Develop Assessment Outcomes: Examples

Information Technology

Office of Assessment and Educational Effectiveness
CSUF
01/08/15
SLO vs. PO

Depending on the nature of the outcome, not the unit

Student Learning Outcomes (SLO):

- Significant and essential learning that students achieve at the end of a course or program
- Knowledge; Skill; Attitude

Performance Outcomes (PO):

- Measurable end results or consequences of activities, services, or program
- Variety of results
Sound outcomes are...

- Learner/Customer centered, NOT instructor/unit centered
- Aligned with division/university goals and missions
- Specific, clear and concise
- Measurable
- Discrete (no “double-barrel” statements)
- Manageable
Today:
Review example outcomes

*Note that the example outcomes in this presentation are not meant to be ACTUAL outcomes, as they may not accurately reflect the nature of the IT’s functions.
**Example outcome I**

**Goal 1: Student Success**

*Empower students, faculty and staff with technology-based solutions that promote curricular and co-curricular success (Aligned with University Goals 1 & 2)*

<table>
<thead>
<tr>
<th>Step 1: Outcome</th>
<th>The Division of Academic Affairs will receive appropriate IT support to implement a campus-wide assessment system.</th>
</tr>
</thead>
</table>
| Step 2: Methods & Measures | - Advise the selection of the university assessment online tool using IT expertise  
- Acquire the online tool  
- Facilitate the initial setup of the online tool |
| Step 3: Criteria of Success | - Successful identification and acquisition of the online assessment tool  
- Successful setup of the online tool |
Example outcome 2

Goal 1: Student Success

*Empower students, faculty and staff with technology-based solutions that promote curricular and co-curricular success (Aligned with University Goals 1 & 2)*

<table>
<thead>
<tr>
<th>Step 1: Outcome</th>
<th>The <strong>Divisions of Academic Affairs and Student Affairs</strong> will receive appropriate IT support to integrate and standardize campus-wide <strong>advising system</strong>.</th>
</tr>
</thead>
</table>
| Step 2: Methods & Measures | - Provide technical training of the early warning system  
- Improve the technical usability of the TAN system  
- Expand the use of the TAN system on campus (??)  
- Calculate the utilization of the TAN system by departments and units  
- Conduct focus groups with users of the early warning system to evaluate its efficacy |
| Step 3: Criteria of Success | - 90% of departments/units use the TAN systems to document advising sessions (??)  
- Focus group participants report the early warning system to be an effective tool to prevent student attrition |
Example outcome 3

Goal 2: Innovative Technology

*Maximize use of digital technology and mobile connectivity so that the campus community can easily collaborate, innovate and facilitate the exploration and adoption of new tools that support pedagogy, academic vision and learning (Aligned with University Goals 1 & 2)*

<table>
<thead>
<tr>
<th>Step 1: Outcome</th>
<th>Classrooms and appropriate study spaces will have innovative teaching and learning technology resources.</th>
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</table>
| Step 2: Methods & Measures | - Install appropriate teaching and learning technologies in all general use classrooms  
- Design and implement technology for active learning in the library  
- Document the number of applicable classrooms that receive innovative teaching and learning technology  
- Conduct a survey with instructors using classrooms with new technology to evaluate its efficacy |
| Step 3: Criteria of Success | - 90% of classrooms on campus are equipped with appropriate technology  
- 80% of the survey respondents rate the new technology as “effective” to promote student-centered pedagogy |
Example outcome 4

Goal 2: Innovative Technology

*Maximize use of digital technology and mobile connectivity* so that the campus community can easily collaborate, innovate and facilitate the exploration and adaption of new tools that support pedagogy, academic vision and learning (Aligned with University Goals 1 & 2)

