

# 2017-2018 Assessment Cycle VPAA\_Community Service

## Mission (due 12/4/17)

### 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 / VP and Program / Department Mission

#### Mission of College or VP-area

*Provide the mission for the College or VP-area in the space provided. If none is available, write "None Available in 2017-2018."*

None Available in 2017-2018

#### Mission of Program / Department

*Provide the program / department mission in the space provided. The mission statement should concisely define the purpose, functions, and key constituents. If none is available, write "None Available in 2017-2018."*

The mission of the office of community service is to support an environment for students, faculty and staff of the University of Louisiana at Lafayette to build and maintain a commitment to making a difference through community engagement. This mission will be supported through the creation and maintenance of increasing opportunities for active learning and interaction with community-university partnerships.

#### Attachment (optional)

*Upload any documents which support the program / department assessment process.*

## Assessment Plan (due 12/4/17)

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

#### Assessment List

Goal/Objective	Recognize faculty for their exceptional service and leadership.(Imported)
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	

Assessment Measures			
	<b>Assessment Measure</b>	<b>Criterion</b>	<b>Attachments</b>
	Direct - Administrative Measure (Other)	Applications drawn from College nominations and faculty portfolios of cumulative academic service-learning and leadership. Committee selection of recipient each Spring semester.	

Goal/Objective	Recognize students for their academic and community service.(Imported)		
Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			
Assessment Measures			
	<b>Assessment Measure</b>	<b>Criterion</b>	<b>Attachments</b>
	Indirect - Activity volume (Other)	Establish, promote and distribute awards for identified student academic-based and community service. Applications are distributed each Fall and Spring semesters.	

Goal/Objective	Maintain a broad-based service commitment to the community, region, and state.(Imported)		
Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			
Assessment Measures			
	<b>Assessment Measure</b>	<b>Criterion</b>	<b>Attachments</b>
	Indirect - Government and Institutional Standards (Other)	Maintain membership and commitment to the UL System Service Board with participation in the Journal of Service-Learning in Higher Education and the annual Academic Summit.	

Goal/Objective	Provide and maintain a central point of connection and contact for the various student/faculty community and public service initiatives across campus.(Imported)		
Legends	OO - Outcome/Objective (administrative units);		

Standards/Outcomes			
Assessment Measures			
	<b>Assessment Measure</b>	<b>Criterion</b>	<b>Attachments</b>
	Indirect - Activity (Other)	Distribute community and public service initiatives to students, faculty, staff, and community members via various communication methods and inter-staff partnerships. Formalize faculty and staff listerv and distribute on a weekly basis.	

Goal/Objective	Identify academic and community service hours completed by faculty, staff, and students. Apply economic multiplier to illustrate community impact of service.(Imported)		
Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			
Assessment Measures			
	<b>Assessment Measure</b>	<b>Criterion</b>	<b>Attachments</b>
	Direct - Administrative (Other)	Administer annual service activity survey to faculty and staff. Collect student report service data from existing sources. Achieve and maintain campus community service hours consistent with number targets identified by the Corporation for National and Community Service (between 40-45 percent).	

Goal/Objective	Maintain a continuing campus-based AmeriCorps program.(Imported)		
Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			
Assessment Measures			
	<b>Assessment Measure</b>	<b>Criterion</b>	<b>Attachments</b>
	Direct - Service Program (Other)	Maintain and continue an effective campus-based service organization to provide a high-impact service and leadership outlet for students interested in broad-based, government outreach service.	

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### Program / Department Assessment Narrative

The primary purpose of assessment is to use data to inform decisions and improve programs (student learning) and departments (operations); this is an on-going process of defining goals and expectations, collecting results, analyzing data, comparing current and past results and initiatives, and making decisions based on these reflections. In the space below, describe the program's or department's overall plan for improving student learning and/or operations (the "assessment plan"). Consider the following:

- 1) What strategies exist to assess the outcomes?
- 2) What does the program/department expect to achieve with the goals and objectives identified above?
- 3) How might prior or current initiatives (improvements) influence the anticipated outcomes this year?
- 4) What is the plan for using data to improve student learning and/or operations?
- 5) How will data be shared within the Program/Department (and, where appropriate, the College/VP-area)?

