



Assessment in Action

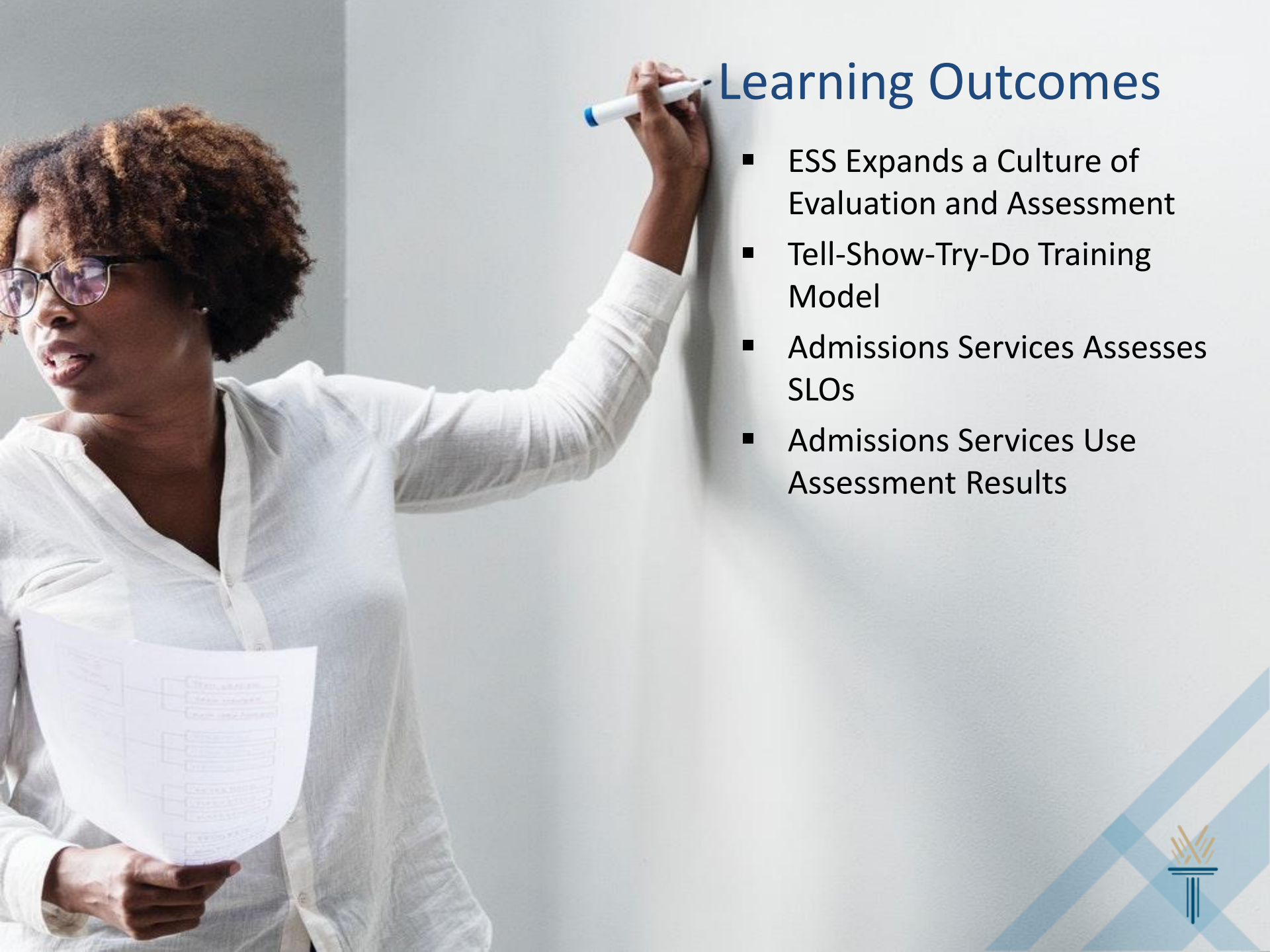
How Enrollment and Student Services
Assesses Student Learning Outcomes

