

Georgian Court University

Unit Assessment Reports 2019

Office of Institutional Assessment and Accreditation

Janet Thiel, OSF, PhD

Assistant Vice-President for Institutional Assessment

GCU Unit Assessment Reports 2019

Introduction

According to the GCU Assessment Plan and Guide, all university units are to submit an annual report based on their assessment plan. These plans include three unit goals and up to five related outcomes. The plan covers a three-year cycle, with the results of one goal reported annually, at the end of January. The following summary includes the unit assessment reports received as of February 6, 2019.

Once the report is received, the Institutional Effectiveness (IE) committee reviews the report. They evaluate the report with a given rubric, and share the evaluation with the Associate Vice-President for Institutional Assessment and Accreditation. The IE members then meet with the authors of the unit reports to share their findings and to offer collegial support. This latter process continues until the end of March.

This Executive Summary includes the overall report on plans and reports received, assignments of the IE committee, and a brief synopsis of submitted reports for 2019. The reports are listed by the Cabinet member responsible to oversee the unit.



Unit Assessment Plans & Reports
 Update as of 2/15/19

GCU 2018 Unit Assessment Plans & 2019 Unit Assessment Reports							
Department	Plan Submitted by	IEC Reviewer	Reports to	Last Plan Update	Report date	Report Reviewer	Notes
Math Lounge	Devlin, R.	T. Briles	Dean of Arts and Sciences	11/8/18		Briles	
Marketing & Communications	Towns	Jennings	President	4/26/18	2/5/19	Jennings	See also Integral Communications Planning (Self-Recommendation #2)
Mission Integration	DaPonte, P.		President				Deferred; CMHE Assessment concurrent
Athletics & Recreation	Liesman	Arndt	Provost	4/26/18	1/30/19	Arndt	
Institutional Assessment & Accreditation	Thiel	All	President	1/25/18	1/30/19	All	See also University Assessment Plan and Guide (Self-Recommendation #3)

GCU 2018 Unit Assessment Plans & 2019 Unit Assessment Reports							
Department	Plan Submitted by	IEC Reviewer	Reports to	Last Plan Update	Report date	Report Reviewer	Notes
Academic Deans	Chinery, M.	Jennings	Provost	3/27/18	1/30/19	Jennings	
Center for Teaching and Learning			Provost				Director on medical leave (Spring 2019)
GAAGL	Gross	Crawley	Provost	3/30/18	1/30/19	Arndt	
Honors	Hausmann, J.		Provost		1/30/19	Gross	
TRIO/SSS	Lamb	Crawley	Provost	5/03/18	1/30/19	Briles	
EOF	Smith, Joy		Provost		1/30/19	Thiel	Federal Report submittal
ADSC*	Fahr	Briles	Provost/ AP Student Success	10/15/18	1/30/19	Briles	*One report covers all areas of ADSC
ADSC-PACT*	Fahr	Arndt	Provost/ AP Student Success	10/15/18	1/30/19	Briles	
ADSC-Peer Tutoring*	Fahr	Ryan-Hoffman	Provost/ AP Student Success	10/15/18	1/30/19	Briles	
ADSC-The Learning Connection*	Fahr	Gross	Provost/ AP Student Success	10/15/18	1/30/19	Briles	
Career Services	O'Callaghan, C.	Ryan-Hoffman	Provost/ AP Student Success	10/25/18	1/30/19	Ryan-Hoffman	
Chart the Course	DeNise	Briles	Provost/ AP Student Success	4/25/18	2/4/19	Briles	

GCU 2018 Unit Assessment Plans & 2019 Unit Assessment Reports							
Department	Plan Submitted by	IEC Reviewer	Reports to	Last Plan Update	Report date	Report Reviewer	Notes
EMPOWER	Mossbacher/ Cartlidge, A.	Gross	Provost/ AP Student Success	4/26/18	2/6/19	Gross	
Student Success & Advocacy	Diveny/ Johnson, M.	Arndt	Provost/ AP Student Success	4/26/18	1/30/19	Arndt	
Counseling Center	Solbach	Crawley	Provost/ Dean of Students	4/04/18	1/30/19	Ryan-Hoffman	
Health Services	Mattia/ Solbach, R.	Gross	Provost/ Dean of Students	4/09/18	1/30/19	Gross	
Residence Life	Abdalla	Crawley	Provost/ Dean of Students	5/07/18	1/30/19	Ryan-Hoffman	
Office of Student Life	McCarron	Ryan-Hoffman	Provost/ Dean of Students	10/15/18	1/30/19	Ryan-Hoffman	
Division of Student Affairs	Jennings	Arndt	Provost/ Dean of Students	4/02/18	1/30/19	Arndt	
Institutional Advancement	Beuka	Ryan-Hoffman	VP Advancement	3/8/08	1/30/19	Ryan-Hoffman	
Admissions Communications & Marketing	Brunson	Gross	VP Enrollment	3/28/18	1/30/19	Gross	

