

COGS Graduate Student Exit Survey

An Example of COGS Academic Support
Services Assessment

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Presentation Objectives

- Summarize COGS assessment process
- Describe trended results of the COGS Graduate Student Exit Survey
- Announce communication of AY 2011-2012 COGS Assessment Report results

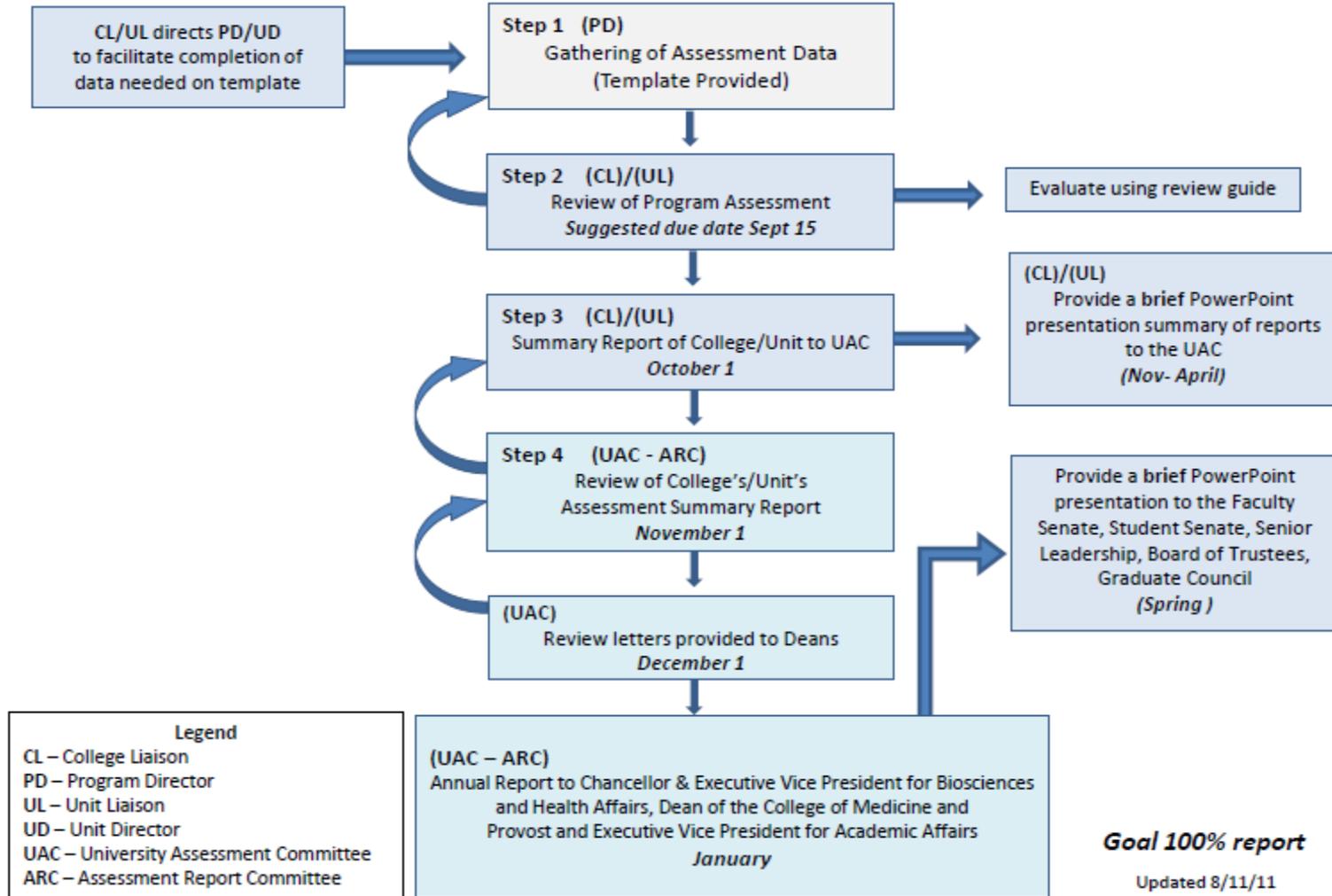
COGS –an Academic Support Service Unit

- Assess **academic support service outcomes**
- Service outcomes organized into several categories of service type to our stakeholders that are predominately graduate students and graduate faculty.
- For each service type several goals and objectives have been enumerated.
- A review process that includes data collection methods, metrics, and responsibility is ongoing.
- Annual assessment of the service outcomes are used to inform changes when needed.

