2016-2017 Assessment Cycle

VPAF_Auxiliary Operations: Continuing Education

Mission (due 1/20/17)

University Mission

The University of Louisiana at Lafayette offers an exceptional education informed by diverse worldviews grounded in tradition, heritage, and culture. We develop leaders and innovators who advance knowledge, cultivate aesthetic sensibility, and improve the human condition.

University Values

We strive to create a community of leaders and innovators in an environment that fosters a desire to advance and disseminate knowledge. We support the mission of the university by actualizing our core values of equity, integrity, intellectual curiosity, creativity, tradition, transparency, respect, collaboration, pluralism, and sustainability.

University Vision

We strive to be included in the top 25% of our peer institutions by 2020, improving our national and international status and recognition.

College / Department / Program Mission

College Mission
Provide the college mission in the space provided. If none is available, write "None Available in 2016-2017."
We provide high-quality, cost-effective services in support of the research, education, and service missions of the University of Louisiana at Lafayette.

The Division is responsible for the University's physical environment and business operations that contribute to providing exceptional experiences for our students, faculty, staff, and visitors.

Department / Program Mission
Provide the department / program mission in the space provided. If none is available, write "None Available in 2016-2017".
The Continuing Education Department of UL Lafayette strives to meet the various educational interests and needs of the community by offering non-credit programs that are fundamental for personal growth, essential for career advancement, and enhance business and industry development.

Assessment Plan (due 1/20/17)

Assessment List (Goals / Objectives, Assessment Measures and Criteria for Success)

Assessment List

Goal/Objective	In an effort to keep our course catalog fresh and current, we continuously strive to offer new courses that meet the interest and needs of the community.
Legends	PO - Program Objective (academic units);
Standards/Outcomes	

Assessment Measures			
	Assessment Measure	**Criterion**	**Attachments**
	Direct - Project	We use a catalog with published courses as a tool each semester to reach out to the community. New courses are highlighted in each catalog. Our goal is to offer between 10% - 30% new courses in each catalog/semester.	

Goal/Objective	In order to maintain a good reputation with customers and the community as a whole, we strive to lower our course cancellation rate from year to year.
Legends	PO - Program Objective (academic units);
Standards/Outcomes	

Assessment Measures			
	Assessment Measure	**Criterion**	**Attachments**
	Direct - Project	We used our registration system to track cancelled and confirmed courses. We then divided the number of cancelled courses by the total number of courses offered that year. To be successful we aim to decrease the cancellation rate each year until we reach no more than 5% of courses cancelling.	

Goal/Objective	One of our goals is to increase the number contract training courses delivered to businesses in our community each year.
Legends	PO - Program Objective (academic units);
Standards/Outcomes	

Assessment Measures			
	Assessment Measure	**Criterion**	**Attachments**
	Direct - Project	We use our registration system to track the number of contract training courses delivered within each year. Our department feels a growth rate of 15% each year is both attainable and successful.	

Results & Improvements (due 9/15/17)

Results and Improvement Narratives

Assessment List Findings for the Assessment Measure level for In an effort to keep our course catalog fresh and current, we continuously strive to offer new courses that meet the interest and needs of the community.

Goal/Objective	In an effort to keep our course catalog fresh and current, we continuously strive to offer new courses that meet the interest and needs of the community.
Legends	PO - Program Objective (academic units);
Standards/Outcomes	

Assessment Measures	

Assessment Measure	Criterion
Direct - Project	We use a catalog with published courses as a tool each semester to reach out to the community. New courses are highlighted in each catalog. Our goal is to offer between 10% - 30% new courses in each catalog/semester.

Assessment Findings

Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
Direct - Project	Has the criterion We use a catalog with published courses as a tool each semester to reach out to the community. New courses are highlighted in each catalog. Our goal is to offer between 10% - 30% new courses in each catalog/semester. been met yet? Met	We counted the number of new courses offered in each semester and divided by the total number of courses offered. Beginning in Fall 2016 we offered 3% of new courses. The next semester, we increased our new offerings to 9.8%. In the Summer 2017 semester, we reached our goal by offering 12% of new		- Assessment Process: Continuous monitoring: This assessment process will be continuously monitored to ensure that our new course offerings remain in the 10% - 30% range.

		courses.		

