



Assessment Report

Administrative and Student Services -
Academic Affairs Office

Integrate Digital Badges and Micro-Credentials into Curriculum

Mission Supportive Goal

Provide faculty and staff with academic vision and guidance

Performance Objective

Integrate Digital Badges and Micro-Credentials into curriculum

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024, 2024 - 2025

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Academic Support:** Integrate Digital Badges and Micro-Credentials into curriculum (X)
- **Retention, Persistence, and Completion:** Integrate Digital Badges and Micro-Credentials into curriculum (X)
- **Student Success:** Integrate Digital Badges and Micro-Credentials into curriculum (X)
- **Workforce-Ready:** Integrate Digital Badges and Micro-Credentials into curriculum (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Example from Blackboard/ Credly noting badge/ micro-credential/ certificate completion.

Performance Outcome/Target

Five (5) courses able to provide examples of digital badges or micro-credentials (including Coursera content) included in course curriculum in AY 23-24

Collection Timeline

AY 2023-24 (May 30, 2023- May 17, 2024)

2023 - 2024

Submission Date

05/20/2024

Findings (Data and Narrative)

We have more faculty interested in this, but none have yet done it. I believe Tommy Smith or Kody Tackett will be our first in Fall 2024

Outcome Conclusion

Unexpected Findings

Analysis

We did not meet the target. Faculty are still hesitant, and we are unable to support them because Credly badge templates are too difficult to create and get approved.

What changes were implemented based on data from the previous cycle that affected these findings?

Promotion of CREDLY license and use in classes. Integrated into BBoard.

Plan of Action Section

Plan of Action

Reassess the value and need/ desire for this. Students and employers do not seem to care.

Resources to Support Action

We need to survey employers and students to determine if this is even a viable pursuit.

For resources that include a budget request, please provide cost breakdown and total cost.

Credly license

Direct Measure

Status

Active

Measure/Data Collection Tool

Number of badges available from CASC and number of those badges awarded (<https://upskillok.org/>)

Performance Outcome/Target

Five (5) Badges available on the Upskill OK website; at least 25 badges awarded.

Collection Timeline

May 30, 2025 for AY 2023-24 (May 30, 2024- May 17, 2025)

Collaborate with Professional Development Committee and New Majority Grant

Mission Supportive Goal

Provide faculty professional development and initiatives that enhance academic scholarship

Performance Objective

Collaborate with Professional Development Committee and New Majority Grant to provide at least six (6) professional development opportunities

Performance Objective Status

Archived

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Professional Development and Training:** Collaborate with Professional Development Committee and New Majority Grant to provide at least six (6) professional development opportunities (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Agendas and participation lists, including dates and completion notifications.

Performance Outcome/Target

Faculty should have access to participate in at least six (6) academic-focused professional development opportunities, including but not limited to online instruction theory and techniques, software use (LMS, Tutor.com, FeedbackFruits, etc), and best practices for modality-specific instruction.

Collection Timeline

AY 2023-24 (May 30, 2023- May 17, 2024)

2023 - 2024

Submission Date

05/20/2024

Findings (Data and Narrative)

Faculty had more than enough opportunities to participate in PD this year. Beyond the general and inclusive activities, faculty are well supported through the endowed professorship program.

Outcome Conclusion

Expected Findings

Analysis

Faculty had plenty of meaningful opportunities for PD and the activities were well received.

What changes were implemented based on data from the previous cycle that affected these findings?

A focus on safety and security (concussion protocol, threat assessment, etc.) was added.

Plan of Action Section

Plan of Action

With so many new faculty we need to focus on procedures next year.

Resources to Support Action

professional days at the beginning of each semester

Related Documents

[Brown, Chad 2024-2025 APDF Application.pdf](#);

[Dodson, Heather 2024-2025 APDF Application.pdf](#);

[PD Excel 2023 2024.xlsx](#);

[SP 2024 PD Meeting Notes 5-6-24.docx](#);

[Tackett, Kody 2024-2025 APDF Application.pdf](#)

Promote Faculty/Student Engagement through Various Strategies

Mission Supportive Goal

to increase faculty and student engagement

Performance Objective

Promote faculty/student engagement through various strategies

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Academic Support:** Promote faculty/student engagement through various strategies (X)
- **Advisement and Coaching:** Promote faculty/student engagement through various strategies (X)
- **Online Education:** Promote faculty/student engagement through various strategies (X)
- **Retention, Persistence, and Completion:** Promote faculty/student engagement through various strategies (X)
- **Student Success:** Promote faculty/student engagement through various strategies (X)

Indirect Measure

Status

Active

Measure/Data Collection Tool

CCFSSE and CCSSE Frequency Distribution of Student and Faculty Items:

How often do students in your selected course section discuss grades or assignments with you?

In your experiences at this college during the current academic year, about how often have you discussed grades or assignments with an instructor?

Performance Outcome/Target

The CCFSSSE and CCSSE comparison items related to student and faculty perception of communication/discussion of grades and assignments will both be ABOVE 80 % "often" or "very often" and within a 10% margin of error window.

Collection Timeline

May 30, 2025 for AY 2023-24 (May 30, 2024- May 17, 2025)

May 1, 2024 for AY 2023-24 (May 30, 2023- May 17, 2024)

2023 - 2024

Submission Date

05/20/2024

Findings (Data and Narrative)

A limited number of faculty reported (12). Results indicated that 25% feel students "Sometimes" discuss grades or assignments; 50% feel students "Often" discuss grades or assignments; and 25% feel students "Very Often" discuss grades and assignments.

297 students reported. The percentage of students reporting that instructors discussed grades and assignments follow: "Never" 5.3%; "Sometimes" 32.6%; "Often" 30.4%; "Very Often" 31.7%.

While the student perceptions are distributed almost evenly between the same three categories as the faculty, the results vary (noting of course the more dramatic impact on the faculty side of one or two results due to sample size). Faculty's most frequent perception indicated that students "OFTEN" discuss grades and assignments, while student most frequently perceived that faculty "SOMETIMES" discuss grades and assignments. In fact, "OFTEN" is the third most frequent perception from the student perspective. It may be worth noting that there is not much range between the lowest of the top three (30.4%) and the highest (32.6%), with only 7 responses separating the two.

Data Charts and Graphs

From page 3 of the Student Faculty data .pdf:

Outcome Conclusion

Unexpected Findings

Analysis

While out target was 80% meeting the "OFTEN/ VERY OFTEN" range for both categories, faculty reported a 75% perception (within the 10% margin of error); however, student perceptions in the two highest ranges landed at only 62.1%, well short of the target.

What changes were implemented based on data from the previous cycle that affected these findings?

Administration emphasized the importance of engagement and regularly discussing/ posting student grades and assignment expectations.

Plan of Action Section**Plan of Action**

Admin will continue to emphasize engagement and discussion of expectations. Procedural actions could be implemented to ensure that students perceive the engagement activities for what they are.

Resources to Support Action

professional development emphasis

Related Documents

[Student Faculty \(4\).pdf](#)



Assessment Report

Administrative and Student Services -
Academic Resource Center (Poteau)

Utilize Focus Groups

Mission Supportive Goal

To facilitate academic achievement and enrichment to all CASC students

Performance Objective

The ARC will utilize focus groups, both in house and through paper surveys, as well as our QR code displayed all over the campus. Gaining information through the Fall 2023 and the Spring 2024 semesters on three important components: most utilized service, most beneficial service, and additional feedback and resources needed for student success.

Performance Objective Status

Active

Planned Assessment Cycle

2022 - 2023, 2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Academic Support:** The ARC will utilize focus groups, both in house and through paper surveys, as well as our QR code displayed all over the campus. Gaining information through the Fall 2023 and the Spring 2024 semesters on three important components: most utilized service, most beneficial service, and additional feedback and resources needed for student success. (X)
- **Convenience, Efficiency, and Effectiveness of Services:** The ARC will utilize focus groups, both in house and through paper surveys, as well as our QR code displayed all over the campus. Gaining information through the Fall 2023 and the Spring 2024 semesters on three important components: most utilized service, most beneficial service, and additional feedback and resources needed for student success. (X)
- **Student Success:** The ARC will utilize focus groups, both in house and through paper surveys, as well as our QR code displayed all over the campus. Gaining information through the Fall 2023 and the Spring 2024 semesters on three important components: most utilized service, most beneficial service, and additional feedback and resources needed for student success. (X)

Indirect Measure

Status

Active

Measure/Data Collection Tool

Obtain data through notes, surveys, and our QR code

Performance Outcome/Target

Compiled student feedback will provide baseline data for improvements in the Academic Resource Center as a whole.

Collection Timeline

End of the Spring 2024 semester



Assessment Report

Administrative and Student Services -
Academic Resource Center (Sallisaw)

Promote Tutor.com

Mission Supportive Goal

To provide support services by providing modern solutions to every changing problem

Performance Objective

ARC at Sallisaw will start a campaign to promote CASC's new online tutoring service called Tutor.com to students on campus and online. The service is available to students twenty-four hours and seven days a week and has qualified tutors in a wide variety of subject matters.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Academic Support:** ARC at Sallisaw will start a campaign to promote CASC's new online tutoring service called Tutor.com to students on campus and online. The service is available to students twenty-four hours and seven days a week and has qualified tutors in a wide variety of subject matters. (X)
- **Academic Support:** ARC at Sallisaw will start a campaign to promote CASC's new online tutoring service called Tutor.com to students on campus and online. The service is available to students twenty-four hours and seven days a week and has qualified tutors in a wide variety of subject matters. (X)
- **Recruitment/Enrollment - Concurrent Enrollment:** ARC at Sallisaw will start a campaign to promote CASC's new online tutoring service called Tutor.com to students on campus and online. The service is available to students twenty-four hours and seven days a week and has qualified tutors in a wide variety of subject matters. (X)
- **Recruitment/Enrollment - Concurrent Enrollment:** ARC at Sallisaw will start a campaign to promote CASC's new online tutoring service called Tutor.com to students on campus and online. The service is available to students twenty-four hours and seven days a week and has qualified tutors in a wide variety of subject matters. (X)
- **Retention, Persistence, and Completion:** ARC at Sallisaw will start a campaign to promote CASC's new online tutoring service called Tutor.com to students on campus and online. The service is available to students twenty-four hours and seven days a week and has qualified tutors in a wide variety of subject matters. (X)
- **Retention, Persistence, and Completion:** ARC at Sallisaw will start a campaign to promote CASC's new online tutoring service called Tutor.com to students on campus and online. The service is available to students twenty-four hours and seven days a week and has qualified tutors in a wide variety of subject matters. (X)
- **Student Success:** ARC at Sallisaw will start a campaign to promote CASC's new online tutoring service called Tutor.com to students on campus and online. The service is available to students twenty-four hours and seven days a week and has qualified tutors in a wide variety of subject matters. (X)
- **Student Success:** ARC at Sallisaw will start a campaign to promote CASC's new online tutoring service called Tutor.com to students on campus and online. The service is available to students twenty-four hours and seven days a week and has qualified tutors in a wide variety of subject matters. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Tutor.com monthly usage reports

Performance Outcome/Target

Spring 2024 monthly usage will increase by ____ % from Fall 2023 monthly usage.

Collection Timeline

May 2024

2023 - 2024

Submission Date

05/21/2024

Findings (Data and Narrative)

Starting in the Fall Semester of 2023 a large number of students did utilize the Tutor.com. The majority of the help was directed towards writing essays and turning the papers in to be graded. In the Spring Semester of 2024 the dropping off of essays became less important and other subjects such as math and nursing were the focus of the students.

Data Charts and Graphs

Fall Semester 2023	Spring Semester 2024
2023	2024
10,746 Total minutes	6,182 Total minutes
Average session 63.96 min.	Average session 69.46 min.
166 Individual sessions	89 Individual sessions

2023II	2024II
10,350 Total minutes	6,466 Total minutes
Average session 70.41 min.	Average session 65.98 min.
147 Individual sessions	198 Individual sessions

Outcome Conclusion

Unexpected Findings

Analysis

Students were uncomfortable with the new program and used the program to help with writing essays. As students became familiar with the program they began to use the program for a variety of subjects.