### Assessment Process

The Office of Community Service has been in the process of evolving procedures and evaluative measures as our campus and community efforts improve and become more institutionalized. As the 2017-2018 assessment cycle closes out, several strategies were developed or emerged in order to improve outcome assessment. Of the six goals specific to service, some of the "learning" considerations are concrete and in place. For example, in order to meet the goal of maintaining a campus-based AmeriCorps program, the Office of Community Service facilitates an on-going institutional commitment to this National program, and maintains the staff needed to continue it's efforts. That is a repetitive process each year no matter the changes in technology or turnover in student members. The campus-community relationships and organizations that are impacted seldom change from year to year.

Primary strategies that exist to assess the outcomes of each of the primary goal areas involve interdepartmental partnerships that create a more direct and cohesive environment for assessment. The long-term objective is to create an institutional identity of community service where students and faculty alike think of their actions and academic areas as a laboratory of learning where we develop and maintain a "learn by doing" approach that evolves into an identity and goal of leaving the "world" (region, State, etc.) better than the way that we found it.

## Results & Improvements (due 9/15/18)

### Results and Improvement Narratives

#### Assessment List Findings for the Assessment Measure level for Recognize faculty for their exceptional service and leadership.(Imported)

Goal/Objective	Recognize faculty for their exceptional service and leadership.(Imported)	
Legends	OO - Outcome/Objective (administrative units);	
Standards/Outcomes		
Assessment Measures		
	<b>Assessment Measure</b>	<b>Criterion</b>

	Direct - Administrative Measure (Other)	Applications drawn from College nominations and faculty portfolios of cumulative academic service-learning and leadership. Committee selection of recipient each Spring semester.			
Assessment Findings	<b>Assessment Measure</b>	<b>Criterion</b>	<b>Summary</b>	<b>Attachments of the Assessments</b>	<b>Improvement Narratives</b>
	Direct - Administrative Measure (Other)	Has the criterion Applications drawn from College nominations and faculty portfolios of cumulative academic service-learning and leadership. Committee selection of recipient each Spring semester. been met yet? Met	This measure is now overseen by the University Foundation Distinguished Faculty awards and the Office of Community Service has served in an advisory capacity to the Assistant Vice President for Academic Affairs in the selection process. The third annual award was given in Spring 2018.		- Policy / Process / Procedural: The procedures for this criterion has changed to fit within the UL Foundation and Assistant Vice President for Academic Affairs initiatives. The Office of Community Service will continue to serve in an advisory capacity.

**Assessment List Findings for the Assessment Measure level for Recognize students for their academic and community service.(Imported)**

Goal/Objective	Recognize students for their academic and community service.(Imported)	
Legends	OO - Outcome/Objective (administrative units);	
Standards/Outcomes		
Assessment Measures	<b>Assessment Measure</b>	<b>Criterion</b>
	Indirect - Activity volume (Other)	Establish, promote and distribute awards for identified student academic-based and community service. Applications are distributed each Fall and Spring semesters.
Assessment Findings		

	<b>Assessment Measure</b>	<b>Criterion</b>	<b>Summary</b>	<b>Attachments of the Assessments</b>	<b>Improvement Narratives</b>
	Indirect - Activity volume (Other)	Has the criterion Establish, promote and distribute awards for identified student academic-based and community service. Applications are distributed each Fall and Spring semesters. been met yet? Met	The Dean of Community Service Awards were given through application process for each term during this cycle. The awards are currently being combined with Office of Alumni Affairs Philanthropy and Service initiatives which will be more clearly described in the 2018-2019 assessment period.		- Policy / Process / Procedural: This process is being updated to include both student groups and the Office of Alumni Affairs to capture a broader group of eligible students.

**Assessment List Findings for the Assessment Measure level for Maintain a broad-based service commitment to the community, region, and state.(Imported)**