<table>
<thead>
<tr>
<th>Step 1: Outcome</th>
<th>Faculty, staff and students will have “state-of-the-art” electronic mobility.</th>
</tr>
</thead>
</table>
| Step 2: Methods & Measures | - Reduce traditional desktop technology  
- Implement the next generation of mobile applications  
- Calculate the percentage of traditional desktop technology reduced by departments/units  
- Document the utilization rate of innovative mobile applications  
- Conduct focus groups with faculty, staff and students respectively to capture their perception of on-campus electronic mobility |
| Step 3: Criteria of Success | - 70% of departments/units reduced their desktop technologies by 50%  
- Focus group participants report satisfaction of the level of mobile connectivity on campus |
## Example outcome 5

**Goal 3: Organizational Excellence**

*Invest in professional and intellectual development of IT staff. Establish an enterprise IT governance that is participative and transparent (Aligned with University Goals 3)*

<table>
<thead>
<tr>
<th>Step 1: Outcome</th>
<th>IT staff will be provided with professional development opportunities to enhance engagement and promote career advancement.</th>
</tr>
</thead>
</table>
| Step 2: Methods & Measures | - Monitor IT climate, and trends in staff retention and engagement  
- Provide training programs and other professional development opportunities to all IT staff  
- Conduct annual climate survey to identify strengths and weaknesses related to staff retention and engagement  
- Document the number of professional development opportunities provides  
- Calculate the participation rate of staff in professional development opportunities |
| Step 3: Criteria of Success | - 90% of IT staff participate in at least 1 professional development opportunity per year  
- 80% of survey respondents report to be “satisfied” with the IT climate |
### Example outcome 6

**Goal 3: Organizational Excellence**

*Invest in professional and intellectual development of IT staff. Establish an enterprise IT governance that is participative and transparent (Aligned with University Goals 3)*

<table>
<thead>
<tr>
<th>Step 1: Outcome</th>
<th>IT division will be governed through a participative and transparent structure</th>
</tr>
</thead>
</table>
| Step 2: Methods & Measures | - Create an inclusive IT governance with membership from administrative, academic, and student leadership groups  
- Create and implement a comprehensive and transparent communication plan for internal and external communications  
- Conduct annual survey of campus community to capture their perception of IT operation and communication strategies |
| Step 3: Criteria of Success | - Establishment of an inclusive IT governance  
- 80% of survey respondents report to be “satisfied” with the IT operation and communication strategies |
Example outcome 7

Goal 4: Dynamic and secure infrastructure

Build and expand agile and secure technology infrastructure to provide reliable, effective and sustainable services (Aligned with University Goals 1, 2, and 4)

<table>
<thead>
<tr>
<th>Step 1: Outcome</th>
<th>The university will have comprehensive campus-wide network coverage and capacity that meet its needs.</th>
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</table>
| Step 2: Methods & Measures | - Develop and implement a multi-year WiFi and network expansion plan for optimal coverage and capacity throughout the campus  
- Increase network capacity to support video applications, large data transfers, and cloud-based services  
- Conduct annual survey of campus community to capture their perception of WiFi and network capacity |
| Step 3: Criteria of Success | - 90% of the campus has sufficient WiFi coverage  
- Development of a multi-year WiFi and network expansion plan  
- 80% of survey respondents report to be “satisfied” with the WiFi and network capacity |
Example outcome 8

Goal 4: Dynamic and secure infrastructure

*Build and expand agile and secure technology infrastructure to provide reliable, effective and sustainable services (Aligned with University Goals 1, 2, and 4)*

<table>
<thead>
<tr>
<th>Step 1: Outcome</th>
<th>The university will have reliable and secure high performance computing environments.</th>
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</table>
| Step 2: Methods & Measures | - Develop a multi-year cloud infrastructure plan  
- Establish a rigorous disaster recovery program for mission critical services  
- Implement a next-generation IT security management plan  
- Calculate the implementation rate of the IT security management plan  
- Conduct annual evaluation of the information security status on campus using CSU standards and CSUF policies (??) |
| Step 3: Criteria of Success | - Development of a multi-year cloud infrastructure plan  
- Creation of a disaster recovery program for all mission critical services  
- 90% of departments/units implement the IT security management plan  
- Annual evaluation reports 90% compliance to CSU information security standards and CSUF policies |