What changes were implemented based on data from the previous cycle that affected these findings?

No changes were implemented to alter the findings.

Plan of Action Section

Plan of Action

Continue to promote the program and encourage students to try and use Tutor.com with subjects .

Resources to Support Action

Post flyers throughout the campus and network with support services to inform students.

Related Documents

[Student Usage 2024 First.xlsx](#);

[Student Usage for 2023.xlsx](#);

[Student Usage II 2023.xlsx](#);

[Student Usage II 2024.xlsx](#)



Assessment Report

Administrative and Student Services -
Assessment

Create a Draft of the Institutional Strategic Planning Process.

Mission Supportive Goal

To support the integration of strategic planning for informed decision making

Performance Objective

The Office of IE will create a draft of the institutional strategic planning process.

Performance Objective Status

Archived

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Convenience, Efficiency, and Effectiveness of Services:** The Office of IE will create a draft of the institutional strategic planning process. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Date of submission

Performance Outcome/Target

The draft will be submitted to the President for approval by January 10, 2024.

Collection Timeline

January 2024

2023 - 2024

Submission Date

06/27/2024

Findings (Data and Narrative)

I presented a tentative outline of the institutional strategic planning process to the President on December 7, 2024. On Monday, December 11, 2023, I presented the overview to the Long Term Strategy Subcommittee. The minutes are attached.

Outcome Conclusion

Expected Findings

Analysis

I did meet my target and the draft was approved. It has served as a solid starting point for the planning process.

Strategic Planning Process - First Draft

1. Strategic Planning Committee – Introduce the Purpose & Process

President
Kim Hughes
Rachel Johnson
Chelsea Barnes
Kelly Kellogg
Shanaka Paranahehewage
Micky Solomon
Jeremy Minor
Kody Tackett
Marc Willis
Brian Roberts
Mandy Roberts
Holly Bormann
Jaime Henson
Jerry Ellis

Champions

Determine our Vision

Assist with determining our crucial goals/priorities to turn into a roadmap (plan)

2. Review mission & values

3. Review of the Institutional KPIs (Enrollment, Retention, Persistence, Graduation, & Transfer – add employment rates)

4. Identify strategic priorities/goals

Climate (Challenges & Opportunities)

Environmental scan

Review institutional & external data teams

Committee completes SOAR

Create vision statement

Conduct SOAR analysis with stakeholder groups (includes a survey)

SOAR Analysis:

Faculty Group

Employees Group

Student Group

Community Group

5. Use Information to Look for Themes & Narrow Focus

6. Send Survey to All Stakeholders to Further Narrow to 4 - 5 Priorities/Goals

7. Designate Priority Teams (leaders and members) to Create Components of Strategic Plan (Template)

Each is a charter to ensure responsibility and ownership.

What changes were implemented based on data from the previous cycle that affected these findings?

This is a new objective.

Plan of Action Section

Plan of Action

I will continue to learn as we move through the planning process and adapt as needed.

Resources to Support Action

N/A

For resources that include a budget request, please provide cost breakdown and total cost.

N/A

Related Documents

[Long Term Strategy Subcommittee Minutes of 11 DEC 2023 \(1\).pdf](#)

Create "The Viking Translation," a Glossary of IE and Assessment Terminology

Mission Supportive Goal

To initiate and foster a culture of continuous improvement within a framework that supports the college mission and student success

Performance Objective

The Office of IE will create "The Viking Translation," a glossary of IE and assessment terminology, which will be sent to staff and employees for review by mid spring 2024 semester.

Performance Objective Status

Archived

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Convenience, Efficiency, and Effectiveness of Services:** The Office of IE will create "The Viking Translation," a glossary of IE and assessment terminology, which will be sent to staff and employees for review by mid spring 2024 semester. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Approval Date

Performance Outcome/Target

The final draft will be vetted by the IE, Co-Curricular, and Academic Assessment Committees by May 1, 2024.

Collection Timeline

May 2024

2023 - 2024

Submission Date

06/27/2024

Findings (Data and Narrative)

The target was not met. I was not able to work it into my schedule.

Outcome Conclusion

Unexpected Findings

Analysis

Too many other projects were more important.

What changes were implemented based on data from the previous cycle that affected these findings?

N/A

Plan of Action Section**Plan of Action**

My plan of action is to work it into the schedule and consider the best format.

Resources to Support Action

There are no resources needed at this time.



Assessment Report

Administrative and Student Services -
Bookstore (Poteau)

Utilize the Mobile Merchandise Unit

Mission Supportive Goal

To provide convenient access to CASC merchandise and gifts

Performance Objective

The CASC Bookstore will utilize the Mobile Merchandise Unit. Bookstore staff will be able to attend sporting events and other events on campus with the capability of selling CASC apparel and merchandise. This unit would be equipped with a mobile register with credit card capabilities for an easy check out process and accurate inventory control.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Convenience, Efficiency, and Effectiveness of Services:** The CASC Bookstore will utilize the Mobile Merchandise Unit. Bookstore staff will be able to attend sporting events and other events on campus with the capability of selling CASC apparel and merchandise. This unit would be equipped with a mobile register with credit card capabilities for an easy check out process and accurate inventory control. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Comparison reports of yearly apparel sales

Performance Outcome/Target

10% increase in CASC apparel sales from last year

Collection Timeline

End of May 2024

2023 - 2024

Submission Date

07/11/2024

Findings (Data and Narrative)

Increase in sales of CASC apparel by 4.8%

Data Charts and Graphs

The Mobile Merchandise Unit was purchased during the summer of 2023. But with the logistics of getting the necessary hard wire internet source to ensure a secure site for credit card transactions, we were unable to begin attending campus events and games until the Spring Semester. The Mobile Merch Unit was very successful. We attended every home wrestling match and softball games that we could. For the period of January to May, there was a 4.86 % increase in CASC apparel.

We are still working on getting the secure internet for the CASC Baseball field.

Plans for the coming year of 2024-25 are to attend the Wrestling matches, which are primarily held in the Fall semester, as well as as baseball and softball games.

Outcome Conclusion

Expected Findings

Analysis

Did meet target/outcome, however due to logistics of secure internet access, we were not able to set up the entire year.

What changes were implemented based on data from the previous cycle that affected these findings?

Plans made to get Mobile Merch Station out earlier in the year.

Plan of Action Section

Plan of Action

Install the secure location at baseball field and set up at wrestling matches in the fall.

Resources to Support Action

Work with IT Department to implement secure internet location at baseball field.

For resources that include a budget request, please provide cost breakdown and total cost.

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Assessment Report

Administrative and Student Services -
Bookstore (Sallisaw)

Promote E-Books

Mission Supportive Goal

To increase the sale and availability of e-books to students in order to provide them with a more cost effective option to adopted course materials.

Performance Objective

The CASC Bookstore will promote e-books by offering more e-books to the students in an effort to provide customers with convenient cost effective access to all textbook material.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024, 2024 - 2025

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Convenience, Efficiency, and Effectiveness of Services:** The CASC Bookstore will promote e-books by offering more e-books to the students in an effort to provide customers with convenient cost effective access to all textbook material. (X)
- **Retention, Persistence, and Completion:** The CASC Bookstore will promote e-books by offering more e-books to the students in an effort to provide customers with convenient cost effective access to all textbook material. (X)
- **Student Success:** The CASC Bookstore will promote e-books by offering more e-books to the students in an effort to provide customers with convenient cost effective access to all textbook material. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Track e-books with an emphasis on sales.

Performance Outcome/Target

Through sales, there will be a 20% increase in the purchase of e-books from students in the Fall 2024 semester compared to the Fall 2023 semester. (2024-2025)

Through sales, there will be a 20% increase in the purchase of e-books from students during the Fall 2023 semester compared to the Fall 2022 semester. (2023-2024)

Collection Timeline

End of Spring

2023 - 2024

Submission Date

05/15/2024

Findings (Data and Narrative)

I meet my goal by providing students with more options to e-book.

Outcome Conclusion

Expected Findings

Analysis

I was able to meet my goal by increasing the sale of e-books by 22%. Was able to offer more e-books for students to choose from. What I've learned is students are interested in finding more cost effective options compared to regular textbooks.

What changes were implemented based on data from the previous cycle that affected these findings?

No changes were made

Plan of Action Section

Plan of Action

Will continue to work to improve the availability of e-books by contacting new vendors and gaining resources on a variety of e-book providers.

Resources to Support Action

Make contact with various representatives of vendors to see what e-book offers they can provide.

Related Documents

[2678_001.pdf](#);

[2677_001.pdf](#)



Assessment Report

Administrative and Student Services -
Campus Director (Sallisaw)

Gauge Student Preference

Mission Supportive Goal

Ensure that we are serving students with the most up-to-date course offerings, course delivery and programs.

Performance Objective

Survey current CASC Sallisaw students to gauge their preference and attitude toward courses taught in a flexible format. The flexible format would include a combination of in person lecture, zoom, and online options for a single course.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Academic Support:** Survey current CASC Sallisaw students to gauge their preference and attitude toward courses taught in a flexible format. The flexible format would include a combination of in person lecture, zoom, and online options for a single course. (X)
- **Recruitment/Enrollment - Concurrent Enrollment:** Survey current CASC Sallisaw students to gauge their preference and attitude toward courses taught in a flexible format. The flexible format would include a combination of in person lecture, zoom, and online options for a single course. (X)
- **Retention, Persistence, and Completion:** Survey current CASC Sallisaw students to gauge their preference and attitude toward courses taught in a flexible format. The flexible format would include a combination of in person lecture, zoom, and online options for a single course. (X)
- **Student Success:** Survey current CASC Sallisaw students to gauge their preference and attitude toward courses taught in a flexible format. The flexible format would include a combination of in person lecture, zoom, and online options for a single course. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Survey question that measures the degree of student interest in the flexible course format

Performance Outcome/Target

Survey feedback will determine the percentage of student interest in the flexible format as a course delivery option.

Collection Timeline

2023-24 Academic Year



Assessment Report

Administrative and Student Services -
Career and Transfer Center

Continue New Outreach Strategies to Inform Students

Mission Supportive Goal

Provide proactive transfer services for a seamless transfer pathway

Performance Objective

Continue new outreach strategies to increase the number of students who are informed of the university/program options available once they graduate.

Performance Objective Status

Active

Planned Assessment Cycle

2021 - 2022, 2023 - 2024, 2024 - 2025

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Student Success:** Continue new outreach strategies to increase the number of students who are informed of the university/program options available once they graduate. (X)
- **Transfer:** Continue new outreach strategies to increase the number of students who are informed of the university/program options available once they graduate. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Transfer Fair Attendance

Performance Outcome/Target

Reach 200 CASC students at our annual Fall and Spring Transfer Fairs.

Collection Timeline

April

2023 - 2024

Submission Date

05/14/2024

Findings (Data and Narrative)

For the Fall 23 and Spring 24 transfer fairs, we reached about 180 students (F: 115, S:65). The attendance numbers from the Fall transfer fair may be a bit low because the fair was held outside and registration wasn't as structured as it was for the Spring transfer fair.

Between the two transfer fairs, we had 30 college reps (F:19, S:11) on campus to speak with interested students.

Outcome Conclusion

Expected Findings

Analysis

While the attendance numbers were a bit lower than the goal, they were higher than previous years. We believe that the increase in advertising, a more central location, door prizes and the presence of the Coffee Cup helped draw in more students.

The registration process at the Fall fair was not very structured. There were multiple ways into the fair and many students missed the registration table. For the Spring fair, there was only one way into the fair and the registration table was set up so that students couldn't miss it when they entered. We also had more student workers (Ambassadors and student workers) helping to direct students as they came in.

