Report:	Assessment Plan Details for: Graduate School
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Workspace:	Operational Plan & Assessment Report - OPAR
Assessment Plan:	2009-10 Cycle: Assessment Plan and Assessment Findings
Assessment Plan Template:	OPAR Assessment Plan
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Measures and Findings

Graduate School Unit Goals

1. Increase retention and graduation rates

The Graduate School will increase retention and graduation rates; enhance recruitment activities; enhance graduate degree programs; and improve services to students and other customers.

1. 76% graduate retention

At least 76% of graduate students enrolled in fall 2009 who do not graduate will re-enroll in fall 2010

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.1.5.,
- UNC Tomorrow: 4.2.6

Measures & Findings

Enrollment data in Banner
Institution level; Indirect - Other

Details/Description: Data in banner will be used to identify returning students.

Acceptable Target: 76%

Implementation Plan (timeline): January and August

Key/Responsible Personnel: Katrina Hoffman; Doreen Hilton; LaDelle Olion

Supporting Attachments:

Findings for Enrollment data in Banner

Summary of Findings: Seventy-two percent (72%) of students enrolled in Fall 2009 re-enrolled in Spring 2010.

Acceptable Target Achievement: Not Met

Recommendations : Two proposed strategies for achieving the targeted outcomes were not completed during the academic year: Publish Graduate School Bulletin each semester and Develop The Graduate School Handbook. Both of these strategies are in progress and will be implemented during 2010-2011 academic year.

Reflections/Notes :

Substantiating Evidence:

Professional development and provisionally accepted students
Indirect - Other

Details/Description: Professional development and provisionally accepted students nearing enrollment of 12 semester hours will be identified and a registration hold will be placed on their accounts. Students will be reminded of the application materials needed for them to continue enrollment

Acceptable Target: Criteria for success will be 76% of students enrolled in fall 2009 will re-enroll in fall 2010.

Implementation Plan (timeline): December and April

Key/Responsible Personnel: Katrina Hoffman; Doreen Hilton; LaDelle Olion

Supporting Attachments:

Enrollment Continuation Form for Licensure and Provisional Students (Adobe Acrobat Document)

Enrollment Continuation Form for Professional Development Students (Adobe Acrobat Document)

Findings for Professional development and provisionally accepted students

Summary of Findings: Students were informed about the enrollment limit of 12 hours for professional development and provisionally accepted students; however, the system for automatically identifying affected students and placing a registration hold on their accounts has not been implemented.

Acceptable Target Achievement: Not Met

Recommendations : Process is expected to become automated in 2010-2011. The Graduate School met with ITTS to revise the plan.

Reflections/Notes :

Substantiating Evidence:

Graduate Student Orientation (PowerPoint Presentation (Open XML))

Customer Service

At least 80% of Graduate School customers will respond that they are satisfied with services they receive and that the services are useful.

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.5.2.,
- UNC Tomorrow: 4.2.6

Measures & Findings

Customer Service Survey

Indirect - Survey

Details/Description: Customers who receive services in the Graduate School will complete a customer satisfaction survey.

Acceptable Target: At least 85% of customers surveyed will indicate they are satisfied with services they received in The Graduate School and that the staff is knowledgeable and helpful.

Implementation Plan (timeline): Quarterly

Key/Responsible Personnel: LaDelle Olion; Deborah Robinson

Supporting Attachments:

Graduate School Survey P 2 (HTML)

Graduate School Survey P. 1 (HTML)

Graduate School Survey P.3 (HTML)

Graduate School Survey P4 (HTML)

Graduate School Survey Request (MHTML)

Graduate Students Survey (Word Document (Open XML))

Graduates Survey (Adobe Acrobat Document)

Findings for Customer Service Survey

Summary of Findings: 95% of respondents indicated that their interactions with Graduate School staff were pleasant and that staff were responsive to their requests. 91% of respondents rated graduate admissions services from good to outstanding; howerver, 6% rated the services as fair to poor.

Acceptable Target Achievement: Exceeded

Recommendations :

Reflections/Notes : During the 2009-2010 academic year, the admissions procedures for each of the three schools and college were combined into one centralized, streamlined procedure for all students. Two additonal staff have been hired and will provide some assistance in admissions. Additionally, several staff have been cross-trained so that the unit is able to provide more effective services in a timely manner.

Substantiating Evidence:

Expansion of services---Student Satisfaction

Indirect - Survey

Details/Description: A lounge with computers and study carrels to enhance the collegiate atmosphere will be established. At least four workshops will be offered each semester in addition to an Open House and a graduate student forum.

Acceptable Target: At least 85% of customers who receive these services will respond that they are satisfied.

