

**Department/Unit:** Center for Teaching and Learning    **Year:** 2018  
**Contact Name:** Terri Klaus/Gina Oswald, Ph.D.    **Contact Title:** Staff Director/Faculty Director

**Unit Overview/Mission/Purpose**

The Center for Teaching and Learning provides a single point of contact for the Wright State University teaching community seeking assistance and support with their teaching goals, instructional technology, and professional development for instructional activities within the traditional and online classroom. CTL provides services through consultation, training, online resources, and other faculty development opportunities (e.g. cohorts, learning communities, symposiums, webinars, etc.).

**Staffing**

	FY16	FY17	FY18	FY19
# Full Time Staff	21	15	14	12.75
# Student Employee FTE	2	2	2	0

**Success Outcome 1:**

High-level of customer satisfaction among WSU teaching community (e.g. faculty, teaching staff, GTAs, etc.).

**KPI 1.1**

**Data:** Conduct annual customer service satisfaction survey communicated at the end of each academic year regarding satisfaction with current services, programming, communications and spectrum of support. Timely and relevant survey topics will also be added.

**Result:** The last customer satisfaction survey was completed in 2016. Choices consisted of Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. Historically, we conducted this survey every three years with the core questions relating to CTL service satisfaction but would add questions pertaining to relevant issues at the time of the survey (i.e. LMS satisfaction, etc.) The 2016 survey revealed an 84% overall satisfaction with the quality of CTL services, an 85% overall satisfaction with the timeliness of CTL services, and a 75% satisfaction with the current program/service offerings.

**Response/Action Plan:** CTL Leadership will begin conducting the customer service survey annually with the next one conducted at the end of the 2018-2019 academic year (April 2019). The end goal will be to generate an annual action plan for the following academic year responding to the results. The action plan will be shared and reviewed by the CTL Faculty Advisory Board members during the first Fall term meeting.

**KPI 1.2**

**Data:** Conduct CTL offering (i.e. workshops, symposium, conference, webinar, book group, etc.) satisfaction survey given at the end of each event regarding level of satisfaction and value.

**Result:** These surveys date back to 1993. The survey consists of questions regarding demographics, quality (1-5 scale), value (1-5 scale), usefulness (1-5 scale), how the knowledge

gained will be used, type of knowledge gained, and action steps attendee will take based on event. A request for suggested future topics is also included. The recent data indicates a decline in the number of events by roughly 50%, which is a result of staffing in the CTL being diminished 50%. However, there continues to be a consistent trend in improved teaching, skill, and course content.

**Response/Action Plan:** CTL Program Coordinator reviews the evaluations, determines if there are any immediate actions necessary, and manually enters data into a database. CTL Leadership reviews and analyzes the survey data each year to determine modifications to the list of offerings. We then discuss offerings and proposed changes with the Faculty Advisory Board to solicit their recommendations.

KPI 1.2-Event satisfaction survey (1-low, 5-high)	FY16	FY17	FY18	FY19-ytd
No. of Events	174	188	97	62
Quality	4.61	4.52	4.46	4.46
Valuable	4.57	4.46	4.43	4.48
Useful	4.48	4.48	4.48	4.46
Improved Teaching	52%	50%	49%	49%
Improved Research	18%	16%	13%	8%
Improved Skill	51%	52%	47%	56%
Learned about Diversity	10%	17%	19%	13%
Learned about Policy	14%	9%	11%	23%
Improved Course	48%	50%	38%	54%
Learned Assess Tech.	29%	27%	28%	31%
Learned other	14%	16%	0	0

**KPI 1.3**

**Data:** Participate in a faculty needs assessment conducted in collaboration with Faculty Senate, CTL (including Faculty Director and Faculty Advisory Board), University Libraries, CaTS, IR, OEI, and FD & Leadership. Faculty either through Faculty Senate sub-committee or CTL Faculty Director/Faculty Advisory Board will drive the process. This assessment will be done every 3 years.

**Result:** Survey will be conducted (possibly Fall 2019) to request feedback from faculty on topics such as instructional and professional development, learning style, instructional technologies, summer programming, inclusive teaching strategies, mentoring, and learning communities. The survey will include a self-assessment as well as a level of interest in a topic. Choices will include None, Very Little, Some, Mastery, Could Teach Others.

