NEW RIVER
Community College

New River Community College

Educational Program Assessment

Faculty Resource Manual

Fall 2023

Contents

Educational program assessment at NRCC strives to improve what the college cares about most: student learning. NRCC's commitment to student learning is expressed in the college goal "To ensure that teaching and learning remain the institution's focus." In addition, the program assessment process at NRCC supports the college's mission and purpose by ensuring the college's educational programs are of high quality and successfully develop students' skills and knowledge. Therefore, _each academic year_ program faculty members measure student achievement of identified student learning outcomes, analyze results, and develop plans for improvement in collaboration with the appropriate dean and others. The process is a continuous, systematic process of collecting, analyzing, and responding to data related to identified program goals and related outcomes, including student learning outcomes, for all degree, diploma, and certificate programs. The following describes the components of the process.

DEVELOP OF ACTION PLANS FOR IMPROVEMENT & VALIDATE/ESTABLISH PROGRAM GOALS (by September 1st of each academic year)

Assessment results are reviewed by the faculty in consultation with other persons as are appropriate (e.g., deans, faculty colleagues, advisory committee members, etc.) to fully understand the meaning of the findings and to develop an action plan to remediate identified shortcomings or to further improve on positive results. These subsequent action plans are entered into NETSPACE for final review by the appropriate dean. Again, if the dean finds the action plan to be in need of further work, the plan is referred back to the faculty, and adjustments will be made until the dean, in consultation with the assessment coordinator and director of institutional effectiveness and research, approves the new plan.

At this point, the focus shifts from outcomes and improvement plans back to program goals. The established goals for the program are reviewed and adjusted to meet the current state of the program and the supporting environment and the process repeats again in the subsequent year.

SET STUDENT LEARNING OUTCOMES (by September 1st of each academic year)

In next step of the process, two sets of outcomes are developed based on the goals established in the previous step: (1) student learning outcomes and (2) program vitality outcomes. Student learning outcomes are selected by program faculty with support from the assessment coordinator

and director of institutional effectiveness and research. The coordinator and director work to ensure student learning outcomes are directly related to the achievement of the more general program goals and that the outcomes are objective and measurable.

DETERMINE MEASURES & TARGETS FOR OUTCOMES (by September 1st of each academic year)

Once student learning outcomes are identified, the next step in the process is to determine assessment measures to track progress. Appropriate assessment measures are established to determine the extent to which the outcomes are achieved. Again, program faculty, the assessment coordinator, and the director of institutional effectiveness and research work together to ensure that measures are appropriate. Specific and meaningful measures help establish of benchmarks (target outcomes) that allow faculty to determine success and that provide sufficient information to guide improvement of both student learning and the more general program outcomes. Multiple measures are desired so decisions are not based on single measures that may not fully assess the breadth of issues involved in a given student learning or more general program outcome.

While each program establishes a set of student learning outcomes and associated measures that are unique to the program, each program also has a common set of student learning outcomes associated with the college's general education requirements. Assessment of these outcomes is done according to the College's SCHEV approved General Education Plan. These results are entered into NETSPACE and can guide program changes to improve identified shortcomings in those student learning outcomes.
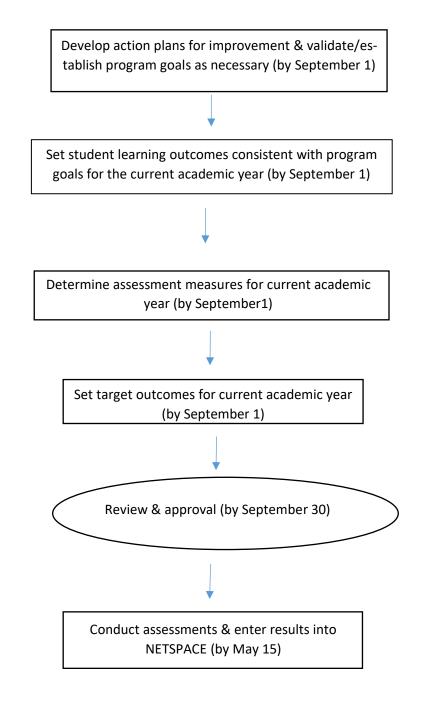
REVIEW AND APPROVAL (by September 30 of each academic year)