Implementation Plan (timeline): Customers will provide written feedback after receiving services. Data will be analyzed each quarter and reports will be generated.

Key/Responsible Personnel: LaDelle Olion; Deborah Robinson

Supporting Attachments:

Graduate School Open House (Word Document (Open XML))

Graduate School Preparation Workshop (Word Document (Open XML))

Graduate Student Forum (Microsoft Word)

Findings for Expansion of services---Student Satisfaction

Summary of Findings: APA writing workshop, GRE workshops, and 2 Graduate school preparation workshops were held. 90% of students receiving these services rated them as outstanding.
Additionally, the receptive area has been equipped with computers to enable students wo complete applications and other forms online, including surveys. The lobby has been equipped with new furnitures, study carrels, announcement monitor, and a television to enhance the collegiate atmosphere.

Acceptable Target Achievement: Exceeded

Recommendations : An additional workshop on preparing theses and dissertations for submission will be held during 2010-2011.

Reflections/Notes :

Substantiating Evidence:

On Track to Graduate

At least 70% of all admitted graduate

Measures & Findings

students who have completed 18 semester credit hours will be on track to receive a license or graduate degree.

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.1.2.,
- USA- SACS- Comprehensive Standards (Section 3): 3.3.1.1

Admission to Candidacy Data
Indirect - Other

Details/Description: Admission to Candidacy Database will be reviewed to determine number of students who have applied for admission to candidacy.

Acceptable Target: 70% of students who have completed at least 18 semester hours will have applied for candidacy.

Implementation Plan (timeline): December and April

Key/Responsible Personnel: Kaity Parson; Doreen Hilton

Supporting Attachments:

Admission to Candidacy for a Master's Program (Adobe Acrobat Document)

Findings for Admission to Candidacy Data

Summary of Findings: 39% (85 students) of students who applied for candidacy did so according to the policy, once they had completed between 12 and 18 hours. Although this number represents only a 3% increase from 2008-2009, there was a 78% increase in the number of studens who applied for candidacy, regardless of the number of hours completed (from 171 in 2008-2009 to 220 in 2009-2010). Admission to candidacy verifies that student have been admitted to a degree program, have an approved program of study, and have been assigned an academic advisor.

Acceptable Target Achievement: Not Met

Recommendations : The strategies implemented appear to be effective, thus, these strategies will be implemented again next year. Additionally, the Graduate School Bulletin and the Graduate School Handbook will be published during the 2010-2011 school year.

Reflections/Notes :

Substantiating Evidence:

No Findings Added to Identification of Professional Development and Provisionally Accepted Students

Identification of Professional Development and Provisionally Accepted Students
Indirect - Other

Details/Description: Application files will be reviewed to identify the number of professional development and provisionally accepted students who have not completed requirements to allow them to continue enrollment. These students will be advised of what they need to do in order to continue enrollment leading to a license or graduate degree.

Acceptable Target: At least 70% of professional development and provisionally accepted students will complete appliciation requirements that will allow them to continue enrollment.

Implementation Plan (timeline): December and May

Key/Responsible Personnel: Katrina Hoffman; Kaity Parson; Doreen Hilton

Supporting Attachments:

Enrollment Continuation Form for Professional Development Students (Adobe Acrobat Document)

Enrollment Continuation Form for Provisional and Licensure Students (Adobe Acrobat Document)

4. Recruitment

In 2009-2010, The Graduate School will

Measures & Findings

collect data from all recruitment activities to determine recruitment yield.

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.1.2.,
- UNC Tomorrow: 4.2.1

Baseline yield data
Direct - Other

Details/Description: Data will be collected of students who attend graduation fairs, recruitment fairs, workshops; attendees will be tracked to determine if they actually enroll at FSU during the next academic year. Data to determine baseline yield will be collected.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for Baseline yield data

Summary of Findings: Baseline data have been collected. Students will be tracked to determine the number who enrolle in graduate studies at FSU.

Acceptable Target Achievement:

Recommendations : Contact form will be revised to enable staff to easily track students.

Reflections/Notes :

Substantiating Evidence:

Enrollment data from Open House attendance
Direct - Other

Details/Description: Open House will be held each semester to recruit students. Faculty will share information about graduate programs in their departments and respond to students questions.

Acceptable Target: At least 10% of seniors who attend the open houses during the 2009-2010 year will enroll.

Implementation Plan (timeline): October and March

Key/Responsible Personnel: Kaity Parson; Doreen Hilton

Supporting Attachments:

Open House Fall 2009 (Word Document (Open XML))

Open House Spring 2009 (Word Document (Open XML))

No Findings Added to Enrollment data from Open House attendance

2. Promote success in a global economy

The Graduate School will offer graduate degree programs that demonstrate student learning that promotes success in a global economy.

