

**Meeting Minutes: Assessment Committee
Connections Afternoon, May 10, 2016**

Present Committee Members: Angela Palmer, Nicholas Campau, Deanna Goldthwait, Matt Chaney, Cindy Vander Sloom, Angela Roman, Kristen Salomonson, and Kevin Carmody

Absent Committee Members: George Nagel & Lisa Ortiz

Present Assessment Buddies: Sara Dew, Charlotte Tetsworth, Eric Simone, and Mitzi Day

Absent Assessment Buddies: Angela Garrey, Elise Gramza, and Mark Schuelke

Kristen welcomed the committee members and assessment buddies, and thanked them for their assessment efforts throughout the year. The assessment connections afternoon is a time for each person to share a quick overview of the assessments that they are working on. Kristen shared with the group that she has received many positive comments from outside constituents in regards to the assessment efforts that are highlighted on our website.

Charlotte Tetsworth:

Charlotte shared that she has been assessing the processes that our Veteran students face; seeking for ways to improve their campus experiences. She communicated that a veteran student shared with her the frustration that he felt when he was required to take a class that he felt he should not have had to. He felt that his travel experiences to the location in which the course was about, afforded him the opportunity to receive an educational credit. He felt that his life experience was more meaningful than that of the class, and that his experience should be transferrable into academic credits. Charlotte is looking into modifying these types of academic requirements for our veterans, and anticipates that this will be a long and challenging process.

Eric Simone:

Eric continues to assess the Dawg Days and Admitted Student Open House events. These events showed an increase in attendance this year. His report will look at the likeliness of a student enrolling at Ferris if they attended one of these events. Eric shared that he will amend his report once the fourth day counts are available at the end of August. Eric is also assessing the Guide Book app that was rolled out this past summer. His data will include how users are using the app, etc.

Elise Gramza:

Elise is assessing the professional development opportunities of the Registrar's office staff. She has asked her staff to participate in at least one professional development opportunity over the course of the year, and asked for feedback in regards to the following questions:

1. What was the professional development opportunity that you participated in?
2. Where did the professional development occur?
3. What are some things you wish to get out of the opportunity?
4. What are some things you learned from the opportunity?
5. How can this help you in your profession/career?

The overall feedback of the requirement has been positive. The assessment committee shared their thoughts on how the data should be shared.

Mitzi Day:

This year, Mitzi will look at the services that her office provides, and she is assessing the survey software that they use. Mitzi will look at trends over time, possibly alter times when services are open, etc. Mitzi would also like to look at the collaboration efforts of the programmers and programming efforts. Specifically, Mitzi would like to assess Degree Works for the academic colleges and research how long it takes to scribe.

Sara Dew:

This year a new event was added to Get Real which was geared for FSUS 100 students. Students were asked their level of concern for their debt before the event and then asked what they had learned from the event once they participated in it. Sara is also assessing data from a customer satisfaction survey. Emails were sent to students which asked for feedback in terms of the customer satisfaction they experienced when working with the Financial Aid office. Kendall and state-wide students participated in the survey as well as Big Rapids campus students. The surveys showed that there was room for improvement in terms of customer service from the front desk operators.

Mark Schuelke (Angie Palmer):

Angie shared that Mark will assess building usage for the University Center. Data will include the number of reservations through the year, estimated attendance for events, the types of customers who have used the UC, etc. Mark will also have data available from a customer satisfaction survey that was given through the year.

Deanna Goldthwait:

Deanna is currently reviewing the computer replacement list for employees within the Student Affairs division, and would like to compose an analysis of computer purchases. She would like to also survey the staff's knowledge of university processes/policies in regards to concur, purchasing, budgets, etc.

Angela Roman:

Angela's assessment efforts will include data from surveys given to students through the Career Center. One survey was through NACE. The Career Center Advisory Board took the lead and generated a campus-wide inventory of the services of Career Services. Angela will assess student engagement through the event registration system. Her assessment will also include information from the new member program created for Greek Life.

Kevin Carmody:

Kevin will assess the training provided for participants of a newly formed StepUp! Initiative. Part of the assessed information will include how this particular training tied into their future goals, and will ask the students to identify skills that may crossover into their profession.

Cindy Vander Sloot:

Cindy's assessment will include data that came from a survey filled out by patrons. The survey asked about the level of satisfaction they experienced in several different areas within the department. The data will highlight which activities and programs students participated in, the facilities that were most used; the satisfaction of cleanliness and equipment, and the level of satisfaction with student staff.

Nick Campau:

Nick will assess the retention rates of students who have went through student conduct for alcohol-related reasons.

Submitted by: Angela Palmer,
Administrative Assistant to the Dean of Student Life