

**Service Outcomes Assessment Follow-Up
2022-2023 Service Outcome (SO) Year End Reporting Form**

In response to SACSCOC 8.2, “The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results ...”

Name of Service: Institutional Effectiveness

Outcome #1: Improve assessment processes.

Action Items from Service Review:

Item #	Action Items: (Action item identified in the 2021-22 service review.)	Results / Use of Results: (Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)
1	Implement the new assessment process (Assessed by: Satisfaction survey results from those responsible for submitting program and service reviews)	Informally we’ve received positive comments from faculty and staff who have attended IE workshops. Their comments are that the process is more streamlined, and the reporting forms are easier to understand. We received 100% satisfaction (strongly agree/agree) from employees on the WCC Services Review Survey responding to the question, “The Office of Institutional Effectiveness adequately supports college-wide assessment through Institutional Learning Outcomes, Program Learning Outcomes, program and service review.”
2	Implement the new planning / budget cycle (Assessed by: Satisfaction survey results from those responsible for submitting planning objectives)	Shortly after entering into the 2022-23 planning and budget cycle, it was suggested and was approved by the President’s Cabinet and Administrative Council that the planning and budget process be changed to a three-year cycle. The three-year cycle would allow time for approval of planning objectives, funding allocations, purchasing to be coordinated, receipt and installation, and reporting assessment of the objective. Many times, objectives were carried forward from year to year because there wasn’t enough time to properly assess the objective with delays in receiving funding, working with vendors, and the installation of the equipment. Pending available funds, departments may have the opportunity to submit new planning objectives during certain intervals within the cycle. Informally Institutional Effectiveness has received positive comments from programs and services that this change in the cycle is beneficial.
3	Host workshops for program and service reviews (Assessed by: Sign-in logs of participants.)	The Office of Institutional Effectiveness has held a total of 8 workshops: 4 for program outcomes and 4 for service outcomes. We’ve had a total of 29 attend the

		workshops. At this moment, we have 38% completed for programs and 4% for services.
4	Update program and service review guides (Assessed by: Updated program and service review guides.)	The Program and Service Review Guides have not been updated at this moment. However, the guides are scheduled to be revised as part of the Strategic Plan for Institutional Effectiveness, by February 2024.
5	Make amendments to the IE five-year Strategic Plan (Assessed by: Revised and approved IE Strategic Plan.)	The Office of Institutional Effectiveness is currently working on the components of the Strategic Plan for Institutional Effectiveness in reviewing and approving the College's mission, vision, core values, and goals. Once we receive Planning Council's approval for revisions, we will send to the Board of Trustees for their final review, approval, and documented in the revised Strategic Plan.

Baseline: NA
Standard: 90% or greater satisfaction with new processes
Target: 95% or greater satisfaction with new processes

WCC Employee Satisfaction Survey, Fall 2023

The Office of Institutional Effectiveness adequately supports college-wide assessment through Institutional Learning Outcomes, Program Learning Outcomes, program and service reviews.

Choice	Count	Percent
Strongly Agree	37	45.12%
Agree	45	54.88%
Disagree	0	0.0%
Strongly Disagree	0	0.0%

Provide narrative for analysis of (improved assessment processes). *(How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)*

The Office of Institutional Effectiveness received 100% satisfaction (strongly agree/agree) in the Fall 2023 WCC Services Satisfaction Survey, administered to all employees. The question on the survey stated, The Office of Institutional Effectiveness adequately supports college-wide assessment through Institutional Learning Outcomes, Program Learning Outcomes, program and service reviews.

We will continue to conduct working workshops for IE reporting. Faculty and staff appear to appreciate these sessions because it allows them one-on-one assistance and provides them the opportunity to complete these reports with our oversight.

2023-2025 Action Items:

Item	Action Items (<i>What actions can be taken to increase the success of the outcome in your service unit?</i>)	Assessment of Action Items (<i>How will you assess the results of action items?</i>)
1	Develop new Five-Year Strategic Plan	A completed Strategic Plan, approved by the BOT members
2	Continue to conduct assessment workshops for ILOs, PLOs, service reviews, and program reviews	Workshop logs; employee satisfaction survey results

Outcome #2: Increase the utilization of the Tableau dashboards on the Tableau Online Server.

