### Annual Assessment Plan
(August 1-September 30)

**Department**  
Office of Institutional Effectiveness  
**Academic Year**  
2008-2009  

<table>
<thead>
<tr>
<th>University Goal</th>
<th>Objectives</th>
<th>Expected Results (Outcomes)</th>
<th>Assessment Instrument(s)/Procedures/Costs</th>
</tr>
</thead>
</table>
| The University will provide effective administrative services to support its mission. | OIE will coordinate the course evaluation process each semester | A. Course Climate survey software will be used to produce and tally all course evaluations  
B. All course evaluation comments will be typed by OIE staff to ensure confidentiality. | Course Climate surveys and feedback from faculty, department chairs, deans, etc. |
| OIE will coordinate the university-wide survey program | A. Survey schedules will be updated and surveys will be administered on a continuous basis  
B. OIE will work with other departments to develop and administer new surveys as requested/needed  
C. OIE will recreate and administer Alumni survey by working with Alumni Affairs | A. Survey schedule and results of surveys  
B. OIE Client Satisfaction Survey results  
C. Alumni Survey results |  |
| Student learning will be impacted by OIE providing data to departments, colleges, division, etc. for improvement | 80% of clients will indicate use of data provided by OIE to impact student learning, course development, and other areas directly relating to students on campus and/or online | Client Satisfaction Survey results |  |
| OIE will increase efficiency and productivity of the department | A. OIE will develop and administer a Client Satisfaction Survey  
B. 80% of all clients will indicate satisfaction with work of OIE  
C. OIE will produce an annual report of planning and assessment by each department  
D. OIE will implement a work order system and 85% of jobs will be complete within specified timeframe  
E. OIE will submit all federal and state reports required/requested within the specified timeframe  
F. OIE will conduct workshops for departments, colleges, divisions, etc. on various topics as needed/requested  
G. OIE will provide online institutional fact book and keep book continuously up-to-date with 80% of clients satisfied with content, usability, and design  
H. OIE will update and improve webpage design and information with 80% satisfaction rate among clients | A. Client Satisfaction Survey  
B. Client Satisfaction Survey results  
C. Feedback from Provost & President  
D. Client Satisfaction Survey  
E. Feedback from all agencies receiving reports  
F. Feedback from faculty, staff, department heads, etc. & evaluation results  
G. Client Satisfaction Survey results  
H. Client Satisfaction Survey results |

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<table>
<thead>
<tr>
<th>Objectives</th>
<th>Expected Outcome</th>
<th>Actual Outcome</th>
<th>Problems Encountered</th>
<th>Action Taken/Plan(s) For Improvement</th>
</tr>
</thead>
</table>
| The OIE will produce and distribute an institutional fact book containing data on characteristics of the student body, enrollment, faculty, resources, facilities, and other aspects of the University | A. The Fact Book will be distributed by January 15, 2007  
B. 80% of department chairs, academic deans, and administrators will indicate satisfaction with the Fact book | A. The Fact Book was not distributed.  
B. A Fact Book User’s Satisfaction Survey was not developed. | A. Time  
B. None | A. OIE will post information on the website as information is received.  
B. A Fact Book User’s Satisfaction Survey will be developed to be distributed with the Fall 2008 Fact Book |
| The OIE will coordinate the course evaluation process each semester.      | A. The course evaluation comments will be typed by the OIE staff to ensure confidentiality.  
B. Course evaluation results will be compiled and distributed within four weeks of the evaluation administration.  
C. The OIE Director will continue to search for more efficient methods of evaluating faculty by students. | A. All course evaluation comments were typed by OIE staff.  
B. Course evaluations were compiled and reports distributed within four weeks of evaluation administration. | A. None  
B. None | A. None  
B. None |
The OIE will coordinate the university-wide survey program.

|          | A. Copies of all departmental assessment tools will be kept on file in the OIE. | A. All assessment tools are on file in the OIE  
|          | B. 80% of department chairs, academic deans, and administrators will indicate satisfaction with the work of the OIE | B. Client Satisfaction Survey was not administered  
|          | A. None | B. Survey not developed. | A. None  
|          | B. Survey will be developed during 2008-2009 year. |

The OIE will work with academic and non-academic departments to develop and/or revise objectives, self-studies, and plans for improvement on a continuous basis.

|          | All academic and non-academic departments will be involved in the institutional planning and assessment process. | All departments but one participated in the 2007-2008 planning and assessment process. | Noncompliance by one department head | Work with department head to complete the 2008-2009 documents |

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<table>
<thead>
<tr>
<th>Plans Implemented</th>
<th>Plans Not Implemented</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) A Coordinator of Planning and Assessment was hired.</td>
<td>(1) A User Satisfaction Survey was not developed.</td>
</tr>
<tr>
<td>(2) Renovated Webb Hall second floor conference room into two offices and one small conference room</td>
<td>(2) An Employer Survey was not administered.</td>
</tr>
<tr>
<td>(3) Purchased new survey software</td>
<td>(3) An Alumni Survey was not administered</td>
</tr>
<tr>
<td>(4) The Director and Programmer attended the Alabama Association of Institutional Research Annual Conference</td>
<td>(4)</td>
</tr>
<tr>
<td>(5) The Director of OIE was elected secretary of the Alabama Association of Institutional Research</td>
<td>(5)</td>
</tr>
<tr>
<td>The Director, Programmer, and Coordinator of Planning and Assessment attended the Southern Association of Institutional Research</td>
<td></td>
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<tr>
<td>(6)</td>
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<td>(7)</td>
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<td>(8)</td>
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<td>(9)</td>
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<tr>
<td>(10)</td>
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</tr>
</tbody>
</table>