What changes were implemented based on data from the previous cycle that affected these findings?

The transfer fairs were moved to a more central location on campus to make them more visible to students. Posters were set up in the classroom buildings to promote the fair. Emails were sent to students multiple times the week prior to the fairs. The Coffee Cup was brought in as an added draw for students to stop at the fairs. Both transfer fairs included door prizes of various amounts that required the students to get a card "stamped" by each recruiter they spoke with.

Surveys were sent out after the Fall transfer fair to understand what the students liked and didn't like about how the fair was set up/ run.

Plan of Action Section**Plan of Action**

We will recruit the help of instructors in promoting the importance of attending the transfer fairs. We will encourage first year students (freshman orientation classes) to attend and get ideas of where they would like to transfer to and why they want to continue their education.

Resources to Support Action

Each transfer fair required multiple personnel to help run the fair.

Each transfer fair required around \$1000 for food, supplies, door prizes and the Coffee Cup.

For resources that include a budget request, please provide cost breakdown and total cost.

For each transfer fair we spent:

\$200 for food for the recruiters

\$250 on door prizes

\$200 on supplies (ie plates, paper weights...)

\$600 for Coffee Cup (was paid out of Student Affairs budget)

Continue New Outreach Strategies for Transfer Services

Mission Supportive Goal

Provide comprehensive transfer prep resources that foster student success

Performance Objective

Continue new outreach strategies to increase awareness and participation in the transfer services offered to help students complete all necessary steps in the transfer process.

Performance Objective Status

Active

Planned Assessment Cycle

2021 - 2022, 2023 - 2024, 2024 - 2025

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Student Success:** Continue new outreach strategies to increase awareness and participation in the transfer services offered to help students complete all necessary steps in the transfer process. (X)
- **Transfer:** Continue new outreach strategies to increase awareness and participation in the transfer services offered to help students complete all necessary steps in the transfer process. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Appointments scheduled through our YouCanBookMe links or requested in person.

Performance Outcome/Target

Continuing throughout the academic year 2024-2025, have 15 student requested transfer appointments. (2024-2025)

Continuing throughout the fall of 2023, have 15 student requested transfer appointments. (2023-2024)

Collection Timeline

April

2023 - 2024

Submission Date

05/14/2024

Findings (Data and Narrative)

Throughout Fall 2023 multiple students requested appointments to ask questions about transferring after graduation and what classes they needed to be enrolling in to finish out their CASC degrees.

Outcome Conclusion

Expected Findings

Analysis

Yes, we had 15 or more students scheduled to talk about transferring after CASC. In Freshman Orientation, we encourage students to start thinking about where they want to transfer to after graduation. As they come in to enroll in classes, we focus on picking classes that fit CASC degree requirements and also fit the transfer college degree plans.

What changes were implemented based on data from the previous cycle that affected these findings?

We are being more proactive in speaking with students in Freshman Orientation to attend the transfer fairs, research what colleges they are interested in and what degrees they are interested in.

Plan of Action Section

Plan of Action

To continue encouraging students to research their options and ask questions. Keep communication with students by email, text and other online services.

Resources to Support Action

YouCanBookMe links, Freshman Orientation classes, Mongoose text messaging , events on campus (fall and spring finals event) to support communication with students

For resources that include a budget request, please provide cost breakdown and total cost.

Finals events: \$400 for food and supplies



Assessment Report

Administrative and Student Services -
CASC Online

A CASC Online Faculty Support Manual

Mission Supportive Goal

Provide robust faculty development

Performance Objective

A CASC Online Faculty Support Manual

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Academic Support:** A CASC Online Faculty Support Manual (X)
- **Professional Development and Training:** A CASC Online Faculty Support Manual (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Distribution of completed manual to faculty

Performance Outcome/Target

The updated Online Faculty support manual (previously the Expectations, Procedures and Guidelines Manual for Online, Hybrid, and Blended courses) will be revamped, completed, and distributed physically and electronically to faculty.

Collection Timeline

May 31, 2024

2023 - 2024

Submission Date

07/29/2024

Findings (Data and Narrative)

The Online Faculty support manual was completely rewritten and was distributed electronically to faculty, and physically printed and distributed to anyone who wanted a physical copy.

Outcome Conclusion

Expected Findings

Analysis

Met the outcome. A concentrated effort was helpful in accomplishing the goal.

What changes were implemented based on data from the previous cycle that affected these findings?

Changing my position has helped.

Plan of Action Section

Plan of Action

nothing; task is complete.

Resources to Support Action

n/a

Begin transition process to Blackboard ULTRA

Mission Supportive Goal

Provide contemporary instructional design

2/12/2025

Generated by Nuventive Improvement Platform

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Performance Objective

Begin transition process to Blackboard ULTRA

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Academic Support:** Begin transition process to Blackboard ULTRA (X)
- **Professional Development and Training:** Begin transition process to Blackboard ULTRA (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Training plan in places with Anthology, applicable faculty will complete related training, courses for Fall 2024 will have begun the process of Ultra conversion.

Performance Outcome/Target

Training will be planned with Anthology on transitioning to Ultra. Identified early-adopter courses will be produced for faculty. Faculty will be enrolled and complete applicable training. Courses will be in process of conversion.

Collection Timeline

May 31, 2024

2023 - 2024

Submission Date

07/29/2024

Findings (Data and Narrative)

Training with Anthology was scheduled and completed. Courses were produced for early-adopters, faculty completed training, and courses have been converted for the Fall.

Outcome Conclusion

Expected Findings

Analysis

Target was met. Everything worked well and set us up for the next cohort.

What changes were implemented based on data from the previous cycle that affected these findings?

Nothing really - needed to move to Ultra to update the LMS.

Plan of Action Section**Plan of Action**

Nothing different - just repeat!

Resources to Support Action

n/a



Assessment Report

Administrative and Student Services -
Duplicating/Mail Room

Implement a Residential Student Survey

Mission Supportive Goal

To provide employees and residential students with efficient, timely, and secure mail and package services

Performance Objective

The CASC Mailroom will implement a residential student survey during the fall 2023 semester to obtain stakeholder feedback on the level of interest/need of digital mailbox/lockers. This action supports last year's assessment results provided in a cost-benefit analysis.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Convenience, Efficiency, and Effectiveness of Services:** The CASC Mailroom will implement a residential student survey during the fall 2023 semester to obtain stakeholder feedback on the level of interest/need of digital mailbox/lockers. This action supports last year's assessment results provided in a cost-benefit analysis. (X)

Indirect Measure

Status

Active

Measure/Data Collection Tool

Survey rating scale questions and open-ended questions

Performance Outcome/Target

Student feedback will identify their level of interest/need in this technology.

Collection Timeline

End of Fall 2023 Semester

2023 - 2024

Submission Date

05/10/2024

Findings (Data and Narrative)

We received 9 responses to the Student Questionnaire out of the 214 that were sent out concerning upgrading the CASC Mail Center to possibly moving to smart mailbox/lockers. Our findings revealed 77.8% were interested and 22.2% were not. Most verbal responses were positive about the change.

Outcome Conclusion

Expected Findings

Analysis

I feel that we would have had a better response rate if we could have sent this earlier in the semester, but I had an accident which prevented me from being here for 3 months. I think we need to resend this questionnaire at the beginning of next semester. We may get more responses. We did learn that there was a more positive response to the digital mailbox/lockers.

What changes were implemented based on data from the previous cycle that affected these findings?

No changes were implemented yet because we need more students to fill out the questionnaire so we will wait until next semester to send it out again.

Plan of Action Section

Plan of Action

We need to deal with one of the negative written responses that was given that the mailroom staff is very rude. I don't know if it was our workstudy or co-worker that dealt with an issue with one of the students that became very upset. We definitely want to be polite and show integrity when dealing with our students.

Resources to Support Action

1. If our students are in favor of upgrading to the digital mailboxes/lockers, we will need to use budget allocation. 2. For the negative response from one of the students, we will need to deal with us as personnel.

For resources that include a budget request, please provide cost breakdown and total cost.

We need to wait til next semester to resend this questionnaire and then will provde a budget request.



Assessment Report

Administrative and Student Services -
Educational Opportunity Center (Poteau)

Implement a Series of Professional Development Sessions

Mission Supportive Goal

To increase the preparedness of EOC Academic Advisors in preparing and presenting EOC information and services

Performance Objective

EOC advisors will be provided with a series of professional development sessions designed to provide examples and experience in delivering EOC workshops and service information.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Convenience, Efficiency, and Effectiveness of Services:** EOC advisors will be provided with a series of professional development sessions designed to provide examples and experience in delivering EOC workshops and service information. (X)
- **Professional Development and Training:** EOC advisors will be provided with a series of professional development sessions designed to provide examples and experience in delivering EOC workshops and service information. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Evaluation of completed workshop/presentation materials

Performance Outcome/Target

All EOC advisors (100%) will develop at least two service workshops and one informational presentation by the end of the fall semester.

Collection Timeline

May 30, 2024

Complete a Checklist of Outreach Activities Orchestrated to Promote EOC and Services.

Mission Supportive Goal

To increase awareness and the use of EOC and its services within the target area

Performance Objective

Each Educational Opportunity Center Academic Advisor will complete a checklist of outreach activities orchestrated to promote EOC and its services.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Community and Student Engagement:** Each Educational Opportunity Center Academic Advisor will complete a checklist of outreach activities orchestrated to promote EOC and its services. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Comparison of the outreach activity checklists and advisor activity reports collected using Jotform.

Performance Outcome/Target

All EOC Advisors (100%) will complete at least 80% of the specified outreach activities during the 2023-2024 academic year.

Collection Timeline

May 30, 2024



Assessment Report

Administrative and Student Services -
Educational Opportunity Center
(Sallisaw)

Provide a Series of Professional Development Sessions

Mission Supportive Goal

To increase the preparedness of EOC Academic Advisors in preparing and presenting EOC information and services

Performance Objective

EOC advisors will be provided with a series of professional development sessions designed to provide examples and experience in delivering EOC workshops and service information.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Convenience, Efficiency, and Effectiveness of Services:** EOC advisors will be provided with a series of professional development sessions designed to provide examples and experience in delivering EOC workshops and service information. (X)
- **Professional Development and Training:** EOC advisors will be provided with a series of professional development sessions designed to provide examples and experience in delivering EOC workshops and service information. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Evaluation of completed workshop/presentation materials

Performance Outcome/Target

All EOC advisors (100%) will develop at least two service workshops and one informational presentation by the end of the fall semester.

Collection Timeline

May 30, 2024

Complete a Checklist of Outreach Activities Orchestrated to Promote EOC and Services.

Mission Supportive Goal

To increase awareness and the use of EOC and its services within the target area

Performance Objective

Each Educational Opportunity Center Academic Advisor will complete a checklist of outreach activities orchestrated to promote EOC and its services.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Community and Student Engagement:** Each Educational Opportunity Center Academic Advisor will complete a checklist of outreach activities orchestrated to promote EOC and its services. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Comparison of the outreach activity checklists and advisor activity reports collected using Jotform.

Performance Outcome/Target

All EOC Advisors (100%) will complete at least 80% of the specified outreach activities during the 2023-2024 academic year.

Collection Timeline

May 30, 2024



Assessment Report

Administrative and Student Services -
Educational Talent Search (Poteau)

Conduct a Career Assessment for the 9th Grade ETS Members

Mission Supportive Goal

Inform students of the variety of careers that coincide with their interests.

Performance Objective

Conduct a Career Assessment for the 9th grade ETS members during the program year

Performance Objective Status

Archived

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Academic Support:** Conduct a Career Assessment for the 9th grade ETS members during the program year (X)
- **Student Success:** Conduct a Career Assessment for the 9th grade ETS members during the program year (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Counselors will use a questionnaire/evaluation form with each 9th grade ETS member following the workshop.

