

the Vision
Project **AMCOA**

*Advancing a Massachusetts
Culture of Assessment*



**Effective Partnerships And Processes
That Build and Sustain a Commitment to
Assessing Student Learning: Where Are We Now?**

**Statewide Conference
on Assessment in
Higher Education**

Friday, September 30, 2011
8:30 a.m. to 3 p.m.

Worcester State University
Worcester, MA

AMCOA Team Members

Pamela Annas, Associate Dean, College of Liberal Arts, University of Massachusetts Boston

Kristina Bendikas, Associate Dean for Assessment and Planning, Massachusetts College of Liberal Arts

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Wendy Haynes, Associate Professor and Coordinator of the MPA Program, Co-Chair of NEASC Steering Committee, Bridgewater State University

Lois Hetland, Faculty, Art Education, Massachusetts College of Art and Design

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Paul Laverty, Professor of Mathematics, Mount Wachusett Community College

David Leavitt, Director of Institutional Research, Bunker Hill Community College

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Charlotte Mandell, Vice Provost for Undergraduate Education, University of Massachusetts Lowell

Elise Martin, Associate Dean of Assessment, Middlesex Community College

Timothy McLaughlin, Chair of the English Department; Co-chair of Student Learning Outcomes Assessment Program (SLOAP), Bunker Hill Community College

Linda Meccouri, Professional Development Coordinator; Professor, Multimedia Technology, Springfield Technical Community College

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Javad Moulai, STEM Division Faculty Member, Roxbury Community College

Bonnie Orcutt, Professor of Economics and Chair, Liberal Arts and Sciences Curriculum, Worcester State University

Richard Panofsky, Assistant Chancellor for Institutional Research & Assessment, University of Massachusetts Dartmouth

Richard Parkin, Assistant Vice President/Academic Affairs, Springfield Technical Community College

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Yves Salomon-Fernandez, Dean of Institutional Planning, Research and Assessment, MassBay Community College

John Savage, Faculty, Science, Middlesex Community College

Nancy Schoenfeld, Dean of Human Services & Science, Quinsigamond Community College

Maureen Melvin Sowa, Professor of History, Division of Social and Behavioral Sciences, Bristol Community College

Dawne Spangler, Director of the Center for Teaching, Learning and Assessment, North Shore Community College

Martha Stassen, Assistant Provost, Assessment & Educational Effectiveness, University of Massachusetts Amherst

Susan Taylor, Professor, Mount Wachusett Community College

Judy Turcotte, Director of Planning and Assessment, Holyoke Community College

Suzanne Van Wert, Professor of English, Northern Essex Community College

Laura Ventimiglia, Dean for Academic Assessment, Curriculum, and Special Programs, North Shore Community College

Michael Vieira, Associate Vice President for Academic Affairs, Bristol Community College

Ellen Wentland, Assistant Dean of Educational Effectiveness, Northern Essex Community College

Marcellette Williams, Senior Vice President, Academic Affairs, Student Affairs & International Relations, University of Massachusetts President's Office

Amanda Woods, Professor, Science and Mathematics Department, Massachusetts Maritime Academy

Michael Young, Associate Provost for Academic Planning and Administration, Co-Chair of NEASC Steering Committee, Bridgewater State University

Ellen Zimmerman, Associate Vice President for Academic Affairs, Framingham State University

Conference Agenda

	Location ▼
8:30 a.m. Registration and Coffee/Refreshments	Blue Lounge
9:00 a.m. Opening <i>Kristina Bendikas, Conference Chair and Associate Dean for Assessment and Planning, Massachusetts College of Liberal Arts</i> Welcome <i>Dr. Charles Cullum, Provost, Worcester State University</i> Remarks <i>Richard M. Freeland, Commissioner, Massachusetts Department of Higher Education</i>	Blue Lounge
9:30 a.m. Keynote Address: “The Possibilities of Partnerships” <i>Peggy Maki, Consultant for the AMCOA Project</i>	Blue Lounge
9:40 a.m. Breakout Sessions (<i>Participants will attend one session each; see descriptions and presenters on pages 4–5.</i>)	
<i>Session 1. UMass Dartmouth’s Commitment to Student Learning (CSL) Statement as an Assessment Resource</i>	Blue Lounge
<i>Session 2. Assessment of Supplemental Instruction (SI)</i>	Room C204
<i>Session 3. Teamwork: The Key to Faculty Engagement</i>	Fallon Room
<i>Session 4. Using NSSE/CCSSE Results</i>	Foster Room
10:40 a.m. Roundtables	Blue Lounge
11:40 a.m. Lunch	Blue Lounge
12:40 p.m. Breakout Sessions (<i>Participants will attend one session each; see descriptions and presenters on pages 5–6.</i>)	
<i>Session 5. Institutional Research: Perspectives from the Massachusetts DHE</i>	Blue Lounge
<i>Session 6. Institutional Research Support of the Program Review Process at Middlesex Community College</i>	Room C204
<i>Session 7. The Development and Function of BHCC’s Faculty-driven Assessment Initiative: The Student Learning Outcomes Assessment Project (SLOAP)</i>	Fallon Room
<i>Session 8. Using a Business Process Analysis to Facilitate Buy-In and Effective Assessment Information Flow</i>	Foster Room
1:40 p.m. Roundtables	Blue Lounge
2:40 p.m. Wrap-Up <i>Peggy Maki, Consultant for the AMCOA Project</i>	Blue Lounge
3:00 p.m. Close	

