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Assessment Newsletter

Assessment Matters
@ NLC

Fall 2014 Edition

The Assessment Newsletter is a communication tool used to provide the NLC community with practical, helpful, and timely assessment news, ideas, and resources. The publication is designed to help transition the college from theory to practical applications of assessment. This Assessment Newsletter is produced four times a year.



Faculty at NLC participate in a session on “Organization and Preparing for Scoring Day” during Fall 2014 Assessment Week.



ALAMO
COLLEGES

NORTHEAST LAKEVIEW COLLEGE

NLC Mission Statement

Northeast Lakeview College is a public community college within the system of Alamo Colleges, established in partnership with its communities, that is focused on student success through the offering of Associate degrees and continuing education, promoting engagement in civic activities and organizations, and encouraging participation in cultural and enrichment programs.

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Notes from the President's Desk on Assessment

Assessment is an ongoing, active and vital part of our continuous improvement process at Northeast Lakeview College.

Assessment enables us to:

- Establish clear, measurable outcomes of student learning
- Ensure that students have sufficient opportunities to achieve stated outcomes
- Provide for a systematic process for collecting, analyzing and interpreting evidence to determine if students have achieved stated outcomes
- Utilize the results to understand and improve student learning

As NLC president, I fully support our ongoing assessment activities, and I applaud the continuous improvement journey of student success. The assessment newsletter is one of the many ways that we share our collective good work and promote a culture that is constantly examining ways to exceed our own expectations.

Dr. Craig T. Follins
NLC President

Content in this publication is generated quarterly from the Assessment Committee, Institutional Research, and the Public Relations Office.

General Education Competencies

Critical Thinking Skills

Communication Skills

Empirical and Quantitative Skills

Teamwork

Personal Responsibility

Social Responsibility



Assessment in Action

Employee Development Day at Northeast Lakeview College was held on October 29 and had a strong emphasis on assessment and continuous improvement. Open to all employees at Northeast Lakeview College, participants learned more about the Community College Survey of Student Engagement (CCSSE) and were provided with an overview of five focus areas including:

- Active and collaborative learning
- Student effort
- Academic challenge
- Student-faculty interaction
- Support for learners

Data was shared on how NLC scored in each of these respective areas (in comparison) to a similar cohort. Dr. Jo Carol Fabianke, Vice Chancellor of Academic Success, provided a thorough presentation on advising guides and Alamo Institutes.

The afternoon included breakout sessions specifically focused on academic assessment (where participants engaged in rubric design and development) and assessment for non-academic units (where participants learned how their role as a staff member fits into the overall mission of the college and Alamo Colleges' goal of student success). Participants engaged in a teambuilding activity about the process of assessment.



Fall 2014 Assessment Week

November 17-21

The Assessment Committee held its Fall 2014 Assessment Week (November 17-21). Sessions were held each day on academic /non-academic topics.

“Organization and Preparation for Scoring Day”

Dr. Robert Yowell discussed some of the issues faculty discovered while doing a test run of scoring artifacts during Employee Development Day. He unveiled the organization of the scoring teams and their leaders that will divide the work on Scoring Day. Additionally, faculty discussed the number of student artifacts they could expect to score and strategies for selecting a manageable and representative sample size. Scoring Day is scheduled for December 12.

"A Lesson from the Assessment Institute: Using Holistic Scoring Rubrics to Assess General Education Learning Outcomes"– presented by Kathy Mayer

Kathy Mayer presented the method of using scoring rubrics holistically, an alternative to apply rubrics analytically. The holistic method produces a single score for an artifact rather than a list of scores for individual criteria. Faculty used a holistic rubric to score a sample artifact and discussed the applicability of holistic scoring.

“Make Every Day an Accreditation Day.” – presented by Dr. Tangila Dove

Dr. Dove spoke about her integration of 4DX management strategies and techniques in the Division of College Services and how her team has integrated the Covey approach to produce evidence of accountability and continuous improvement to our accreditors.

“Leading from the Middle” – presented by Dr. Frank Maldonado

Dr. Frank Maldonado relayed his experience from the Texas Community College Teachers Association's Leading from the Middle conference. Frank spoke of the expectations of the Texas Higher Education Coordinating Board and its effect on academic assessment and program outcomes.

“Assessing Faculty Credentials”– Barb Mayo

Barbara Mayo presented information obtained at the SAIR conference regarding SACSCOC requirement that requires institutions to assess and document faculty credentials. Information presented included how to compile and house the documentation, and the subtleties of and variation among courses and degrees from one institution to the next. Participants engaged in a question and answer session at the end of the presentation.



