

DCAD DEPARTMENT ASSESSMENT FRAMEWORK

Department: Registrar

Fiscal Year: 2010

GOAL 1: Effective communication of information to all constituents.

DCAD Mission Reference
DCAD's mission is to educate talented and committed student to become art makes, idea generators, problem solvers and visual communicators who can redefine the way we perceive and experience the world around us. It also serves as a visible stakeholder, cultural anchor and catalyst for the revitalization of downtown Wilmington.
DCAD Strategic Plan Reference
Institutional Goals Supported Strategic Goal I – Grow Existing Programs
DCAD Outcomes (measurable, subset of goal)
Increased Student, Faculty and Staff Satisfaction Met all local, state and federal reporting regulations
Assessment Methods/ Measures
IPEDS, HEADS, Clearinghouse and Middle States IP reports Student Survey Faculty Survey
What / Who is being assessed
Reports to IPEDS, HEADS, Clearinghouse and Middle States - Registrar Student Survey – Question 15.C Faculty Survey – Registrar's Office
Frequency of Assessment Administration
Reports to IPEDS = fall, winter, spring; HEADS = Yearly (JAN/FEB); Clearinghouse = monthly and Middle States = Yearly (JAN) Student Survey = Yearly Faculty Survey = Each Semester
Reliability/Validity Information
Reliability- Report by deadlines – this is definite. Student Survey – subjective and can vary depending on how often/not often student interacts with Registration office. Faculty Survey – subjective. Validity-
Standard or Criterion or Benchmark (percentage expected to "meet" or "exceed" expectations for the outcomes)
FY10, Clearinghouse – 2 late transmissions = Not Met FY10, Student Survey = N/A Question not asked FY10, Faculty Survey = N/A
Results (Actual Level of Achievement)
Reported to Clearinghouse late for two transmissions. All other reporting on time. Student Survey does not ask a question specific to the satisfaction of the Registrar's office. Faculty Survey needs to be developed.

Actions taken (comprehensive, narrative analysis to address results)

1. Step by step instructions on how to report to Clearinghouse saved in Policy and Procedures binder in case of unexpected absence on reporting date.
2. Continue to give all departments appropriate time for data needed to report to IPEDS, HEADS and Middle States.
3. Request that Strategic Committee II add a question about the satisfaction of the Registrar's Office/Services.
4. Develop a Faculty Survey with assistance from the Dean, Jeffrey Hoover and CAO, Traci Parman.

Actions narrative – (supported by results)

In 2010, use of the policy and procedures binder aided in reporting to Clearinghouse on time. All other reporting was early and/or on time as well. Data collection from other departments was smooth.

Strategic Committee II will add a specific student satisfaction question in 2011.

Faculty survey created. Survey to be completed in spring 2011.

Closing the loop

<u>Action</u>	<u>Person Responsible</u>	<u>Implementation Date</u>	<u>Results</u>
Reporting instructions To all local, state and Federal constituents in Registrar's Policy and Procedures binder.	Registrar, Krista Rothwell	Fall 2010	All reporting on time
Strategic Goal Committee II will add question about Satisfaction with Registrar's Office.	Strategic Goal Committee II	Spring 2011	Survey results not available yet
Develop Registrar Office Faculty Survey	Registrar, Krista Rothwell	Fall 2010/Spring2011	Survey given in spring 2011; results Not available yet

Version #2 – 10/2/04

DCAD DEPARTMENT ASSESSMENT FRAMEWORK

Department: Registrar

Fiscal Year: 2010

GOAL 2: Use classroom space effectively to accommodate increasing enrollment.

DCAD Mission Reference
DCAD's mission is to educate talented and committed student to become art makes, idea generators, problem solvers and visual communicators who can redefine the way we perceive and experience the world around us. It also serves as a visible stakeholder, cultural anchor and catalyst for the revitalization of downtown Wilmington.
DCAD Strategic Plan Reference
Institutional Goals Supported Strategic Goal I – Grow Existing Programs
DCAD Outcomes (measurable, subset of goal)
Increased Student Satisfaction
Assessment Methods/ Measures
Room Usage Percentages Course Evaluations
What / Who is being assessed
Percentage of classroom/studio/lab usage. Max: Classroom: 65%, Lab: 60% and Studio: 60% Course Evaluation responses to class size.
Frequency of Assessment Administration
Classroom Usage = Yearly Course Evaluations = Each Semester
Reliability/Validity Information
Reliability- Room usage is sound. Course Evaluations are subjective. Validity-
Standard or Criterion or Benchmark (percentage expected to "meet" or "exceed" expectations for the outcomes)
FY10, Target to keep usage under 65%/60%/60% Met FY10, Data not available
Results (Actual Level of Achievement)
(Describe, based on quantitative data) Target is the max-out percentage of all classroom, lab and studio space. Target = under 65%/60%/60% used, Actual = 46%/47%/44% used Course Evaluations – Satisfaction with class size: target = 100%, Actual = N/A

Actions taken (comprehensive, narrative analysis to address results)

1. Continue to monitor and assess room usage with the Dean.
2. Discontinue the use of the scantron machine for course evaluations. Return to Zoomerang surveys however have Students will complete the survey by hand since it was agreed better results occur. Registrar's office will enter all results in Zoomerang for data comparisons.
3. Have the Dean and Area Coordinators examine the questions asked on the surveys and update. Perhaps change the survey to yes/no.

Actions narrative – (supported by results)

Room usage will be monitored yearly by the Dean, Registrar and Strategic Planning Committee V to ensure usage under target.

In 2010, use of Zoomerang to gather and assess course survey data will be used. This will allow for easy access and use of the data for assessment purposes. The Dean and Area Coordinators met and updated the questions on the survey. They also agreed that a new system for entering and assessing the data would be beneficial. The Dean will research options.

Closing the loop

<u>Action</u>	<u>Person Responsible</u>	<u>Implementation Date</u>	<u>Results</u>
Monitor Room Usage Yearly	Dean, Jeffrey Hoover Registrar, Krista Rothwell Strategic Plan. Committee V		Effective Use of space.
Update Survey Questions Use Zoomerang for data Collection	Area Coordinators Dean, Jeffrey Hoover Registrar, Krista Rothwell	Fall 2010	Better access to data Not feasible to hand enter data; purchase of new Scantron machine that Allows for efficient entry of Evaluation results.