GCU 2018 Unit Assessment Plans & 2019 Unit Assessment Reports							
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Admissions Operations & Technology	Howard-Ubelhoer	Crawley	VP Enrollment	3/30/18	1/30/19	Briles	
Graduate Admissions	Givens	Briles	VP Enrollment	3/30/18	2/5/19	Briles	
Registrar	Mitchell	Briles	VP Enrollment	3/28/18	1/30/19	Briles	
Undergraduate Admissions	Roy/ Nash/ Boody	Jennings	VP Enrollment	3/19/18		Jennings	Office in transition.
Conferences & Special Events	Cranwell, M.		VP Finance				
Controller & Finance Operations: Accts Payable	Ryan-Hoffman	Gross	VP Finance	5/15/18	2/5/19	Gross	
Controller & Finance Operations: Finance	Ryan-Hoffman	Briles	VP Finance	5/15/18	2/5/19	Briles	
Controller & Finance Operations: Mailroom	Ryan-Hoffman	Jennings	VP Finance	5/15/18	2/5/19	Jennings	
Controller & Finance Operations: Payroll	Ryan-Hoffman	Gross	VP Finance	5/15/18	2/5/19	Gross	
Facilities	Putnam		VP Finance	7/9/18	1/30/19	Jennings	

GCU 2018 Unit Assessment Plans & 2019 Unit Assessment Reports							
Department	Plan Submitted by	IEC Reviewer	Reports to	Last Plan Update	Report date	Report Reviewer	Notes
Financial Aid	McCarthy		VP Finance				Office in transition
Human Resources	Owens	Jennings	VP Finance	4/25/18	2/4/19	Jennings	
Information Technology	Carol	Jennings	VP Finance	4/11/18	1/30/19	Jennings	
Institutional Research	Arndt, W.		VP Finance				
Purchasing	Parlacoski	Jennings	VP Finance	5/15/18		Jennings	Office in transition
Campus Safety	Zambrano	Crawley	VP Finance	4/05/18	1/30/19	Jennings	
Student Accounts	Moetz		VP Finance				Office in transition
Campus Ministry	Schaeffer	Ryan-Hoffman	Exec. Director Mission Integration	5/14/18	1/30/19	Ryan-Hoffman	

Completed Assessment Plans: 37
 Completed Assessment Reports: 34
 Reports/ no plan:

Unit Name: Campus Ministry

Person Completing the Report: Jeff Schaffer

Reports to: Executive Director Mission Integration

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: Goal 1: The Office of Campus Ministry will expand opportunities for students to engage with social justice issues.

Executive Summary: Executive Summary by Jeff Schaffer, Director of Campus Ministry The Office of Campus Ministry assessed its goal of expanding opportunities for students to engage with social justice issues for the CY 2018 reporting cycle. From the data collected, the unit goal was largely met with one outcome still in process. Much of this goal focused on the continued development of the Catholic Relief Services Student Ambassadors program. GCU's version of the program is called Salt & Light and was started with the assistance of a small grant in 2017.

Ambassador Trainings: A total of 7 students trained as Catholic Relief Services Student Ambassadors. Two students completed online training as part of a Social Work Internship during the spring 2018 semester. Two students participated in trainings at the Salt Summit in DC and Baltimore, July 15th. An additional 3 were trained at the regional training at St. John's, NY (Oct 13th). The desired outcome was to train at least 5 students.

Programs/Events: Five programs/events were planned and implemented by Salt & Light with an average participation of 17 students: 1) Rice Bowl Campaign (Lent 2018, estimated participants 45), 2) Simple Supper (Feb 22, 8 participants), 3) Legislative Advocacy visits on Capitol Hill (July 15, 2 participants), 4 & 5) Share the Journey/Critical Concerns (Oct 3 & Nov 8, 28 participants walked in the

footsteps of migrants and refugees and encouraged to take action). The desired outcome was for 4 programs with a minimal average participation of 10. Status as Student Organization: Work toward achieving official status as a student organization at GCU was delayed. This outcome is still in process. Legislative Advocacy: Visits were with the staff of Senators Menendez & Booker and Representative Smith. The "ask" was to restore federal budget funding for foreign humanitarian aid. In advance of the visits, students were educated about Catholic social justice teachings, how they apply to several key issues and trained in how to conduct their visits. Share the Journey included resources to write advocacy letters (via CRS & RSMs). During the critical Concerns Mass and tabling events, participants were invited to support migrants and refugees using a short code text which gave them access to a form letter addressed to legislators which could be personalized. We know that some students participated but we had no way to track the results. The Office of Campus Ministry unit will take the following actions to continue to address the goal stated above. We will continue the process of creating a constitution for the Salt & Light Club and submit it to SGA for approval. The Office will also continue to support the organization, mentor leaders and continue to serve as an intermediary with Catholic Relief Services/CRS University.