“Faculty Buy-in” – presented by Terrance Dunkley

Terrance Dunkley spoke from an administrator's perspective on how to encourage faculty to be an active part of the assessment process. Terrance shared findings of why faculties are sometimes resistant to efforts to make substantive changes. Faculty are most likely to be receptive to change when expectations are made clear and given assurances that negative judgments will not follow.

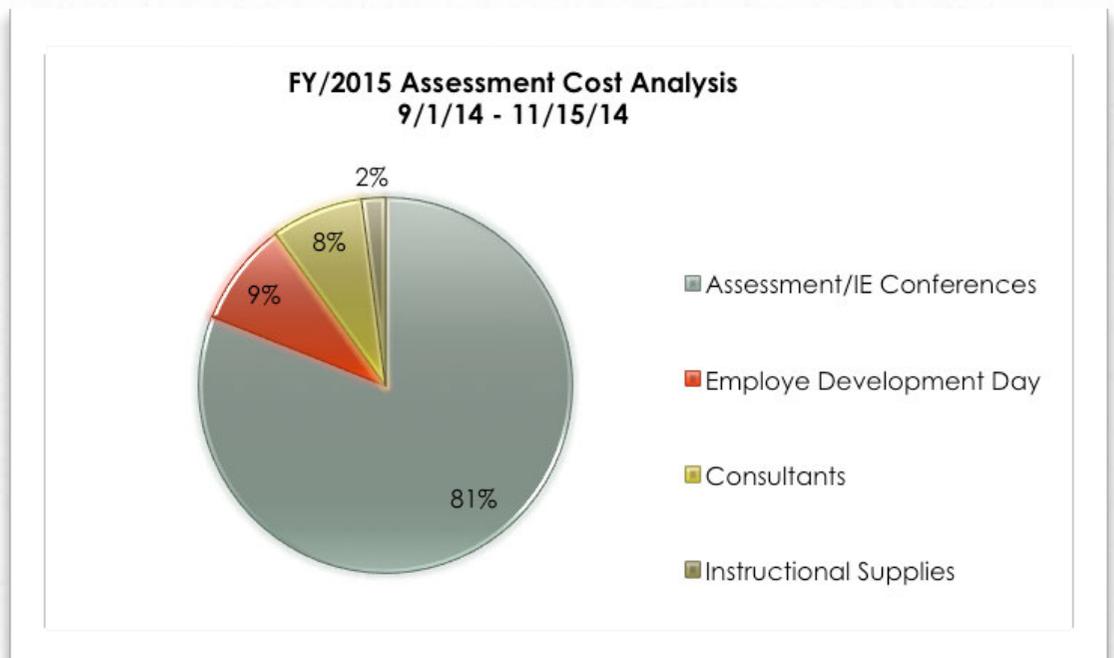
“Program Assessment Results” – presented by Dr. Holly Verhasselt

Dr. Holly Verhasselt Presented an update to the status of the SACSCOC application, specifically Section 3.3.1.1. She also discussed the evolution of our program outcomes measurement, review and improvement process. Dr. Verhasselt described how our Fall 2014 student artifact assessment is a substantial improvement in our approach to program outcome assessment and will help move us closer to accreditation candidacy.



Continuing to Expand our Understanding of Assessment & Continuous Improvement

During the Fall 2014 semester, staff and faculty participated in a variety of workshops, learning sessions and conferences to gain a better understanding of assessment and continuous improvement, as well as learn about best practices and how department units (academic and non-academic) play a role in the overall strategic plan of the institution.