Program goals, student learning outcomes, assessment measures, and target outcomes (benchmarks) are entered into NRCC's planning software NETSPACE as they are being developed. At this time (after target outcomes are developed), a formal review and approval of the plan to this point is conducted by the dean that supervises the given program. If the dean determines that one or more components of the plans are not adequate, this is noted in NETSPACE. At this point, faculty in concert with the assessment coordinator and director of institutional effectiveness and research can work to improve the plans.

IMPLEMENT ACTION PLANS & ASSESSMENT (by May 15 of each academic year)

As the academic year progresses, each assessment is conducted as specified in the plan and the results of those assessments are entered into NETSPACE by program faculty.
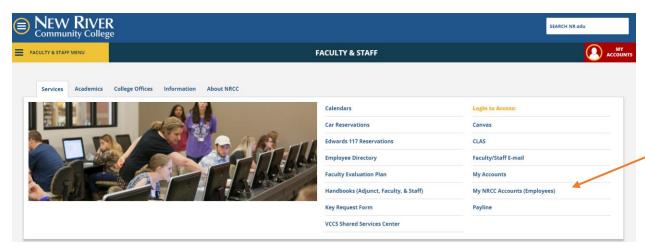
The Model

Develop action plans for improvement & validate/establish program goals as necessary (by September 1)

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Set student learning outcomes consistent with program goals for the current academic year (by September 1)

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Determine assessment measures for current academic year (by September1)

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Set target outcomes for current academic year (by September 1)

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Review & approval (by September 30)

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Conduct assessments & enter results into NETSPACE (by May 15)

New River Community College

Educational Program Assessment Process

Annual Schedule

Activity	Due Date	Person(s) Responsible
Provision of general education assessment results and other institutional data from **prior** academic year to program faculty	By August 16	Office of Institutional Effectiveness and Research
Develop action plan for improvement and validate/establish program goals consistent with mission and goals of the college for **current** academic year and enter into NETSPACE	By September 1	Program faculty with assistance from the assessment coordinator and director of institutional effectiveness and research
Validate/set student learning outcomes consistent with program goals for the **current** academic year and enter into NETSPACE	By September 1	Program faculty with assistance from the assessment coordinator and director of institutional effectiveness and research
Determine assessment measures and for **current** academic year and enter into NETSPACE	By September 1	Program faculty with assistance from the assessment coordinator and director of institutional effectiveness and research
Set target outcomes for **current** academic year and enter into NETSPACE	By September 1	Program faculty with assistance from the assessment coordinator and director of institutional effectiveness and research
Approval of action plan for improvement, outcomes, measures, and targets for **current** academic year	By September 30	Appropriate division dean
Implementation of action plan and assessment & enter **current** year results into NETSPACE	By May 15	Program faculty
* If the due date falls on a holiday or weekend, the required activity is due on the following business day.		