Unit Assessment Reports 2019

President

Unit Name: Marketing & Communications

Person Completing the Report: Gail Towns

Reports to: President

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: Goal 1: Strengthen institutional recognition and the GCU

brand—externally and internally—via measurable marketing and communication activities that (a) align with institutional priorities and (b) drive reach, action, conversion, and engagement among GCU's target audiences.

Executive Summary: The Office of Marketing and Communications assessed its Year 1 goal to Strengthen institutional recognition and the GCU brand externally and internally via measurable marketing and communication activities for the CY 2018 reporting cycle. Based on the data collected, the unit goal was not met although many of its contributing measures remain in progress. The Office of Marketing and Communications will take the following actions to continue to address the goal: Complete an internal review of current branding assets; hire an external consultant as needed to reframe/refresh the GCU brand. Review of current branding assets remains in progress with internal resources only for now. Once our review is finished we will consider a third-party vendor for a brand re-fresh, and include some of the findings from the Strategic Enrollment Plan subcommittees. Complete, vet and launch an integrated marketing and communications plan with input from select campus stakeholders. This effort is underway for review by June 30, and launch by August 2019; will include some findings from strategic

enrollment marketing, branding and communications subcommittees. Increase tracking of admissions web page actions/conversions/digital marketing using UTM codes, campaign landing pages, and strong calls to action, all in collaboration with Admissions. Admissions marketing and communications is working to track all user interaction through Slate CRM as institutional marketing and communications works to improve regularly scheduled reporting through Google Analytics; additional partnering underway to better track digital campaigns with vendors and across various social media platforms, especially Facebook.

Unit Assessment Reports 2019

Unit Name: Office of Institutional Assessment and Accreditation

Person Completing the Report: Janet Thiel, OSF, PhD

Reports to: President

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: Goal1. The Office of Institutional Assessment and Accreditation (OIAA) will implement the University Assessment Plan with participation rate at or above 85% from among the university units.

Executive Summary: The Office of Institutional Assessment and Accreditation assessed its goal of implementing the University's Assessment Plan with participation rate of at least 85% of non-academic units for the CY 2018 reporting cycle. From the data collected, the unit goal was met. Our findings were that with proper orientation and training, non-academic units could successfully develop and implement annual assessment. The impediments to compliance included change in unit leadership or personnel or other reports required by external agencies. The OIAA along with the Institutional Effectiveness Committee will continue to offer guidance, peer-review and professional support to all non-academic units of the university in the area of functional assessment.

Unit Assessment Reports 2019

Provost

Unit Name: Athletics

Person Completing the Report: Laura Liesman

Reports to: Provost

Time Period for this Report: Academic Year (AY) 2017-2018 (Fall 2017 through Summer 2018)

Goal for this Report: Goal 3 Develop high quality & holistic programs with an emphasis on competitive excellence.

Executive Summary: The Department of Athletics assessed its goal of developing high quality & holistic programs with an emphasis on competitive excellence for the CY2018 reporting cycle. From the data collected, the unit goal was met & exceeded. Our findings were in line with our commitment of hiring exceptional coaches & staff and providing them the tools they need to find success at Georgian Court including professional development and resource allocations. This also includes the recruitment of academically & athletically strong student-athletes who are able to excel at GCU and graduate at a higher rate than the general student body.

Unit Assessment Reports 2019

Unit Name: Career Services

Person Completing the Report: Ceceilia O'Callaghan

Reports to: Provost

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: Advance Student Awareness of Career Services as a resource for on-campus, internship and post-graduation employment opportunities and completing service learning agreements.

Executive Summary: The Career Services unit has undergone a number of transitions in CY 2018 that impacted both its ability to assess outcomes and the outcomes. From the data collected, our goal of "Advancing student awareness of Career Services" was not met. Our findings showed inconsistencies in data collection (what was reported) and decreases in utilization. Career Services will take the following actions to continue to enhance student utilization of our services: work to identify additional data points to measure the goal; improve the data points we currently use by working more collaboratively with departments to enhance our systems; and, by enhancing the number and breadth of opportunities available to students.

Unit Assessment Reports 2019

Unit Name: Dean's Council

Person Completing the Report: Mary Chinery, Ph.D.

Reports to: Provost

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: The Academic Deans Council supports academic excellence through supporting program improvements.

Executive Summary: The Dean's Council assessed its goal of academic excellence through supporting program improvements. From the data collected, the unit goal was met. Our findings showed that additional resources will be needed for new academic programs. Offsites will need to be surveyed for satisfaction results. The Council will follow up on these needs.

Unit Assessment Reports 2019

Unit Name: Division of Student Affairs

Person Completing the Report: Amani S. Jennings

Reports to: Provost

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: Focus divisional efforts to better reflect current GCU student population.