Working Session Information

Session Descriptions

Session 1. UMass Dartmouth's Commitment to Student Learning (CSL) Statement as an Assessment Resource

Presenters: *Richard Panofsky, Assistant Chancellor for Institutional Research & Assessment*
R. Thomas Boone, Interim Director of General Education and Associate Professor of Psychology } UMass Dartmouth

Facilitator: *Susan Keith, Massasoit Community College*

Description: Founded on broad campus discussion, using LEAP principles, and motivated by NEASC Standard 4.16, the CSL states aspirational goals for students upon graduation. Developed collaboratively, CSL has guided renovation of general education, improvement of advising, and will soon help refocus learning goals in academic majors.

Expected Outcomes:

1. Develop broad statements of your institution's aspirational goals for learning and use them in learning assessment
2. Use LEAP principles to guide renovation of your General Education program
3. Develop strategies involving students, faculty, and academic and student affairs administrators to assist restructuring your General Education program

Session 2. Assessment of Supplemental Instruction (SI)

Presenters: *Linda Shea, Assistant Dean, Library and Academic Support Services*
Ellen Wentland, Assistant Dean, Academic Program Review, Outcomes Assessment, and Educational Effectiveness
Eve Lopez, Adjunct Faculty: Department of Mathematics
Karletty Medina, Supplemental Instruction Coordinator } Northern Essex Community College

Facilitator: *Suzanne Van Wert, Northern Essex Community College*

Description: In the spring of 2011, NECC conducted an extensive assessment project, focused on classes designated for Supplemental Instruction (SI). Quantitative and qualitative data were collected through various methods including attendance sheets and surveys. The findings provided important insights into SI at NECC, and suggested numerous strategies for improvement.

Expected Outcomes:

1. Understand the qualitative and quantitative methods used to assess the effectiveness of NECC SI classes and to promote discussions about ways to improve the program
2. Use the general methods described to design assessments of various campus programs and initiatives

Session 3. Teamwork: The Key to Faculty Engagement

Presenters: *Kevin Forgard, Instructional Designer*
Maureen Sowa, Professor of History
Don Kilguss, Assistant Professor of History
Rebecca Benya-Soderbom, Instructor in History
Joannie Guadiello, Adjunct Instructor in Communications
Jacqueline Barry, Assistant Professor in Reading

— Bristol Community College

Facilitator: *Michael Vieira, Bristol Community College*

Description: Based on a Title III-funded program, The Connected College, this session describes and illustrates how collaboration among faculty at Bristol Community College has led to the development of program- and institution-level assessment strategies through the creation of Course-Design Toolkits.

Expected Outcomes:

1. Adapt the model or process for faculty outreach initiatives in outcomes assessment at their institutions
2. Adapt the toolkit program as a supportive mechanism for faculty professional development

Session 4. Using NSSE/CCSSE Results

Presenters: *David Leavitt, Director of Institutional Research, Bunker Hill Community College*
Elise Martin, Associate Dean of Assessment, Middlesex Community College
Martha Stassen, Assistant Provost, Assessment and Educational Effectiveness, UMass Amherst
James Gubbins, Assistant Professor, Interdisciplinary Studies, Salem State University
Jonathan Keller, Associate Commissioner for Research, Planning, and Information Systems, Massachusetts Department of Higher Education

Facilitator: *Judith Turcotte, Holyoke Community College*

Description: A panel of faculty and administrators from two-year and four-year institutions, along with the Associate Commissioner for Research, Planning, and Information Systems at DHE, will share strategies and best practices for analyzing, reporting, and presenting results on campus.

