

PROGRAM REVIEW AND LEARNING OUTCOMES ASSESSMENT NEWSLETTER

A periodic report from the Office of Academic and Institutional Effectiveness – Ellen Wentland, Associate Dean

May 2012

NINTH EDITION

This is the ninth edition of what is planned as a periodic newsletter. As noted in the first April 2008 edition:

The major goal is to share with the entire campus community the significant work - significant in terms of the commitment of time and effort as well as in the results - that is being done by NECC faculty and administrators on program review and outcomes assessment activities.

Individuals from outside NECC have also been engaged, including representatives of area four-year colleges and employers. It is hoped that through sharing, the work that has been done will be supported, and the work that will be done will be encouraged and better informed.

To view all editions of the newsletter, go to:

<http://facstaff.necc.mass.edu/faculty-resources/program-review-outcomes-assessment/newsletters/>

PROGRAM REVIEW

Spring 2012 Completers

Following are the **eleven** reviews completed in spring 2012, along with the program review team leaders:

Accounting – Kristen Quinn

Alcohol-Drug Abuse Counseling Certificate – Jane Gagliardi

Early Childhood Education – Gail Feigenbaum

General Studies: Dance Option – Michelle Deane

General Studies: Music Option – Ken Langer

General Studies: Visual Arts – Rachel Hellman

Nursing (ADN) – Francine Pappalardo

Practical Nursing Certificate – Francine Pappalardo

Phlebotomy – Brenda Salines

Polysomnography – John Murray

Respiratory Care – Jennifer Jackson-Stevens

The total number reviewed to date is now 43, including 33 degree and 10 certificate programs. Of the 43, four (3 degree and 1 certificate) completed second reviews in 2012, following the NECC cycle which is approximately every 5-6 years.

Of the 27 programs scheduled for the next three review cycles, only seven have not been reviewed in the past. Three associated programs were delayed pending the hiring of a coordinator for those programs, and another three are new programs at the college. The seventh is scheduled for this next cycle.

Spring 2012 Program Review Summit

Team leaders presented the results of their reviews at the **seventh annual college-wide Program Review Summit on April 10, 2012**. Sample PowerPoint presentations shown at the summit, which highlight review findings and recommendations, can be found at <http://facstaff.necc.mass.edu/faculty-resources/program-review-outcomes-assessment/785-2/>



While most of the reviews were individually presented, the team leaders for the five reviews conducted in the Division of Health Professions presented information about their programs at the summit in a **joint panel discussion format, accompanied by a slide presentation**. They described their programs in terms of the preparation of students, the interconnectedness of the different specialties, the importance of interdisciplinary approaches to patient care, and trends in the health professions, including increasing professional responsibilities and demands for higher levels of knowledge and skills. They also were very enthusiastic about the Division's acquisition of "SIM" people, and the opportunities that will be provided in the new Allied Health Building for interdisciplinary collaboration.

Sample Slide – Respiratory Care Image



Academic Preparation Curriculum Review

This year, the Academic Preparation Department elected to complete a review of its curricular offerings. The curriculum areas included are Reading, Math, ESL, and Writing. In addition, each of these areas has a corresponding support center. Following the program review template, an in-depth overview of the Department was developed, including a detailed list of the Department's strengths and challenges.

Spring 2012 Curriculum Review Presentation

Due to the extensiveness of this review and its inclusion of a number of curricular areas, the review was presented in a separate session on May 14. The PowerPoint for this presentation is also available at:
<http://facstaff.necc.mass.edu/faculty-resources/program-review-outcomes-assessment/785-2/>

Program and Curriculum Review Reports

Program reviews contain a wealth of information about such topics as the curriculum, enrollments, resources available, and graduation rates. Extracted from a sample of the recently completed reviews, following are selected sections which highlight the many areas covered.

Academic Preparation

...the dynamic nature of the curriculum leads to frequent innovation. Faculty in our department have been leaders on our campus in regard to high impact practices such as learning communities (LC's), supplemental instruction (SI), and integrative learning; we have developed a unique course for bilingual students; we've pioneered the use of cutting edge technology to enhance our students' learning experiences. This combination of common curricula and innovation provide us with the opportunity to uphold and maintain standards while giving students a variety of opportunities to learn the skills and habits needed for success in college coursework.