Executive Summary: The Division of Student Affairs assessed its goal of "focused divisional efforts to better reflect the current GCU student population" for the CY 2018 reporting cycle. From the data collected, the unit goal was met. Our findings were that of the 860 unique student respondents, 66% were either very satisfied or satisfied with student activities and events. This high satisfaction rate was reflected in transfer and commuter populations as well. We also found that, when given the opportunity and resources, GCU faculty are more than willing to engage students beyond normal classroom activities as we were able to approve and fund three faculty sponsored, off-campus programs. This effort allowed us to offer student programming opportunities to a more diverse representation of the student body. The Division of Student Affairs will take the following actions to continue to address the goal stated above:

Unit Assessment Reports 2019

Unit Name: GGAAGL (Global Education, Advising, Academic Program Development, Gen Ed, Library)

Person Completing the Report: Gross, Michael

Reports to: Provost

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: Goal 1. Ensuring that GCU students are able to satisfy their degree requirements

Executive Summary: The GAAGL (Global Education, Advising, Academic Program Development, Gen Ed, Library) unit assessed its goal of ensuring that students are able to satisfy their degree requirements. From the data collected, the unit goal was generally met. Our findings were: Outcome 1: Nine out of 10 transcripts for students who studied abroad were received, transfer equivalency forms for all students who studied abroad were signed in advance, and all students transferred credit successfully back to GCU. Outcome 2: Was not met. Because we were unable to use a comprehensive quiz in GEN400, only partial data was able to be gathered to assess this outcome. The data gathered from GEN199 shows that we need to improve the percentage of GEN199 students that complete a GCU Searchpath Information Literacy module quiz. While 80% or more GEN199 completed only module 2 among the 4 modules, the percentage of quiz-taking GEN199 students who scored 80% or higher (the benchmark) on the module quizzes was only met in modules 1 and 3. While the data from GEN199 module quizzes shows whether or not students near the beginning of their college

career are retaining the knowledge needed to find and critically evaluate information, further data gathered as part of GEN400 would allow us to have a better understanding of how much of that knowledge is retained throughout a student's undergraduate college career. Outcome 3: At least one section of courses in RS, Ethics, WS and GEN were all offered in morning, afternoon, evening, online, and offsite as needed by various student populations during the Spring, Summer, and Fall semesters. There were 11 requests for waiver of the Writing Intensive requirement. Outcome 4: Two causes for substitutions were eliminated and one cause of waivers is expected to be eliminated or reduced pending faculty assembly action in early 2019. Outcome 5: All 3 new academic programs approved internally reached the New Jersey Presidents' Council. Outcome 6: Misadvisement of students was rarely identified as a cause of a substitution or waiver. Nearly all new advisors received training and between 20-25% of existing faculty completed advising training. The GAAGL unit will take the following actions to continue to address the goal stated above: Outcome 1: communicate directly with universities to send back transcripts, create smoother process for course approval, create chart of study abroad institutions where students have difficulty getting first course choice. Outcome 2: Choose a new metric and benchmark for GEN400 information literacy measurement and implement data gathering. Outcome 3: Increase the number of writing intensive offerings. Outcome 4: record cause of waiver and substitution as it occurs and work immediately on resolutions. Outcome 5: keep current on AIC manual and work with departments on documents needed for program approval. Outcome 6: continue new and continuing faculty advisor training.

Unit Assessment Reports 2019

Unit Name: TRIO - Student Support Services

Person Completing the Report: Danielle Staten Lamb

Reports to: Provost

Time Period for this Report: Academic Year (AY) 2017-2018 (Fall 2017 through Summer 2018)

Goal for this Report: Goal 1: Provide 160 program participants with necessary academic support so that 80% will obtain and/or maintain good academic standing.

Executive Summary: TRIO-Student Support Services at Georgian Court University assessed its goal of providing 160 program participants with the necessary academic support so that 80% will obtain and/or maintain good academic standing. From the data collected, the unit goal was exceeded. Our findings indicate that 85% (projected) of 160 program participants were in good academic standing at the end of the 2017-2018 academic year. TRIO-Student Support Services will take the following actions to continue to address the goal stated above as follows: 1) increase tutoring availability for hard-to-match courses; 2) increase required number of academic support contacts for each participant; 3) continue outreach to GCU students about the benefits of the program.

Unit Assessment Reports 2019

Unit Name: University Honors Program

Person Completing the Report: Jessica Hausmann

Reports to: Provost

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: Upon review of academic records, 90% of honors students are meeting requirements of enrollment in EN 221, honors GEN 400, and at least one honors by contract course.

Executive Summary: The University Honors Program assessed its goal to "to give all students an opportunity to engage in rigorous learning opportunities grounded in academic and/or field research that are self-directed, but with guidance from faculty mentors." From the data collected, the unit goal was largely met, with the exception of enrollment in Honors GEN400 by 90% of honors students. However, this is because Spring 2019 is the first semester honors students under the new gen ed will be juniors and eligible for the class, so no honors student would have been enrolled in the class this calendar year. We will not have the relevant data for that benchmark until after Spring 2020. Our findings were all students are taking EN221 where they are introduced to rigorous research practices and all honors students who graduated in May 2018 took at least one honors by contract with the exception of those who are also Psych Scholars. Those students fulfill that goal through requirements of that program, but I do not have access to data re: completion. The University Honors Program will take the following actions to continue to address the goal stated above: revise the assessment plan to more clearly address the

Psychology Scholars issue so the assessment is clear, will work toward collecting data about availability needs and improving communications to meet the needs of students as they are preparing to take honors GEN400, and improve record keeping so we can better monitor student progress in these areas.