NETSPACE INSTRUCTIONS
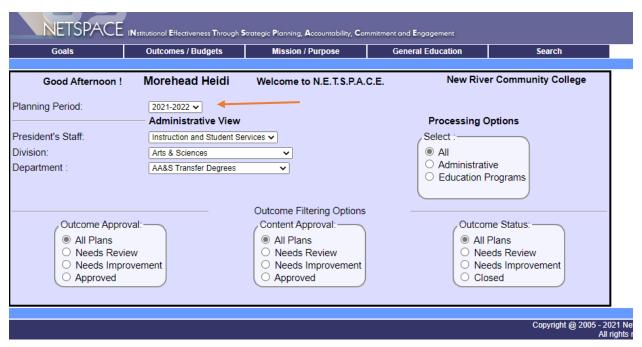
1. Go to My NRCC accounts
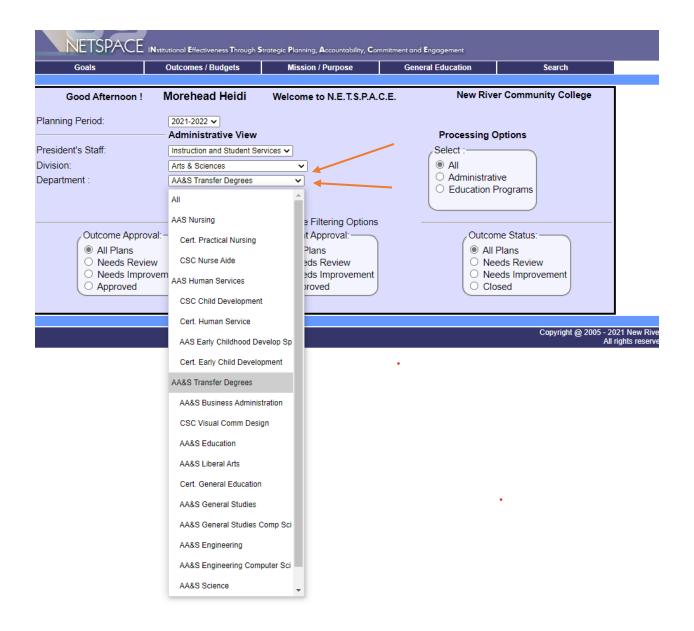

2. Login using **NRCC** credentials

3. Select NETSPACE (<u>NOT NETSPACE CLASSIC</u>) from available applications.
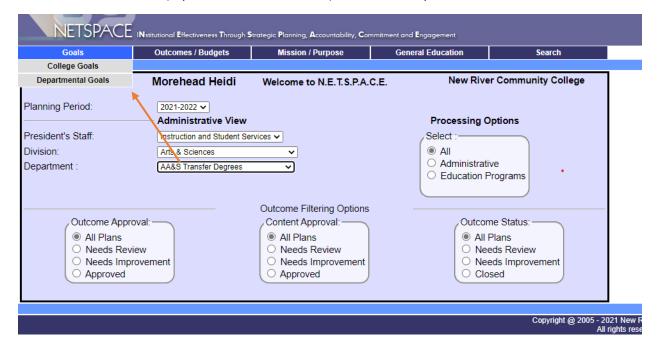

4. Once NETSPACE opens, check Planning Period to make sure you are in the correct academic year (this should be correct by default)
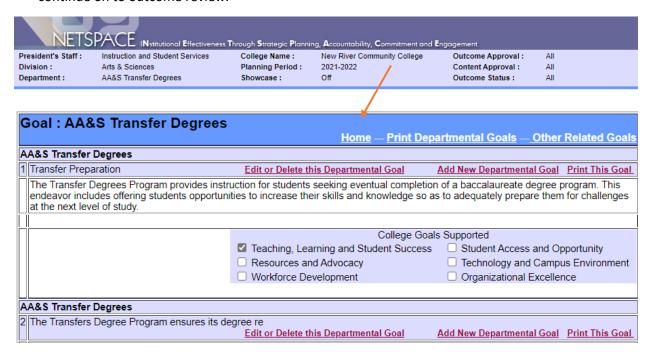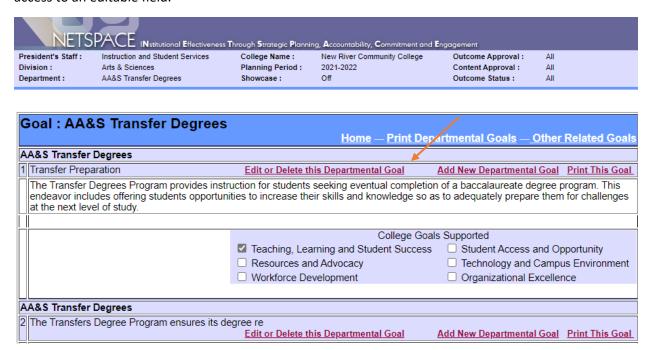
5. Choose correct division and department