NOTES

- Academic Units assess Student Learning Outcomes
- Assessment not the same as Program Review

**University Assessment Committee
Assessment Process – Monitor and Evaluate**



Goal 100% report

Updated 8/11/11

Stakeholder participation in COGS Assessment

- COGS Assessment Committee provides oversight to the process
 - Vice Provost for Graduate Affairs and Dean, College of Graduate Studies
 - Associate Dean for Health Science Graduate Program
 - Associate Dean for Academic Affairs COGS
- Council of Associate Deans
- Graduate Council and Graduate Council Executive Committee

Student involvement in the assessment process

- Predominate method of graduate student involvement in COGS assessment process is through their response to surveys.
- Graduate students are voting members of Graduate Council and GCEC
 - Opportunity to provide feedback to assessment reports and processes

Informed Continuous Process Improvements for AY 2012-2013

- Membership of the COGS Assessment Committee will be expanded
 - Graduate Faculty Representative
 - Graduate Student Representative
 - COGS administrative staff aligned with COGS new organizational structure

COGS Academic Support Service Categories

- A. Application processes
- B. Orientation processes: graduate students and graduate faculty Application processes
- C. Student progress and compliance
- D. Graduate Student development workshops, Research forums
- E. Graduate Student Academic Appeals and Grievances

COGS Academic Support Service Categories

- F. Graduate student financial support
- G. Graduation, audits, clearances
- H. Graduate faculty membership
- I. Graduate faculty communications
- J. Graduate program, course approvals
- K. Graduate program review process

COGS Academic Support Service

Categories and Outcomes

A. Application processes

1. Enhanced accuracy and ease of stakeholder access to all parts of the on-line application and program decision processes.
2. Efficient and effective training/re-training of staff, faculty and advisors handling admission applications and decisions.
3. Continuously improved processes.

COGS Academic Support Service

Categories and Outcomes

B. Orientation processes: graduate students and graduate faculty

1. Enhanced access to orientation information by new students.
2. Continuous improvement in response to survey responses by participants.
3. Identify and evaluate types of information new students need before coming to campus.
4. Effective processes for new graduate faculty orientation.

COGS Academic Support Service

Categories and Outcomes

C. Student progress and compliance

1. Attain 100% submission and compliance levels for Plans of Study, GRAD forms, other required grade levels, and completion of program exams, and submission ETD. (Qualifying Exams, scholarly projects etc).
2. Track time to degree and communicate to stakeholders.
3. Track low GPA student numbers and inform stakeholders.

COGS Academic Support Service

Categories and Outcomes

D. Graduate Student development workshops, Research forums

1. Timely information to students on necessary skills for success in graduate school.
2. Provide information on networking and career opportunities.
3. Raise visibility, support and attendance at programs and workshops.
4. Increase attendance from UT graduate students and graduate faculty at graduate student research forums.

COGS Academic Support Service

Categories and Outcomes

E. Graduate Student Academic Appeals and Grievances

1. Evaluate the efficiency and effectiveness of newly approved UT policies for appeals and grievance processes.
2. Track knowledge of COGS appeal and grievance processes amongst students and programs to in turn work with Colleges to develop mechanisms to enhance communication and understanding.
3. Continuous improvement of processes based on informed change from 1 and 2 above.

COGS Academic Support Service

Categories and Outcomes

F. Graduate student financial support

1. Track competitiveness of graduate tuition/fees with USO institutions.
2. Foster affordability and competitiveness for diverse student populations.
3. Track levels of graduate assistantships/scholarships/fellowships and processes used to determine numbers of each.
4. Monitor program concerns with processes and efficiency.
5. Determine accessibility of financial support information to students and programs.
6. Maintain effective and timely communication with programs/students.

COGS Academic Support Service

Categories and Outcomes

G. Graduation, audits, clearances

1. Review mechanisms/workflows to enhance efficiency and timely processes.
2. Track student issues that delay or prevent clearance to inform students earlier.

H. Graduate faculty membership

1. Track efficiency of process and identify areas of concern.
2. Monitor program satisfaction and concerns, and ideas for improvement.

COGS Academic Support Service

Categories and Outcomes

I. Graduate faculty communications

1. Enhance and ensure faculty participation in governance of graduate programs (GC and GCEC bylaws, constitution and committees).
2. Efficient and effective GC and GCEC processes and communication with faculty.

J. Graduate program, course approvals

1. Track process efficiency and areas of concern.
2. Program satisfaction with GC committee efficiency and accuracy; ideas for improvement.

COGS Academic Support Service

Categories and Outcomes

K. Graduate program review process

1. Efficient and effective process for full program review of degree and certificate programs.
2. Maintenance of accurate and complete records of program review results, including how results were shared with stakeholders and how programs responded to concerns and the changes made.
3. Use the results of graduate program quality review in budget allocation to support quality.

