

Assessment of Provost Units
DELTA Outcome Statements/Assessment Plan
Last updated March 24, 2008 <DRAFT>

The DELTA groups that contribute to these goals, outcomes, and measures are Finance and Business (FB), Marketing and Partnership Development (MPD), Instructional Support Services (ISS), Educational Technology Services (ETS), and Distance Education (DE).

1. Goal: Involve an increasingly larger percentage of faculty and staff in teaching and learning with technology activities.

Outcome: An increasing number of faculty members will be able to apply learning technology to both their face-to-face and DE courses.

- **Time Frame, Assessment Measure:** DELTA workshops will increase the percentage of unique faculty enrollments in workshops and custom training sessions by at least 3% each year, as measured by attendance records, to be reported annually (ISS measure, Workshop Enrollments Analysis).
- **Time Frame, Assessment Measure:** DELTA workshops will increase the percentage of overall unique enrollments in workshops and custom training sessions by at least 3% each year, as measured by attendance records, to be compiled annually in a report (ISS measure, Workshop Enrollments Analysis).
- **Time Frame, Assessment Measure:** DELTA workshops will increase the percentage of overall new participant (defined as a faculty or staff member who did not take a workshop in the previous fiscal year) enrollments in workshops and custom training sessions by at least 3% each year, as measured by attendance records, to be compiled annually in a report (ISS measure, Workshop Enrollments Analysis).
- **Time Frame, Assessment Measure:** DELTA's Summer Institute will serve at least 40 faculty members each year, as measured by attendance records, to be compiled annually in a report (ISS measure, Summer Institute Enrollment Analysis).
- **Time Frame, Assessment Measure:** The ITAP program will serve at least 20 staff members each year, as measured by attendance records, to be compiled annually in a report (ISS measure, ITAP Enrollment Analysis).
- **Time Frame, Assessment Measure:** The DELTA Learning Management System toolkit will see a 5% increase in usage by courses each year, measured by the total number of course sections in our LMS, with usage to be reported annually (ISS, ETS measure, LMS Usage Analysis).
- **Time Frame, Assessment Measure:** The DELTA Instructional Support Services staff will see expected 5% increases in growth per year in instructional production hours through 2010, to be reported annually (ISS measure, Production Hours Analysis).

- **Time Frame, Assessment Measure:** The DELTA Academic Technologies Coordination staff will develop and support rich media technologies that deliver and enhance DE courses, with an expected 10% annual growth in studio use and faculty involvement through 2010, to be reported annually (DE measure).
- **Time Frame, Assessment Measure:** Faculty members who attended DELTA workshops will indicate that they can apply learning technology to both their face-to-face and DE courses, as measured by a sample of workshop/training attendees biannually (ISS measure, ISS Training & Support Follow-up Survey).

2. Goal: Sustain NC State's distance education enrollment increases to serve the educational needs of a diverse student population.

Outcome:

Increased numbers of students each year will avail themselves of educational opportunities offered through Distance Education courses and programs.

DE student enrollments will evidence a commitment to diversity as indicated by student diversity category percentages that meet or exceed the campus-based diversity category percentages.

- **Time Frame, Assessment Measure:** Distance Education SCHs will meet or exceed official enrollment projections through 2010, to be reported annually (DE measure).
- **Time Frame, Assessment Measure:** Comparison of campus and DE diversity category percentages to measure DE diversity growth will be reported annually (DE measure).
- **Time Frame, Assessment Measure:** New DE courses and programs will be developed to meet the educational needs of underserved populations, key constituencies, and to support the North Carolina's economic development strategies as indicated by priorities established through the UNC Tomorrow initiative, progress to be measured by annual establishment of new courses and programs and alumni surveys (DE, UPA measure).
- **Time Frame, Assessment Measure:** Development, implementation, and analysis of environmental scans for proposed DE initiatives that examine trends, student demand, and other market factors that help determine a future program's viability will be reported annually (MPD measure).
- **Time Frame, Assessment Measure:** Retention and attrition statistics will be analyzed to address root causes of drop-out and unsuccessful completion rates and steps will be taken to enhance completion rates, progress to be reported annually (DE measure).
- **Time Frame, Assessment Measure:** DE faculty recruitment and retention percentages will increase, as reported annually (DE measure).
- **Time Frame, Assessment Measure:** Marketing efforts toward recruitment of state, national, and international student populations will help foster a growth in

the percentage of DE students in the overall NC State student population through 2010, to be reported annually (MPD, DE measure).

