Report:	Assessment Plan Details for: Graduate School
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Workspace:	Operational Plan & Assessment Report - OPAR
Assessment Plan:	2010-11Cycle: 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. In 2009, 72% of student who did not graduate re-enrolled so we have implemented additional strategies to increase enrollment and retain students for 2010-2011.

Acceptable Target: 76%

Implementation Plan (timeline): Enrollment data will be reviewed at the end of each semester to determine if additional changes need to be made.

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

Supporting Attachments:

Findings for Enrollment data in Banner

Summary of Findings: Mid-year findings: Enrollment increased by 41% from spring semester 2010 to spring semester 2011. From fall 2010 to spring 2011, enrollment increased from 678 to 766.

Acceptable Target Achievement:

Recommendations : Data will be examined to determine the number of students who re-enrolled for each semester this academic year.

Reflections/Notes : We have added additional student orientation sessions and we have seen an increase in the number of students attending. We have begun adding information and dates of our orientation sessions in admission letters to students. In the orientation sessions, we address common reasons that account for students not being able to return the following semester. These policies also are discussed in the quarterly Graduate School Bulletin and on The Graduate School Website. We expect to see an increase in re-enrolled students.

Substantiating Evidence:

Professional development and provisionally accepted students
Other level; 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 professional development

Findings for Professional development and provisionally accepted students

Summary of Findings: Mid-year findings: Records currently are being reviewed to determine professional development and provisionally accepted students who have not completed requirement for admission enabling them to continue enrollment. Once these students have been identified, they will receive a letter informing them of the outstanding requirements.

Acceptable Target Achievement:

and provisional students enrolled in fall 2009 will complete requirements for admission and will re-enroll in fall 2010.

Implementation Plan (timeline): Banner admission and application records will be reviewed at the end of each semester. Students will be notified of requirements remaining for admission.

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

Supporting Attachments:

Recommendations :

Reflections/Notes : We expect to see an increase in these students completing requirements for admission as a result of our graduate student orientation, Graduate School Bulletin, and our website, all of which now emphasize the policy on enrollment limit for this category of students. We have begun adding information and dates of orientation sessions in our acceptance letters.

Substantiating Evidence:

2. 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 Results

Institution level; Indirect - Survey

Details/Description: Customers who receive services in The Graduate School will receive a survey via email with a request to complete. Results from 2009-2010 indicate that 95% of customers responded that our staff members were pleasant and responsive to their requests. 91% rated graduate admissions services from good to outstanding. The Graduate School objective is to maintain at least this level of customer satisfaction during 2010-2011.

Acceptable Target: At least 95% of customers will indicate they are satisfied with services they received in The Graduate School and that the staff is knowledgeable and helpful.

Implementation Plan (timeline): Customers who receive services are emailed a surve within one week.

Key/Responsible Personnel: LaDelle Olion; Deborah Robinson

Supporting Attachments:

Findings for Customer Service Survey Results

Summary of Findings: Mid-year findings: Results from last semester's surveys currently are being tabulated. Most individual surveys indicate customers were very satisfied with services received. It is expected that the summative data will either reach or exceed the targeted level of satisfaction.

Acceptable Target Achievement:

Recommendations : The Graduate School now has computers in the reception area. Customers will be asked to complete the survey immediately after receiving services. This change should increase the number of surveys completed and provide more accurate feedback.

Reflections/Notes : The Graduate School has reorganized its filing system. Another major change is that all staff are receiving training through experience fulfilling receptionist duties. This cross-training is expected to contribute to maintaining a high level of customer satisfaction. Staff duties have been reviewed and revised as needed to ensure the highest level of customer service.

Substantiating Evidence:

3. On Track to Graduate

At least 70% of all admitted graduate 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

Measures & Findings

Admission to Candidacy Data

Program level; Indirect - Other

Details/Description: Admission to Candidacy database will be reviewed to determine the number of students who have applied for admission to candidacy once they have completed between 12 and 18 hours. In 2009-2010, the total number of students who applied for admission to candidacy increased to 220 from 171 the previous year; however the total applying for admission between 12-18 hours increased by only 3%. We are implementing addtional measures to encourage student to apply on time.

Acceptable Target: 70% of students who have completed 12-18 semester hours will have appled for admission to candidacy.

