



# Measuring Expected Outcomes and Using Results to Improve Campus Unit Effectiveness

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## Overview of Presentation

- I. Next Steps in the Annual Planning and Evaluation Report (APER) Process
- II. APER Template
- III. Measuring Expected Outcomes and Using Results
- IV. APER Timeline



# Part I.

## Next Steps in the Annual Planning and Evaluation Report (APER) Process



## SACSCOC Principle: Section 8.2

**8.2** The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results in the areas below:

**8.2.c.** Academic and student services that support student success.  
**(Student outcomes: academic and student services)**



## Per SACSCOC Requirements for Section 8

ALL Campus Units have **identified expected outcomes!**

**Spring 2019:** Campus Units will begin to **assess the extent to which it achieves these outcomes.**

**Summer 2019:** Campus Units will begin to create actions in their reports to **provide evidence of seeking improvement based on analysis of the results** in academic and student services that support student success.



# Approved Expected Outcomes Checklist

## Libraries Expected Outcomes Checklist Unit: Workforce

Unit: Campus Unit  
 Subunit: Libraries  
 Submitter: Braddlee  
 Date: 01/18/2019  
 Approved: 01/22/2019

Subunit	Expected Outcome	At least 1-3 Expected Outcomes per Subunit	Type of Outcome		Uses Action Verb?	Outcome is Measurable?
			Learning Outcome	Operational Outcome		
Libraries	Students, faculty, and staff will have equitable, sufficient and consistent access to Library facilities, staffing, resources, and services.	1		✓	✓	✓
	NOVA Libraries will provide instructional programming and resources to support academic programs, including NOVA General Education Core Competencies, and to develop information-literate learners for academic success, research, and lifelong learning.	2		✓	✓	✓



# Strategic Plan Map

Name of Submitter: Barbara Canfield

Date Submitted: 11/28/2018

Date Approved:

Unit: Campus Unit

Subunit: Mathematics, Sciences, Technologies, and Business

Expected Outcomes Map to NOVA's Mission and Strategic Plan Objectives

Subunit	Expected Outcome (Include Learning-L or Operational-O)	Measure	Target, Acceptable Threshold, and Justification for Threshold	NOVA's Mission								
				Access and Success			Institutional Effectiveness		Competitive Workforce/Career Opportunity			
				NOVA's Strategic Plan Objectives								
				1	2	3	4	5	6	7	8	9
				Student Advising/Support	VIP-PASS	Informed Pathways for Seamless Transitions	Effective Processes/Protocols	Align for Accountability with College Mission	Workforce Dev/Community Prosperity	IT and Cyber Programs	Re-envision Workforce Dev Strategies	Healthcare, Biotech, and Future Programs
Mathematics, Sciences, Technologies, and Business	MSTB will maintain efficient academic program scheduling to facilitate student retention and degree completion. (O)	1. Number of synchronous instructions via video conference at two or more campuses.  2. Number of faculty trained in the new Learning Management System.	Target 1: 2 courses for Fall 2019.  Acceptable Threshold: 1 course for Fall 2019.  Justification for Threshold: Establishing a new threshold.  Target 2: 1 faculty per campus to pilot in Spring 2019.  Acceptable Threshold: 1 faculty.  Justification of Threshold: Establishing new threshold.									



# Campus Subunits

## Provost

Office of the Provost

Campus Community Relations

Campus Operations

## Academic Divisions

Languages, Arts, and Social Sciences

Mathematics, Sciences, Technologies, and Business

Health Sciences

Nursing

## Learning Technology Resources

Office of the Dean

Open Computer Lab

Information Technology

Instructional Technology

Library

Testing

Tutoring

## Student Services

Office of the Dean

Enrollment Services

First Year Advising, Orientation, and High School Outreach

Advising

Student Conduct and Integrity

Student Life





## Next Steps for 2018-19 APER As Recommended by SACSCOC

- I. **Refine measure** so the results break down into components of the outcome
- II. **Provide results broken down** to address each component of the outcome
- III. **Determine strengths of results and areas to improve** based on the results
- IV. **Seek actions for improvement** based on results
- V. **Decide action steps** for Fall 2019
- VI. **Plan to reassess and implement actions** in Fall 2019



# Part II.

## APER Template



# APER Template

**Annual Planning and Evaluation Report for Campus Units: 2018-2019**

**Unit:**

**Subunit:**

**NOVA Mission Statement:** With commitment to the values of access, opportunity, student success, and excellence, the mission of Northern Virginia Community College is to deliver world-class in-person and online post-secondary teaching, learning, and workforce development to ensure our region and the Commonwealth of Virginia have an educated population and globally competitive workforce.

**Unit/Subunit Purpose Statement:**



Expected Learning Outcome	Measure with Target	Results	Use of Results
ELO  Strategic Planning Objective(s) #:	Measure:  Target:  Acceptable Threshold:  Justification for Threshold: (ex. Benchmark based on last year's data. Benchmark based on national data. Data will be collected this year to set a benchmark.)	Semester/Year Data Collected:  Data Table:  Overall Results:  Strengths of Results:  Areas to Improve:  Current results improved: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially Explain:	Previous Actions(s) to Improve Unit Services (Who? How? When?):  Target Met: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially  Acceptable Threshold Met: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially  Areas Needing Improvement Based on Results:  Action Plan Based on Results (Who? How? When?):  Next Evaluation of this Expected Outcome:
Expected Operational Outcome	Measure with Target	Results	Use of Results
EOO  Strategic Planning Objective(s) #:	Measure:  Target:  Acceptable Threshold:  Justification for Threshold: (ex. Benchmark based on last year's data. Benchmark based on national data. Data will be collected this year to set a benchmark.)	Semester/Year Data Collected:  Data Table:  Overall Results:  Strengths of Results:  Areas to Improve:  Current Results Improved: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially Explain:	Previous Actions(s) to Improve Unit Services (Who? How? When?):  Target Met: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially  Acceptable Threshold Met: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially  Areas Needing Improvement Based on Results:  Action Plan Based on Results (Who? How? When?):  Next Evaluation of this Expected Outcome:



# Part III.

## Measuring Expected Outcomes and Using Results



## Sample APER

See Handout.



# Measuring Expected Outcomes and Using Results

Questions to ask while reviewing sample APERs

- Does the measure for evaluation align with the expected outcome?
- Are all the columns complete? If not, what is missing?
- Are the results broken down by outcome components? If not, how might you break them down?
- Where could there be more details/clarification?
- What might you replicate in your own subunit?



# Example Measures of Evaluation

- **Direct Measures**
  - Data Collection
  - Assignment/Quiz
  - Pre-test and post-test
  - Email Log
  - Phone call log
  - Checklist or Rubrics for evaluating
  
- **Indirect Measures**
  - Satisfaction survey
  - Comment cards
  - Survey community/student/faculty/staff
  - Focus Groups





# Part V. APER Timeline



# Timeline

Term	Action	Due
<b>Fall 2018</b>	Plan measurable expected learning and operational outcomes	<b>Fall 2018</b>
	Map expected outcomes to NOVA's Strategic Plan Objectives, which align with NOVA's Mission	
	Align expected outcomes with evaluation measures and set targets and acceptable thresholds	
<b>Spring 2019</b>	Collect data	<b>Spring 2019</b>
	Analyze data	
<b>Summer 2019</b>	Use results to make improvements	<b>July 1, 2019</b>
	Submit Report to OPE	
<b>Fall 2019</b>	Reassess for continuous improvement	<b>August 2019</b>



## Questions?

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