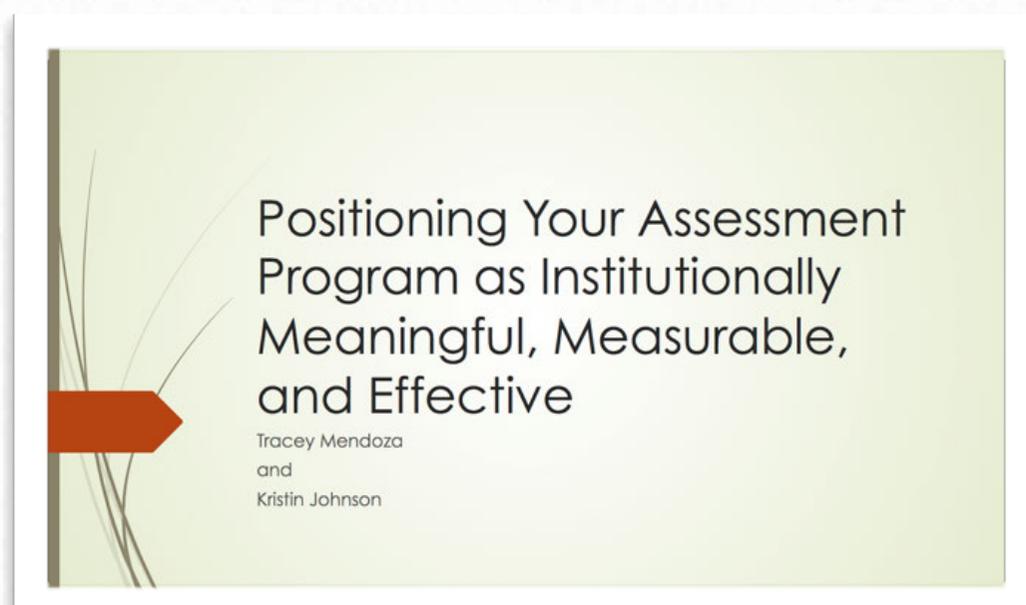


Consortia of Research / Area Libraries (CORAL)

Presenters: Tracey Mendoza and Kristin Johnson

Tracey Mendoza, Dean of Learning Resources at NLC and Kristin Johnson (NVC) presented to Consortia of Research / Area Libraries (CORAL) and discussed “Positioning Your Assessment Program as Institutionally Meaningful, Measurable, and Effective.” Highlights of the presentation included an in-depth discussion on building an assessment program for academic libraries that are aligned to support institutional / strategic plans and understanding the assessment cycle. The discussion also included an overview of building a culture of understanding about the importance and need for an effective assessment process.

View entire [presentation](#) online.



October 2014

SACSCOC Pre-Applicant Workshop

Attendees: Dr. Follins and Dr. Wood

The workshop included the basics on the accreditation process and the steps involved. Participants also learned about the different requirements as they relate to preparing the application.

Southern Association for Institutional Research Conference

Attendees: Dr. Follins, Dr. Dove, and Ms. Mayo

Attendees had the opportunity to attend pre-conference workshops and gained valuable insights about the revised principles of accreditation adopted by SACSCOC. Focused sessions included best practices and approaches to evaluate and document administrative, support, and learning outcomes, development of assessment measures, effective collection of data, data analysis, and data dissemination to stakeholders. Attendees learned about the creative and innovative uses of technology to improve upon services and facilitate work.

Indiana University-Purdue University Indianapolis Assessment Institute

Attendees: Dr. Follins, Dr. Hamilton, Dr. Dove, Ms. Labus, Ms. Mayer, Ms. Rivera and Mr. Dunkley

This is the largest international assessment institute of its kind and provides innovations in assessment to use in your own setting. Attendees learned about new techniques and proven approaches in a variety of outcomes assessment areas, including general education and major fields, as well as high impact practices (first-year, civic engagement, learning communities, service learning, capstones, and more). Sessions are designed for beginners and others are for the more experienced practitioner.

West Texas Assessment Conference

Attendees: Dr. Wood, Dr. Menchaca, Ms. Solar and Mr. Fortner

The goal of the conference is to bring together higher education professionals across West Texas and the surrounding areas to share innovative practices and strategies related to planning, assessment, and accreditation.

Learning about Assessment

Make everyday an accreditation day –

Dr. Tangila Dove, VP of College Services

Document what you do and do what you document -

Kathy Mayer, Chair of Fine & Performing Arts

We are already doing assessment of some sort, capture it, review it, and make adjustments-

Kathleen Labus, Director of Public Relations

Service area community provides input

NLC has completed all three of its scheduled Community Listening Sessions. Community colleges exist to be responsive to the community's need for education and workforce training. Therefore, the President's Office developed and hosted Community Listening Sessions (CLS) to service area constituents to participate in a facilitated session that asked participants to share ideas on current and anticipated educational and workforce needs.

Three Sessions Held

- Community Listening Session I – (June 26, 2014) - in partnership with the Schertz Chamber
- Community Listening Session II – (September 11, 2014) - in partnership with the North San Antonio Chamber
- Community Listening Session III – (October 2, 2014) - in partnership with the Northeast Partnership for Economic Development (NEP) and the TriCounty Chamber



Some highlighted feedback includes:

- Develop more workforce/collaborative training
- Public school outreach/community engagement
- Increase job readiness skills and teach interpersonal skills
- Develop of a President's Advisory Council (Friends of Nighthawks) – to include more than 10 community members. Their first meeting is scheduled for December 3.

A full summary has been completed and will be distributed to attendees. The summary will also be posted on the Assessment webpage and an overview was shared with the college community at the November First Friday meeting.

“Learned some things about the college that I didn't know – Good info!”
- Schertz Session

“Bring in more people (business executives) to ask what they need exactly and when they need them.”
- North Chamber Session

“Excellent opportunity to learn about NLC and community needs.”