Unit Assessment Reports 2019

Provost- Dean of Students

Unit Name: Counseling Center

Person Completing the Report: Robin Solbach, PsyD

Reports to: Provost-Dean of Students

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: To act as a resource to the university community by offering consultation and support services on an as-needed basis to faculty, staff and administration.

Executive Summary: The Counseling Center assessed its goal of acting as a resource to the university community by offering consultation and support services on an as-needed basis to faculty, staff and administration during the CY 2018 reporting cycle. From the data collected, the unit goal was exceeded. Our findings indicate that 9 separate mental training programs, covering 10 hours, were offered to staff, faculty and administration. Further, the Counseling Center provided consultation to the Student Concerns Committee, as well as follow-up consultations to faculty, staff and administration on specific issues.

Unit Assessment Reports 2019

Unit Name: EMPOWER Intimate Partner Violence Awareness and Prevention Program

Person Completing the Report: Aileen F. Cartlidge

Reports to: Provost-Dean of Students

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: 80% of incoming freshman students will participate in and complete Not Anymore, online training.

Executive Summary: EMPOWER intimate Partner Violence Awareness and Prevention Program assessed its goal of 80% of New Freshman completing Not Anymore training for the CY 2018 reporting cycle. From the data collected, the unit goal was exceeded. Our findings were 82% of new freshman completed the Not Anymore training with 65% Pre Test and 88% Post Test awareness and understanding of sexual violence. The EMPOWER unit will continue to make Not Anymore training available to all new students through Blackboard.

Unit Assessment Reports 2019

Unit Name: Health Services

Person Completing the Report: Robin Solbach, PsyD

Reports to: Provost-Dean of Students

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: Provide exceptional clinical and health counseling services that encompass health promotion, prevention and treatment of acute and/or chronic medical conditions that support a diverse population

Executive Summary: Health Services assessed its goal of providing exceptional clinical and health counseling services that encompass health promotion, prevention, and treatment of acute and/or chronic medical conditions that support a diverse population for the CY 2018 reporting cycle. From the data collected, the unit goal was met. Our findings were that students express satisfaction in the care they receive at Health Services, are able to articulate the importance of health and wellness in their academic success. Further, Health Services nurses maintain adherence to evidence based nursing practices. Health Services will continue to address the goal stated above by continuing to provide high quality health care by competent nurses.

Unit Assessment Reports 2019

Unit Name: Office of Student Life

Person Completing the Report: Erin McCarron

Reports to: Provost-Dean of Students

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: Increase participation in both Emerging Leaders and WILD, while creating a co-curriculum that increases the students leadership and critical thinking skills

Executive Summary: The Office of Student Life assessed its goal (Goal 2 - Increase participation in both Emerging Leaders and WILD, while creating a co-curriculum that increases the student's leadership and critical thinking skills) for the CY 2018 reporting cycle. From the data collected the unit goal was met.

Unit Assessment Reports 2019

Unit Name: Residence Life

Person Completing the Report: Stephanie Abdalla

Reports to: Provost-Dean of Students

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: To promote and support academic success, social responsibility, character development, and personal growth through successful interactions with students and development and implementation of programs supportive of these goals.

Executive Summary: The Office of Residence Life assessed its goal "To promote and support academic success, social responsibility, character development, and personal growth through successful interactions with students and development and implementation of programs supportive of these goals" for the CY 2018 reporting cycle. From the data collected, the unit goal was not met. Our findings were that only 36.99% of students are satisfied with weekend programs available on campus, and there is much room for growth. The Office of Residence Life will take the following actions to continue to address the goal stated above: assessment of student wants for weekend programming, increased collaboration with other offices, better planning and advertising of offered programs, programs that are more appealing to students, spending additional funding on weekend programs to attract resident students.

Unit Assessment Reports 2019

Vice-President Finance and Administration

Unit Name: Accounts Payable

Person Completing the Report: Maureen Ryan-Hoffman

Reports to: Vice President Finance and Administration

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: Maximize revenue from AMEX rebate program

Executive Summary: The Accounts Payable unit assessed its goal of increasing the identification of vendors accepting AMEX in order to maximize the rebate program the AVP implemented in 2012. Current base consists of 714 vendors. Commission is contingent on volume of annual purchases and the ability to pay via AMEX. Part of current processes require AP Coordinator, Purchasing Coordinator and departments with direct purchasing roles to inquire of all new vendors if Institution can pay via AMEX. AMEX's fiscal year is March through February. Q1, Q2 and Q3 rebates total \$27K and is expected to be \$33K-\$37K in total for the year. This isn't a goal that requires re-evaluated in 3 years. The program is on-going and tasks are part of current functions.