Findings for Admission to Candidacy Data

Summary of Findings: Mid-year findings: Of the 113 students who have applied for admission to candidacy, 34 have applied after completing between 12 and 18 semester hours. While this total number reflects an increase in the number of students applying for candidacy earlier than in the past, additional strategies will be implemented to increase the number of student applying between 12 and 18 hours.

Acceptable Target Achievement:

Recommendations : Holds will be placed on student accounts once they have completed 18 hours, thus, preventing further enrollment. Admission to program letters

Implementation Plan (timeline): The admission to candidacy policy will be emphasized to students in multiple ways: orientation; Graduate School website; graduate student forums; Graduate School Bulletin. The policy also is emphasized in the admission to the academic program letter.

Key/Responsible Personnel: LaDelle Olion; Doreen B. Hilton

Supporting Attachments:

now state the admission to candidacy policy. The policy also is stressed during orientation, in the Graduate School Handbook, in the Graduate School Bulletin, during student open forum, and on Graduate School website. We expect to see a greater increase in the number of students who apply according to the policy.

Reflections/Notes : Data are being reviewed to determine the departments which have the greatest number of students not adhering to the admission to candidacy policy.

Substantiating Evidence:

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4. Recruitment

In 2009-2010, The Graduate School will 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

Measures & Findings

Baseline yield data

Direct - Other

Details/Description: Data will be collected of students who attend graduation fairs, recruitment fairs,workshops; attendees who express interest in attending FSU will be tracked to determine if they actually apply for the next academic year. Data to determine baseline yield will be collected.

Acceptable Target: 20% of those who express interest in attening FSU enroll in graduate studies at FSU.

Implementation Plan (timeline): At least four recruitment-type events will be held each semester. Follow-up contact will be made with students who express interest in attending FSU within a month of the recruitment event. Data will be examined at the end of each semester to determine if students have enrolled in gradaute studies at FSU. If they have not, The Graduate School will make follow-up contact with them.

Key/Responsible Personnel: Kaity Parson; Doreen B. Hilton

Supporting Attachments:

Findings for Baseline yield data

Summary of Findings: Mid-year findings: Data are being reviewed manually to determine yield. Staff have worked with Admissions Office to develop an electronic system for tracking prospective students to determine yield. This system will be used beginning with our next recruitment activity, The Open House on February 24.

Acceptable Target Achievement:

Recommendations : Propsective students will use the computers in the reception area to enter their contact information and graduate program interest during events held in The Graduate School.

Reflections/Notes :

Substantiating Evidence:

Enrollment data from Open House attendance
Direct - Other

Details/Description: Open House will be held each semester to recruit students. During 2009-2010, open houses were held in the afternoon to accommodate students. During the currrent year, one open house will be held in the afternoon and one will be held in the evening to accommodate prospective students who work during the day.

Acceptable Target: At least 10% of those who attend the open houses will enroll.

Implementation Plan (timeline): Open house will be held during the second month of each semester. Data will be collected and follow-up contact will be made with the students the following month. At the end of the semester, if the students have not

Key/Responsible Personnel: Doreen B. Hilton; Kaity Parson

Supporting Attachments:

Findings for Enrollment data from Open House attendance

Summary of Findings: Data are being reviewed manually to determine yield. 30% of students who attended the Fall Open House applied for admission. Several of these students will not graduate until May 2011; thus, we will not be able to determine the actual enrollment yield from this event until fall semester 2011.

Acceptable Target Achievement:

Recommendations : Staff have worked with Admissions Office to develop an electronic system for tracking prospective students to determine yield. This system will be used beginning with our next recruitment activity, The Open House on February 24.

Reflections/Notes : The Graduate School has expanded its marketing of the Open House event. Notices and invitations have been sent to faculty at two local universities, all schools in Cumberland County, and two major social services agency. One of our staff will be interviewed on the campus radio station. The announcement is running on the campus event monitor. The time of the event has been changed to accommodate both students and working adults. Increased attendance and increased recruitment yield are both expected.

Substantiating Evidence:

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, learning outcomes. faculty credentials and productivity, admission policy, facilities, resources, research, etc. Program reviews conducted during 2009-2010 did not assess all of these dimensions; therefore, the program review form has been revised. A program review cycle has been established to review three-four graduate programs each semester.

Acceptable Target: At least 90% 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.

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for Review program quality.