Assessment List Findings for the Assessment Measure level for In order to maintain a good reputation with customers and the community as a whole, we strive to lower our course cancellation rate from year to year.

Goal/Objective	In order to maintain a good reputation with customers and the community as a whole, we strive to lower our course cancellation rate from year to year.
Legends	PO - Program Objective (academic units);
Standards/Outcomes	
Assessment Measures	

Assessment Measure	Criterion
Direct - Project	We used our registration system to track cancelled and confirmed courses. We then divided the number of cancelled courses by the total number of courses offered that year. To be successful we aim to decrease the cancellation rate each year until we reach no more than 5% of courses cancelling.

Assessment Findings	

Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
Direct - Project	Has the criterion We used our registration system to track cancelled and confirmed courses. We then divided the number of cancelled courses by the total number of courses offered that year. To be successful we aim to decrease the cancellation rate each year until we reach no more than 5% of courses cancelling. been met yet? Met	In the 2015 - 2016 assessment cycle we achieved a course cancellation rate of 8.16%. In this 2016-2017 assessment cycle we reduced our course cancellation rate to 7.43%.		- Assessment Process: Continuous monitoring: We will track our course cancellation rate on an annual basis.

Assessment List Findings for the Assessment Measure level for One of our goals is to increase the number contract training courses delivered to businesses in our community each year.

Goal/Objective	One of our goals is to increase the number contract training courses delivered to businesses in our community each year.
Legends	PO - Program Objective (academic units);
Standards/Outcomes	

Assessment Measures		

Assessment Measure	**Criterion**
Direct - Project	We use our registration system to track the number of contract training courses delivered within each year. Our department feels a growth rate of 15% each year is both attainable and successful.

Assessment Findings					

Assessment Measure	**Criterion**	**Summary**	**Attachments of the Assessments**	**Improvement Narratives**
Direct - Project	Has the criterion We use our registration system to track the number of contract training courses delivered within each year. Our department feels a growth rate of 15% each year is both attainable and successful. been met yet? Met	The total number of contract training courses delivered in the 2015-2016 assessment cycle was 13. In this 2016-2017 assessment cycle, we delivered 28 contract training courses. This is an increase of 115%.		- Assessment Process: Continuous monitoring: Although we achieved well beyond our initial goal of 15%, this was in part due to a training grant that was acquired with a large number of employees and available grant funds. A grant of this size can not be counted on consistently as a factor in maintaining our projected growth rate.

Reflection (Due 9/15/17)

Reflection

1) How were assessment results shared in the unit?
Please select all that apply. If "other", please use the text box to elaborate.
Distributed via email

Presented formally at staff / department / committee meetings (selected)
Discussed informally
Other (explain in text box below)

2) How frequently were assessment results shared in the unit?

Frequently (>4 times per cycle)
Periodically (2-4 times per cycle) (selected)
Once per cycle
Results were not shared this cycle

3) With whom were assessment results shared?
Please select all that apply.
Department Head (selected)
Dean / Asst. or Assoc. Dean
Departmental assessment committee
Other faculty / staff (selected)

4) What were the measurable or perceivable effects on your current (2016-2017) findings based on prior action plans (created in 2015-2016)?

5) What has the unit learned from the current assessment cycle?

Regularly tracking new course offerings each semester helps to keep our first goal in the forefront and remain a priority. Monitoring our cancellation rate and keeping it low has reduced the amount of staff time spent on contacting students and issuing refunds as well as continues to protect our reputation. Our department has recognized that there is a significant potential for growth in the Contract Training area of our business. This has prompted us to begin a thorough evaluation of our current process and research methods to improve.

Attachments