6. **To review, edit, or add program goals:**

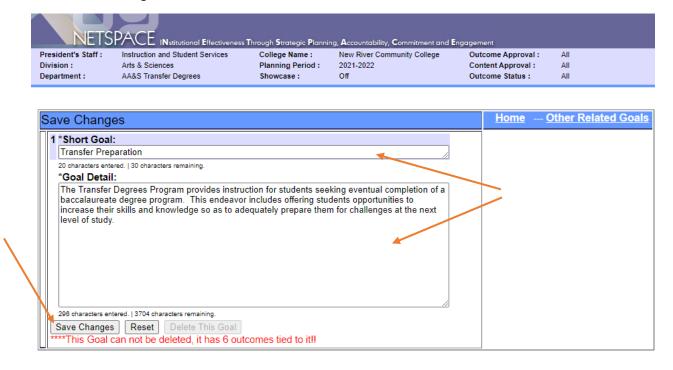a. Mouse over "Goals" (top left on dark blue menu) and select "Departmental Goals"

b. Existing goals will be shown. If no changes are necessary, click on Home on the top blue menu to continue on to outcome review.

c. If changes are necessary, click on the red "Edit or delete this departmental goal" and you have access to an editable field.

d. Edit the goal and/or it's short title by clicking in the appropriate field. Make changes and click on the "Save Changes" button.

e. If you want to add a new goal, such as a program vitality goal for the year, click on the red "Add new departmental goal" and you will have access to a field to enter the new goal. Add the goal and click on the "Add New Departmental Goal" button.
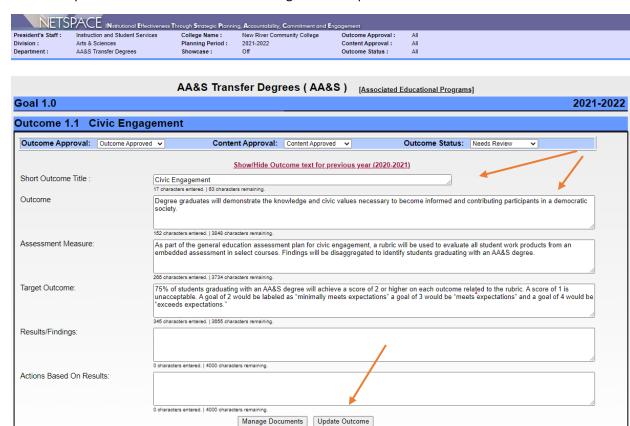
7. To review, edit, or add outcomes for a goal:

a. Start on the "Home" page of NETSPACE and ensure the correct planning period, division, and department are selected. Then, mouse over "Outcomes/Budget" (top left on dark blue menu) and select Outcomes. This will direct you to the outcome for the first goal.
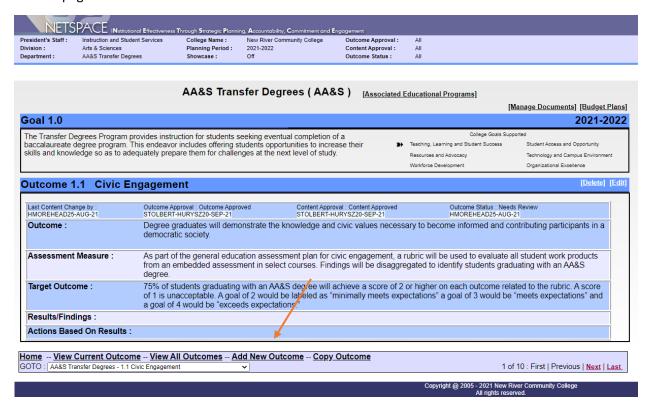

