

**Assessment Report Standard Format**  
**July 1, 2008 - June 30, 2009**

**PROGRAM(S) ASSESSED** Center for Teaching and Learning

**ASSESSMENT COORDINATOR** Dan DeStephen

**YEAR** 5 **of a** 5 **YEAR CYCLE**

**ASSESSMENT MEASURES EMPLOYED**

Briefly describe the assessment measures employed during the year.

1. Adequate instructional technology that supports the needs of faculty and students for on-site and distance learning courses

Measures:

- a. Number of students enrolled in web-based and video-based courses
- b. Faculty feedback on their level of satisfaction with the Center's support of on-site and distance learning classes

2. A faculty development program that improves the quality of teaching of the university's faculty

Measures:

- a. Number of faculty attending Center sponsored faculty development events
- b. Faculty feedback on their level of satisfaction with the quality of faculty development events

3. The provision of high quality media and multimedia production products and support that meets the needs of the university community

Measures:

Client feedback on their level of satisfaction with the quality of Center provided media and multimedia production products and support

4. Adequate event support that meets the needs of the university community

Measures:

Client feedback on their level of satisfaction with the quality of event support

## 2. ASSESSMENT FINDINGS

1. Adequate instructional technology that supports the needs of faculty and students for on-site and distance learning courses

Measures:

- a. Number of students enrolled in web-based and video-based courses

Online = The Center supported 860 distance learning courses involving 11,012 students. In addition, over 80% of the faculty teaching face-to-face and hybrid courses at Wright State use the Center-supported Learning Management System (WebCT).

Made 6,262 deliveries of instructional equipment

IVDL = 48 courses, 800 class sessions and 1040 students

- b. Faculty feedback on their level of satisfaction with the Center's support of on-site and distance learning classes

### Classroom Support

7.0	Were you satisfied with the <b>availability</b> of our technicians?
7.0	Rate the <b>user-friendliness</b> of the equipment.
100%/0%	Was the equipment in <b>proper working order</b> ? Yes/No
7.0	How satisfied are you with the <b>quality</b> of the service we provided?
7.0	How satisfied are you with our staff's professional <b>knowledge</b> when providing this service?
7.0	How satisfied are you with how <b>courteously</b> our staff provided this service?
7.0	How satisfied are you with the <b>impact</b> this service will have, or has had, on your teaching or other function at the university?
7.0	How satisfied are you with the <b>timeliness</b> in which this service was performed?

### Distance Learning

6.0	How <b>well-prepared</b> were you to teach your web-based course after attending a related CTL workshop?
6.5	How satisfied were you with the available <b>resources</b> and "tool sets" (WebCT, Respondus, etc.) to help you design/develop your web-based course?
6.2	Rate the process of <b>maintaining</b> your web-based course

	(registering your course, registering your students, deleting your students, and backing up your course).
6.8	How satisfied are you with the <b>quality</b> of the service we provided?
6.8	How satisfied are you with our staff's professional <b>knowledge</b> when providing this service?
6.9	How satisfied are you with how <b>courteously</b> our staff provided this service?
6.6	How satisfied are you with the <b>impact</b> this service will have, or has had, on your teaching or other function at the university?
6.6	How satisfied are you with the <b>timeliness</b> in which this service was performed?

### Interactive Video Distance Learning (IVDL) and Videoconferencing

7.0	How satisfied were you with the <b>instruction</b> you received from CTL staff on how to use the IVDL room?
7.0	How user-friendly was the <b>equipment</b> in the IVDL room?
7.0	How satisfied were you with the <b>availability</b> of the IVDL staff?
7.0	How satisfied are you with the <b>quality</b> of the service we provided?
7.0	How satisfied are you with our staff's professional <b>knowledge</b> when providing this service?
7.0	How satisfied are you with how <b>courteously</b> our staff provided this service?
7.0	How satisfied are you with the <b>impact</b> this service will have, or has had, on your teaching or other function at the university?
7.0	How satisfied are you with the <b>timeliness</b> in which this service was performed?

### Front Office

6.8	The CTL Front Office staff were <b>courteous</b> when handling your request.
6.6	The CTL Front Office staff processed your request <b>accurately</b> .
6.8	The CTL Front Office staff were <b>prompt</b> in handling your request.
6.7	The CTL Front Office staff were <b>helpful</b> when handling your request.

2. A faculty development program that improves the quality of teaching of the university's faculty

Measures:

- c. Number of faculty attending Center sponsored faculty development events

115 workshops, seminars, or book groups  
1,060 participants

- d. Faculty feedback on their level of satisfaction with the quality of faculty development events
- e.

Responses were on a scale of 1 to 5, with 5 being best.

4.8	What was the quality of the workshop?
4.7	How valuable was the program to you?
4.6	How useful was this program to you?

3. The provision of high quality media and multimedia production products and support that meets the needs of the university community

Supported 1,667 events on campus  
Completed 1,300 graphic or photographic projects  
Responded to 205 requests for video production support

Measures:

Client feedback on their level of satisfaction with the quality of Center provided media and multimedia production products and support

Responses were on a scale of 1 to 7, with 7 being best.

### Video/Audio Production

7.0	Was the CTL Video/Audio Production staff <b>responsive</b> to your needs?
7.0	How satisfied were you with the amount of <b>time</b> you were required to invest in the project process?
7.0	How satisfied are you with the <b>quality</b> of the service we provided?
7.0	How satisfied are you with our staff's professional <b>knowledge</b> when providing this service?
7.0	How satisfied are you with how <b>courteously</b> our staff provided this service?
6.0	How satisfied are you with the <b>impact</b> this service will have, or has had, on your teaching or other function at the university?
7.0	How satisfied are you with the <b>timeliness</b> in which this service was performed?

4. Adequate event support that meets the needs of the university community

Measures:

Client feedback on their level of satisfaction with the quality of event support

Responses were on a scale of 1 to 7, with 7 being best.

### Events Support

6.0	Rate the <b>user-friendliness</b> of the equipment.
6.4	How satisfied were you with the technician's <b>instructions</b> ?
92% 8%	Was the equipment in proper <b>working order</b> ? Yes/No
6.8	How satisfied are you with the <b>quality</b> of the service we provided?
6.7	How satisfied are you with our staff's professional <b>knowledge</b> when providing this service?
6.6	How satisfied are you with how <b>courteously</b> our staff provided this service?
6.6	How satisfied are you with the <b>impact</b> this service will have, or has had, on your teaching or other function at the university?
6.4	How satisfied are you with the <b>timeliness</b> in which this service was performed?

### 3. PROGRAM IMPROVEMENTS

List planned or actual changes (if any) to curriculum, teaching methods, facilities, or services that are in response to the assessment findings.

Improvements:

Built an additional 8 electronic classrooms

Remodeling and upgrading an additional 43 classrooms

Supported an average of 30 classes a week using  
Elluminate

iTunes University that experienced 55,000 visitors and  
14,600 downloads of the 738 WSU-produced podcasts

Assisted faculty develop 49 new online courses

#### **4. ASSESSMENT PLAN COMPLIANCE**

Explain deviations from the plan (if any).

The Center was not able to gather information on the following measures:

1. Ratio of the number of requests for instructional equipment and the ability of the Center to meet those requests.  
Reason: If a requested piece of equipment is not available, the front office works with the faculty to find an alternative piece of equipment.
2. Response time to trouble calls related to equipment failures in on-site electronic classrooms  
Reason: In most cases, Center staff are able to fix the problem via the phone. No technician is dispatched.
3. Percent of equipment within the Center's inventory that is within the manufacturer's recommended life cycle  
Reason: The Center recycles equipment from electronic classrooms into the equipment pool. While the life cycle is a good standard for continuously-used equipment, the episodic nature of use of equipment in the equipment pool extends the life of many pieces of equipment.
4. Ratio of the number of requests for media and multimedia production products and support and the ability of the Center to meet those requests  
Reason: If a requested service is not available, the front office works with the faculty to find an alternative way to meet the client's needs.
5. Ratio of the number of requests for events support and the ability of the Center to meet those requests  
Reason: If a requested service is not available, the front office works with the faculty to find an alternative way to meet the client's needs.

#### **5. NEW ASSESSMENT DEVELOPMENTS**

Describe developments (if any) regarding assessment measures, communication, faculty or staff involvement, benchmarking, or other assessment variables.

None.