Accounting

...in 2010, the Computerized Accounting course was changed from teaching students a textbook version of an accounting software to teaching students the fundamentals of QuickBooks. Several other community colleges were teaching their accounting majors QuickBooks and several employers conveyed to the faculty the need for new graduates to have knowledge of a widely used software system. By making this adjustment, it has provided our students the opportunity to enhance their resume by including that they have this skill set.

Alcohol/Drug Abuse Counseling Certificate

Self reflection and feedback mechanisms are built into the program for all constituencies. Classroom instructors regularly ask students for feedback about readings, teaching methods, etc. Practicum supervisors and placement sites are evaluated by students as are students by their practicum supervisors. The Advisory Committee provides regular feedback about current challenges and issues within the marketplace that need to be considered within the curriculum.

Early Childhood Education

To assist students in becoming effective professionals, pre-service students are assigned field placements from the very beginning of the program ... Practicum placements provide students with opportunities to gain experience and demonstrate teaching skills. There are various ways for field placement and practicum supervisors to share feedback on students' progress and effectiveness in meeting teaching responsibilities. For example, regularly scheduled conferences are required for practicum students, supervising teachers, and a college supervisor to discuss a student's strengths and areas needing improvement.

General Studies: Visual Arts

Our goal is to fully engage and challenge our students in purposeful educational experiences, including hands-on studio work, collaborative projects, continual portfolio reviews, and access to a visiting artists series and rotating exhibits of contemporary art in the college gallery.

We monitor area four-year colleges and have ongoing conversations as to what revisions are being made in their programs. We are also given feedback from the four-year schools that participate in Portfolio Day as to the work our students produce ... Currently we have on-going communication and relationships with ...MassArt, Monserrat College of Art, New Hampshire Institute of Art, Art Institute of Chicago and Art Institute of Boston.

General Studies: Dance



Our curriculum contributes to students accomplishing institutional outcomes...Students in our program develop Global Awareness skills in most of their dance classes, by studying the varied histories of many dance forms such as Jazz Dance, Modern Dance and World Dance. This also includes Cultural Anthropology which is a course requirement for our program.

Students also develop Communication Skills through physical and visual means and through group discussions and critiques. They are encouraged to communicate not only physically but verbally as well.

General Studies: Music



The Music Program makes it possible for the College to provide a wide range of occupational programs and community services. Concerts provided by ensembles and students help enhance the social and cultural life of the region. The Concert Band, Chorus, Jazz/Rock Ensemble, and the Piano Ensemble provide free or inexpensive concerts to the community every semester and many of these ensembles have performed for college and community functions.

Scheduled for 2013

Early in the 2012 spring term, five programs began their reviews with orientation sessions. These programs and their program review team leaders are:

Dental Assisting Certificate – Kerin Hamidiani
General Studies – Steve Mathis
Liberal Arts – Patricia Machado
Liberal Arts: Journalism/Communication Option – Amy Callahan
Radiologic Technology – Lynne Davis

IMPORTANT - You can help (and learn)! If you are able to help your colleagues in the above programs by participating on their review teams, please let them or me know!

OUTCOMES ASSESSMENT

Institutional Level Core Academic Skills and Assessment

The institutional-level assessment effort is co-led by Suzanne Van Wert and Ellen Wentland, who have been assisted in these efforts by numerous faculty and staff members as well as members of the HOAP (Help for Outcomes Assessment Plans) Committee. Institutional-level assessment involves the assessment of the six Core Academic Skills adopted by the College, namely:

- **Written Communication**
- **Oral Communication**
- **Global Awareness**
- **Information Literacy**
- **Quantitative Reasoning**
- **Science and Technology**

This work began in AY 2009-10 with a focus on **Written Communication**, and continued in AY 10-11 with the assessment of **Global Awareness** and **Quantitative Reasoning**.

The results for the above two assessments can be found at: <http://facstaff.necc.mass.edu/faculty-resources/program-review-outcomes-assessment/institutional/>.