b. To edit the outcome, click on the white "Edit" option to the far right of the outcome title. This will give you access to editable fields.
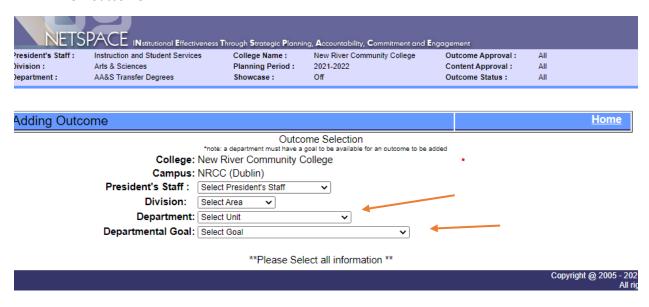
c. Edit the outcomes and/or information for the outcome by clicking on the editable fields. Click the "Update Outcome" button when changes are complete.
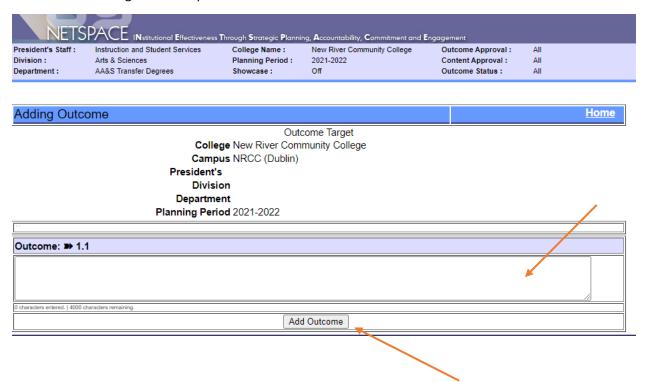
d. To add a new outcome to the goal, click on the black "Add New Outcome" toward the bottom the page.

e. This will direct you to choose which department and goal to which you want to add the new outcome. Make the selections and you will have access to an editable field where you can add the new outcome.
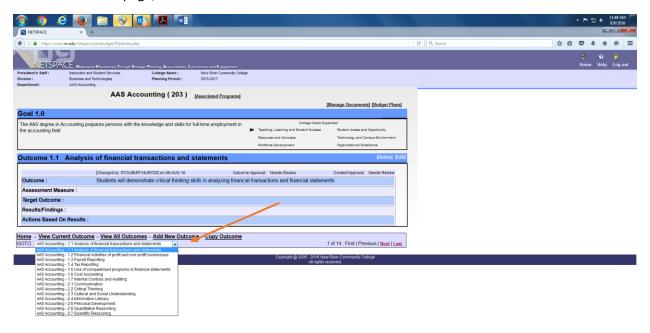
f. Click on the editable fields to add the outcome information. Click the "Add Outcome" button when changes are complete.
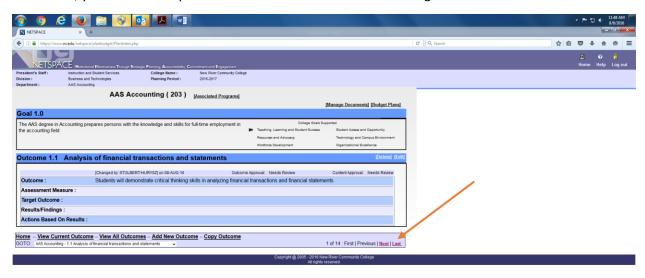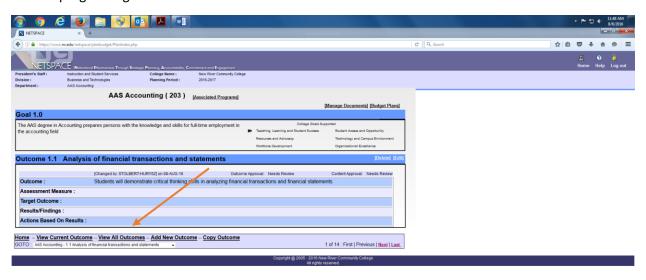
8. **Navigating tips in Outcomes:**

a. To move from one outcome to another, you can use the "GoTo" drop down menu on the bottom left of the page,

b. Or, you can use the previous and next buttons to move through the outcomes.

c. The black "View All Outcomes" option opens a new tab with a printable/viewable version of the programs' goals and outcomes.

d. If you want to attach supporting documents or files, you can use the "Manage Documents" option on the top right. Follow the prompts to upload desired files.