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North Carolina Community College System Conference

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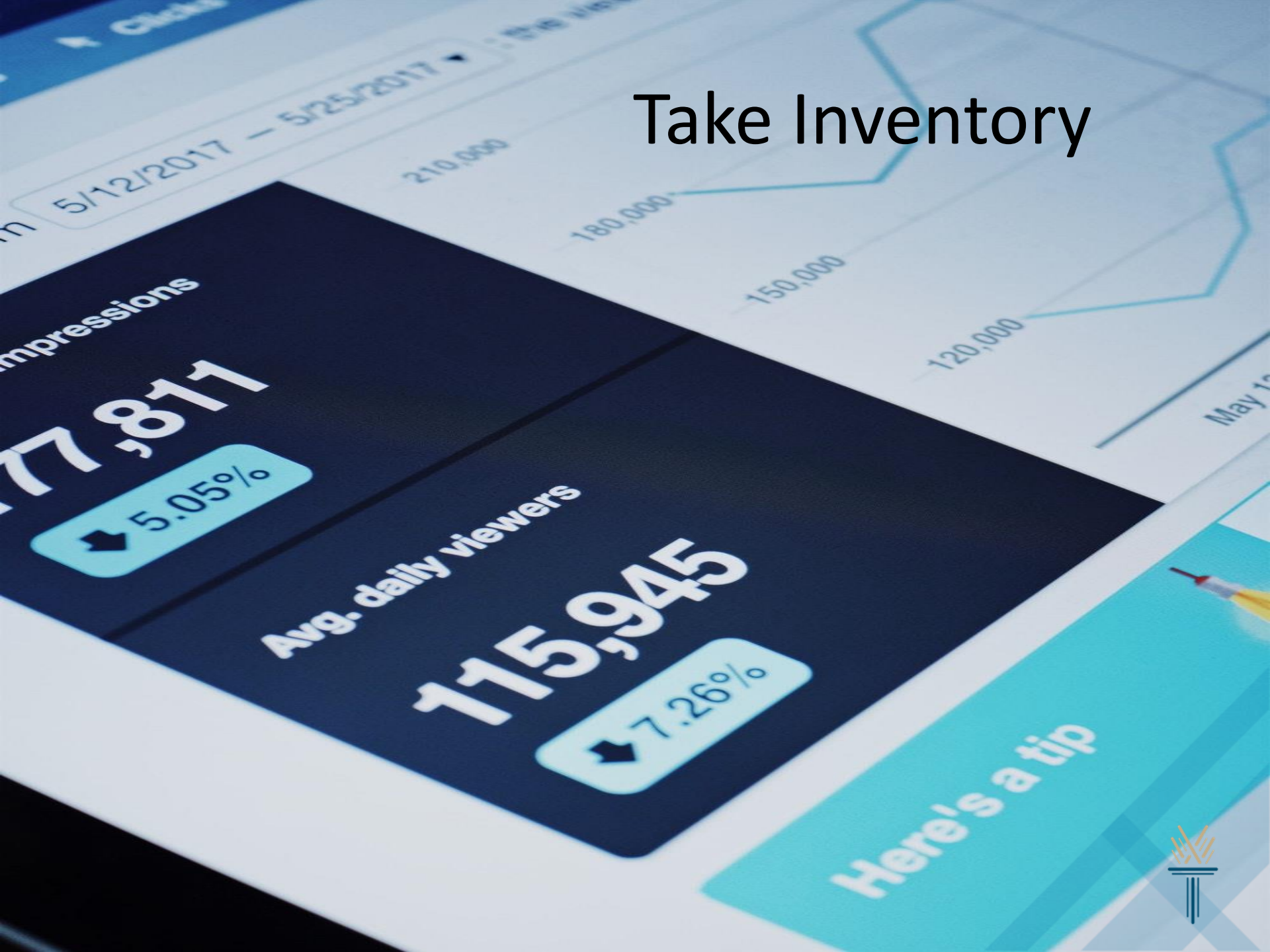