3. Goal: Maintain an excellent standard of customer service/customer satisfaction.

Outcome: Faculty, staff and students report that they are satisfied with DELTA's customer service.

- **Time Frame, Assessment Measure:** 95% of all faculty who take DELTA workshops will indicate that the course met their expectations, as measured by end-of-course workshop evaluations completed after every course, to be compiled annually in a report (ISS measure, Workshop Evaluations Analysis).
- **Time Frame, Assessment Measure:** 95% of all feedback sent to the LearnTech help desk post-call will indicate a positive user experience, as measured by a sample of 4 distinct weeks per year of the customer feedback form sent after each call, to be reviewed annually in a report (ISS measure, Help Desk Service Feedback Form Analysis).
- **Time Frame, Assessment Measure:** 95% of all faculty who receive production support will indicate a positive experience, as measured by a user survey (and/or focus groups), to be completed and reported biannually (ISS measure).
- **Time Frame, Assessment Measure:** 95% of all faculty who attend the DELTA Summer Institute will indicate a positive experience, as measured by a user survey, to be completed and reported annually (ISS measure, Summer Institute Follow-up Survey).
- **Time Frame, Assessment Measure:** 95% of all faculty and student users will indicate they are satisfied with the customer support of the DELTA Learning Management System toolset, as measured by a user survey and/or focus groups, to be completed and reported biannually (ISS, ETS measure, DELTA Toolset Survey).
- **Time Frame, Assessment Measure:** The DELTA Learning Management System will be online 99.5% of the scheduled up time during the academic year, as measured by system data, to be compiled and reported annually (ETS measure, LMS Performance Analysis).
- **Time Frame, Assessment Measure:** DE faculty and student services satisfaction surveys will indicate an overall satisfaction rate of 95%, to be reported annually (DE measure).
- **Time Frame, Assessment Measure:** Feedback from DE faculty and student satisfaction surveys will be incorporated into new or existing services, with modifications and enhancements reported annually (DE measure).
- **Time Frame, Assessment Measure:** An online interactive DE student orientation will be developed with evaluation tools that gauge the efficacy of navigation and use of information provided; this orientation will be accessed by a majority of new DE students as reported annually (DE measure).

4. Goal: Contribute significantly to NC State's strategic initiatives that increase educational opportunities and improve education, including large course redesign efforts, the DE Learn and Earn initiatives, and support of DE courses.

Outcomes:

Students report that new and redesigned DE courses provide them with the flexibility and access they need to be successful.

Stakeholders report that the Learn and Earn courses provide needed opportunities for high school students.

- **Time Frame, Assessment Measure:** New or redesigned courses receiving staff time and funding report an increase in student completion rates and/or student capacity or reaching new constituencies, as measured by student enrollment data and DE student satisfaction surveys, to be reported annually (DE, ISS measure).
- **Time Frame, Assessment Measure:** Stakeholder opinion measures will consist of focus group sessions with high school participants in Learn and Earn and focus group sessions will be held with students to gauge satisfaction with large course formats, both initiatives to be conducted biannually (DE, ISS, MDS measure). within focus group for the high schools who participate in learn & earn.

5. Goal: DELTA will lead engaging, creative and innovative approaches to technology in education.

Outcomes:

Faculty, staff, and stakeholders report that they have access to the emerging technologies that they need to teach.

DELTA is able to recruit and retain a workforce that is capable of researching, implementing and supporting emerging technologies and pedagogies in the ever-changing technology landscape.

- **Time Frame, Assessment Measure:** DELTA will observe best-hiring practices to recruit and retain talented, diverse, and motivated employees who contribute to the research, development, and implementation of innovative technologies in teaching and learning environments, with progress to be reported annually (FB measure).
- **Time Frame, Assessment Measure:** DELTA will research, pilot and implement an open source Learning Management System, with progress to be reported annually (ISS, ETS measure, LMS Usage Analysis).
- **Time Frame, Assessment Measure:** DELTA will incorporate emerging technologies in video classrooms and media production services to optimize functionality and efficiency, with progress to be reported annually (ETS measure).

