

Assessment Results & Improvement Plan

Department/Program and Degree:	Assessment Office
Assessment Project Name:	<i>Student Surveys: Perceptions of Achievement</i>
Semester/Yr Evidence Collected:	Fall 2010
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Executive Summary:

As part of the fall 2010 *Practical Activities for Program Assessment* workshop series, the Assessment Office (AO) offered a workshop entitled *Student Surveys: Perceptions of Achievement* on December 14, 2010. The workshop was advertised as an intermediate level workshop. The facilitators took participants through a step-by-step procedure to create surveys about student learning outcomes, discussed how to use results, and shared tips on good survey practices. The workshop outcomes were assessed through the workshop evaluation and observation.

Twenty people attended the workshop and 100% completed and returned the workshop evaluation.

The learning outcome, “you will understand the circumstances in which a survey is appropriate in program assessment” was not met. The learning outcome, “you will be able to turn a program learning outcome into a survey question” was met.

Overall, participants were satisfied with the usefulness and effectiveness of the workshop.

1. State the SLO(s) that was Assessed, Targeted, or Studied

Outcomes

At the end of the workshop, you will:

- a) understand the circumstances in which a survey is appropriate in program assessment
- b) be able to turn a program learning outcome into a survey question

2. State the Type(s) of Evidence Gathered

Workshop evaluation and observation

3. State How the Evidence was Interpreted, Evaluated, or Analyzed

The AO student worker compiled the data; Marlene analyzed the data then discussed the results with Monica.

4. State How Many Pieces of Evidence Were Collected

20

5. Summarize the Actual Results

See Attachment A for workshop evaluation

- Based on observation of the “Your Turn” activity, participants were able to turn a program learning outcome into a survey question.
- 72% of respondents understood when a survey was appropriate in program assessment.
- 85% of respondents rated the workshop “Useful” or “Very Useful.”
- 80% of respondents indicated the workshop was “Effective” or “Very Effective” in increasing their understanding of the topic.
- 90% of respondents rated the level of information presented as “About Right.”
- When asked about the most useful aspect of the workshop, many respondents cited the examples, handouts, and hints & tips.

The assessment benchmark is 80%.

6. In addition to the actual results, were there additional conclusions or discoveries?

Number of Attendees = 20

Number Registered = 25

Number of Registered “no shows” = 7

Rate of registered attendees = 72%

Number of Walk-Ins = 3

This information is being tracked in order to better plan future workshops.

7. Briefly Describe the Distribution and Discussion of Results

Results were distributed and discussed informally.

8. Use of Results/Program Modifications:

Overall, the AO is satisfied with the assessment results. However, there is concern that participants were not clear on when a survey is appropriate. Future workshops may want to emphasize this more and provide examples of when a survey is and is not appropriate.

9. Reflect on the Assessment Process

10. Other Important Information

Appendix A:
Student Surveys: Perceptions of Achievement
Workshop Evaluation Results
(n = 20)

1. In what circumstance is a survey appropriate in program assessment?

- When you want to understand student perceptions or beliefs
72% correct

2. Please rate the overall usefulness of this workshop. (Check one)

35% (7) Very Useful
60% (12) Useful
5% (1) Of Little Use
0 Not Useful At All
0 No Opinion

3. To what extent was this workshop effective in increasing your understanding of the topic? (Check one)

25% (5) Very Effective
55% (11) Effective
20% (4) Somewhat Effective
0 Not Very Effective
0 Not Sure

4. Please rate the level of the information presented.

10% (2) Too Basic
90% (18) About Right
0 Too Advanced

5. What was the most valuable aspect of the workshop? Why?

- Design a survey question
- Details for hints and tips. Why it's helpful to include "Don't Know".
- The "Hints and Tips" handout, and the opportunity to interact with the presenters who are responsive and approachable.
- Useful answer categories
- Handouts. Step by step about how to create survey.
- Making own question.
- Review of direct and indirect, and when it's appropriate to use surveys.

- Process of survey development.
- The questions at the end – during the presentation, after we had written our own questions. The handout as well.
- Discussion, handouts.
- Examples provided, hints and tips.
- The examples and being able to actually create the question(s), survey and use what you learned.
- Handouts/questions and answers/ discussion of indirect vs. direct questions.
- Q and A
- Easy to understand. Use the results to improve the program.
- Presenting the 6-step process.
- Designing questions
- General question and various approaches to assessment.
- Question construction. Focus on what will do with results.

6. What was the least valuable aspect of the workshop? Why?

- Suggestion – many want to add section about pros and cons of surveys or limitations of surveys or when surveys are appropriate or not.
- No idea.
- How to interpret results.
- Basic examples.
- More questions or sample surveys would have been nice.
- Exercise – prefer hearing more/questions and answers.
- Nothing. Well organized.
- None.
- None.

7. Other constructive comments?

- Thank you!
- Maybe a bit more examples. Maybe talk a bit more about general issues of survey research, e.g. sampling.
- Mahalo e nā M&Ms!
- Hope you do a workshop on SLO.
- Wish I could attend Wednesday's session.
- Basic examples.
- More questions or sample surveys would have been nice.
- The actual doing the sample survey/question(s) is very helpful because not only do they emphasize what you just learned, I feel like I'm less likely to forget it since I just practiced the skills. The small group setting was great!
- Thanks for your work.
- Can you provide some literature for those of us that want to learn more?