Performance Outcome/Target

: 90% of 9th grade ETS members will participate in the Career Assessment workshop

Collection Timeline

May of Program Year

2023 - 2024

Submission Date

05/09/2024

Findings (Data and Narrative)

112/115 of 9th grade students received a Career Assessment during the PY.

Outcome Conclusion

Expected Findings

Analysis

Met Outcome

What changes were implemented based on data from the previous cycle that affected these findings?

None

Plan of Action Section

Plan of Action

Complete a Career Assessment with each 9th grade ETS Member

Resources to Support Action

Career Assessment Tool



Assessment Report

Administrative and Student Services -
Educational Talent Search (Sallisaw)

Revise and Update Written Blueprint for Staff

Mission Supportive Goal

To review and update our binder for monthly operations

Performance Objective

Revise and update written blueprint of what ETS-Sallisaw staff need to do on a monthly basis. This will include when to contact target schools for recruitment and setting up workshops. Also, will denote when various mailings need to be completed (i.e. Oklahoma Promise letter to parents of all 8-10th graders not enrolled in the program-however this mail out cannot occur until the Oklahoma Promise office has been contacted to get an updated copy of the Address Verification-which denotes who is enrolled in Promise and who has an incomplete application). Having this information will insure that if someone on the ETS staff retires, dies, becomes incapacity, the functions and mission of ETS still goes forth. The blueprint will also serve has a training aid to a new employee.

Performance Objective Status

Archived

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Convenience, Efficiency, and Effectiveness of Services:** Revise and update written blueprint of what ETS-Sallisaw staff need to do on a monthly basis. This will include when to contact target schools for recruitment and setting up workshops. Also, will denote when various mailings need to be completed (i.e. Oklahoma Promise letter to parents of all 8-10th graders not enrolled in the program-however this mail out cannot occur until the Oklahoma Promise office has been contacted to get an updated copy of the Address Verification-which denotes who is enrolled in Promise and who has an incomplete application). Having this information will insure that if someone on the ETS staff retires, dies, becomes incapacity, the functions and mission of ETS still goes forth. The blueprint will also serve has a training aid to a new employee. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Approved document by Trio Coordinator

Performance Outcome/Target

Have a completed binder available for use for the 2023-2024 program year that begins September 1, 2023.

Collection Timeline

July-August 2023

2023 - 2024

Submission Date

08/30/2024

Findings (Data and Narrative)

Monthly binder was updated and task completed

Outcome Conclusion

Expected Findings

Analysis

The monthly binder is a living document that will need to be continually updated and revised on an on going basis.

What changes were implemented based on data from the previous cycle that affected these findings?

We have copies of things we send (example Cherokee Summer Work program) we need to make sure we put the most current copy in the binder versus relying on an older version.

Plan of Action Section

Plan of Action

Keep the binder updated with current materials and discovering what else needs to be included.

Resources to Support Action

Continue to contact groups and organizations whose material we use in serving our participants

Create a Policy & Procedure Manual

Mission Supportive Goal

To create a policy & procedure manual

Performance Objective

Create a Policy & Procedure Manual to codify operations

Performance Objective Status

Archived

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Convenience, Efficiency, and Effectiveness of Services:** Create a Policy & Procedure Manual to codify operations (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Trio Coordinator approval of document by Oct. 31, 2023

Performance Outcome/Target

Policy and Procedure Manual completed for review by TRiO Coordinator on October 31, 2023. If changes are needed then revise and have finished version published by December 15, 2023.

Collection Timeline

July-September 2023

2023 - 2024

Submission Date

08/30/2024

Findings (Data and Narrative)

We did not complete

Outcome Conclusion

Unexpected Findings

Analysis

The TRiO coordinator felt like the monthly binder took the place of a policy and procedure manual

What changes were implemented based on data from the previous cycle that affected these findings?

Revisit to see if other things need to be incorporated

Plan of Action Section

Plan of Action

Seek out others options and share what we have done and if they believe that is adequate

Resources to Support Action

Other TRiO Coordinators



Assessment Report

Administrative and Student Services -
Enrollment Management (Poteau)

Attend Professional Development Conferences/Webinars

Mission Supportive Goal

To encourage staff participation in professional development opportunities with the aim of enhancing student success and retention rates

Performance Objective

Enrollment Management staff will attend professional development conferences/webinars to further develop workplace skills, expand our professional network, and deepen personal job satisfaction, all factors that directly impact student success and retention.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024, 2024 - 2025

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Professional Development and Training:** Enrollment Management staff will attend professional development conferences/webinars to further develop workplace skills, expand our professional network, and deepen personal job satisfaction, all factors that directly impact student success and retention. (X)

Indirect Measure

Status

Active

Measure/Data Collection Tool

Debriefing exercise and follow-up office discussion to collect qualitative data

Performance Outcome/Target

Feedback from the debriefing and follow-up office discussion will identify areas of improvement within our strategies/processes as well as provide valuable resources/tools to successfully allow staff to serve current and prospective students.

Collection Timeline

End of April

2023 - 2024

Submission Date

05/30/2024

Findings (Data and Narrative)

We identified areas of improvement within the Enrollment Management processes and strategies.

Outcome Conclusion

Expected Findings

Analysis

Yes, the outcome was met. The debriefing exercise effectively assessed the impact of professional development on Enrollment Management employees and processes.

What changes were implemented based on data from the previous cycle that affected these findings?

The objective has not been reported on before.

Plan of Action Section

Plan of Action

I would like to add a satisfaction survey component to the debriefing exercise so that we can also evaluate the effectiveness of each individual conference/webinar.

Resources to Support Action

Money was requested for professional development opportunities through the institutional budget request process.



Assessment Report

Administrative and Student Services -
Enrollment Management (Sallisaw)

Attend Professional Development Conferences/Webinars

Mission Supportive Goal

To encourage staff participation in professional development opportunities with the aim of enhancing student success and retention rates

Performance Objective

Enrollment Management staff will attend professional development conferences/webinars to further develop workplace skills, expand our professional network, and deepen personal job satisfaction, all factors that directly impact student success and retention.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Professional Development and Training:** Enrollment Management staff will attend professional development conferences/webinars to further develop workplace skills, expand our professional network, and deepen personal job satisfaction, all factors that directly impact student success and retention. (X)

Indirect Measure

Status

Active

Measure/Data Collection Tool

Debriefing exercise and follow-up office discussion to collect qualitative data

Performance Outcome/Target

Feedback from the debriefing and follow-up office discussion will identify areas of improvement within our strategies/processes as well as provide valuable resources/tools to successfully allow staff to serve current and prospective students.

Collection Timeline

End of April 2023

2023 - 2024

Submission Date

05/30/2024

Findings (Data and Narrative)

We identified areas of improvement within the Enrollment Management processes and strategies.

Outcome Conclusion

Expected Findings

Analysis

Yes, the outcome was met. The debriefing effectively assessed the impact of professional development on Enrollment Management employees and processes.

What changes were implemented based on data from the previous cycle that affected these findings?

This objective has not been reported on before.

Plan of Action Section

Plan of Action

I would like to add a satisfaction survey component to the debriefing exercise so that we can also evaluate the effectiveness of each individual conference/webinar.

Resources to Support Action

Money was requested for professional development opportunities through the institutional budget request process.



Assessment Report

Administrative and Student Services -
Food Service

Add Coffee Bar

Mission Supportive Goal

To provide a well-maintained and inviting facility for all CASC and community customers.

Performance Objective

Café 1507 will add a new face-lift to the dining hall. Will have a coffee bar area for access through the entire day.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024, 2024 - 2025

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Convenience, Efficiency, and Effectiveness of Services:** Café 1507 will add a new face-lift to the dining hall. Will have a coffee bar area for access through the entire day. (X)
- **Retention, Persistence, and Completion:** Café 1507 will add a new face-lift to the dining hall. Will have a coffee bar area for access through the entire day. (X)

Indirect Measure

Status

Active

Measure/Data Collection Tool

Customer satisfaction paper surveys quarterly throughout the year, feedback from the Food Service Committee meetings twice a year.

Performance Outcome/Target

80% of patrons surveyed will report feeling at home and comfortable while in Café 1507.

Collection Timeline

End of May 2025 (2024-2025)

End of May 2024 (2023-2024)

2023 - 2024

Submission Date

05/08/2024

Findings (Data and Narrative)

Kitchen renovation is in the process

Outcome Conclusion

Unexpected Findings

Analysis

Kitchen renovation is in the process

What changes were implemented based on data from the previous cycle that affected these findings?

Kitchen renovation is in the process

Plan of Action Section

Plan of Action

Once kitchen is fully renovated, there will be space available for goals being met.

Resources to Support Action

Kitchen renovation is in the process

Implement Self-Serving Waffle Maker

Mission Supportive Goal

2/12/2025

Generated by Nuventive Improvement Platform

Page 103

To providing alternative options for customers satisfaction.

Performance Objective

Café 1507 will implement a Self-serving waffle maker throughout the academic year calendar to allow customers the access at any time of the day and to help maintain the satisfaction and consistent attendance count from the beginning to the end of the semester.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024, 2024 - 2025

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Convenience, Efficiency, and Effectiveness of Services:** Café 1507 will implement a Self-serving waffle maker throughout the academic year calendar to allow customers the access at any time of the day and to help maintain the satisfaction and consistent attendance count from the beginning to the end of the semester. (X)
- **Retention, Persistence, and Completion:** Café 1507 will implement a Self-serving waffle maker throughout the academic year calendar to allow customers the access at any time of the day and to help maintain the satisfaction and consistent attendance count from the beginning to the end of the semester. (X)

Indirect Measure

Status

Active

Measure/Data Collection Tool

Customer satisfaction paper surveys quarterly throughout the year and feedback from the Food Service Committee meetings twice a year.

Performance Outcome/Target

80% of customers surveyed will report high satisfaction with the meal choice variety.

Collection Timeline

End of May 2025

End of May 2024 (2023-2024)

2023 - 2024

Submission Date

05/08/2024

Findings (Data and Narrative)

Kitchen renovation is in the process

Outcome Conclusion

Unexpected Findings

Analysis

Kitchen renovation is in the process

What changes were implemented based on data from the previous cycle that affected these findings?

Kitchen renovation is in the process

Plan of Action Section

Plan of Action

Soon as Kitchen is renovated, there will be space to proceed.

Resources to Support Action

Kitchen renovation is in the process



Assessment Report

Administrative and Student Services -
Marketing and Community Relations

Implement Survey for Incoming/New Freshmen

Mission Supportive Goal

to change the perception of Carl Albert State College among our target audience

Performance Objective

Implement survey for incoming/new freshmen at Freshman Orientation.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Community and Student Engagement:** Implement survey for incoming/new freshmen at Freshman Orientation.
(X)

Indirect Measure

Status

Active

Measure/Data Collection Tool

CASC Freshmen Perception Survey Results

Performance Outcome/Target

Survey feedback will establish baseline data for new freshmen perception rating.

Collection Timeline

August 2023



Assessment Report

Administrative and Student Services -
NASNTI Project

Improve Completion of Assigned Work

Mission Supportive Goal

Improve completion of assigned work for at-risk students

Performance Objective

In the classroom of one College Algebra pilot, the Tutor Specialist will work one-on-one with students whose skill set is below high in My Pearson Math Lab.

Performance Objective Status

Archived

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Academic Support:** In the classroom of one College Algebra pilot, the Tutor Specialist will work one-on-one with students whose skill set is below high in My Pearson Math Lab. (X)
- **Retention, Persistence, and Completion:** In the classroom of one College Algebra pilot, the Tutor Specialist will work one-on-one with students whose skill set is below high in My Pearson Math Lab. (X)
- **Student Success:** In the classroom of one College Algebra pilot, the Tutor Specialist will work one-on-one with students whose skill set is below high in My Pearson Math Lab. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

My Pearson Math Lab & NASNTI Electronic Tutor Log

Performance Outcome/Target

Data collection will establish baseline data for recognizing at-risk students and improving student skill sets through one-on-one tutoring in the classroom. Eighty-five percent of at-risk students identified will receive a mid-term and final grade of a B or above.