Assessment of Academic Support Services Outcomes

- Data Collection and metrics aligned with the measurable Academic Support Service Outcomes
- Example: Graduate Student Exit Survey for Service Categories regarding Students
 - A, B, C, F, G

Graduate Student Exit Survey

- COGS has conducted an exit survey of all graduating graduate students since Spring 2006.
 - Questions address services provided by COGS and the College/Department that provides the graduate program.
- Beginning Spring 2011, COGS required students to complete the survey.
 - Response rate 100%

Trended Data from the Graduate Student Exit Surveys

- Aggregate data
- Students assured responses anonymous
- 27 specific questions
- 1 one open-ended question
 - Please make any comments you wish to share regarding your UT graduate experience.
- Respondent numbers
 - Spring 2011; n=549
 - Fall 2011; n= 280
 - Spring 2012; n=503
 - Summer 2012; n=246
 - Fall 2012; n=198

Trended Data from the Graduate Student Exit Surveys

- Indicates sustained achievement of COGS academic support service outcomes related to students.
 - 80-90 % of the respondents were satisfied or very satisfied
- Indicates sustained satisfaction with non-COGS services
 - 80-90 % of the respondents were satisfied or very satisfied

To what extent do you agree/disagree with the following statements about your graduate experience:

Overall, the quality of my graduate educational experience was high.

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Very Satisfied	30.1%	32%	33%	40%	32%
Satisfied	60.8%	62.5%	58%	45%	57
Unsatisfied	6.4%	4%	7%	4%	7%
Very unsatisfied	1.8%	1%	1%	1%	3%
Not applicable	0	0.5%	1%	0%	3%

To what extent do you agree/disagree with the following statements about your graduate experience:

My program was intellectually challenging and stimulating.

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Very Satisfied	39.4%	44%	39%	47.5%	42%
Satisfied	53.6%	51%	55%	46.5%	50%
Unsatisfied	4.9%	4.5%	4%	4%	5%
Very unsatisfied	0.9%	0.5%	1%	1%	2%
Not applicable	0%	0%	1%	1%	2%

To what extent do you agree/disagree with the following statements about your graduate experience:

My academic program prepared me well for my professional career goals.

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Very Satisfied	33.5%	35%	31%	43%	42%
Satisfied	55.7%	54%	59%	47.5%	50%
Unsatisfied	8%	7%	7 %	6%	5%
Very unsatisfied	1.5%	1%	1%	3.5%	2%
Not applicable	0%	3%	2 %	1%	2%

To what extent do you agree/disagree with the following statements about your graduate experience:

My advisor and I met at appropriate intervals to discuss my program of study.

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Very Satisfied	34.8%	35 %	35%	46.5%	43%
Satisfied	42.4%	43%	44%	41%	38%
Unsatisfied	12.6%	12%	11%	6%	10%
Very unsatisfied	4.2%	4%	3%	3.5%	4%
Not applicable	3.5%	5%	7%	3%	5%

To what extent do you agree/disagree with the following statements about your graduate experience:

My dissertation/thesis/project advisor discussed my research with me on a regular basis.

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Very Satisfied	38.1%	36 %	40%	44%	42%
Satisfied	29.1%	28%	31%	33%	31%
Unsatisfied	4.2%	4%	3%	6%	5%
Very unsatisfied	2.2%	1%	1%	3%	2%
Not applicable	23.9%	31%	25%	14%	20%

To what extent do you agree/disagree with the following statements about your graduate experience:

My dissertation/thesis/project advisor critiqued my work in ways that helped my work progress.

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Very Satisfied	40.4%	35.5%	40%	47%	46%
Satisfied	29.5%	31%	32%	34%	30%
Unsatisfied	2.7%	2%	2%	3.5%	3%
Very unsatisfied	1.6%	0.5%	1%	2.5%	2%
Not applicable	23.9%	31%	25%	13%	10%

To what extent do you agree/disagree with the following statements about your graduate experience:

Information about academic policies and procedures was communicated sufficiently.

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Very Satisfied	26.2%	26%	28%	32%	25%
Satisfied	53.7%	54%	57%	53%	59%
Unsatisfied	12.9%	15%	10%	9%	12%
Very unsatisfied	4.6%	4%	3%	5%	3%
Not applicable	0.7%	1%	2%	1%	2%

To what extent do you agree/disagree with the following statements
about your graduate experience:

Equipment and facilities were available when I needed them.

