College of Graduate Studies Assessment Plan for Academic Year 2010-2011

The College of Graduate Studies (COGS) participates in the University of Toledo Assessment process. The COGS Associate Dean for Academic Affairs serves as the liaison to the University Assessment Committee. COGS is considered a service unit and as such assesses service outcomes as opposed to program student learning outcomes. The service outcomes of the College of Graduate Studies are 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. The service type categories and goals are listed below in the College of Graduate Studies Assessment Template.

A review process that includes data collection methods, metrics, and responsibility has been established (see Template).

Annual assessment of the service outcomes will be used to inform changes in procedures, goals, objectives and service types when needed.

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
  - Graduate Faculty Representative - To be determined
  - Graduate Student Representative - To be determined

Council of Associate Deans - The COGS Assessment Committee would like to integrate this group in the COGS Assessment. Feedback to the COGS Assessment template, process and report will be solicited.

Graduate Council and Graduate Council Executive Committee - The COGS Assessment Committee would like to integrate this group in the COGS Assessment. Feedback to the COGS Assessment template, process and report will be solicited.
# College of Graduate Studies Assessment Template

<table>
<thead>
<tr>
<th>College of Graduate Studies (COGS) Assessment Measures</th>
<th>COGS Data Review Process</th>
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</thead>
<tbody>
<tr>
<td><strong>Service type</strong></td>
<td><strong>Institutional Unit Service Outcomes/Goals/Objectives</strong></td>
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<tr>
<td>A. Application processes</td>
<td>1. Enhanced accuracy and ease of stakeholder access to all parts of the on-line application and program decision processes. &lt;br&gt; 2. Efficient and effective training/re-training of staff, faculty and advisors handling admission applications and decisions. &lt;br&gt; 3. Continuously improved processes.</td>
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<tr>
<td>B. Orientation processes: graduate students and graduate faculty</td>
<td>1. Enhanced access to orientation information by new students. &lt;br&gt; 2. Continuous improvement in response to survey responses by participants. &lt;br&gt; 3. Identify and evaluate types of information new students need before coming to campus. &lt;br&gt; 4. Effective processes for new graduate faculty orientation.</td>
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<tr>
<td>C. Student progress and compliance</td>
<td>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</td>
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</table>
| **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. | **Post-event; Semi-annually**  
Surveys, attendance records. | **Dean, Associate Deans,**  
**COGS Manager Academic Affairs,**  
**COGS Manager Administrative Services,**  
**GC, GSA** |
|---|---|---|---|
| | **2.** Track time to degree and communicate to stakeholders.  
3. Track low GPA student numbers and inform stakeholders. | **all students sent to college deans, program directors; program to address submitted by student.**  
2. Plan of Study and GRAD form deadline tracked.  
3. Qualifying Exam-program deadlines and completion tracked. | **Academic Affairs,**  
**COGS Manager Administrative Services,**  
**COGS Records Management Officer** |
| **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 **Redacted records of COGS admin and GC Academic Standing** | **Dean, Associate Deans** |
| F. Graduate student financial support | 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. | committee; Minutes of COGS Dean and College Associate Deans meetings | Dean, Associate Deans, COGS Business Services Officer |
|--------------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------------------------|--------------------------------------------------|
| 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 student financial data, Graduate Program Review, Admissions data, Feedback from stakeholders, Ohio public data bases | Annually | |
| G. Graduation, audits, clearances | 1. Review mechanisms/workflows to enhance efficiency and ensure timely processes.  
2. Track student issues that delay or prevent clearance to inform students earlier. | COGS staff reports; surveys; exit surveys by graduates | Dean, Associate Deans, COGS Manager Administrative Services, COGS Records Management Officer |
| H. Graduate faculty membership | 1. Track efficiency of process and identify areas of concern.  
2. Monitor program satisfaction and concerns, and ideas for improvement. | Screen databases for time to complete; surveys | Dean, Associate Deans, Chair GC membership |
<table>
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<tr>
<th>Committee</th>
<th>Minutes of GC, GCEC; election process and results; surveys</th>
<th>Annually</th>
<th>Dean, Associate Deans</th>
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<tr>
<td>I. Graduate faculty communication 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.</td>
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<td>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.</td>
<td>COGS monitoring of 30 day timeline per GC bylaws. Program satisfaction surveys, GC Curriculum Committee tracking data.</td>
<td>Semi-annually</td>
<td>Dean, Associate Deans</td>
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<td>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.</td>
<td>UT Program Review Committee records, GC program review Committee records, COGS databases, IR databases, College surveys</td>
<td>Annually</td>
<td>Dean, Associate Deans</td>
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