Collection Timeline

Fall 2023

2023 - 2024

Submission Date

07/29/2024

Findings (Data and Narrative)

Of the fifty-seven students assessed, 80% received a mid-term grade of 'B' or higher, and 94% received a final grade of 'B' or higher.

Outcome Conclusion

Expected Findings

Analysis

The mid-term grade's target was not met, but it was met for the final grade. The item analysis from Pearson Math Lab enabled the tutor and math specialist to identify at-risk students in each class session. This resource provided timely information that allowed the tutor and math specialist to proactively assist all at-risk students, rather than solely those who asked questions. Students were considered at-risk if their skill set fell below the 'high-level' on any question in the item analysis.

What changes were implemented based on data from the previous cycle that affected these findings?

This was the first year the item analysis was used for this purpose.

Plan of Action Section

Plan of Action

To ensure the continued utilization of the item analysis report to support at-risk students in the pilot.

Resources to Support Action

Math and tutor specialist salary and fringe



Assessment Report

Administrative and Student Services -
Poteau Campus Library

Promote Virtual Help

Mission Supportive Goal

To continually adapt to effectively support students, faculty, staff, administration, and the local community.

Performance Objective

The library will promote virtual help to students, faculty, staff, administration, and the local community through library orientations and social media.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Convenience, Efficiency, and Effectiveness of Services:** The library will promote virtual help to students, faculty, staff, administration, and the local community through library orientations and social media. (X)
- **Student Success:** The library will promote virtual help to students, faculty, staff, administration, and the local community through library orientations and social media. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

The library will use submission forms from the virtual help desk as well as email to track virtual services.

Performance Outcome/Target

Virtual help service (using the virtual help desk or asking for help via email) will increase during the academic year. It will increase 5% from the previous year.

Collection Timeline

Fall 2023 and Spring 2024

2023 - 2024

Submission Date

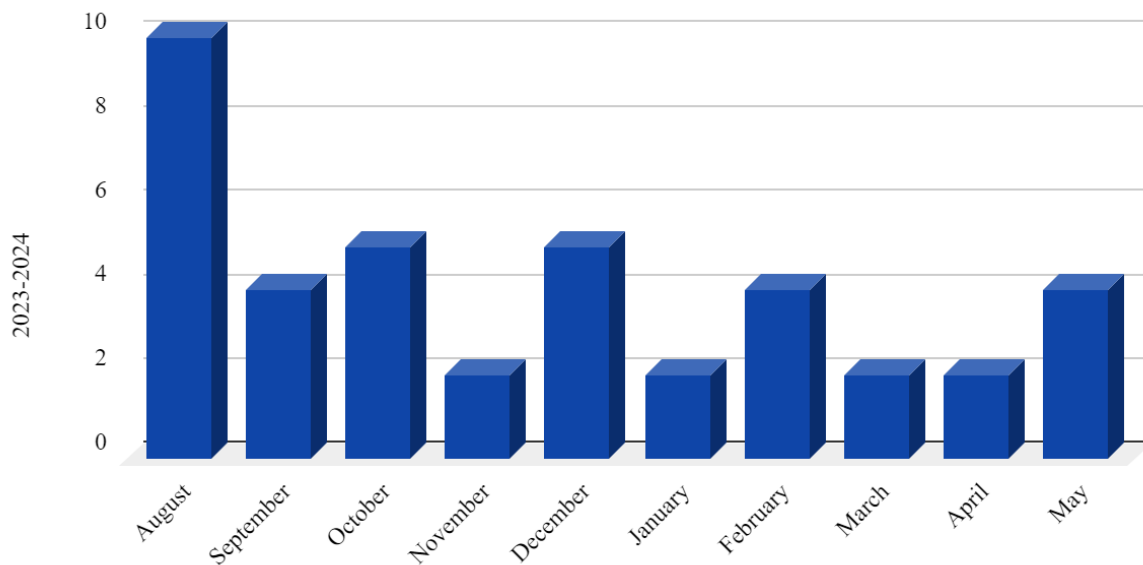
05/28/2024

Findings (Data and Narrative)

Virtual help to students, faculty, staff, administration, and the local community increased 27.5% from the previous year.

Data Charts and Graphs

2023-2024 Virtual Help by Month



Outcome Conclusion

Expected Findings

Analysis

The outcome was reached. Calculating ALL virtual help increased the findings tremendously and validates a need to provide help virtually as well as face-to-face. Virtual help is necessary with the increase of online instruction.

What changes were implemented based on data from the previous cycle that affected these findings?

I realized that we were helping people virtually in other ways and calculated that into the findings. During orientation, I advertise the Virtual Help Desk and show where it can be found on the library website.

Plan of Action Section

Plan of Action

The library website will continue to provide a Virtual Help Desk which allows users to easily ask questions and receive answers from me in a timely manner. We will continue to track the Help Desk responses as well as any other forms of virtual help we may provide.

Resources to Support Action

The library will use the submission forms from the Virtual Help Desk on the website and emails that patrons send to the library. These will keep a record of any inquiries for the library.

For resources that include a budget request, please provide cost breakdown and total cost.
none

Provide Correlative Hours of Operation

Mission Supportive Goal

To provide a physical library facility with a welcoming atmosphere where students, faculty, staff, and the local community can access resources.

Performance Objective

The library will provide correlative hours of operation in a facility conducive to the advancement and support of learning. We will collaborate with groups on campus to increase the library traffic. We will begin tracking how many groups utilize the library facility for future assessment.

Performance Objective Status

Active

2/12/2025

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Academic Support:** The library will provide correlative hours of operation in a facility conducive to the advancement and support of learning. We will collaborate with groups on campus to increase the library traffic. We will begin tracking how many groups utilize the library facility for future assessment. (X)
- **Convenience, Efficiency, and Effectiveness of Services:** The library will provide correlative hours of operation in a facility conducive to the advancement and support of learning. We will collaborate with groups on campus to increase the library traffic. We will begin tracking how many groups utilize the library facility for future assessment. (X)
- **Student Success:** The library will provide correlative hours of operation in a facility conducive to the advancement and support of learning. We will collaborate with groups on campus to increase the library traffic. We will begin tracking how many groups utilize the library facility for future assessment. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

The library will use a daily traffic counter.

Performance Outcome/Target

Library attendance will increase by 2% during the academic year from the previous year.

Collection Timeline

Fall 2023 and Spring 2024

2023 - 2024

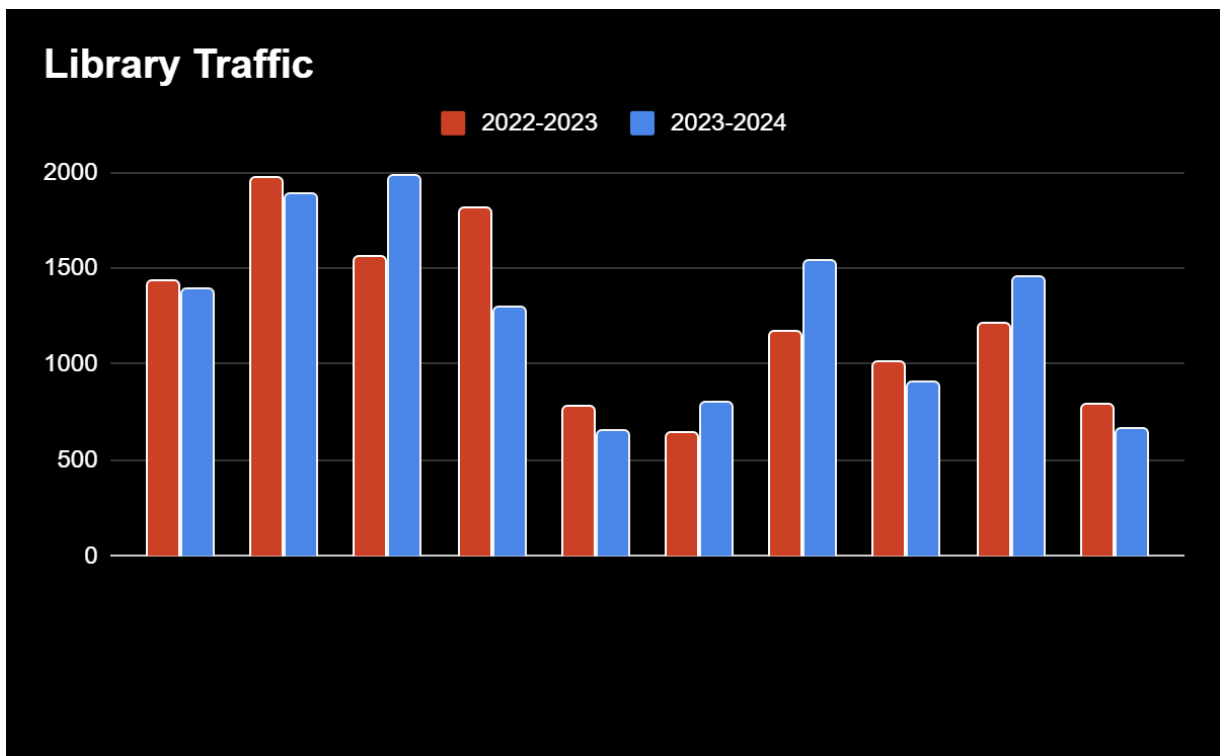
Submission Date

05/29/2024

Findings (Data and Narrative)

Each day, traffic was measured using a traffic counter. The library attendance only increased 1.5% from the previous year. Even though we have continued to host events in the library as well as enrollment sessions, it wasn't enough to increase the traffic to the desired outcome.

Data Charts and Graphs



Outcome Conclusion

Expected Findings

Analysis

Even though we did increase the library traffic, I did not meet the outcome of an increase of 2%. The library traffic only increased 1.5%. It was expected since we did not have the art exhibit this year. We have included enrollment sessions in the library which may have helped the increase. Collaboration with faculty and staff is a must to continue to increase the foot traffic of the library.

What changes were implemented based on data from the previous cycle that affected these findings?

Enrollment sessions were welcomed into the library.

Plan of Action Section

Plan of Action

The library will continue to host events and find ways to increase the traffic. There have been improvements to the library furnishings to establish comfortable group study areas. I am in the process of creating a food/needs pantry in the back of the library. Hopefully, this will be ready when the next semester begins and increase traffic.

Resources to Support Action

Student Affairs has been supportive in providing supplies and incentives for events. Enrollment Management has been using the library for enrollment sessions. Staff and faculty support the library by scheduling sessions, study time, student events, and cultural events.

Promote Student and Faculty Access to Numerous Physical and Digital Resource

Mission Supportive Goal

To provide physical and digital resources that advance and support education.

Performance Objective

The library will promote student and faculty access to numerous physical and digital resources and assist those who may need help accessing the library and its resources.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Academic Support:** The library will promote student and faculty access to numerous physical and digital resources and assist those who may need help accessing the library and its resources. (X)
- **Convenience, Efficiency, and Effectiveness of Services:** The library will promote student and faculty access to numerous physical and digital resources and assist those who may need help accessing the library and its resources. (X)
- **Student Success:** The library will promote student and faculty access to numerous physical and digital resources and assist those who may need help accessing the library and its resources. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

The library will use circulation statistics.

Performance Outcome/Target

Usage of the physical and digital resources will increase during the academic year. Circulation using the eBook program will increase 15% from the previous year.

Collection Timeline

Fall 2023 and Spring 2024

2023 - 2024

Submission Date

05/30/2024

Findings (Data and Narrative)

Findings (Data and Narrative)

We had a 23% increase in the number of users of the eBook program this year. We are constantly promoting the eBook program to faculty, staff, and students on campus. We continue to build the digital collection to address all needs and wants of the patrons. We are available to help patrons download the app and walk them through how to use it. We have also provided easy instructions via email and social media on using the eBook program.