Unit Assessment Reports 2019

Unit Name: Facilities

Person Completing the Report: Michael Putnam

Reports to: Vice President Finance and Administration

Time Period for this Report:

Goal for this Report: Complete Facilities Condition Assessment. Prioritize and evaluate recommended actions in coordination with development of the Facilities Master Plan for effective facilities usage and occupation to support the Strategic Plan and Vision

Executive Summary: The goal was to complete a Facilities Condition Assessment. This was completed and the University has yet to approve the initial projects proposed by Facilities. Master Planning beginning and will take a minimum of 9 months to a year to complete if done correctly.

Unit Assessment Reports 2019

Unit Name: Finance

Person Completing the Report: Maureen Ryan-Hoffman

Reports to: Vice President Finance and Administration

Time Period for this Report: Fiscal Year (FY) 2018 (July 1, 2017 through June 30, 2018)

Goal for this Report: Goal 2: Prepare and complete preliminary and final audit fieldwork to produce timely audited financials for internal needs and external requirements.

Executive Summary: The Finance Department assessed its financial report goal for FY2018 and goals were met. These are annual goals that are part of the outcomes and deadlines related to audit(s).

Unit Assessment Reports 2019

Unit Name: Mailroom

Person Completing the Report: Maureen Ryan-Hoffman

Reports to: Vice President Finance and Administration

Time Period for this Report: Other (please state)

Goal for this Report: Maximize bulk mailing discounts available to decrease postage costs.

Executive Summary: The Mailroom is in the process of exploring additional savings for bulk mailings. The data is being collected for one year to identify cost benefit. If analysis results in proposed savings, the Mailroom Coordinator will work with those departments to organize each large mailing in such a way as to avail the University to the lower mail costs.

Unit Assessment Reports 2019

Unit Name: Office of Campus Safety

Person Completing the Report: Thomas Zambrano

Reports to: Vice President Finance and Administration

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: Safety of students and staff providing protection to them during studies, residency and employment.

Executive Summary: The Office of Campus Safety assessed its goal of Safety of Students and staff providing protection to them during studies, residency and employment. From the data collected the unit goal was met. Our findings were that the Office of Campus Safety provides consistent proactive patrolling of the campus, documents patrol logs, prepares and compares quarterly and annual reports, prepares and delivers crime prevention programs throughout campus, writes, reviews and distributes the ASR annually and submits DOE crime survey accordingly. We continue to successfully network with Lakewood PD, NJCUPSA and NECUSA

Unit Assessment Reports 2019

Unit Name: Office of Human Resources

Person Completing the Report: Tracey Owens

Reports to: Vice President Finance and Administration

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: Move benefits open enrollment period up by two weeks

Executive Summary: The Office of Human Resources assessed its goals (1) automating the annual benefits open enrollment for the CY 2018 and this goal was met. Our findings is that the on-line process substantially reduced manual labor and provided greater efficiency. Goal (2) implementing an on-line performance evaluation tool will be done in CY 2019. Goal (3) Implement an employee empowerment/self service model goal was met. Employees have access to important employment & benefits information.

Unit Assessment Reports 2019

Unit Name: Office of Information Technology

Person Completing the Report: Steve Carol

Reports to: Vice President Finance and Administration

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: IT, in cooperation with Marketing and Communications, will produce an internal communication service, called “ “Inside GCU, “ “for news, information, and communication for internal university audiences.

Executive Summary: The Office of Information Technology assessed its goal for the calendar year 2018 to “ “produce and internal communications service called “ “Inside GCU” for news, information, and communication for internal university audiences. “ “From the data collected, the goal has not yet been achieved. Our findings were that: 1) significant progress has been made in the development of the deliverables planned as evidenced by a Project Roadmap, a working website at inside.georgian.edu, a newsletter template, and drafts of training materials, policies, and procedures; 2) development work is resource-constrained and relies primarily on the Chief Information Officer. This constraint will continue until content contributors and editors are trained and producing material; and 3) the goal can reasonably be achieved by June 30, 2019.

Unit Assessment Reports 2019

Unit Name: Payroll

Person Completing the Report: Maureen Ryan-Hoffman

Reports to: Vice President Finance and Administration

Time Period for this Report: Academic Year (AY) 2017-2018 (Fall 2017 through Summer 2018)

Goal for this Report: Goal : WFN Upgrade - Phase II Explore Time & Attendance for student workers and hourly staff

Executive Summary: The Payroll Department assessed its goal of the implementation the WFN module Time & Attendance for the student worker program. The significant time constraints to implement at the beginning of the school year was challenging but PR exceeded the goal of 90% participation. As of today, 116 students are clocking in/out with supervisor approving time and time is exported into the ADP WFN payroll system for payment. This is an annual program and will continue at the start of each semester.

Unit Assessment Reports 2019

Vice-President Institutional Advancement

Unit Name: Institutional Advancement

Person Completing the Report: Erin Beuka

Reports to: Vice President Institutional Advancement

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: Successfully complete an advancement reorganization resulting in increased contribution revenue and participation in giving

Executive Summary: The Office of Institutional Advancement assessed its goal of successfully completing an advancement reorganization resulting in increased contributions revenue, participation and giving for the CY2018 reporting cycle. From the data collected, the unit goal was met within the areas of Alumni undergraduate participation, and Corporate and Foundations Relations. Our findings in these areas were as follows:

Unit Assessment Reports 2019

Vice-President Student Enrollment and Retention

Unit Name: Academic Development and Support Center (ADSC)

Person Completing the Report: Luana E. Fahr

Reports to: Vice President Student Enrollment and Retention

Time Period for this Report: Academic Year (AY) 2017-2018 (Fall 2017 through Summer 2018)

Goal for this Report: Goal 2:ADSC will provide adequate services related to student learning support services offered within this location.

Executive Summary: The Academic Development and Support Center (ADSC) is a location which houses a variety of services including Disability Services, The Learning Connection, PACT, Peer Tutoring, and Supplemental Instruction. ADSC is within the department of Student Success. The goal assessed was Goal 2, which is: ADSC will provide adequate services related to student learning support services. From the data collected, the unit goal was exceeded in all categories. Our findings were that the ratio of professional staff to students is the less than our benchmark or 1:20 (PACT = 15 students, 1 PACT Coach) and 1:10 (TLC = 27 students, 2 full, 1 part time Academic Development Specialist), indicating that there is excellent support for students in these programs. In addition, 100% of subject tutoring requests were accommodated by professional tutors, peer tutors, supplemental instructors, university resource centers, or via the PACT coach, who would fill in subject tutoring for this cohort, when necessary. PACT students are required to receive one session of coaching and must attend one hour of a resource center or support service of their choice once per week. Both peer tutors and SIs are trained for

their specific positions by the Peer Tutor Coordinator. There was a total of 813 peer tutoring hours and 122 SI session hours in 2017-18. Peer tutoring has been changed to an appointment-based, rather than a drop-in model to address budgetary concerns. This has resulted in a 35% decrease in expense for peer tutors. In the AY 2017-18, since SI was a newly implemented program, the surveys included both SI and Peer Tutoring responses combined. This will be changed in AY 2018-19 to better evaluate the success of the programs individually. Student rates of satisfaction with all programs and services offered in ADSC were 90% and above, which indicates that our services very effectively meet the needs of the GCU students. Peer tutors were able to cover 200 courses in both the Fall and Spring of 2017-18, while supplemental instructors (20 Fall 2017, 15 Spring 2018) covered the subjects of Accounting, Art, Biology, Business, Chemistry, Dance, Graphic Design, Freshmen Seminar, Math, and Women's Studies in these semesters. Faculty requests have been adequately met for SIs, and faculty recommendations have been used for the program. We found that TLC Academic Development Specialists provided both tutoring (average of 70% Fall, 85% Spring), and coaching (including personal support) to enrollees in the program for the remainder of the time of the scheduled meetings, which are held twice per week, for one hour each session. Enrollees are also able to have additional time from their specialists, if requested and /or necessary. Students are free to attend other GCU resource centers and peer tutoring for additional support, if necessary. Over 90% of students requesting accommodations are satisfied with both the process of procuring accommodations and testing accommodations. A survey was implemented for the first time in Spring 2018. Testing, however, would benefit from cameras and/or proctors for academic integrity issues. We would like to see an increased response in note takers for students needing this accommodation to increase coverage for a greater number of courses, though many faculty

members are providing PowerPoint notes, lessening the need to pursue this aggressively.

Director interventions are always resolved (100%) through discussion with both students and /or

faculty members. ADSC will continue to address the stated goal (#2) are: There will be

separate statistics taken for peer tutoring and supplemental instruction to better evaluate the

services in Fall 2018. In Spring 2018, we will be using SIs to tutor courses which they

have taken to better utilize SIs. We are also thinking of providing weekly forums where tutors

can answer questions online for students in the courses which they tutor. There will be

more implementation of online tutoring options to support students at the GCU Lakewood and

satellite campuses. Accommodation requests are fulfilled at satellite campuses via

email and phone. Testing accommodations must be given by the faculty at these locations unless

the student would be able to take the exam at Lakewood campus. Testing

accommodations location and procedures should be improved to maintain academic integrity.

Surveys for services and programs will be given each semester. The

scheduling process for peer tutor sign- up has been streamlined for efficiency. We would like

to expand TLC to have a more robust program for students on the Autism Spectrum.

Unit Assessment Reports 2019

Unit Name: Admissions

Person Completing the Report: Tiesha Brunson

Reports to: Vice President Student Enrollment and Retention

Time Period for this Report: Other (please state)

Goal for this Report: Write strategically effective communication to increase enrollment.

