

## **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

College of Graduate Studies(COGS) Assessment Measures			COGS Data Review Process	
Service type	Institutional Unit Service Outcomes/Goals/ Objectives	<i>Data collection methods, metrics.</i>  <i>Sources of data</i>	<i>When is the data assessed ?</i>	<i>Responsible person(s) for Collection and Review of data?</i>
A. Application processes	<ol style="list-style-type: none"> <li>1. Enhanced accuracy and ease of stakeholder access to all parts of the on-line application and program decision processes.</li> <li>2. Efficient and effective training/re-training of staff, faculty and advisors handling admission applications and decisions.</li> <li>3. Continuously improved processes.</li> </ol>	On-going;  Track phone calls, electronic applications, mailbox for e-questions for timeliness of handling and errors.	Annually	Dean, Associate Deans,  COGS Manager of Graduate Admissions
B. Orientation processes: graduate students and graduate faculty	<ol style="list-style-type: none"> <li>1. Enhanced access to orientation information by new students.</li> <li>2. Continuous improvement in response to survey responses by participants.</li> <li>3. Identify and evaluate types of information new students need before coming to campus.</li> <li>4. Effective processes for new graduate faculty orientation.</li> </ol>	After fall, spring, and summer orientations;  Surveys and evaluations of new students and university presenters.	Annually	Dean, Associate Deans,  COGS Manager Academic Affairs, COGS Manager Administrative Services
C. Student progress and compliance	<ol style="list-style-type: none"> <li>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</li> </ol>	<ol style="list-style-type: none"> <li>1. First semester GPA review; low GPA reports each semester for</li> </ol>	Annually	Dean, Associate Deans,  COGS Manager

	<p>Exams, scholarly projects etc).</p> <ol style="list-style-type: none"> <li>Track time to degree and communicate to stakeholders.</li> <li>Track low GPA student numbers and inform stakeholders.</li> </ol>	<p>all students sent to college deans, program directors; program to address submitted by student.</p> <ol style="list-style-type: none"> <li>Plan of Study and GRAD form deadline tracked.</li> <li>Qualifying Exam-program deadlines and completion tracked.</li> </ol>		<p>Academic Affairs, COGS Manager Administrative Services, COGS Records Management Officer</p>
D. Graduate Student development workshops, Research forums	<ol style="list-style-type: none"> <li>Timely information to students on necessary skills for success in graduate school.</li> <li>Provide information on networking and career opportunities.</li> <li>Raise visibility, support and attendance at programs and workshops.</li> <li>Increase attendance from UT graduate students and graduate faculty at graduate student research forums.</li> </ol>	<p>Post-event;  Surveys, attendance records.</p>	Semi-annually	<p>Dean, Associate Deans, COGS Manager Academic Affairs, COGS Manager Administrative Services, GC, GSA</p>
E. Graduate Student Academic Appeals and Grievances	<ol style="list-style-type: none"> <li>Evaluate the efficiency and effectiveness of newly approved UT policies for appeals and grievance processes.</li> <li>Track knowledge of COGS appeal and grievance processes amongst students and programs to in turn</li> </ol>	<p>Redacted records of COGS admin and GC Academic Standing</p>		<p>Dean, Associate Deans</p>

	<p>work with Colleges to develop mechanisms to enhance communication and understanding.</p> <p>3. Continuous improvement of processes based on informed change from 1 and 2 above.</p>	<p>committee;</p> <p>Minutes of COGS Dean and College Associate Deans meetings</p>		
F. Graduate student financial support	<ol style="list-style-type: none"> <li>1. Track competitiveness of graduate tuition/fees with USO institutions.</li> <li>2. Foster affordability and competitiveness for diverse student populations.</li> <li>3. Track levels of graduate assistantships/scholarships/fellowships and processes used to determine numbers of each.</li> <li>4. Monitor program concerns with processes and efficiency.</li> <li>5. Determine accessibility of financial support information to students and programs.</li> <li>6. Maintain effective and timely communication with programs/students.</li> </ol>	<p>COGS student financial data,</p> <p>Graduate Program Review,</p> <p>Admissions data,</p> <p>Feedback from stakeholders , Ohio public data bases</p>	Annually	<p>Dean, Associate Deans,</p> <p>COGS Business Services Officer</p>
G. Graduation, audits, clearances	<ol style="list-style-type: none"> <li>1. Review mechanisms/workflows to enhance efficiency and ensure timely processes.</li> <li>2. Track student issues that delay or prevent clearance to inform students earlier.</li> </ol>	<p>COGS staff reports;</p> <p>surveys; exit surveys by graduates</p>	Annually	<p>Dean, Associate Deans,</p> <p>COGS Manager Administrative Services, COGS Records Management Officer</p>
H. Graduate faculty membership	<ol style="list-style-type: none"> <li>1. Track efficiency of process and identify areas of concern.</li> <li>2. Monitor program satisfaction and concerns, and ideas for improvement.</li> </ol>	<p>Screen databases for time to complete;</p> <p>surveys</p>	Annually	<p>Dean, Associate Deans,</p> <p>Chair GC membership</p>

				Committee
I. Graduate faculty communications	<ol style="list-style-type: none"> <li>1. Enhance and ensure faculty participation in governance of graduate programs (GC and GCEC bylaws, constitution and committees).</li> <li>2. Efficient and effective GC and GCEC processes and communication with faculty.</li> </ol>	Minutes of GC, GCEC; election process and results; surveys	Annually	Dean, Associate Deans
J. Graduate program, course approvals	<ol style="list-style-type: none"> <li>1. Track process efficiency and areas of concern.</li> <li>2. Program satisfaction with GC committee efficiency and accuracy; ideas for improvement.</li> </ol>	COGS monitoring of 30 day timeline per GC bylaws. Program satisfaction surveys, GC Curriculum Committee tracking data.	Semi-annually	Dean, Associate Deans
K. Graduate program review process	<ol style="list-style-type: none"> <li>1. Efficient and effective process for full program review of degree and certificate programs.</li> <li>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.</li> <li>3. Use the results of graduate program quality review in budget allocation to support quality.</li> </ol>	UT Program Review Committee records, GC program review Committee records, COGS databases, IR databases, College surveys	Annually	Dean, Associate Deans