**Response/Action Plan:** Upon review and analysis of the survey by the groups involved, an action plan will be developed to address the needs/interests of our faculty community where appropriate and costs permit.

**Success Outcome 2:**

Meet or exceed “industry standard measurements” for an effective university faculty development center demonstrating faculty development effectiveness in improving instruction and student learning outcomes.

**KPI 2.1**

**Data:** Using the American Council on Education, *The Faculty Development Center Matrix*, provide a bi-annual report comparing WSU Center for Teaching and Learning with industry standards.

**Result:** Areas that will be assessed include Organizational Structure, Center Location, Resource Allocation and Infrastructure, and Programs and Services. Criterion choices include Developing, Partially Developed, and Fully Developed.

**Response/Action Plan:** CTL Faculty Director, CTL Faculty Advisory Board, and CTL staff will conduct assessment Spring 2019. Review of assessment will result in an action plan to improve areas that indicate ‘developing’ or ‘partially developed’.

**KPI 2.2**

**Data:** Gather volume metrics on workshop attendance, service utilization, trouble calls received, and consultations.

**Result:** Metrics will be compared to other similar-sized institutions’ faculty development centers locally and nationally.

**Response/Action Plan:** the CTL Faculty Director and CTL Faculty Advisory Board will produce an annual report of gathered metrics and comparisons for review. Report will be provided to WSU Chief Academic Officer or unit to which the CTL reports. We are in the process of implementing forms through Libinsights that will capture our data and provide reports. We currently have workshop attendance but other data will be reported at the end of FY19.

KPI 2.2—Instructional workshops	FY16	FY17	FY18	FY19-ytd
Instructional workshops taught	174	188	97	62
Attendance at workshops	1089	1168	477	241

KPI 2.2—Service Utilization	FY19	FY20	FY21	FY22	FY23
Total Interactions					
<b>Type of Service</b>					
Pilot Support					
Instructional Design Consult					
Panopto Support					
Evaluation Kit Support					
Instructional Tech. Consult					
Distance Learning Consult					
Midterm Eval/Class Obs.					
<b>Client Role</b>					
Faculty					
Staff					

Graduate Student					
Undergraduate Student					
Learned about Policy					
Unknown					
Other					
<b>Format of Interaction</b>					
Face to Face					
Phone					
Online					
Email					

**Success Outcome 3:**

Creation of high-quality distance learning courses/programs through collaboration with deans and faculty to meet the increasing demands of the modern student.

**KPI 3.1**

**Data:** In collaboration with Registrar, collect annual volume metrics on the number of distance learning courses by college/department/program offered at WSU in entirety and all courses developed/maintained by the CTL Distance Learning team.

**Result:** Data will be analyzed and compared to industry trends and peer institutions. A report will be generated to show WSU alignment and also number of students impacted by this modality.

**Response/Action Plan:** Annual report will be reviewed by CTL Faculty Advisory Board to make recommendations to the Provost and Enrollment Management on growth in response to meeting demand of online courses in the WSU curriculum.

KPI 3.1—Distance Learning	FY15	FY16	FY17	FY18	FY19-ytd
Total Number of WSU online courses	364	394	415	467	
Total Number of WSU online course sections	780	734	799	901	
Total enrollment in WSU online courses					
Total Number of CTL/DL developed courses	11	16	13	15	13
Total Number of courses supported/maintained by CTL/DL	11	22	38	51	66

**KPI 3.2**

**Data:** Conduct an annual survey of distance learning students to determine level of satisfaction with the online design of the courses, online course selection, and future needs.

**Result:** Choices will consist of Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied and requests for courses to be offered in an online format.

**Response/Action Plan:** Survey results will be analyzed and reviewed by CTL Leadership and CTL Faculty Advisory Board to provide a recommendation report to the Provost and Enrollment Management for growth potential. First DL student satisfaction survey will be conducted at the end of Spring 2019.

**Concluding Remarks (optional):**

The Center for Teaching and Learning has been in existence since 1993 and has been through many different configurations ranging from as many as 47 staff members to our now lean staff of 12.75. Our strong commitment to serving the faculty of WSU with their teaching needs has never wavered, regardless of the organizational structure or fiscal constraints. We strive to provide high-quality, responsive, and relevant services that meet the faculty community demands.