Summary of Findings: Mid-year findings: Two programs have been reviewed thus far this academic year. Their reports are being reviewed by the Graduate School Dean, Assistant Dean, and the Graduate Council. Three additional programs are currently under review and will submit their reports by the end of the current semester.

Acceptable Target Achievement:

Recommendations : The content of the program review document is currently under review and will be revised for the reviews that begin in fall 2011.

Reflections/Notes :

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. In 2009-2010, 91% of graduates indicated they were employed or had a job offer. The survey has been revised to determine if the graduates' employment is related to their graduate program of study.

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

Implementation Plan (timeline): The survey will be emailed to students during the week before graduation and results will be tabulated and shared with graduate programs the month after graduation.

Key/Responsible Personnel: Kaity Parson; Doreen B. Hilton

Supporting Attachments:

Findings for Survey of Student Employment

Summary of Findings: Mid-year findings: Only seven students completed the survey indicating their employment, and all are employed in work related to their academic discipline.

Acceptable Target Achievement:

Recommendations : To increase the number of respondents, graduation clearance letters with request that students complete the survey prior to graduation. Email reminders will be sent to all prospective graduates each semeter.

Reflections/Notes : The survey was sent to students later this year than the previous year, which probably contributed to the low response rate.

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

Scholarships and research assistantships will be awarded to students.
Indirect - Other

Details/Description: Scholarships will be awarded to students in the STEM areas

Acceptable Target: Scholarships will be awarded to at least 6 STEM students. Research assistantships will be awarded to at least 4 students, travel grants will be awarded to at least 10 faculty, and research mini-grants will be awarded to at least 15 faculty.

Implementation Plan (timeline): Scholarship applications will be reviewed by Scholarship Review Committee during the last month of each semester and scholarship recipients will be notified within a month of the decision being made.

Key/Responsible Personnel: Doreen B. Hilton; Miranda Greer.

Supporting Attachments:

Findings for Scholarships and research assistantships will be awarded to students.

Summary of Findings: Mid-year findings: This year, 14 students in STEM areas have scholarships through the HBCU Master's Degree STEM program.
Requests for travel grants, research assistantships, and faculty research mini-grants have been announced. New awards will be made during March.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes : As a result of changing the requirements for the research mini-grants, more students will have the opportunity to work with faculty on research projects, thus enhancing the intellectual, research, and academic climate on campus.

Substantiating Evidence:

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%.

Measures & Findings

Increase faculty grant proposal submissions.

Findings for Increase faculty grant proposal submissions.

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

Indirect - Other

Details/Description: IRB and Office of Sponsored Research and Programs data will be reviewed. Seventy-three proposals were submitted during 2009-2010. During 2010-2011, research mini-grants will be awarded through the Master's Degree STEM Program grant. Research and travel grants will be awarded to faculty to enhance intellectual,research, and academic opportunities for students and faculty.

Acceptable Target: The number of faculty proposals submitted in 2010-2011 will increase 5% above 2009-2010 level.

Implementation Plan (timeline): Requests for travel and research proposals will be announced at the beginning of the semester and decisions will be made within one month of the submission deadline.

Key/Responsible Personnel: Doreen B. Hilton; LaDelle Olion

Supporting Attachments:

Summary of Findings: Mid-year findings: Requests for travel grants and research mini-grants have been announced. The deadline for submissions is February 15.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

Research Council

Indirect - Other

Details/Description: Research Council will be re-established and the research agenda and goals will be established and communicated to university.

Acceptable Target: Senior research officer will be hired and will begin employment at FSU; research office will be designated and will be established; Council policies, procedures, guidelines, and goals will be developed.

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for Research Council

Summary of Findings: Mid-year findings: Contract for Senior Research Officer has been issued and he is expected to begin work in May 2011. Members of the Research Council have been appointed.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

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 2009-2010 and 2010-2011. $8,469 was spent in 2009-2010 because of the large number of major projects undertaken during that year (e.g., revising graduate catalog and handbook, printing new brochures, mailing surveys to students, revising and printing forms and other documents.)

Acceptable Target: Records will indicate that 5% less was spent on postage, copying and printing in 2010-2011 than was spent in 2009-2010.

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for Banner Budget records

Summary of Findings: Mid-year findings: Although final expenses have not been determined, less copying and printing has been done thus far this academic year. A significant decrease is spending is expected.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence: