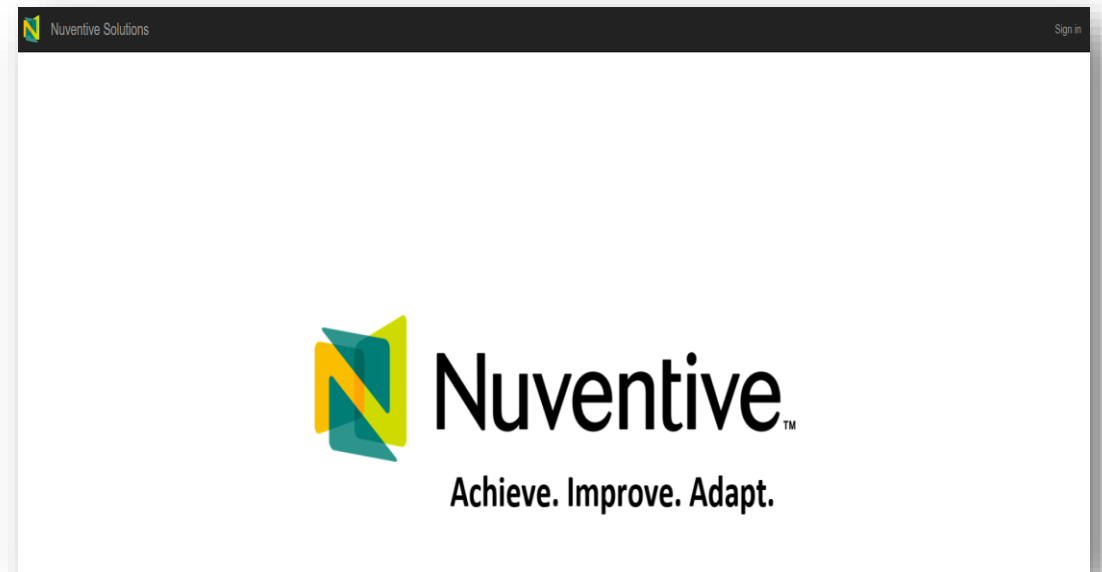
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Measures

Measure: Percent of GE Goals Assessed
Target(s): Year-One SP Target (2023-24): Assessments of least 80% of GE Goals
Year-Five SP Target (2027-28): Assessments of least 100% of GE Goals

Measure: Percent of academic programs compliant with submission expectations
Target(s): Year-One SP Target (2023-24): 80% academic program reports submit.
Year-Five SP Target (2027-28): 90% academic program reporting submit

Measure: Average Rubric Scores for Academic Programs
Target(s): Year-One SP Target (2023-24): Academic programs earn average rubric rating of 2.5
Year-Five SP Target (2027-28): Academic programs earn average rubric rating of 2.8

Measure: Percent of administrative, educational, and student support (AES) programs compliant with submission expectations
Target(s): Year-One SP Target (2023-24): 98% administrative reports submitted
Year-Five SP Target (2027-28): 100% administrative units reports submitted

Measure: Average Rubric Scores for Administrative, Educational, and Student Support (AES) Programs
Target(s): Year-One SP Target (2023-24): AES programs earn average rubric rating of 2.7
Year-Five SP Target (2027-28): AES programs earn average rubric rating of 2.9

Assessment Committee Recommendations

- ✓ Update materials for new Nuventive Solutions Premier

- ✓ Ensure institutional survey results (e.g., First Destination) are available on the web and dashboards

- ✓ Adjust rubric to evaluate quality of goals, relevance of measures, etc.

- Add a section that indicates where units use results to make changes and consider how to better use data to tell your story – *under discussion to expand **Action Plan** and next year's **Initiatives***

- ✓ Record all sessions and use an exemplar as a best practice

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Let's Explore Nuventive

- Log into Nuventive the URL is https://solutions.nuventive.com/

- Follow along

- Seek assistance from Shane Jones, sjones@commonwealthu.edu

- Remember resources available on the OIE web site - https://www.bloomu.edu/institutional-effectiveness-technology

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Provide Feedback

https://bloomu.az1.qualtrics.com/jfe/form/SV_034Bc2Ss1Q2YHMa

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Questions and comments?

Agenda

A. Welcome and introductions

B. Review annual report submission timeline and process

C. Review OIE web pages

D. Discuss official v. operational data

E. Review institutional and program data (?) dashboards

F. Review Nuventive Solutions Premier (esp. changes since 11-28-23) and best practices

G. Ask questions and give answers (throughout the entire session)

H. Complete session evaluation

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Administrative Unit Annual Report Timeline and Process

- Annual Report Due Dates
  - May 15, 2024 – faculty-led units submit
  - June 14, 2024 – administrative units submit
  - June 30, 2024 or when available – fiscal affairs and advancement fiscal year-end data submitted

  Note: Use placeholders to denote outcomes data not available at the time of submission. Report data as soon as available (e.g., audited financials, census data enrollment and retention)

- Submitted fully in Nuventive Solutions Premier

- Use information and materials for 2023-24 on OIE-Sponsored Technology web page

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Review OIE – Assessment Web Pages

The following web pages provide information on assessment-related topics / resources:

- [Strategic Planning](#) (for the strategic plan and KPIs)
- [Institutional Effectiveness (OIE)](#) (for general resources)
- [Assessment](#) – (for assessment committee structure – roles)
- [Program Assessment](#) (for academic program assessment resources and dashboards)
- [OIE-Sponsored Technology](#) (for Lightcast, Qualtrics, and Nuventive)
- [Surveys](#) (for First Destination, Climate, and NSSE surveys)
- [Institutional Research](#) (for institutional data dashboards)

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Official v. Operational Data (MIKE)

Official reporting

- Data that Institutional Research captures as of official reporting dates (e.g., census date) that should be used for reporting to accreditors and other "official" reporting shared with outside entities. These data would also be used for academic program annual reports and reviews.
- Provided by IR, primarily through dashboards or ad hoc requests

Operational reporting

- Reports from the live student information system, Banner, to help support day-to-day operations. They may include current student lists, course enrollments, list of those who have applied to graduate, etc.
- Provided through existing Argos reports, IT Help Desk, or the Registrar

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Dashboards Dashboard

- [KPI and Selected Metrics Dashboard](#)

- [IR Dashboards](#)

- [Program Assessment Dashboards](#)

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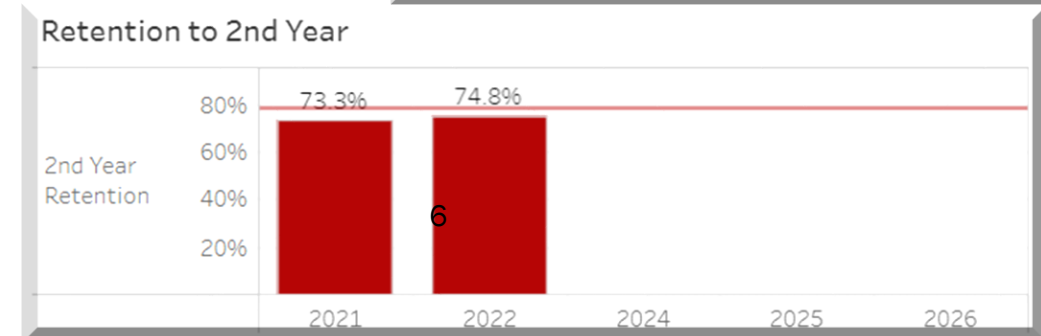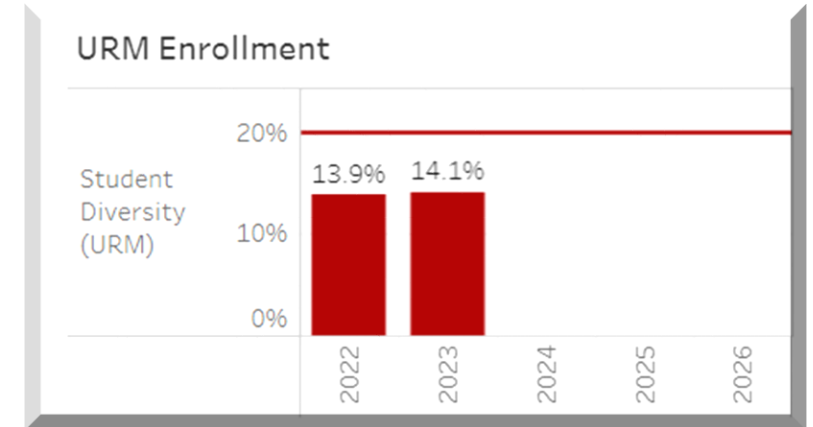
Expectations for Assessment Reporting

- May want to run the **Plan Progress Report** and use it as a basis to collect/organize your data (see sample Student Success Plan Progress Report)

- Review goals, initiatives, measures, and targets
  - What did you say you would do and measure?
  - What did you do and measure?
  - Are there some adjustments that should be made (e.g., do your measures and targets align with each other and your goals)
  - Consult your supervisor and make needed adjustments in Nuventive Improve

- Enter results and conclusion (met/not met) for all measures by June 14/17 or as soon as data become available

- Indicate action plan based on results and operational needs

- Upload/relate documents that provide evidence of results/outcomes

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Reporting in Nuventive Solutions Premier

- Log into Nuventive

- Review basic screens

- Discuss changes/additions to the platform since the January session

- Highlight best practices as it relates to each screen

- Ask questions

- Complete session evaluation and provide feedback

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Questions

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