1. 90% of graduate programs will demonstrate effectiveness

In 2009-2010, at least 90% of graduate programs reviewed will demonstrate effectiveness.

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.2.3.,
- UNC Tomorrow: 4.1.1

Measures & Findings

Review program quality.
Indirect - Other

Details/Description: Program coordinators, department chairs, the Graduate Council, and The Graduate School Dean and Assistant Dean will review program quality by focusing on course syllabi, faculty credentials and productivity, admission policy, facilities, resources, research, etc.

Acceptable Target: At least 80% of reviewed programs will demonstrate effectiveness by receiving acceptable ratings on program documents reviewed such as course syllabi, faculty credentials, productivity, adherence to admission policies, facilities, resources, research, etc.

Findings for Review program quality.

Summary of Findings: Two graduate programs (Criminal Justice and School Administration) have submitted materials for the program review process. Those materials are under review by the Dean and Assistant Dean of The Graduate School and the Graduate Council.

Acceptable Target Achievement:

Recommendations : A review cycle has been established and four graduate programs will be reviewed each semester. The review will be conducted using the revised program review document. The four (4) programs that are under review for 2010-2011 are: Sociology, English, Masters

Implementation Plan (timeline): Two programs were reviewed in 2009-2010; review results will be shared with department by the end of the academic year.

Key/Responsible Personnel: LaDelle Olion; Doreen Hilton; Graduate Council

Supporting Attachments:

Program Review Cycle (Word Document (Open XML))

Program Review Cycle Letter (Adobe Acrobat Document)

Program Reviews (Word Document (Open XML))

of Education in Middle Grades Education, Master of Business Administration. The review documents has been delivered to the programs to begin the process and submit the completed documents along with supporting documentation by October 29, 2010.

Reflections/Notes : The initial program review document did not adequately assessment learning outcomes and assessments used to measure them. As such, the program review document has been revised.

Substantiating Evidence:

Survey of Student Employment

Indirect - Survey

Details/Description: Current students and graduates of the programs will be surveyed. The survey will be administered at the end of the current academic year to determine the number of graduates with employment in program-related fields and the students and graduates' perceptions of the graduate program.

Acceptable Target: At least 75% will be employed in areas related to their programs of study.

Implementation Plan (timeline): December and May

Key/Responsible Personnel: Deborah Robinson; Kaity Parson; Doreen Hilton

Supporting Attachments:

Graduates' Survey (Adobe Acrobat Document)

Findings for Survey of Student Employment

Summary of Findings: Ninety-one percent (91%) of 2008-2009 graduates indicated that they were employed or has a job offer. 95% of respondents rated their graduate programs of high quality. All respondents (100%) rated the quality of instruction as good or better. Eighty-one percent (81%) rated the quality of academic advisement they received as good or better.

Acceptable Target Achievement:

Recommendations : The Graduate Student Survey has been revised to assess whether the employment or job offers are in fields related to students' programs of study. The Graduate School will work with school/college deans, department chairs, and graduate program coordinators to discuss strategies for improving academic advisement.

Reflections/Notes :

Substantiating Evidence:

3. Prepare students for lifelong learning.

The Graduate School will enhance its attractiveness to students by providing research and educational experiences that prepare them for lifelong learning and success in a global economy.

1. Award Scholarships to STEM graduate students

In 2009-2010, The Graduate School will award six scholarships to students in the STEM disciplines to provide them opportunities to earn master's degrees and participate in research under the supervision of faculty.

Mapped to:

- FSU Mission Statement: 1. Global Citizens, 2. Leaders of Change, 2. Research,
- FSU Strategic Priorities, Initiatives, and Indicators: 1.1.2., 1.2.6., 1.3.3., 1.3.4., 1.4.1.,
- UNC Tomorrow: 4.1.1, 4.1.2, 4.2.5, 4.2.6, 4.3.2

Measures & Findings

Awarding of Student Scholarships

Direct - Other

Details/Description: Budget of $500,000 will be established and scholarships will be awarded.

Acceptable Target: Scholarships will be awarded to at least 6 students.

Implementation Plan (timeline): Scholarship criteria and applications will be announced and posted by mid-semester. Scholarship Review Committee will review applications at the end of each semester and make recommendations to STEM Program Director.

Key/Responsible Personnel: Sabrina Burgado; Miranda Greer; Doreen Hilton

Supporting Attachments:

Findings for Awarding of Student Scholarships

Summary of Findings: Scholarships were awarded to 5 STEM graduate students: 2 in biology and 3 in mathematics.