“Helpful, insightful, challenging”
- Schertz Session

“I look forward to attending the next one.”
- NEP & TriCounty Chamber Session

4DX @ NLC

NLC hosted its first 4DX Summit on September 23, which is an integral element of the 4DX Cadence of Accountability that occurs at the end of each 4DX Cycle. Each 4DX team presented their Dashboard, their progress to date and lessons learned to the larger 4DX community. NLC heard from 15 departments who presented an overview of their WIG and congratulated those teams that completed. These teams have now established a new WIG.



Enhancing Assessment Through Personnel

Welcome Dr. Wood, Mr. Fortner, and Ms. Solar

Northeast Lakeview College is proud to welcome **Brandi Solar, Data Analyst** at NLC. She will play a significant role in the assessment and continuous improvement process at the institution. In her position, she participates in a collaborative working team between NLC Student Success (where she is housed), NLC Institutional Research, and Alamo Colleges District Institutional Research.

Brandi Solar received her Masters of Art Degree in Administration-Organizational Development from the University of Incarnate Word in 2009 and began her employment at Northeast Lakeview College in August 2014. Prior to coming to Northeast Lakeview College, she was employed as a Client Support Manager for the Nielsen Company.

Ms. Solar's background includes research, organizational behavior, and survey design. She is collaborative by nature and works within teams to build strong relationships and strategic plans. Experienced across a range of industries, she creates competitive insight by taking lessons learned from one industry and applying them to others.

Brandi Solar has received the Telecom Outstanding Contributor Award in 2013 and the San Antonio Express-News Marketing Achievement Award in 2008.



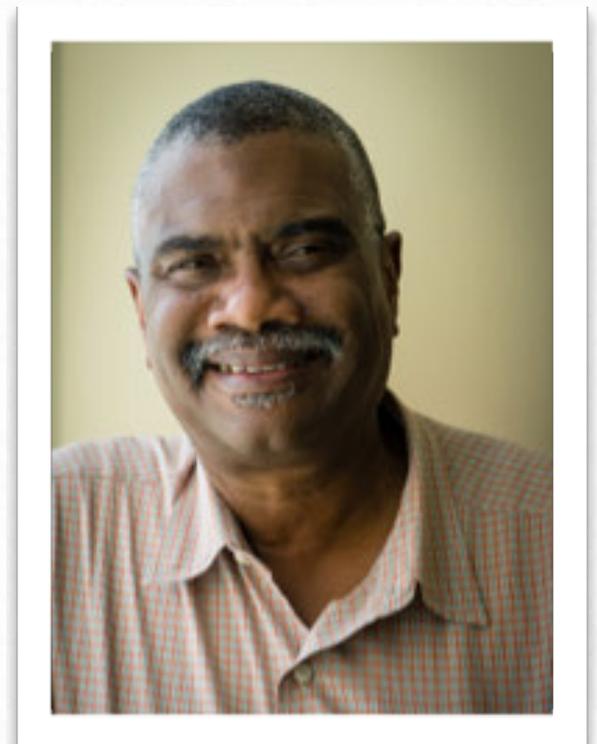
Collectively, Ms. Solar, Dr. Wood, and Mr. Fortner, will add value to our efforts as we prepare to submit our application in Spring 2015.

- Dr. Craig T. Follins

Dr. Donna Wood, Vice President for Academic Success, and Mr. Martin Fortner, College Director of Institutional Research, were officially welcomed to Northeast Lakeview College and its leadership team on November 14. A reception was held immediately following the all-college meeting and attendees also included academic and institutional research personnel from local universities and ISD's. John Williams, Mayor of the City of Universal City, and Mary Dennis, Mayor of the City of Live Oak provided the introductions at the event. Dr. Wood and Mr. Fortner shared their experiences and vision with attendees and discussed how this will help NLC's goal of enhancing student success.



Dr. Donna Wood brings eighteen years of higher education experience to Northeast Lakeview College. She brings with her a background and experience in assessment and continuous improvement. Her professional contributions include being a reviewer for the Higher Learning Commission, Academic Quality Improvement Program, and a HLC Specialized Reviewer for 14 years, which has given her insight into the systemic planning and quality improvement processes for many higher education institutions. Dr. Wood has taken a leadership role in our accreditation efforts and be our primary contact point with SACSCOC.



Martin Fortner is well versed in all aspects of leadership within public higher education, federal and state government. He served as the Southern Association for Colleges and School (SACS) Accreditation Liaison for a two-year public post secondary institution and served as SACS institutional effectiveness evaluator on campus accreditation site visits. As **Director of Institutional Research**, the position develops, implements, and maintains appropriate processes and systems to meet SACS faculty credentials requirements. The position also coordinates the dissemination of information about SACS. Mr. Fortner will be critical to coordinating activities related to SACSCOC compliance.

In the next issue

- highlights from Scoring Day in December
- a faculty assessment example