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# SHORT-RANGE PLANS: FIRST YEAR

**Department:** Office of Institutional Effectiveness  
**Year:** 2009-2010

<table>
<thead>
<tr>
<th>Plans</th>
<th>Strategies to Implement</th>
<th>Completion Date</th>
<th>Approved by IEC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update website with more dynamic information</td>
<td>Work with faculty and staff to determine information needed on website</td>
<td>On-Going</td>
<td></td>
</tr>
<tr>
<td>Develop an OIE Newsletter</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Turn small conference room into a Research Library</td>
<td>Purchase shelving units and house all documents completed by OIE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchase planning and assessment software</td>
<td></td>
<td></td>
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<tr>
<td>Purchase Map Point</td>
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<tr>
<td>Update Datatel with faculty credential information</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increase staff development opportunities</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Approved:**  
Unit Head/Director

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MEDIUM-RANGE PLANS: YEARS TWO AND THREE

Department: Office of Institutional Effectiveness

Academic Years: 2010-2011 & 2011-2012

Year Two

(1) Develop a General Education Assessment Consortium with Alabama public four-year institutions

(2)

(3)

(4)

(5)

Year Three

(1) Focus on SACS reaccreditation

(2)

(3)
Approved: ____________________________
Unit Head/Director

Approved: ____________________________
Dean/Vice President

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# RESOURCES REQUIRED FOR PLANS (ONE-YEAR PLANS)

**Department:** Office of Institutional Effectiveness  
**Year:** 2008-2009

<table>
<thead>
<tr>
<th>PLANS</th>
<th>HUMAN RESOURCES (Faculty, Staff, Consultants, etc.)</th>
<th>PHYSICAL RESOURCES (Supplies, Material, Equip., etc.)</th>
<th>OTHER RESOURCES (Printing, Postage, Telephone, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVAILABLE</td>
<td>NEEEDED</td>
<td>AVAILABLE</td>
<td>NEEEDED</td>
</tr>
</tbody>
</table>

| TOTAL RESOURCES NEEDED | $0 | $0 | $0 | $0 | $0 | $500 |

**GRAND TOTAL OF RESOURCES NEEDED** (Human Resources + Physical Resources + Other Resources) $0

AVAILABLE means budgeted in current year’s budget.  
In listing AVAILABLE HUMAN, PHYSICAL, AND OTHER RESOURCES, please place an asterisk (*) by any items funded from external sources such as federal, private, contractual, revenue generated, or other such sources external to the university.

Dean/Vice President: ___________________________  
Date: __________________

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## RESOURCES REQUIRED FOR PLANS (TWO-YEAR PLANS)

**Department:** Office of Institutional Effectiveness  
**Year:** 2009-2010

<table>
<thead>
<tr>
<th>PLANS (Refer to Two-Year Plans)</th>
<th>HUMAN RESOURCES (Faculty, Staff, Consultants, etc.)</th>
<th>PHYSICAL RESOURCES (Supplies, Material, Equip., etc.)</th>
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<tr>
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<td>AVAILABLE</td>
<td>NEEDED</td>
</tr>
<tr>
<td>AVAILABLE</td>
<td></td>
<td>AVAILABLE</td>
<td>NEEDED</td>
</tr>
</tbody>
</table>

### TOTAL RESOURCES NEEDED

<table>
<thead>
<tr>
<th>HUMAN RESOURCES</th>
<th>PHYSICAL RESOURCES</th>
<th>OTHER RESOURCES</th>
</tr>
</thead>
<tbody>
<tr>
<td>$</td>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>

**GRAND TOTAL OF RESOURCES NEEDED** (Human Resources + Physical Resources + Other Resources) $

AVAILABLE means budgeted in current year’s budget.

In listing AVAILABLE HUMAN, PHYSICAL, AND OTHER RESOURCES, please place an asterisk (*) by any items funded from external sources such as federal, private, contractual, revenue generated, or other such sources external to the university.

Dean/Vice President: ________________________________  
Date: ____________________

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**RESOURCES REQUIRED FOR PLANS (THREE-YEAR PLANS)**

Department: Office of Institutional Effectiveness  
Year: 2010-2011

<table>
<thead>
<tr>
<th>PLANS (Refer to Three-Year Plans)</th>
<th>HUMAN RESOURCES (Faculty, Staff, Consultants, etc.)</th>
<th>PHYSICAL RESOURCES (Supplies, Material, Equip., etc.)</th>
<th>OTHER RESOURCES (Printing, Postage, Telephone, etc.)</th>
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<td>AVAILABLE</td>
<td>NEEEDED</td>
<td>AVAILABLE</td>
<td>NEEEDED</td>
</tr>
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</table>

**TOTAL RESOURCES NEEDED**  
$ $ $ $ $ $ $ $ 

**GRAND TOTAL OF RESOURCES NEEDED** (Human Resources + Physical Resources + Other Resources)  
$ 

AVAILABLE means budgeted in current year’s budget.  
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Dean/Vice President: ___________________________  
Date: ______________

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