Outcome Conclusion

Expected Findings

Analysis

I believe that promoting the eBook program during orientation programs and class visits as well as through email and social media has increased the new users. We are focused on developing the collection and adding titles for all users for research or pleasure reading. We take suggestions from faculty and staff on what is needed for courses. Resource guides are readily available on the library website to help online students access eBooks. We add any book (audio and eBook format) that faculty wants students to read for his or her course to the collection.

What changes were implemented based on data from the previous cycle that affected these findings?

We have trained work study students to suggest that students sign up for the eBook program. I created a resource guide to add to the online learning platform.

Plan of Action Section

Plan of Action

Continued promotion of the eBook program is necessary to increase new users. Library staff will continue to add to the collection, take requests, and promote the program.

Resources to Support Action

I will continue to allocate part of the library budget to continually develop the eBook collection. Library staff will keep adding titles so the library can offer a more diverse collection to all patrons. We will continue to add recommended titles to the collection.



Assessment Report

Administrative and Student Services -
Power I

Develop Detailed Job Duties for Part-Time Office Assistant Position Sallisaw

Mission Supportive Goal

Improve workplace efficiency of the Power I program which will indirectly improve the student's educational experience

Performance Objective

Develop detailed job duties for the part-time office assistant position on the Sallisaw campus. The job currently depends on the generic job description to define duties and verbal instructions from the program director.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Convenience, Efficiency, and Effectiveness of Services:** Develop detailed job duties for the part-time office assistant position on the Sallisaw campus. The job currently depends on the generic job description to define duties and verbal instructions from the program director. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Established date

Performance Outcome/Target

An itemized list of specific daily, weekly, and monthly duties required for the position that will cover the majority of the recognized activities in accordance with the federal grant guidelines and in-house operating procedures will be established by May 2024.

Collection Timeline

May 2024

2023 - 2024

Submission Date

05/30/2024

Findings (Data and Narrative)

Used current job description and program guidelines to create a detailed list of job duties. The creation of the list will give the part-time office assistant a better understanding of the responsibilities and the timeline associated with the task.

Outcome Conclusion

Expected Findings

Analysis

The outcome was met. Having the itemized list of job duties enabled the assistant manager to perform more efficiently.

What changes were implemented based on data from the previous cycle that affected these findings?

There were no changes made.

Plan of Action Section

Plan of Action

The detailed job duties list will be updated as needed.

Resources to Support Action

Changes to the program guidelines



Assessment Report

Administrative and Student Services - R-
VEEP

Visit Classes

Mission Supportive Goal

To promote R-VEEP program options to students enrolled in child development or allied health degree plans

Performance Objective

We will visit classes and/or record a video segment to share about our employer partner pipeline and job opportunities available to students upon graduation.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024, 2024 - 2025

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Community and Student Engagement:** We will visit classes and/or record a video segment to share about our employer partner pipeline and job opportunities available to students upon graduation. (X)
- **Community and Student Engagement:** We will visit classes and/or record a video segment to share about our employer partner pipeline and job opportunities available to students upon graduation. (X)
- **Student Success:** We will visit classes and/or record a video segment to share about our employer partner pipeline and job opportunities available to students upon graduation. (X)
- **Student Success:** We will visit classes and/or record a video segment to share about our employer partner pipeline and job opportunities available to students upon graduation. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Visit/contact reports

Performance Outcome/Target

90% of designated students will receive information on R-VEEP program options.

Collection Timeline

November 2024 (2024-2025)

November 2023 (2023-2024)

2023 - 2024

Submission Date

05/29/2024

Findings (Data and Narrative)

Visited classes and/or recorded a video segment to share about our employer partner pipeline and job opportunities available to students upon graduation. 100% of classes distributed the video through blackboard.

Outcome Conclusion

Expected Findings

Analysis

We met the outcome by distributing this information to 100% of allied health and early childhood classes.

What changes were implemented based on data from the previous cycle that affected these findings?

This is our first cycle

Plan of Action Section

Plan of Action

Will continue to distribute the video but will also try to visit classes in-person to build relational capital with students and funnel them to career services within our workforce development efforts.

Resources to Support Action

Outside support from new employer partnerships

Implement an Exit Survey to All Child Development and Allied Health Degree-Seeking Students

Mission Supportive Goal

To prepare students to be workforce-ready for our employer partner consortium

Performance Objective

The R-VEEP program will implement an exit survey to all Child Development and Allied Health degree-seeking students to rate course content, instructional quality and job preparedness as metrics to determine student satisfaction.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024, 2024 - 2025

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Community and Student Engagement:** The R-VEEP program will implement an exit survey to all Child Development and Allied Health degree-seeking students to rate course content, instructional quality and job preparedness as metrics to determine student satisfaction. (X)
- **Community and Student Engagement:** The R-VEEP program will implement an exit survey to all Child Development and Allied Health degree-seeking students to rate course content, instructional quality and job preparedness as metrics to determine student satisfaction. (X)
- **Convenience, Efficiency, and Effectiveness of Services:** The R-VEEP program will implement an exit survey to all Child Development and Allied Health degree-seeking students to rate course content, instructional quality and job preparedness as metrics to determine student satisfaction. (X)
- **Convenience, Efficiency, and Effectiveness of Services:** The R-VEEP program will implement an exit survey to all Child Development and Allied Health degree-seeking students to rate course content, instructional quality and job preparedness as metrics to determine student satisfaction. (X)
- **Student Success:** The R-VEEP program will implement an exit survey to all Child Development and Allied Health degree-seeking students to rate course content, instructional quality and job preparedness as metrics to determine student satisfaction. (X)
- **Student Success:** The R-VEEP program will implement an exit survey to all Child Development and Allied Health degree-seeking students to rate course content, instructional quality and job preparedness as metrics to determine student satisfaction. (X)

Indirect Measure

Status

Active

Measure/Data Collection Tool

Survey question for each metric rating on a scale of 1-5 (define scale points – 1- strongly disagree, 2 – disagree, 3 - etc)

Performance Outcome/Target

90% of graduates will indicate a 4-5 agree/strongly agree rating for each metric.

Collection Timeline

December 2024 (2024-2025)
December 2023 (2023-2024)

2023 - 2024

Submission Date

05/30/2024

Findings (Data and Narrative)

93% of graduates indicated a 4/5 agree/strongly agree rating for rating course content, instructional quality and job preparedness as metrics to determine student satisfaction

Outcome Conclusion

Expected Findings

Analysis

We continue to strive to provide a quality education equipping students for job preparedness

What changes were implemented based on data from the previous cycle that affected these findings?

This is our first cycle

Plan of Action Section

Plan of Action

We will continue to update employer partner needs assessments and strengthen the employment pipeline for our students.

Resources to Support Action

Grant funding extension has been secured



Assessment Report

Administrative and Student Services -
Recruitment

Utilize Lead Reports from the What Type of Viking Am I? Form

Mission Supportive Goal

To increase the enrollment of prospective students through recruitment efforts in data collection and tracking.

Performance Objective

The Recruitment Department will utilize lead reports from the What Type of Viking Am I? Form on the Carl Albert website to increase the number of unique prospective students added to the 2024 – 2025 prospect database.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Direct Measure

Status

Active

Measure/Data Collection Tool

Compare this list to the prospect database collected from August 2022 to May 2023.

Performance Outcome/Target

Four hundred unique prospective students will be added to the 2024-2025 prospect database.

Collection Timeline

August 2023 to May 2024

Host Viking Voyage: College Preview Day for Junior and Senior Students

Mission Supportive Goal

To increase the enrollment of prospective students through recruitment efforts in data collection and tracking.

Performance Objective

The Recruitment Office will host Viking Voyage: College Preview Day for Junior and Senior Students interested in attending Carl Albert State College.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Direct Measure

Status

Active

Measure/Data Collection Tool

Track overall interest in CASC and Admissions of prospective students for the Fall 2024 semester.

Performance Outcome/Target

Through this event we will reach 250-500 students on campus to inform them about the benefits of attending CASC. We will send out an end of event survey with questions gaging students interest in CASC.

Collection Timeline

November 2, 2023 – November 31, 2023



Assessment Report

Administrative and Student Services -
Residential Life

Utilize the Residential Assistants as Liaisons between Residential Students and Staff

Mission Supportive Goal

To provide a safe and secure environment for all CASC residential students in the residential halls.

Performance Objective

Through a group chat forum and a hands-on process, the Office of Residential Life will utilize the Residential Assistants as liaisons between residential students and staff to field student safety concerns and suggestions for improvements. Not only does this method give students a voice in residential safety, but also encourages communication and prompt follow-up to help mitigate safety and security risks.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Campus Security and Safety:** Through a group chat forum and a hands-on process, the Office of Residential Life will utilize the Residential Assistants as liaisons between residential students and staff to field student safety concerns and suggestions for improvements. Not only does this method give students a voice in residential safety, but also encourages communication and prompt follow-up to help mitigate safety and security risks. (X)

Indirect Measure

Status

Active

Measure/Data Collection Tool

An impact survey will be given to all Residential Students at the end of the academic year to gain student feedback and insight on how to improve safety on campus.

Performance Outcome/Target

Survey feedback will identify strengths and challenges of the process and establish a baseline for improvements.

Collection Timeline

May 2024



Assessment Report

Administrative and Student Services -
Sallisaw Campus Service Center

Implemented a New Office System with Utilizing an Office Student Log

Mission Supportive Goal

To maintain integrity, accuracy, and efficiency in the delivery of services

Performance Objective

We have implemented a new office system with utilizing an Office Student Log to keep track of students who are able to upload their financial aid to their MyCarlAlbert account without the need of printing forms. to keep track of students who are able to upload their financial aid to their MyCarlAlbert account without the need of printing forms.

Performance Objective Status

Archived

Planned Assessment Cycle

2023 - 2024

Direct Measure

Status

Active

Measure/Data Collection Tool

By using an Office Student Log we will be able to track which students were able to upload their financial aid documents with assistance and those that brought in paperwork or needed the form to be printed out.

Performance Outcome/Target

During the Academic Year of 2023-2024, 95% of all Sallisaw students will be able to utilize their MyCarlAlbert account and upload their financial aid documents without the need of printing forms unless necessary.

Collection Timeline

End of Spring Semester May 2024

2023 - 2024

Submission Date

06/13/2024

Findings (Data and Narrative)

We had a positive measure reflecting 95% of all Sallisaw students utilizing their myCarlAlbert account to upload documents for financial aid.

Outcome Conclusion

Expected Findings

Analysis

After implementing our new software system, our students have been given the opportunity to easily access all financial aid documents through their myCarlAlbert account. Once they were given instructions on how to navigate their accounts, they were able to fill out and finalize most documents electronically.

What changes were implemented based on data from the previous cycle that affected these findings?

Our New Office System has allowed all students to access their documents readily and easily through their myCarlAlbert account.

Plan of Action Section

Plan of Action

We will continue to use our myCarlAlbert access for students to upload all needed documents for financial aid purposes.

Resources to Support Action

Time and effort when helping students utilize their myCarlAlbert account.

Implement the Posting of QR Codes

Mission Supportive Goal

To automate the request for Student needs for documents by using QR codes posted around campus.

Performance Objective

The Student Service Center will implement the posting of QR Codes around campus for students to access the Application for Admissions, links to Re-set Passwords, MyCarl Albert Self-Service, IT support ticket and Transcript request forms.

Performance Objective Status

Archived

Planned Assessment Cycle

2023 - 2024

Direct Measure

Status

Active

Measure/Data Collection Tool

Log numbers from usage of QR Code generator through Sallisaw Campus enrollment specialist

Performance Outcome/Target

90% of students will successfully utilize the QR codes posted to help them retrieve needed student forms.

Collection Timeline

End of Spring Semester May 2024

2023 - 2024

Submission Date

06/13/2024

Findings (Data and Narrative)

Students have been utilizing the QR codes posted around campus in high traffic areas. QR Code Generator log through Sallisaw Enrollment specialist showed at least 75% of all students accessed the QR codes posted throughout the Sallisaw campus. Data was based off of number of students enrollment specialist enrolled for the 23/24 academic year.

Outcome Conclusion

Expected Findings

Analysis

Met outcome target. Students very receptive to idea and liked ease of QR code accessibility.

What changes were implemented based on data from the previous cycle that affected these findings?

Poster Stands were utilized for larger advertising and viewing of the QR codes.

Plan of Action Section

Plan of Action

Expanding QR code implementation to the Poteau Campus

Resources to Support Action

Materials and Poster Stands for Poteau campus implementation



Assessment Report

Administrative and Student Services -
Serving the New Majority

Implement New Student Support Resources into Online Freshman Orientation

Mission Supportive Goal

Increase freshman fall-to-fall retention rate

Performance Objective

Implement new student support resources (e.g., new instructional videos) into online Freshman Orientation to positively impact crucial factors of student success

Performance Objective Status

Archived

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Academic Support:** Implement new student support resources (e.g., new instructional videos) into online Freshman Orientation to positively impact crucial factors of student success (X)
- **Retention, Persistence, and Completion:** Implement new student support resources (e.g., new instructional videos) into online Freshman Orientation to positively impact crucial factors of student success (X)
- **Student Success:** Implement new student support resources (e.g., new instructional videos) into online Freshman Orientation to positively impact crucial factors of student success (X)
- **Transfer:** Implement new student support resources (e.g., new instructional videos) into online Freshman Orientation to positively impact crucial factors of student success (X)

Indirect Measure

Status

Active

Measure/Data Collection Tool

At the end of the fall 2023 semester, online freshman orientation students will be surveyed to determine the level of impact each student support service had upon factors of student success.

Survey Items:

1. VOLO: The VOLO contributed to my success in my online courses my first semester.
1- Strongly Disagree 2-Disagree 3-Neither Agree nor Disagree 4-Agree 5-Strongly Agree
2. OpenStax Textbook: The textbook contributed to my learning in this course.
1- Strongly Disagree 2-Disagree 3-Neither Agree nor Disagree 4-Agree 5-Strongly Agree
3. Tutorial resources videos: The instructional videos contributed to the ease and understanding of navigating my student account.
1- Strongly Disagree 2-Disagree 3-Neither Agree nor Disagree 4-Agree 5-Strongly Agree
4. Flipgrid: Flipgrid contributed to creating community within the course and my overall learning.
1- Strongly Disagree 2-Disagree 3-Neither Agree nor Disagree 4-Agree 5-Strongly Agree
5. Any comments about the resources used in this course?
6. What additional resources would be helpful for online freshmen?

Performance Outcome/Target

Overall, new student support resources will receive an average impact score of 4 on a 5-point Likert scale.

Collection Timeline

January 2024

2023 - 2024

Submission Date

06/06/2024

Findings (Data and Narrative)

Students in our pilot online Freshman Orientation course containing our new student support resources rated the resources a total average of 3.7 on a 5 point Likert scale. The students rated the following resources:

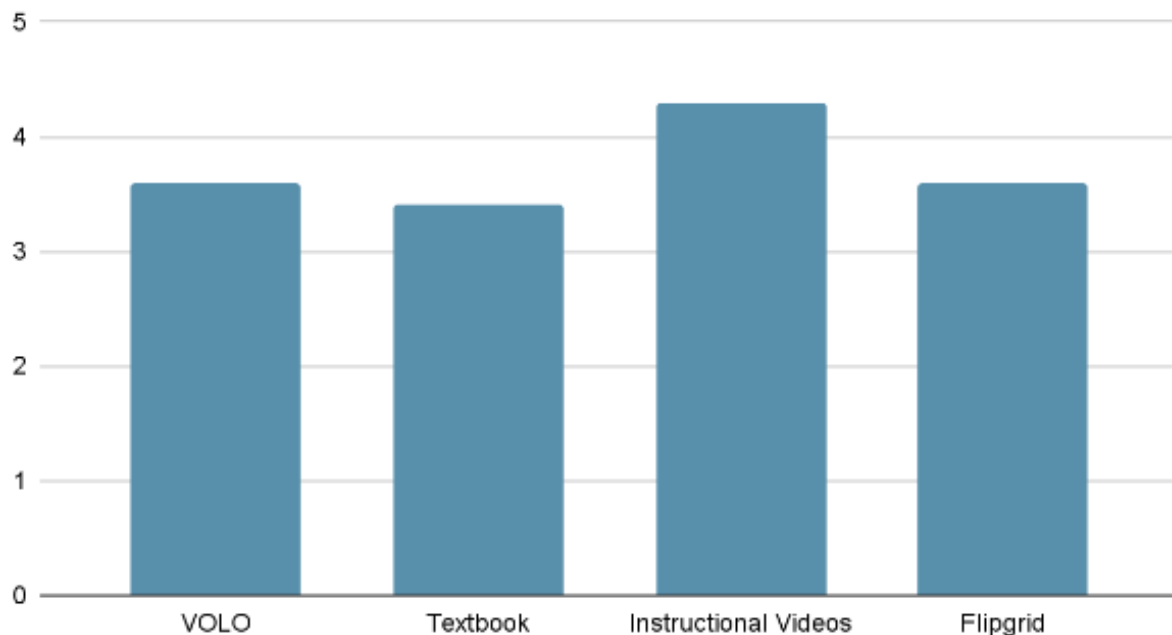
VOLO: The VOLO contributed to my success in my online courses my first semester.

OpenStax Textbook: The textbook contributed to my learning in this course.

Tutorial resources videos: The instructional videos contributed to the ease and understanding of navigating my student account.

Flipgrid: Flipgrid contributed to creating community within the course and my overall learning.

Data Charts and Graphs



Outcome Conclusion

Unexpected Findings

Analysis

We did not meet our goal of an average of 4. Although, we were very close. We learned that the students found the reading the textbook to be too much and that it did not directly tie to their work in the course. Although it supported the overall learning objective for that week, we believe since there was no assignment from the reading itself, they dismissed it's important.

What changes were implemented based on data from the previous cycle that affected these findings?

This is our first semester.

Plan of Action Section

Plan of Action

We lessened the reading amount for the Spring 2024 semester and plan to create weekly quizzes on the reading material for the Fall 2024 semester. We also, worked to create a bigger tie to community within the Flipgrid assignments by having the students respond to each others posts.

Resources to Support Action

NA

2023 - 2024

Submission Date

12/15/2023

Findings (Data and Narrative)

Students rated the resources in online freshman orientation an average of 3.7 on a 5 point Likert scale.

Outcome Conclusion

Unexpected Findings

Analysis

We did not meet the desired outcome of an average of 4 on a 5 point Likert scale. The textbook and FlipGrid resources were rated the lowest on average at 3.6 and 3.5 respectively. The instructional video throughout the course were very successful. Students rated them an average of 4.3. Students have a love-hate relationship with FlipGrid. It received the lowest rating but we also receive a lot of positive feedback. It causes students anxiety to record themselves, but it also pushed them out of their comfort zone and allows them to see their classmates and get to know one another a little better.

The students comments about the resources used in online orientation are positive overall. They students said the resources are very helpful and contributed the the effectiveness of the course. When asked what additional recourse would be helpful they stated things like help navigating Blackboard and help utilizing the library's online resources.

What changes were implemented based on data from the previous cycle that affected these findings?

This is the first year of this plan.

Plan of Action Section

Plan of Action

We are decreasing the amount of reading from the textbook and ensuring that the reading we do assign directly ties to their assignment. We also will continue to use FlipGrid because we have received a lot of positive feedback, but ensure we are transparent with how much it contributes to their grade and brainstorm on ways to use it where students must interact within one another. VOLO has been upgraded based on separate feedback within VOLO to include more videos and graphics, we hope these improvements will increase its usefulness to the students. The instructional video question is referring to the videos that explain how to set up their myCarlAlbert account, student email, etc. but I think the students think it is referring to the lecture videos we post each week. I will reword the question to make it clearer what we are referring to for the next reporting period.

We will link to Blackboard instructional videos the first couple weeks of the course to help students easily find the Blackboard assistance they need. We are also going to add student guides the library created for us to help walk students through using their resources. We also plan to implement an assignment working with the library director to familiarize the students with their resources.

Resources to Support Action

NA

Related Documents

[Orientation Resources Feedback - Sheet1.pdf](#)



Assessment Report

Administrative and Student Services -
Student Affairs Office

Increase Residential Student Completion of Vector Solutions Campus Life Training Course

Mission Supportive Goal

Encourage healthy behaviors and attitudes among students while increasing the appreciation for human values, diversity, and life-long learning

Performance Objective

To increase residential student completion of Vector Solutions Campus Life Training Courses, we are going to make the courses available much earlier this year and have an ongoing competition where students can win prizes. We also will work with our Scholars Coordinators and coaches for our athletic teams to increase the participation for their students/student athletes.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Co-Curricular Support:** To increase residential student completion of Vector Solutions Campus Life Training Courses, we are going to make the courses available much earlier this year and have an ongoing competition where students can win prizes. We also will work with our Scholars Coordinators and coaches for our athletic teams to increase the participation for their students/student athletes. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Number of courses each resident student completes and earns a certificate for the completion

Performance Outcome/Target

50% of our resident students will complete at least two Vector Solutions Campus Life Training Courses during the academic year.

Collection Timeline

May 2023



Assessment Report

Administrative and Student Services -
Student Life



Assessment Report

Administrative and Student Services -
Student Support Services (Poteau)

Arrange Appointments for First Coaching Session

Mission Supportive Goal

To provide coaching early and often to improve retention

Performance Objective

SSS will arrange appointments for all students to receive their first coaching session with their assigned academic coach upon intake. Every effort will be made to give the student an appointment within 1-2 weeks of the intake which allows for the appointment to be rescheduled if necessary and to still fall within the 3-week time frame.

Performance Objective Status

Archived

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Retention, Persistence, and Completion:** SSS will arrange appointments for all students to receive their first coaching session with their assigned academic coach upon intake. Every effort will be made to give the student an appointment within 1-2 weeks of the intake which allows for the appointment to be rescheduled if necessary and to still fall within the 3-week time frame. (X)
- **Student Success:** SSS will arrange appointments for all students to receive their first coaching session with their assigned academic coach upon intake. Every effort will be made to give the student an appointment within 1-2 weeks of the intake which allows for the appointment to be rescheduled if necessary and to still fall within the 3-week time frame. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

SSS will track intake and coaching sessions through SSS Student Access Database

Performance Outcome/Target

80% of new students will have their 1st coaching session within 3 weeks of their intake into SSS OR if the intake is complete before the semester, they will have their first coaching session during the first 3 weeks of the semester.

Collection Timeline

June 2024

2023 - 2024

Submission Date

06/26/2024

Findings (Data and Narrative)

140 out of 149 new students received their first coaching session within 2 weeks of their initial intake into SSS or within the first 2 weeks of the fall semester if their intake was completed over the summer. This resulted in a 94% completion rate.

Outcome Conclusion

Expected Findings

Analysis

Outcome is met. Our target was 80% and we achieved 94% completion.

What changes were implemented based on data from the previous cycle that affected these findings?

An emphasis was placed on meeting this criteria. Students were assigned to their SSS advisor at intake and given their first coaching session appointment was scheduled at intake.

Plan of Action Section

Plan of Action

We have been working toward this goal for several years and have finally met our objective. No new changes will be made. We will continue to assign advisors and make initial coaching session appointments at intake to duplicate these results.

Resources to Support Action

Personnel—all SSS advisor/schedules/hours for intakes and coaching appointments

Utilize a Web-based Method for Online Students

Mission Supportive Goal

To increase on-line utilization of SSS

Performance Objective

SSS will utilize a web-based method for online students to access and complete the SSS application and intake paperwork.

Performance Objective Status

Archived

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Convenience, Efficiency, and Effectiveness of Services:** SSS will utilize a web-based method for online students to access and complete the SSS application and intake paperwork. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Applications will be tracked through the SSS database and records

Performance Outcome/Target

20 percent of qualified online students will complete their intake paperwork via our online database.

Collection Timeline

May 2024

2023 - 2024

Submission Date

05/13/2024

Findings (Data and Narrative)

Out of twenty three online students, sixteen accessed the online platform to sign. Sixty nine percent of the twenty three online students completed their agreement and intake paperwork online.

Outcome Conclusion

Expected Findings

Analysis

The target of twenty percent was met. Utilizing a web based method proved to be very beneficial in gathering signatures of online students. The online option provides accessibility for the online students to sign their agreement and intake paperwork.

What changes were implemented based on data from the previous cycle that affected these findings?

A different online platform was used for signature collection.

Plan of Action Section

Plan of Action

In order to make the application more accessible, email the online instructors the link for the application.

Resources to Support Action

Subscription to jotform is needed to make online signing accessible.

For resources that include a budget request, please provide cost breakdown and total cost.

The subscription to jotform is priced at \$39 per year.

Implement Weekly Zoom/Conference Call Meetings

Mission Supportive Goal

To improve communication between Poteau and Sallisaw CASC campuses in an effort to improve services to students

Performance Objective

SSS will implement weekly zoom/conference call meetings during the academic year.

Performance Objective Status

Archived

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Convenience, Efficiency, and Effectiveness of Services:** SSS will implement weekly zoom/conference call meetings during the academic year. (X)

Indirect Measure

Status

Active

Measure/Data Collection Tool

SSS staff meeting minutes

Performance Outcome/Target

Utilizing a staff meeting at the end of the fall semester, SSS staff will identify the strengths and weaknesses of the zoom/conference call in addressing the communication needs between the Sallisaw and Poteau offices

Collection Timeline

Jan 2024

2023 - 2024

Submission Date

05/15/2024

Findings (Data and Narrative)

Staff reported that the zoom meetings were beneficial and should continue. They improve communication between the Sallisaw and Poteau SSS offices.

Outcome Conclusion

Expected Findings

Analysis

All 4 SSS staff reported that the zoom meetings were beneficial, they felt more like a team and allowed time for discussion and planning.

They did state that once a week was probably enough and although it started out as twice a week, it gravitated towards once a week due to scheduling and how busy the staff are.

No other suggestions were mentioned.

What changes were implemented based on data from the previous cycle that affected these findings?

None, this was the first cycle.

Plan of Action Section**Plan of Action**

We will continue with weekly zoom meetings to continue with communication between Poteau and Sallisaw SSS offices.

Resources to Support Action

Time and scheduling of personnel to successfully meet once a week.



Assessment Report

Administrative and Student Services -
Trio Director

Provide New and/or Updated Information

Mission Supportive Goal

Provide TRIO Coordinators with updated TRIO Regulations and new information from the Department of Education and the President's Council, and allow each coordinator to share new information from their department

Performance Objective

The Office of Federal TRIO Programs will provide to the TRIO Coordinators and new and/or updated information from the Department of Education or the President's Council to continue effective and efficient program management, and to maintain compliance with Federal Regulations set forth by the Department of Education.

Performance Objective Status

Active

Planned Assessment Cycle

2021 - 2022, 2022 - 2023, 2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Convenience, Efficiency, and Effectiveness of Services:** The Office of Federal TRIO Programs will provide to the TRIO Coordinators and new and/or updated information from the Department of Education or the President's Council to continue effective and efficient program management, and to maintain compliance with Federal Regulations set forth by the Department of Education. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

- 1) Documentation of the agenda for TRIO Coordinators' meetings
- 2) Documentation of the attendance and minutes for TRIO Coordinators' meetings
- 3) Copies of handouts given in TRIO Coordinators' meetings

Performance Outcome/Target

TRIO Coordinators' Meetings to be held at least 8 times throughout the year to disseminate any information from the Department of Education and/or President's Council.

Collection Timeline

End of May

Implement a timeline to disseminate monthly budgetary information

Mission Supportive Goal

To Provide TRIO Coordinators budgetary information in a timely manner

Performance Objective

The Office of Federal TRIO Programs will implement a timeline to disseminate monthly budgetary information in a timely manner, which will help develop better budget management.

Performance Objective Status

Active

Planned Assessment Cycle

2020 - 2021, 2022 - 2023, 2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Convenience, Efficiency, and Effectiveness of Services:** The Office of Federal TRIO Programs will implement a timeline to disseminate monthly budgetary information in a timely manner, which will help develop better

budget management. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

- 1) Documentation of when budgets are received in the Office of Federal TRIO Programs
- 2) Creation of Budget Cover Sheet
- 3) Documentation when the budgets are sent to TRIO Coordinators
- 4) Email record of payroll breakdown by office and employee

Performance Outcome/Target

Budget and payroll information will be disseminated no later than 10 working days after received from Business Office or The Department of Education, in order for budget to be closed out within 60 days after end of program. (This will measure the progress being made toward this target.)

Collection Timeline

End of May

Provide a Newsletter to Inform about the Services of the TRIO Programs.

Mission Supportive Goal

Provide Carl Albert State College community and target agencies more information about all of the TRIO programs

Performance Objective

The Office of Federal TRIO Programs will provide to the Employees of Carl Albert State College and the surrounding communities a Newsletter that will inform its readers about the services of the TRIO Programs.

Performance Objective Status

Active

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Convenience, Efficiency, and Effectiveness of Services:** The Office of Federal TRIO Programs will provide to the Employees of Carl Albert State College and the surrounding communities a Newsletter that will inform its readers about the services of the TRIO Programs. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

- 1) Survey sent out and completed in May of 2024 to determine effectiveness
- 2) Copies of Newsletters kept on file.

Performance Outcome/Target

The Newsletter will be published 4 times a year, and will be sent out to the Carl Albert campus community and the target agencies to keep them informed on services as well as give them any new information available.

Collection Timeline

May 31, 2024



Assessment Report

Administrative and Student Services -
Upward Bound (Poteau)

Offer a stipend if the Students Comes to Workshop and Completes the FAFSA Application

Mission Supportive Goal

Increase senior student completion of the Free Application for Federal Student Aid during the month of ?

Performance Objective

UB will provide a FAFSA workshop for students and parents and offer individual appointments for participants and parents to ensure completion of application. To improve attendance, we will offer a stipend if the student comes to the workshop and completes the FAFSA application.

Performance Objective Status

Archived

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Financial Aid and Literacy:** UB will provide a FAFSA workshop for students and parents and offer individual appointments for participants and parents to ensure completion of application. To improve attendance, we will offer a stipend if the student comes to the workshop and completes the FAFSA application. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Attendance records and official verification from FAFSA will be used to determine performance outcome objectives.

Performance Outcome/Target

75% completion rate will happen by the end of October

Collection Timeline

October 2023

2023 - 2024

Submission Date

07/18/2024

Findings (Data and Narrative)

The goal of 75% was not met by the end of October 2023. The FAFSA website was not available until January 2024 due to changes made to the entire FAFSA system. The FAFSA system was not fully functioning from January through March 2024. The verification process changed and has been a hindrance for both student and parent verifications. Even with the challenges 59% of the students have started the FAFSA application to date; 46% have completed and been verified.

Data Charts and Graphs

Upward Bound 2023-2024 FAFSA Submission

11 of 24 students have completed the FAFSA application = 46%

03 of 24 students have started the FAFSA application but unfinished = 13%

14 of 24 students have completed or in the process of completion = 59%

Outcome Conclusion

Expected Findings

Analysis

The target outcome was not met due to the FAFSA website not being operational and available for applications.

What changes were implemented based on data from the previous cycle that affected these findings?

The students are continuing to work at finishing the FAFSA application by using resources available to them at Upward Bound and the Educational Opportunity Center for assistance.

Plan of Action Section

Plan of Action

I will no longer use this for assessment due to the inability to track the progress and submissions until FAFSA works through some of the issues that are unresolved at this time; such as improving the verification process for parents and responding to help desk questions in a timely manner.

Resources to Support Action

None



Assessment Report

Administrative and Student Services -
Upward Bound Math/Science (Poteau)

Offer a Stipend if the Student Comes to the Workshop and Completes the FAFSA

Mission Supportive Goal

Increase senior student completion of the Free Application for Federal Student Aid during the month of ?

Performance Objective

UBMS will provide a FAFSA workshop for students and parents and offer individual appointments for participants and parents to ensure completion of application. To improve attendance, we will offer a stipend if the student comes to the workshop and completes the FAFSA application.

Performance Objective Status

Archived

Planned Assessment Cycle

2023 - 2024

Mapping

Institutional Effectiveness Priorities: (X - When Highlighted Is Aligned)

- **Financial Aid and Literacy:** UBMS will provide a FAFSA workshop for students and parents and offer individual appointments for participants and parents to ensure completion of application. To improve attendance, we will offer a stipend if the student comes to the workshop and completes the FAFSA application. (X)

Direct Measure

Status

Active

Measure/Data Collection Tool

Attendance records and official verification from FAFSA will be used to determine performance outcome objectives.

Performance Outcome/Target

90% completion rate will happen by the end of October

Collection Timeline

October 2023

2023 - 2024

Submission Date

07/23/2024

Findings (Data and Narrative)

Due to the changes to the FAFSA application for the 2023-2024 year our students were not able to complete their applications or even start them until after January 1st. Some students were able to complete their applications but several are still waiting to complete due to their parents not being able to get their identity verified. We moved our completion time back to January 31st but our student still had too many problems and issues that had to be worked out and were still not successful. 45% were able to complete there applications and 55% either did not attempt or have started the applicaton but are unable to submit due to issues with parent verification.

Data Charts and Graphs

Name	FAFSA Completed	Date
Alvarado, Gisela	Incomplete at this time due to parent verification	started in January
Bates, Dillan	Yes	January
Bluford, Daryus	No	
Bolding, Emily	No	

Castillo, Bictoria	Incomplete at this time due to parent verification	started in January
Clark, Coy	No	
Correa, Lesley	Incomplete at this time due to parent verification	started in March
Dalmut, Madison	Yes	March
Espinoza, Christena	Yes	May
Fernandez, Jazmin	Yes	May
Gomez-Diego, Michelle	Incomplete at this time due to parent verification	started in January
Heflin, Natalee	No	
Hunt, Hailey	No	
Matais, Belen	Incomplete at this time due to parent verificaton	started in January
McCoy, Trinity	Yes	N/A
Montgomery, Titus	Yes	January
Muncy, Abigail	Yes	January
Pershing, Michael	Yes	N/A
Perez, Jesus	No	
Taylor, Sydney	Yes	January

Outcome Conclusion

Expected Findings

Analysis

Our goal was completion by October 31st but since the application wasn't functional until after January 1st we pushed our completion date back to the January 31. Even after doing that we were still unable to meet our goal of 90%. I feel this there was nothing that we could have done differently because it was out of our control. We were able to have our workshops and help guide our student to be successful but the FAFSA and the department of education was the issue.

What changes were implemented based on data from the previous cycle that affected these findings?

No changes were able to be made due to the application being unassessable to the public until after January 1st.

Plan of Action Section

Plan of Action

I feel the best plan of action is to completely change our focus to a different area. I feel we have been successful at getting our students the help that they need to complete their FAFSA application but with the ever changing issues that the FAFSA website and application are having and continue to have we will never be successful with this assessment.

Resources to Support Action

NO resources are needed at this time.