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Very Satisfied	32.1%	39 %	31%	43%	39%
Satisfied	54.5%	53%	53%	49%	50%
Unsatisfied	6.2%	4%	8%	3%	4%
Very unsatisfied	1.8%	1%	2%	1%	1%
Not applicable	3.3%	3%	31%	4%	6%

To what extent do you agree/disagree with the following statements about your graduate experience:

There were adequate university services to assist with non-academic issues (health needs, personal, family).

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Very Satisfied	18.4%	20 %	18%	25%	20%
Satisfied	44.3%	42%	44%	41%	42%
Unsatisfied	6.6%	7%	5%	4%	8%
Very unsatisfied	2%	1%	2%	1%	2%
Not applicable	27.3%	30%	31%	29%	28%

Please indicate your level of satisfaction with the quality of information/advice/service received from the following sources:

Advisor

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Very Satisfied	45%	46 %	47%	56%	49%
Satisfied	42.3%	42%	42%	34.5%	36%
Unsatisfied	7.3%	5%	6%	5%	9%
Very unsatisfied	2.4%	3.5%	2%	2.5%	3%
Not applicable	2%	3.5%	3%	2%	3%

Please indicate your level of satisfaction with the quality of information/advice/service received from the following sources:

Members of my doctoral/thesis/project committee

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Very Satisfied	35.3%	33 %	38%	42.5%	43%
Satisfied	28.4%	31.5%	28%	25%	32%
Unsatisfied	2.7%	0.5%	1%	2.5%	3%
Very unsatisfied	0.4%	0%	1%	2%	0%
Not applicable	31.9%	35%	32%	28%	22%

Please indicate your level of satisfaction with the quality of information/advice/service received from the following sources:

Staff in my department's office

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Very Satisfied	43.4%	43 %	46%	53%	44%
Satisfied	44.6%	48%	43%	39%	47%
Unsatisfied	4.4%	3%	4%	4%	5%
Very unsatisfied	1.5%	1%	1%	2%	2%
Not applicable	4.9%	5%	6%	2%	2%

Please indicate your level of satisfaction with the quality of information/advice/service received from the following sources:

Department's Web-site

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Very Satisfied	19.1%	19 %	21%	25%	25%
Satisfied	59.2%	63%	63%	54%	57%
Unsatisfied	10.6%	10%	8%	9.5%	11%
Very unsatisfied	1.6%	1.5%	1%	0.5%	3%
Not applicable	7.7%	6.5%	7 %	11%	6%

Please indicate your level of satisfaction with the quality of information/advice/service received from the following sources:

Financial Aid

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Very Satisfied	22.2%	23 %	18%	28.5%	21%
Satisfied	44.6%	40%	49%	42.5%	44%
Unsatisfied	8.2%	11%	10%	7%	8%
Very unsatisfied	2.7%	2%	3%	2%	4%
Not applicable	20.6%	24%	20%	20%	24%

Please indicate your level of satisfaction with the quality of information/advice/service received from the following sources:

Registrar

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Very Satisfied	21.3%	25 %	19%	28%	22%
Satisfied	61.4%	62%	65%	60%	62%
Unsatisfied	7.1%	7%	7%	4%	4%
Very unsatisfied	2.2%	2%	3%	1%	2%
Not applicable	6.4%	4%	6%	7%	11%

Please indicate your level of satisfaction with the quality of information/advice/service received from the following sources:

Career Development

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Very Satisfied	10.9%	14 %	11%	16%	13%
Satisfied	37%	40%	38%	35%	40%
Unsatisfied	7.8%	9%	7%	7%	9%
Very unsatisfied	2.6%	2%	2%	2%	2%
Not applicable	39.9%	35%	42%	40%	36%

Please indicate your level of satisfaction with the quality of information/advice/service received from the following sources:

Information Technology

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Very Satisfied	18.8%	25 %	18%	26%	18%
Satisfied	56%	58%	57%	50%	56%
Unsatisfied	5.6%	3.5%	5%	7%	4%
Very unsatisfied	11.3%	1.5%	1%	1%	3%
Not applicable	16.4%	12%	19%	16%	20%

Please indicate your level of satisfaction with the quality of information/advice/service received from:

COGS Web-site

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Very Satisfied	19.9%	21 %	20 %	28 %	23%
Satisfied	60.1 %	65 %	63 %	54 %	64%
Unsatisfied	6.3 %	6 %	4 %	5 %	6%
Very unsatisfied	1.3 %	0.5 %	2 %	2 %	1%
Not applicable	10.9%	7.5 %	11 %	11 %	7%

Please indicate your level of satisfaction with the quality of information/advice/service received from the following sources:

College of Graduate Studies Staff

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Very Satisfied	24.8 %	30 %	28 %	37 %	31%
Satisfied	55.7 %	54 %	55 %	54 %	57%
Unsatisfied	6 %	7 %	6 %	3 %	5%
Very unsatisfied	2.2 %	1 %	1 %	1 %	1%
Not applicable	8.4 %	8 %	10 %	5 %	6%

To what extent do you agree/disagree with each of the following statements?

The College of Graduate Studies was accessible to me.

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Strongly agree	23.9%	33 %	27 %	37 %	34%
Agree	65.9 %	61 %	64 %	57 %	60%
Disagree	2.4 %	2.5 %	1 %	2 %	2%
Strongly Disagree	1.5 %	0.5 %	1 %	0 %	0%
Not applicable	4.4 %	3 %	7 %	4 %	4%

To what extent do you agree/disagree with each of the following statements?

The College of Graduate Studies was responsive.

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Strongly agree	24.8%	32 %	26 %	36 %	31%
Agree	60.1 %	58 %	62 %	54 %	60%
Disagree	4.4 %	5 %	3 %	5 %	3%
Strongly Disagree	1.6 %	1 %	1 %	0 %	0%
Not applicable	6.9 %	4 %	8 %	5 %	5%

To what extent do you agree/disagree with each of the following statements?

The College of Graduate Studies performed its functions effectively.

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Strongly agree	23.0%	28 %	24 %	35 %	30%
Agree	61.9 %	60 %	65 %	56 %	62%
Disagree	4.6 %	7 %	4 %	5 %	5%
Strongly Disagree	2.4 %	2 %	1 %	1 %	0%
Not applicable	5.8 %	3 %	6 %	3 %	4%

To what extent do you agree/disagree with each of the following statements?

The College of Graduate Studies performed its functions efficiently.

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Strongly agree	21.9%	29 %	21 %	35 %	27%
Agree	61.0 %	60 %	66 %	54 %	60%
Disagree	6.4 %	6 %	6 %	7.5 %	7%
Strongly Disagree	2.6 %	2%	1 %	0.5 %	1%
Not applicable	5.6 %	3 %	6 %	3 %	5%

To what extent do you agree/disagree with each of the following statements?

The College of Graduate Studies was consistent in service delivery.

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Strongly agree	23.5%	27 %	21 %	33 %	27%
Agree	59.2 %	60 %	64 %	58 %	62%
Disagree	6.4 %	6 %	5 %	4.5 %	5%
Strongly Disagree	1.8 %	2 %	1 %	0.5 %	1%
Not applicable	6.6 %	5 %	9 %	4 %	6%

What was your employment status for most of your graduate education?

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Graduate Assistantship	32.1%	32 %	31%	28%	34%
Full-time job	30.1%	27%	29%	24%	32%
Part-time job	16.9%	18%	22%	15%	12%
Work occasionally	8%	4%	8%	8.5%	11%
Did not work	11.5%	19%	9%	24%	11%
No Response	0	0	1%	0.5%	1%

Which of the following statements BEST describes your post-degree employment status?

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
I expect to continue with my current employer in my current position.	16.9%	18%	13%	20%	24%
I expect to continue with my current employer in a new position.	9.1%	7.5%	8%	6%	11%
I expect to return to a previous employer in a new or previous position.	0.7%	2%	1%	0.5%	0%
I will begin a new position with a new employer.	28.6%	31%	32%	26%	30%
I will be self-employed	1.1%	1.5%	1%	0.5%	2%
I will continue my graduate education.	32.2%	34%	32%	24.5%	24%
I will look for employment	9.5%	5%	10%	21%	7%
I will not be employed.	0.6%	0.5%	1%	0.5%	1%
I will not look for employment.	0.2%	0%	1%	1%	0%
No Response	1.1%	0.5%	1%	0%	1%

Location of employer or anticipated location of employer.

	Spring 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012
Ohio	65.6%	57 %	63%	54%	56%
Out of State USA	29%	38%	33%	31%	35%
Outside USA	2.9%	5%	3%	3%	3%
No Response	2.6%	0%	1%	12%	7%

Communication of AY 2011-2012 COGS Assessment Report results

- Summary of large report communicated to
 - Future meeting Graduate Council?
 - Future meeting of Graduate Student Association?
 - Council of Associate Deans
 - Dean Komuniecki's Annual Meeting Address
 - HSC GEC?
 - UT UAC
 - COGS web site

- ? – please invite me!

Can COGS assist with your program Assessment report?

- Beginning with AY 2011-2012, UT UAC requests Program/Dept/Unit assessment of service outcomes.
- COGS maintains or has access to centralized databases that might be useful.
- Please contact Dr. Pocotte

Thank you!