This spring, faculty members who had students meeting the criteria and who had an **Information Literacy** assignment as part of their courses were asked to submit student products. To date, close to 70 assignments have been collected.

A team of raters has been formed, including four faculty members and four librarians. The librarians were especially interested in this skill as they are at

the forefront of assisting students in the development of Information Literacy skills. Raters are:

Karl Chambers – Adjunct Faculty, Department of English
Judi Ciampi – Coordinator, Paralegal Programs
Ann Grandmaison – Electronic Services Librarian
Mike Hearn – Coordinator, Lawrence Library
Ben Hood – Reference Librarian
Patricia Machado – Associate Professor, Economics
Lisa Mahoney – Adjunct Faculty, Departments of
Academic Preparation and English
Gail Stuart – Coordinator of Library Reference Services

The rating session is scheduled for June 14. A full report will be available later this summer.

VALUE Rubrics

In developing the tools used to evaluate student institutional assessment products, a set of rubrics developed by the AAC&U, called VALUE rubrics (Valid Assessment of Learning in Undergraduate Education) was consulted and used at least in part. For the Information Literacy assessment, the AAC&U VALUE rubric on this skill was adopted in total. The use of these rubrics in our assessments is prompted by the recommendations and interests of AMCOA (Advancing a Massachusetts Culture of Assessment), a state-wide initiative which is part of the overall Massachusetts Vision Project (see below). One goal of this project is to have in place a common assessment tool that could be applied across all Massachusetts colleges to enable cross-comparisons. The VALUE rubrics have promise as such a tool.

VISION PROJECT - AMCOA

For a description and details about the Massachusetts Department of Higher Education's Vision Project, please refer to the eighth edition of this Newsletter, at: <http://facstaff.necc.mass.edu/wp-content/uploads/2009/07/PROA-newsletter-v8-12-13-11-rev-1-3-12.pdf>.

NECC's AMCOA representatives are Ellen Wentland and Suzanne Van Wert. The first meeting was held in May 2011, and the group has met approximately monthly since then, with the June 2011 and February 2012 meetings taking place at NECC. Four statewide conferences have also been held, with NECC represented through session presentations at each one.

Following is information about the NECC sessions presented at the AMCOA conferences held to date.

AMCOA 2011-12 STATEWIDE CONFERENCES ON ASSESSMENT IN HIGHER EDUCATION

September 30, 2011 – Worcester State University

ASSESSMENT OF SUPPLEMENTAL INSTRUCTION

Presenters:

Eve Lopez - Adjunct Faculty, Department of Mathematics

Karletty Medina - Supplemental Instruction Coordinator

Linda Shea - Assistant Dean, Library and Academic Support Services

November 17, 2011 – Greenfield Community College

ASSESSING LEARNING OUTCOMES IN NURSING PROGRAMS

Presenters:

Patricia Demers – Assistant Dean, Division of Health Professions

Francine Pappalardo – Nursing Curriculum Coordinator

February 9, 2012 – University of Massachusetts - Lowell

USING OBSERVATIONAL METHODS TO ASSESS LEARNING OUTCOMES IN A LIBERAL ARTS – THEATER PROGRAM: OVERCOMING ASSESSMENT CHALLENGES

Presenter:

Susan Sanders, Professor, Coordinator of Theater and Technical Director for the Top Notch Players, Departments of English and Theater

April 23, 2012 – University of Massachusetts - Boston

ASSESSING SKILLS IN A TWO-YEAR LABORATORY SCIENCE PROGRAM USING INTERNAL AND EXTERNAL EXPERTISE

Presenters:

Noemi Custodia-Lora, Acting Assistant Dean, Foundational Studies, Liberal Arts & Sciences

Marguerite White-Jeanneau, Coordinator, Laboratory Science Program & Natural Sciences Department Faculty

REDEFINING GENDER EQUITY, OR SAVE THE MALES!

Presenter:

Suzanne Van Wert, Professor of English

REDUCING THE IMPACT OF SUBJECTIVITY IN THE ASSESSMENT OF CREATIVE PROJECTS IN THE GRAPHIC DESIGN AND MULTI-MEDIA PROGRAMS

Presenter:

Kathleen Andler, Adjunct Faculty, Art and Design