Action Items from Service Review:

Item #	Action Items: (Action item identified in the 2021-22 service review.)	Results / Use of Results: (Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)
1	Provide dashboard release webinars (Assessed by: The Institutional Research area will use the statistics of the number of Tableau users who attend the dashboard release webinars.)	This was not completed. When this action item was created, the Office of Institutional Effectiveness had a Research Specialist and Coordinator for Institutional Research. In November 2022, the Research Specialist left Wayne Community College. The Office of Institutional Effectiveness did not hire anyone to fill that position.
2	Provide two data workshops in the next calendar year (Assessed by: The Institutional Research area will use the statistics of Tableau users who attend the data workshops.)	The Coordinator of Institutional Research presented the Curriculum Official Budget FTE dashboards to the Deans at the Deans' meeting. The Coordinator of Institutional Research presented the Tableau dashboards to the Department Chairs in the Arts & Sciences Division.

Baseline: 6 (Average Number of users logging on during July 2022 to September 2022 quarter excluding csmsheron@waynecc.edu, rhletchworth@waynecc.edu, and tableau_user@waynecc.edu)

Standard: 8

Target: 10

Quarter	Tableau Users
Quarter 1 (January to March)	3
Quarter 2 (April to June)	0
Quarter 3 (July to September)	9
Quarter 4 (October to December)	6
Average	5

Provide narrative for analysis of (increase utilization of the Tableau dashboards). (How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)

The Office of Institution Effectiveness did not meet its baseline of 6 average users. On average, five Tableau users access and view Tableau dashboards on the Tableau Online Server. Tableau Online Server was down in August and September due to an issue with Salesforce. Since the Office of Institutional Effectiveness did not hire another Research Specialist, updating the Tableau dashboards and other daily workflows has fallen back on the Coordinator for Institutional Research. The Office of Institutional Effectiveness has hired the previous Research Specialist part-time to help with data requests and updating the dashboards. The Office of Institutional Effectiveness needs to hire a Research Specialist to maintain the dashboards and other duties to free up the Coordinator of Institutional Research to do other data projects.

2023-2025 Action Items:

Item	Action Items <i>(What actions can be taken to increase the success of the outcome in your service unit?)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Provide two data workshops in the next calendar year.	The Institutional Research area will use the statistics of Tableau users who attend the data workshops.
2	Hire a Research Specialist.	The Institutional Research area will use statistics on how often the 108 dashboards on the Tableau Online Server and Tableau Public are updated. The Institutional Research area will use statistics on how many new dashboards are created when they hire a Research Specialist.

Outcome #3: Percentage of grants awarded annually.**Action Items from Service Review:**

Item #	Action Items: (Action item identified in the 2021-22 service review.)	Results / Use of Results: (Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)
1	Develop and submit strongly competitive grant applications (Assessed by: The percentage of successful grant awards will meet or exceed the 97% target)	This action is ongoing. Both 2022 and 2023 had a lower percentage award rate, but a much higher amount funded. This is due to the grants that were awarded post-COVID, as well as legislative funding.

Baseline: 95 % (Rationale / Average of last three years – 2019; 2020; 2021)

Standard: 96 %

Target: 97 %

Year (July 1 st -June 30 th - Fiscal Year)	Grants Submitted	Grants Approved	% Grant Award Rate	Amount Requested	Amount Funded
2018-19	22	21	95%	\$ 3,238,009.79	\$ 3,119,857.00
2019-20	24	23	96%	\$ 3,243,498.45	\$ 3,223,653.00
2020-21	20	19	95%	\$ 6,233,657.49	\$ 6,089,526.00
<i>Our reporting changed from a fiscal year reporting to an annual reporting year.</i>					
2022 (2022 data provided in the 2023 Annual Report)	50	42	84%	\$ 12,223,126	\$ 7,363,546
2023 (to date) **	30	23**	77% **	\$ 23,959,682	\$ 19,576,284

****NOTE:** 3 grants are still pending as of 11/21/23 reporting date

Provide narrative for analysis of (percentage of grants awarded annually). (How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)

2023-2025 Action Items:

Item	Action Items (What actions can be taken to increase the success of the outcome in your service unit?)	Assessment of Action Items (How will you assess the results of action items?)
1	Continue to work closely with grant funders to build relationships	Increased percentage of grants awarded
2		

Approvals

1. Using DocuSign (electronic signature), the Office of Institutional Effectiveness (IE) will review and approve the Program/Service Outcome Assessment when completed by the responsible program/service personnel.
2. Using DocuSign (electronic signature), appropriate Department Chair, Division Dean, Director, and/or AVP is asked to read and approve the Program/Service Outcome Assessment.

IE Acceptance / Date: Dorothy Moore 12/14/2023

Department Chair, Dean, Director, and/or AVP / Date: Dr. Patricia A. Pfeiffer 12/14/2023