Expected Outcomes:

1. Develop strategies to analyze results that promote discussion about ways to improve student learning
2. Learn about best practices in representing NSSE/CCSSE results

Session 5. Institutional Research: Perspectives from the Massachusetts DHE

Presenters: *Jonathan Keller, Associate Commissioner for Research, Planning and Information Systems*
Anne Perkins, Vision Project Research Associate

— Mass. DHE

Facilitator: *Carol Lerch, Worcester State University*

Description: This session will focus on: 1) The Vision Project big picture, including current analyses and assessments; 2) possible data analysis pitfalls; and 3) an overview of DHE central data collections that may be of value to learning outcome assessment experiments.

Expected Outcomes:

1. Develop a better understanding of how campus-based learning assessments fit into the larger context of Vision Project goals and assessments
2. Understand how to avoid common pitfalls and dead ends in data analysis
3. Learn what DHE resources might be of use to campus-based learning outcome assessments

Session 6. Institutional Research Support of the Program Review Process at Middlesex Community College

Presenters: *Lois Alves, Vice President of Institutional Research and Enrollment Services*
Cynthia Lynch, Service Learning Coordinator
Elise Martin, Associate Dean of Assessment } *Middlesex
Community College*

Facilitator: *Yves Salomon-Fernandez, MassBay Community College*

Description: MCC's IR office supports the program review process with both standardized, user-friendly data packets and customized additional data reports informing program effectiveness and student learning in academic and co-curricular programs.

Expected Outcomes:

1. Develop a repertoire of new ideas for using institutional data in academic and co-curricular program review
2. Use program review templates and a data packet

Session 7. The Development and Function of Bunker Hill Community College's Faculty-driven Assessment Initiative: The Student Learning Outcomes Assessment Project (SLOAP)

Presenters: *Judy Lindamood, Chair, Early Childhood Education & Human Services Department*
Timothy McLaughlin, Chair, English Department
Natalie Oliveri, English Department
David Leavitt, Director of Institutional Research } *Bunker Hill
Community College*

Facilitator: *Susan Taylor, Mt. Wachusett Community College*

Description: This session describes the development and function of BHCC's faculty-driven assessment initiative. Composed of representatives from each academic department, the Student Learning Outcomes Assessment Project is based on a conceptual assessment framework that provides an institutional assessment model for all assessment activities.

Expected Outcomes:

1. Adapt strategies for implementing a sustainable faculty-led campus wide assessment program
2. Develop strategies for collaboration between institutional research professionals and faculty
3. Identify productive assessment projects on your campus

Session 8. Using a Business Process Analysis to Facilitate Buy-in and Effective Assessment Information Flow

Presenters: *Ann Caso, Director of Institutional Research*
Susan Chang, Director of Assessment
Cynthia Glickman, Business Systems Analyst
Patricia Lynne, Associate Professor and Assessment Liaison, English Department } *Framingham
State University*