Learning Outcomes

- ESS Expands a Culture of Evaluation and Assessment
- Tell-Show-Try-Do Training Model
- Admissions Services Assesses SLOs
- Admissions Services Use Assessment Results



Take Inventory



Enrollment and Student Services Goals

- Promote and support whole student development
- Provide quality service
- Implement sound enrollment management strategies
- Positively impact student retention and completion rates



Go Team!



Choose One



A person wearing a grey knit cap and a blue denim jacket is sitting in a dark environment, holding a white mug with both hands. The person's face is partially obscured by their long dark hair. To the left, a dark bag is visible. The overall mood is quiet and contemplative.

Days like this



Office of TWO





Student
Centered
Outcomes?



Student Learning Outcomes in Enrollment and Student Services

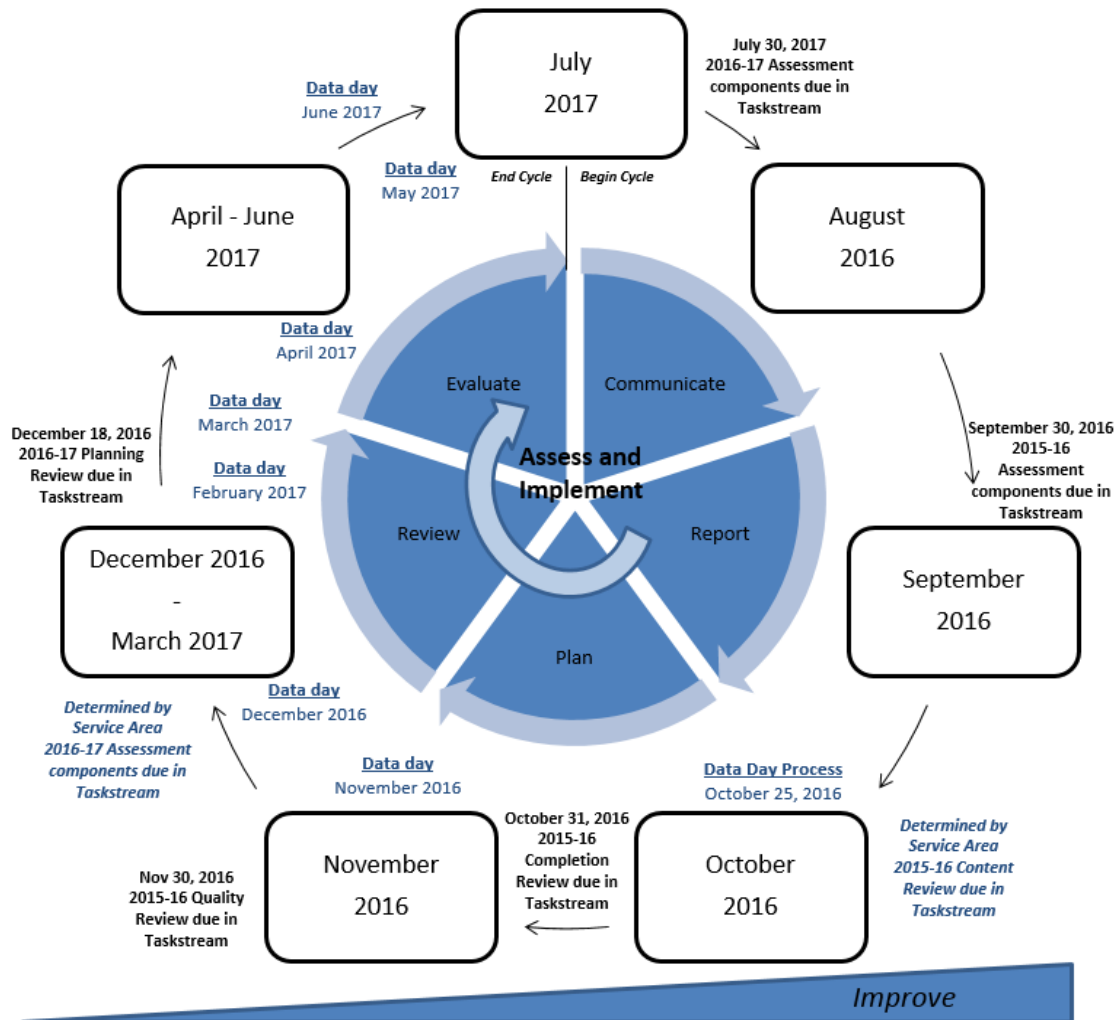


Tell-Show-Try-Do



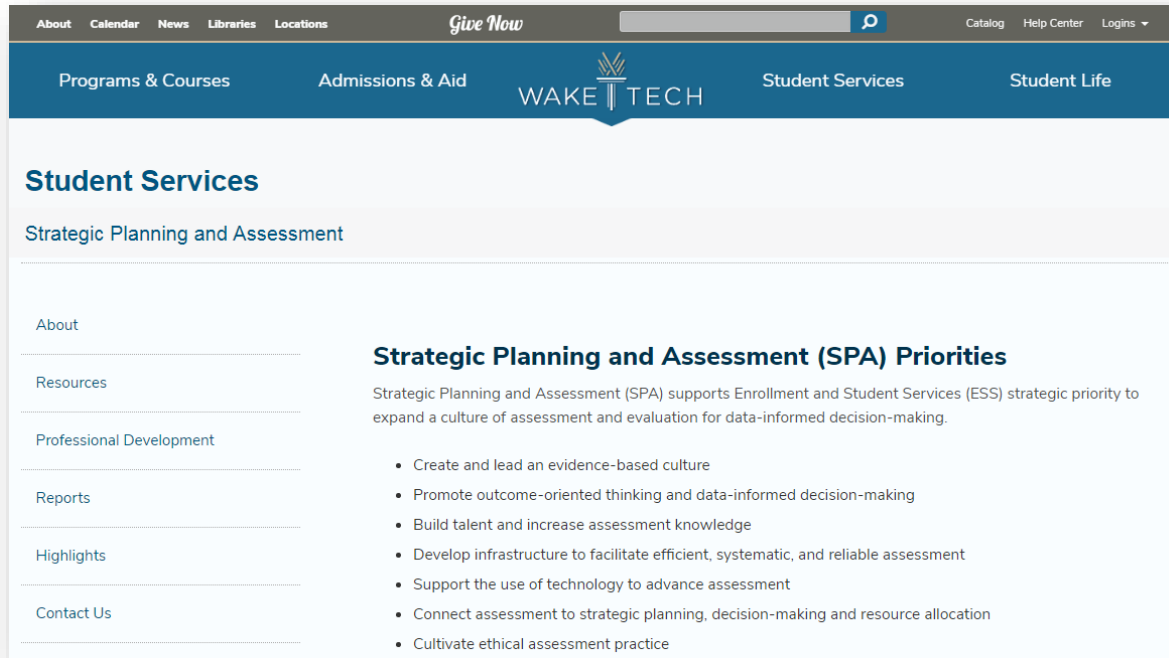
Data Days

WAKE TECH GENERAL IE PLAN CYCLE ENROLLMENT AND STUDENT SERVICES DATA DAYS CYCLE 2016-2017



SPA Website

assessment.waketech.edu



Why do I do this?



Welcome the New Kid on the Block!



Oh, and Welcome to Institutional Effectiveness



Student Success in Admissions?



Assessment in Action



Admissions Services
Leadership Team



Teamwork Works!

