

Assessment Committee
Audit of campus surveys/ assessments
Spring 2009
Results Summary

Project Procedure: An audit was conducted to determine what surveys are being used by all members of the campus community to survey students, faculty, staff, and alumni. Heads of various offices and departments were contacted by Assessment Committee members to gather information on the following:

- What surveys they conduct each year
- Who is surveyed – students, faculty, staff, alumni
- When the survey is done
- What is done with the results
- Collect a copy of the survey, if possible.

Results Summary:

See attached appendices for responses received from each department/office and copies of surveys received.

I. Results for Academic Departments

Type of survey instrument	Number of Depts. using	Departments using
Survey of exiting senior majors	11	Art; Biology; Chemistry; Communication; English; History; Modern Languages; Music; Philosophy; Psychology
Survey of alumni – only for periodic ARRC review	6	Art; Mathematics; Modern Languages; Music; Politics; Psychology;
None	5	Physics**, Politics; Religion***; SOAN; Theater
Survey of alumni – every year	2	Chemistry*; Education
Survey of students after each course	1	Education

*five years after graduation

** senior seminar only offered every two years, so some students respond as juniors; not really a survey – a content test in physics

*** major too new; senior exit survey expected to be implemented in the future

Note: Did not receive any response from Economics and Business or International Relations.

Analysis/Use of survey instrument	Number of Depts. using	Departments using
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Department's use in planning for future curriculum/instructional changes based on trends and areas of success or concern	7	Art; Biology; Education; History; Music; Philosophy; Psychology;
Department chair tabulated to submit end of year report to DOF	4	Art; Chemistry; Education; History
Narrative results or surveys distributed to faculty within dept.	2	English; Music
Department's use in periodic ARRC review	1	Art;

II. Results for Offices

Type of survey instrument+	Office using*
Admitted student survey	Admissions
Senior Exit (new alumni) survey	CAC
Six-month out survey**	CAC
Non-credit internship survey	CAC
CAC program-specific evaluations***	CAC
Mentor Program Alumni survey	Office of Student Affairs
New Student Orientation evaluation	Office of Student Affairs
Residence Life Staff Feedback	Office of Student Affairs
Alcohol EDU	Office of Student Affairs
CIRP(Cooperative Institutional Research Program	Office of Student Affairs
NSSE (National Survey of Student Engagement)	Office of Student Affairs
First Connections evaluation	Office of Student Affairs (OIR)
Ally Program evaluation	Office of Student Affairs (OIR)
New student academic skills self-assessment	Office of Student Affairs (LIT)
Evaluation of counseling services****	Counseling Services
Evaluation of health services****	Health and Wellness Center
Evaluation of coaches	Athletics
Informal surveys regarding campus, recruiting & NCAA issues	Athletics

+ all surveys given to current students, except alumni survey

*Admissions, CAC, OIR, OSA, Athletics administer most surveys annually except NSSE (every 3 years to new students & seniors)

**Only for seniors who did not report future plan on the senior exit survey

*** e.g., Speed Networking; Mentor Program

**** after each session at health center or counseling center

Analysis/Use of survey instrument	Number of Offices using	Offices using
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Shared with internal LFC audience	6	Admissions; CAC*; Athletics; Health and Wellness Center; OSA; OIR
Results shared with external groups (i.e., U.S. News and World Report; Princeton Review) or for marketing	2	Admissions; CAC

*Data reported in aggregate, except with permission of student

Additional Results:

- No surveys are conducted concerning evaluation of Aramark, business office, FacMan, financial aid, mail services, registrar, and visual communication.
- Committee minutes from meetings of the Intercultural Advisory Group indicate they are preparing to propose questions to be added to the current First Year Student Survey related to campus climate related to cultural diversity.
- Intercultural Advisory Group is discussing how to create this survey on its own without consultation with the Assessment Committee.
- Committee minutes from meetings of the FPPC indicate that the Faculty Satisfaction Survey, administered by the Director of Institutional Research, should be administered biannually, not annually.
- When asked for a list of what surveys are administered by Director of Institutional Research a print out of uses of Survey Monkey was provided. No comprehensive list of ongoing surveys appears to be kept in the Office of Institutional Research.
- There is no formal procedure for authorizing new surveys to be conducted or reviewing existing surveys for their effectiveness and/or relevancy.

Conclusions & Recommendations:

Academic Departments:

- The committee has sufficient information on surveys conducted by academic departments. These surveys seem appropriate and should be continued.
- Academic Departments that are not conducting annual surveys for assessment and improvement purposes should be urged to do so with the assistance of the Assessment Committee/ Director of Institutional Research.
- Survey instruments used by Academic Departments should be shared so that modifications and improvements to instruments can be made with the assistance of the Assessment Committee/ Director of Institutional Research. This sharing could take place on the Assessment Committee's webpage.

Non-Academic Offices:

- Offices that are not conducting annual surveys for assessment and improvement purposes should be urged to do so with the assistance of the Assessment Committee/ Director of Institutional Research.
- A comprehensive list of surveys conducted by all offices should be compiled by the Director of Institutional Research including information on who is surveyed, when the survey is conducted, cost of the survey, means of survey, to whom the results are reported, what is done with the results, where the results are posted/available for review.
- The Assessment Committee should work with the Director of Institutional Research and the College Webmaster to make the best use of our Survey Monkey account.
 - Surveys currently conducted should be divided into subfolders for better organization and accountability and oversight within the current Survey Monkey system.
 - Consideration should be given to obtaining a separate Survey Monkey account for surveys approved by the Assessment Committee in order to keep track of these surveys and their results.
- Survey instruments used by offices should be shared so that modifications and improvements to instruments can be made with the assistance of the Assessment Committee/ Director of Institutional Research. This sharing could take place on the Assessment Committee's webpage.

General:

- The Assessment Committee should compile an official list of approved surveys, based on this audit project and additional consultation with the Director of Institutional Research, and monitor how the data collected is being used and shared with the College community.
- The Assessment Committee should develop criteria for approval of surveys conducted by departments and offices concerning a cost/benefit analysis of its effectiveness and/or relevancy. Informed consent from students would also be protected by this procedure.
- In order to continue to conduct a survey, approval should be given by the Assessment Committee based on criteria to be developed by the committee.
- In order to propose to conduct a new survey, approval should be given by the Assessment Committee based on criteria to be developed by the committee.
- Avoid duplication of effort by consolidating surveys conducted by departments and offices where possible.
- See above recommendations regarding better use of Survey Monkey.