

**Meeting Minutes: Assessment Committee  
Connections Afternoon, April 2, 2015**

**Present Committee Members:** Angela Palmer, Nicholas Campau, Leroy Wright, Deanna Goldthwait, Cindy Horn, Angela Roman, Kristen Salomonson, and Erik Wessel

**Absent Committee Members:** George Nagel & Lisa Ortiz

**Present Assessment Buddies:** Melanie Mulder (present for Sara Dew), Michael Wade (present for Matt Chaney), Renee VanderMyde, Charlotte Tetsworth, Mark Schuelke, Elise Gramza, Angela Garrey, and Mitzi Day

**Absent Assessment Buddies:** Sara Dew, Eric Simone, and Cindy Vander Sloot

Leroy welcomed the committee members and assessment buddies, and thanked them for their assessment efforts throughout the year. The assessment connections afternoon is a time for each person to share a quick overview of the assessments that they are working on.

Melanie Mulder:

Melanie shared that the Financial Aid office is currently assessing the effectiveness of the FAST program. After reviewing the duties of the two students who were hired to give FAST presentations, it was decided to combine their current duties with office assistance. Financial Aid surveyed the student employees to assess how they felt about their roles and job duties. It is their goal to have a total of five FAST student employees.

Cindy Vander Sloot (Deanna Goldthwait):

In Cindy's absence, Deanna provided a document that highlighted the assessment efforts thus far for the University Recreation Center. Cindy's assessment efforts are focusing on how employment and participation with their department helps students develop skills that are preferred by employers. Cindy will also assess whether or not the student employees are able to articulate these specific skills and will use the STAR method when asking the questions.

Elise Gramza:

Elise is assessing transcript offerings and how the Registrar's office processes program changes. Elise communicated that currently her office produces 700-900 transcripts a month and on April 24, 2015, etranscripts will go live. She also communicated that there are approximately 1300 program change forms that are processed every semester. She is assessing this process and trying to find ways to improve it and make it more efficient for the students. She would like to assess how the students feel about their experience when processing a program change.

Michael Wade:

The Office of Multicultural Student Services is assessing information taken from a student satisfaction survey which will look at student engagement and learning experiences. They are assessing the feedback from students who work the programs/events put on by the office as well from the students who attend the events. They will also assess feedback from

video testimonials which chronicle highlights of student experiences who have attended such events. Michael communicated that the office is seeking to conduct more impactful events. The OMSS office is also assessing the TOWERS program. They have compiled a pre and post survey which is given to the students of the program. The pre-survey asks students what they would like the program to provide and the post-survey asks the students for their feedback on ways to improve the program.

Renee VanderMyde:

Renee communicated that her assessment efforts are focused on health prevention and shared that the implementation of the new screening tools will help look at the prevention tools. The Personal Counseling Center is assessing the retention and graduation rates of the students who have sought counseling services.

Mitzi Day:

Last year, Mitzi worked on getting the Academic Program Review process mostly electronic and things have been going good. She also provided a lot of data for the Achievement Gap Task Force and we have seen the Diversity and Inclusion survey come out of these efforts. This year, Mitzi conducted a survey to get feedback about the Factbook. The survey has recently closed and she communicated that she received a 30% response rate, with a lot of open-ended feedback responses coming back. Mitzi's department is also providing training for staff to assist in obtaining more knowledge of Banner and Degree Works.

Eric Simone (Nick Campau):

In Eric's absence, Nick communicated that Eric's assessment efforts included the admitted student open houses and Dawg Days. This year, there was three open houses, with 542 students attending the one located in Big Rapids. Eric is working on assessing information from a feedback survey and will use this information to assess student yield. He will look particularly at the relationship between attendance rates to the yield of students.

Charlotte Tetsworth:

Charlotte is assessing the veteran services that are available on campus. She shared that there is an interactive web-based software available for all faculty/staff/students to use and her goal is to promote it more. Charlotte communicated that she has been working with representatives of Orientation to see about getting a table set up which would promote the services that we provide to our veteran students. Her goal is to assess ways to improve our support for veterans.

Mark Schuelke:

Mark communicated that he will have reservation data available for Spring and Summer semesters. His office is currently putting together a survey which will ask for feedback from those who have utilized the reservation system and the facility. Mark will also assess the training opportunities that the student staff have been involved in.

Angela Garrey:

This year Angela is working with a telemarketing campaign through *Sales Force*, the customer relations tool available for the recruiters. Her department is looking at branding

efforts and working through a public relations campaign to improve the campus image. She communicated that Render, an outside consultant, assessed our campus tour program and have provided a report. Her assessment efforts will be based on the findings of this report.

Erik Wessel:

This is Erik's second year in using demographic data and information from surveys that students receive after they go through the conduct process. He is currently using data from *Prime for Life* to assess the drug and alcohol usage of Ferris students. Last year he introduced a rubric titled, "Readiness for Change," which he will use for assessment purposes as well.

Deanna Goldthwait:

Deanna will assess the carryover budgets – assess why we have carryover budgets; why the different departments spent what they spent; and look for reasons why some did not spend the available money. Deanna would also like to survey those who she works closely with in regards to budgets, and assess whether or not they feel that their knowledge of their budgets have changed since she has come into her position. She will work with Kristen to compile and administer this survey.

Angela Roman:

Angela's assessment efforts will include student feedback from the University Open House. Angela's goal is to ensure that the CLACS office is providing quality customer service and will have staff conduct internal assessments in regards to the relationships that they have built.

Submitted by: Angela Palmer,  
Administrative Assistant to the Dean of Student Life