Impacting Student Success

- Identify the touchpoints
- Determine the outcomes
- Plan the strategy
- Implement the plan
- Assess the data



Working Our Plan

Outcomes	Targets	Measures
Inform of Admissions Next Steps	80% of students we touch	Post-visit/post-session survey
Connect to Helpful Resources	80% of students we touch	Post-visit/post-session survey

go.waketech.edu

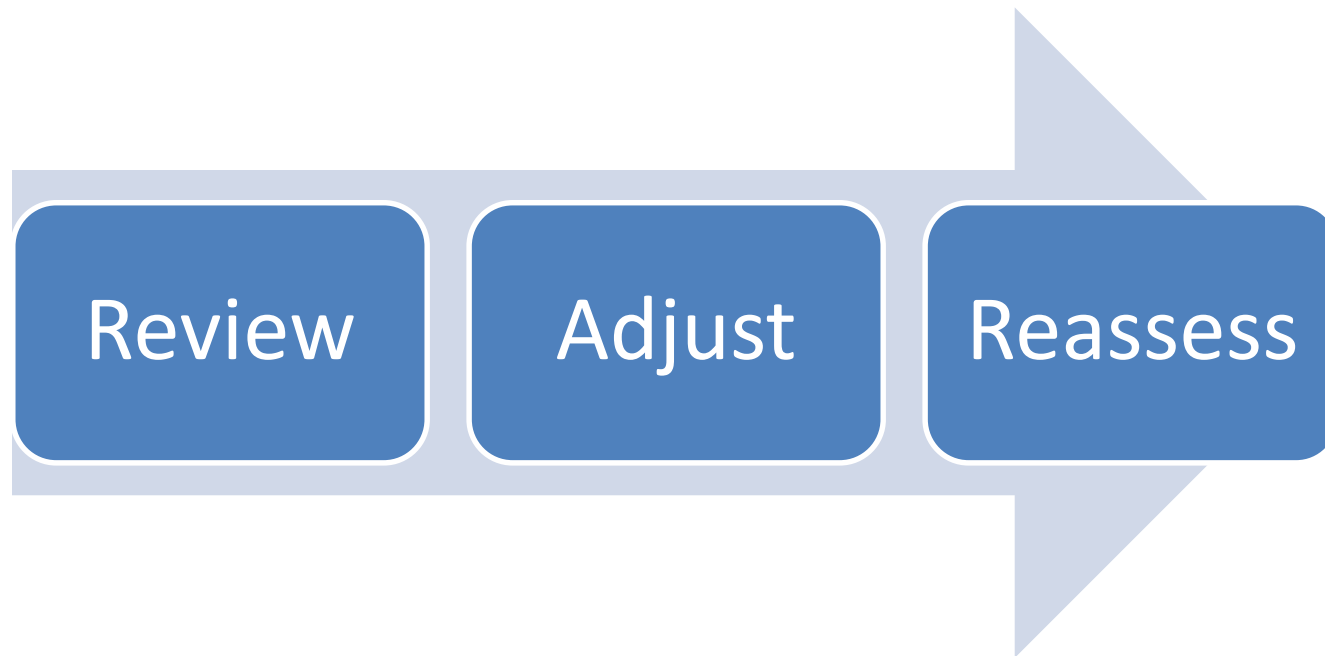


Findings- Using Data to Inform Decisions

	Identify Next Step	Identify Campus Resource
GPS Session Attendees	92%	97%
Admissions Visitors	82%	78%
Career & College Promise Information Session <u>and</u> Orientation Session	98%	91%



Action Plan



Status Report: Identifying Campus Resources

	Findings: initial	Findings: post-action plan
Post Admissions Visit Survey	78%	98%



Lessons from Assessing

- Seek first to understand
- Involve the staff
- Use the data

*It always
seems
impossible
until it's done.*

Nelson Mandela





Thank You!

What questions can we answer?

Contact Us

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