- **Time Frame, Assessment Measure:** DELTA will continue to explore new and emerging technologies, with progress to be reported annually (ISS, ETS, DE measure, Technology Exploration Update).
- **Time Frame, Assessment Measure:** 95% of stakeholders will agree that they are confident in the DELTA-supported teaching and learning technologies, and state they have access in emerging technologies, as measured by a user survey and/or focus group, to be completed and reported biannually (ISS, ETS, DE, MDS measure, DELTA Toolset Survey).

6. Goal: Increase collaboration and communication with both internal and external clients and partners.

Outcome:

Stakeholders indicate their satisfaction with their collaborations with DELTA.

- **Time Frame, Assessment Measure:** Constituents will indicate their awareness of DELTA resources and services in support of their particular interests and needs as measured by constituency surveys, focus groups, and/or web site statistics, to be completed and reported biannually (MPD, ISS, ETS, FB, DE measure, DELTA Toolset Survey).
- **Time Frame, Assessment Measure:** Strategic and creative marketing communications for the DELTA departments will support collaborative partnerships among campus entities, other UNC institutions, and external alliances with key partners, to be implemented and reported when accomplished (MPD measure).
- **Time Frame, Assessment Measure:** Strategic marketing campaigns and initiatives will be implemented on an enrollment marketing cycle that coordinates with NC State registration cycles, to be completed and reported annually (MPD measure).
- **Time Frame, Assessment Measure:** Partnership development opportunities are implemented on a project-specific basis that includes assessment of existing resource availability and exploration of additional resources as needed, to be completed and reported when accomplished (MPD measure).

Assessment Table				
Assessment Name	When?	Who's Responsible	Where is the data?	What does it measure?
Workshop Enrollments Analysis	Every July, get fiscal year data	Stacy Smith, Kim McAllister	Enrollment data from the Faculty Development Management System	Workshop enrollments (both unique participants and total enrollments in a given cycle).
Workshop Evaluations Analysis	Every July, get fiscal year data	Stacy Smith, Kim McAllister	Evaluation data for each workshop from the Faculty Development Management System	Participant opinion of individual workshops taken
Help Desk Service Feedback Form Analysis	Every July, get sample of data from 4 weeks of the fiscal year	Stacy Smith	LearnTech help desk post-call evaluation data	Satisfaction with help desk support
Production Hours Analysis	Every July, get fiscal year data	David Howard	Instructional Support Services Hours Tracking Systems	Hours devoted to instructional course production projects
Technology Exploration Update	Every July, get fiscal year data for products reviewed that year	All DELTA managers	DELTA Staff	Emerging technologies reviewed and implemented
Summer Institute Enrollment Analysis	Every July, get May SI data	Stacy Smith, Donna Petherbridge, Kim McAllister	Enrollment data from the Faculty Development Management System	Enrollment
Summer Institute	Every May, complete SI	Donna Petherbridge	Survey	Perceptions of program satisfaction and participant learning based on Summer Institute experience

Follow-up Survey	survey			
ITAP program Enrollment Analysis	Every July, get fiscal year data	Greg Kraus, Kim McAllister	Enrollment data from the Faculty Development Management System, and from the ITAP program director	Enrollment
ISS Training & Support Follow-up Survey	Biannually Fall 2009 Fall 2011	Donna Petherbridge, David Howard, Stacy Smith	A sample of workshop/training attendees and those who have received production support	The extent to which trainees indicate that they can apply learning technology to both their face-to-face and DE courses The extent that participants are satisfied with their training experiences The extent that participants are satisfied with their production experiences Satisfaction with DELTA collaborations
LMS Usage Analysis	Every July, get fiscal year data	Lou Harrison	LMS system data	Overall account information. Tool usage System usage (WolfWare, BB Vista and any pilot Open Source)
LMS Performance Analysis	Every July, get fiscal year data	Lou Harrison	LMS system data	Uptime/Server Online Time
DELTA Toolset Survey	Biannually Fall 2008 Fall 2010	Donna Petherbridge	Sample of faculty/staff using DELTA tools	Satisfaction with the support they receive when using DELTA LMS tools Confidence in the DELTA supported TLT technologies Access to emerging technologies Satisfaction with DELTA collaborations
DE Student Services Satisfaction Survey	Every semester	Monica Price	Survey	Level of use of DE services and measurement of satisfaction

DE Faculty Survey	Annually every May	Monica Price	Survey	Satisfaction with DE services and input on barriers or incentives to offering DE courses
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