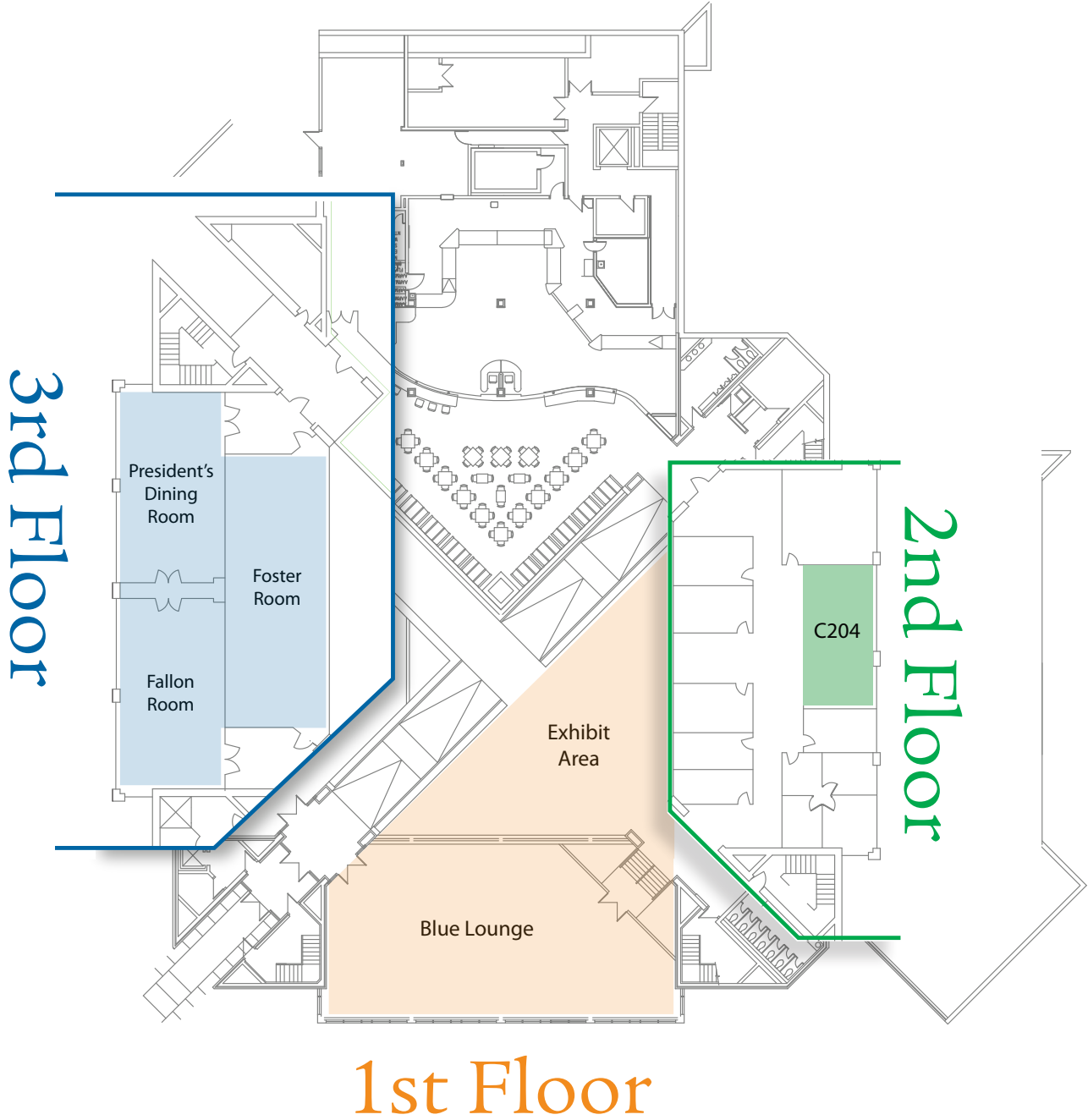
Presenter/Facilitator: *Ellen Zimmerman, Framingham State University*

Description: In this session, Framingham State University outlines what we have learned as we move towards performing a Business Process Analysis that brings together key constituents in assessment, such as faculty, Institutional Research, the Assessment Office, institutional services and student services, to develop greater buy-in to our work. We describe the development of an assessment information flowchart as well as adaptation of VALUE rubrics as ways to increase levels of buy-in.

Expected Outcomes:

1. Improve faculty buy-in by approaching VALUE rubrics as a customizable tool to test in a low-pressure pilot project
2. Identify key institutional participants and ways to involve them in assessment
3. Identify types of information and reports needed by key participants

Map of Session Locations





the **Vision**
Project

A PUBLIC AGENDA for
HIGHER EDUCATION
in MASSACHUSETTS

**We will produce the best-educated
citizenry and workforce in the nation.**

**We will be a national leader in research
that drives economic development.**

www.mass.edu/visionproject

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from the Davis Educational Foundation awarded to the
Massachusetts Department of Higher Education.

Additional Special Thanks to:

CONFERENCE CHAIR AND SPEAKER

Kristina Bendikas, Massachusetts College of Liberal Arts

CONFERENCE PLANNING GROUP

Christopher Cratsley, Fitchburg State University

James Gubbins, Salem State University

David Leavitt, Bunker Hill Community College

Carol Lerch, Worcester State University

Charlotte Mandell, University of Massachusetts Lowell

Elise Martin, Middlesex Community College

Elizabeth Johnston-O'Connor, Cape Cod Community College

Judy Turcotte, Holyoke Community College

Ellen Wentland, Northern Essex Community College

HOST INSTITUTION

Barry Maloney and Lori Dawson, Worcester State University

And the Presidents, Vice Presidents, and Chief Academic Officers
of the Massachusetts Public Higher Education System