Acceptable Target Achievement: Not Met

Recommendations : Seven (7) students have been selected to receive scholarships in 2010-2011.

Reflections/Notes :

Substantiating Evidence:

Grant Budget (Adobe Acrobat Document)

Scholarship Agreement (Adobe Acrobat Document)

Faculty research mini-grants
Direct - Other

Details/Description: Faculty mini-grants totalling $100,000 will be awarded to faculty. These mini-grants will increase opportunities for graduate students to work with faculty on research projects.

Acceptable Target: At least 15 faculty research mini-grants will be awarded.

Implementation Plan (timeline): Criteria and applications will be announced and postedd at the beginning of the semester. Awards will be made by mid-semester.

Key/Responsible Personnel: Doreen Hilton; Sabrina Burgado; Miranda Greer

Supporting Attachments:

Findings for Faculty research mini-grants

Summary of Findings: Research mini-grants were awarded to 19 faculty members totalling $92,000.

Acceptable Target Achievement: Not Met

Recommendations : Research mini-grant applications have been revised to require inclusion of at least one student.

Reflections/Notes :

Substantiating Evidence:

4. Improve the intellectual and academic climate

The Graduate School will provide leadership in improving the intellectual and academic climate of the university.

3. HBCU Masters Program Grant Program

In 2009-2010, the HBCU Masters Program Grant Program to increase students in STEM fields will become operational.

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.1.2., 6.2.1.

Measures & Findings

No measures specified

6. Increase research and save on costs

The Graduate School will demonstrate fiscal resourcefulness and sustainability by increasing the number of externally funded grants and saving on printing and posting cost.

1. Research Productivity

In 2009-2010, The Graduate School will increase research productivity by at least 10%.

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.2.4., 1.3.4., 5.2.2., 6.2.1.,
- UNC Tomorrow: 4.1.1, 4.1.2

Measures & Findings

Increase faculty grant proposal submissions.
Indirect - Other

Details/Description: IRB and Office of Sponsored Research and Programs data will be reviewed.

Acceptable Target: The number of faculty proposals submitted in 2009-2010 will increase 5% above 2008-2009 level.

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for Increase faculty grant proposal submissions.

Summary of Findings: In 2008-2009, 72 proposals were submitted for funding. In 2009-2010, 73 proposals were submitted for funding.

Acceptable Target Achievement: Not Met

Recommendations : Research mini-grants were awarded to 36 faculty members in 2009-2010. The Graduate School will award at least 15 research mini-grants in 2010-2011 and will encourage partnerships and collaborations among faculty to write proposals for funding.

Reflections/Notes :

Substantiating Evidence:

Research Council
Indirect - Other

Details/Description: Research Council will be re-established.

No Findings Added to Research Council

Acceptable Target: Senior research officer will be hired; members will be appointed to Research Council; Council policies, procedures, guidelines, and goals will be developed.

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

2. Save on costs

In 2009-2010, The Graduate School will demonstrate fiscal resourcefulness and saving on printing, copying, and postage costs.

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 6.1.0., 6.2.2.,
- UNC Tomorrow: 4.6.1

Measures & Findings

Banner Budget records

Indirect - Other

Details/Description: Banner records will be reviewed to determine the costs associated with copying, printing, and postage for 2008-2009 and 2009-2010.

Acceptable Target: Records will indicate that 5% less was spent on postage, copying and printing in 2009-2010 than was spent in 2008-2009.

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for Banner Budget records

Summary of Findings: In 2008-2009, the Graduate School spent $4,716 on copying, printing, and postage. In 2009-2010, $8,469 was spent, representing an 80% increase.

Acceptable Target Achievement: Not Met

Recommendations :

Reflections/Notes : This increase resulted from revising forms and other documents; printing new brochures; mailing surveys to students and recent graduates; revising graduate catalog and handbook; mailing letters to students; etc.

Substantiating Evidence:

Banner Travel Records

Indirect - Other

Details/Description: Travel records will be reviewed for 2008-2009 and 2009-2010 to determine costs spent.

Acceptable Target: Costs for travel will be reduced by at least 5% from 2008-2009.

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for Banner Travel Records

Summary of Findings: In 2008-2009, $2, 203 was spent on travel as compared to $374 in 2009-2010, representing an 83% decrease.

Acceptable Target Achievement: Exceeded

Recommendations :

Reflections/Notes : Although more money will be spent on travel during 2010-2011 to support recruitment efforts, many meetings will continue to be attended via teleconferencing and online because these means were effective.

Substantiating Evidence: