1. ASSESSMENT MEASURES EMPLOYED

1. Adequate instructional technology that supports the needs of faculty and students for fully online or hybrid classes

 Measures:

   a. Number of students enrolled in fully online or hybrid classes
   b. Number of faculty seeking assistance from Center staff for fully online or hybrid classes
   c. Faculty feedback on their level of satisfaction with the Center’s support of fully online or hybrid 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

2. ASSESSMENT FINDINGS

 List the objectives and outcomes assessed during the year, and briefly describe the findings for each.

1. Adequate instructional technology that supports the needs of faculty and students for fully online or hybrid classes
Measures:

a. Number of students enrolled in fully online or hybrid courses

The Center supported 560 distance learning courses involving 8,959 students.

b. Number of faculty seeking assistance from Center staff for web-based classes

Phone calls: 3,750
Office visits: 510
Emails: 4,050

c. Faculty feedback on their level of satisfaction with the Center’s support for fully online or hybrid classes

How satisfied are you with the topics offered in the "online course management/design workshop" category?

Mean = 5.2 on a 6-point scale with 1 = Dissatisfied and 6 = Satisfied

How satisfied are you with the variety of delivery modes of our online management/design workshops? (i.e. via Elluminate, online, face to face, etc..)

Mean = 5.8 on a 6-point scale with 1 = Dissatisfied and 6 = Satisfied

How satisfied are you with the quality of the service distance learning staff provided?

Mean = 6.6 on a 7-point scale with 1 = Very Dissatisfied and 7 = Very Satisfied

How satisfied are you with our distance learning staff’s professional knowledge when providing this service?

Mean = 6.6 on a 7-point scale with 1 = Very Dissatisfied and 7 = Very Satisfied

How satisfied are you with how courteously our distance learning staff provided this service?
Mean = 6.6 on a 7-point scale with 1 = Very Dissatisfied and 7 = Very Satisfied

How satisfied are you with the impact this service will have, or has had, on your teaching or other function at the university?

Mean = 5.8 on a 7-point scale with 1 = Very Dissatisfied and 7 = Very Satisfied

How satisfied are you with the timeliness in which this service was performed?

Mean = 5.8 on a 7-point scale with 1 = Very Dissatisfied and 7 = Very Satisfied

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

117 workshops, seminars, or book groups
751 participants

b. Faculty feedback on their level of satisfaction with the quality of faculty development events

Mean Scores on Workshop Evaluations:

What was the quality of the workshop?

4.71 on a 5-point scale with 1 = very low to 5 = very high

How valuable was the program to you?

4.71 on a 5-point scale with 1 = very low to 5 = very high

How useful was this program to you?

4.67 on a 5-point scale with 1 = very low to 5 = very high
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.

Supported an average of 30 classes a week using Elluminate ITunes University that experienced 234,903 visitors and 59,630 downloads of the 1,621 WSU-produced podcasts

Assisted faculty develop 64 new online courses

Provided one-one-one assistance (class observations, midterm student feedback, faculty meetings, etc) to 30 faculty members

Created 2,607 podcasts and other web-based knowledge items for faculty

Led the adoption of a new course management systems (Desire2Learn).

4. ASSESSMENT PLAN COMPLIANCE
Explain deviations from the plan (if any).

None

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

None