Goal/Objective	Maintain a broad-based service commitment to the community, region, and state.(Imported)				
Legends	OO - Outcome/Objective (administrative units);				
Standards/Outcomes					
Assessment Measures	<b>Assessment Measure</b>		<b>Criterion</b>		
	Indirect - Government and Institutional Standards (Other)		Maintain membership and commitment to the UL System Service Board with participation in the Journal of Service-Learning in Higher Education and the annual Academic Summit.		
Assessment Findings	<b>Assessment Measure</b>	<b>Criterion</b>	<b>Summary</b>	<b>Attachments of the Assessments</b>	<b>Improvement Narratives</b>
	Indirect - Government and Institutional Standards (Other)	Has the criterion Maintain membership and commitment	Academic Summit participation continues with active participation	complete_issue_volume_7.pdf	- Assessment Process: Continuous monitoring: The Academic

		to the UL System Service Board with participation in the Journal of Service-Learning in Higher Education and the annual Academic Summit. been met yet? Met	across disciplines on campus. The Journal of Service-Learning in Higher Education is continuing to be published on an annual basis and is moving to a twice-yearly publication schedule during the next assessment period.		Summit and service with the Council of Service-Learning at the UL System continues.
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**Assessment List Findings for the Assessment Measure level for Provide and maintain a central point of connection and contact for the various student/faculty community and public service initiatives across campus.(Imported)**

Goal/Objective	Provide and maintain a central point of connection and contact for the various student/faculty community and public service initiatives across campus.(Imported)														
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		public service initiatives to students, faculty, staff, and community members via various communication methods and inter-staff partnerships. Formalize faculty and staff listerv and distribute on a weekly basis. been met yet? Met	initiatives remain active through social media and website improvements and maintenance. Faculty and staff email lists are maintained and regular information regarding new and existing service initiatives and programs are shared weekly.		monitoring: The processes for sharing information is continuing. The singular update is that the UL Lafayette office for social media has adopted co-editing ownership of Community Service social media initiatives in order to ensure that information is shared across the various platforms.
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**Assessment List Findings for the Assessment Measure level for Identify academic and community service hours completed by faculty, staff, and students. Apply economic multiplier to illustrate community impact of service.(Imported)**

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	Direct - Administrative (Other)	Has the criterion Administer annual service activity survey to faculty and staff. Collect	This objective has not been assessed for this period.		- Assessment Process: Data Collection changed: The Assessment process, previously



		<p>student report service data from existing sources. Achieve and maintain campus community service hours consistent with number targets identified by the Corporation for National and Community Service (between 40-45 percent).                  been met yet?                  Not met</p>	<p>The online survey is being updated and was not ready for distribution during this period.</p>		<p>collected through an online survey distributed each spring semester, has typically had a very low response rate. While, statistically, this can provide a sample of our collective service and civic engagement activities, it is imperative that the process be updated to produce a higher and more complete record of activities.</p>
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**Assessment List Findings for the Assessment Measure level for Maintain a continuing campus-based AmeriCorps program.(Imported)**

<p>Goal/Objective</p>	<p>Maintain a continuing campus-based AmeriCorps program.(Imported)</p>														
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		in broad-based, government outreach service. been met yet? Met	assessment period.		

## Reflection (Due 9/15/18)

### Reflection

The primary purpose of assessment is to use data to inform decisions and improve programs and operations; this is an on-going process of defining goals and expectations, collecting results, analyzing data, comparing current and past results and initiatives, and making decisions based on these reflections. Recalling this purpose, respond to the questions below.

**1) How were assessment results shared in the program / department?**

*Please select all that apply. If "other", please use the text box to elaborate.*

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

The results are shared through email with other faculty and staff and reported monthly to the Assistant Vice President for Academic Affairs. Information is also shared monthly at the Associate Dean meetings of which the Dean of Community Service participates.

**2) How frequently were assessment results shared?**

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

**3) With whom were assessment results shared?**

*Please select all that apply.*

- Department Head
- Dean / Asst. or Assoc. Dean
- Departmental assessment committee
- Other faculty / staff (selected)

**4) Consider the impact of prior applied changes. Specifically, compare current results to previous results to evaluate the impact of a previously reported change. Demonstrate how the use of results improved student learning and/or operations.**

The use of previous results has lead to improvements of distribution and visibility in both faculty award and student award areas.

**5) Over the past three assessment cycles, what has been the overall impact of "closing the loop"? Provide examples of improvements in student learning, program quality, or department operations that are directly linked to assessment data and follow-up analysis.**

Program quality has improved dramatically over the past three assessment periods through (1) shared use of initiatives and personnel with the Office of Sustainability, which was an unexpected process, (2) The development of a partnership with the UL Foundation for an increase in visibility and viability of the faculty service award, and (3) The development of a partnership with the Office of Alumni Affairs in increasing visibility and viability for the Student Awards.

**Attachments (optional)**

*Upload any documents which support the program / department assessment process.*