Executive Summary: The Office of Admissions Communications & Marketing assessed its goal of writing strategically effective communication to increase enrollment for the CY 2018 reporting cycle. From the data collected, the unit goal was met, and generally exceeded its expectations. Our findings were that over 90% of the Admissions events (Open House, Accepted Students Day, Transfer Nights, Graduate Information Sessions, and Blue & Gold Days) registration and attendance increased from 2017 to 2018. The Office of Admissions Communications & Marketing until will take the following actions to continue to address the goal stated above: continue sending out engaging emails to prospective students and applicants to yield higher event registration and attendance.

Unit Assessment Reports 2019

Unit Name: Admissions Operations & Technology

Person Completing the Report: Tracey Howard-Ubelhoer

Reports to: Vice President Student Enrollment and Retention

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: Create process and procedure manual for admissions applications in Slate and PowerCampus

Executive Summary: The Admissions Operations & Technology Office assessed its goal of create a process and procedure manual for admissions applications in Slate and Powercampus for CY2018 reporting cycle. From the data collected, the unit goal was met. Our findings were that daily import of data between Slate and PowerCampus demonstrated a decrease in the number data errors and daily preparedness to address errors. The Admissions Operations & Technology Office will continue to partner with the Registrar, Institutional Research, Alumni, Financial Aid and IT by regular meeting to review data integrity, creating new Slate maintenance queries and PowerCampus maintenance reports.

Unit Assessment Reports 2019

Unit Name: Chart the Course (CTC)

Person Completing the Report: Ana Patricia DeNise

Reports to: Vice President Student Enrollment and Retention

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: Students enrolled in CTC will retain at a higher rate than students who did not enroll in CTC

Executive Summary: The Chart the Course unit assessed its goal that students enrolled in CTC will retain at a higher rate than students not enrolled in CTC. From the data collected, the unit goal was met. Our findings were students who were enrolled in CTC retained at 87% where the students who did not enroll in CTC retained at 74%.

Unit Assessment Reports 2019

Unit Name: Graduate and Professional Studies Admissions

Person Completing the Report: Patrick Givens

Reports to: Vice President Student Enrollment and Retention

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: Goal 1 Increase enrollment through partnerships and launching of new programs
Increase graduate enrollment through partnerships

Executive Summary: The Graduate and Professional Studies Admissions Unit assessed its goal increasing enrollment through partnerships and launching new programs was only partially met. Our findings show that we did offer new graduate programs through our location in Hazlet. This was the MBA with a healthcare track. Unfortunately this did not run due to low enrollment. However we did work with the Alumni office to host a booth at the NJEA teacher's conference. In turn the GPS office assisted the alumni office with the alumni party held in Atlantic City. It is a beneficial partnership that shows growth every year with both visitors and attendees at the reception. This partnership will, hopefully, continue for many years to come. We were successful in increasing our partnership with KTA in every respect. Applications increased 10% while accepts and deposits increased 14.6%. Additionally the enrolled yield was 16.6% with the enrolled credits increasing by 18.9% for the fall semester. The unit will the following actions to continue to address the goal stated above by revisiting the decision made about the chambers and pros/cons of membership and all that it entails. The benefits of establishing and maintaining this type of outside business relationships exceeds the minor budget savings. The

return on this investment is measured in long term access as opposed to a “quick fix “that the budget savings imply.

Unit Assessment Reports 2019

Unit Name: Office of the Registrar

Person Completing the Report: Corinne Mitchell

Reports to: Vice President Student Enrollment and Retention

Time Period for this Report: Calendar Year (CY) 2018 (January through December, 2018)

Goal for this Report: The Office of the Registrar (the Office) will cross-train a selected member of the Office staff as well as two Transfer Counselors within the Office of Admissions on transfer course evaluations. A long-term plan for conducting evaluations will be determined.

Executive Summary: The Office of the Registrar assessed the following goal for the CY 2018 reporting cycle: The Office of the Registrar (the Office) will cross-train a selected member of the Office staff as well as two Transfer Counselors within the Office of Admissions on transfer course evaluations. A long-term plan for conducting evaluations will be determined. From the data collected, the unit goal exceeded expectation in Outcomes 1 and 2, met expectations in Outcomes 3 and 4, and could not be evaluated for the fifth outcome. Our findings indicated that regular meetings to train-on and review transfer policies and course placements seems enough to utilize staff from two departments to be able to complete transfer file course evaluations accurately. However, due to staff changes within specific areas, training must once again be conducted to properly ensure accurate knowledge regarding the use of transfer courses. Furthermore, while there seems to be access and availability of data to help make decisions regarding future term processing, more discussion needs to be conducted between The Office and the Office of Admissions transfer counselor staff to finalize a long-term policy. The Office of

the Registrar will take the following actions to continue to address the goal stated above: 1.)

Conduct needed training with current Office of Admissions transfer counselor staff, 2.) Work with Office of Admissions transfer counselor staff to develop long-term plan for future processing.

Unit Assessment Reports 2019

Unit Name: Student Success & Advocacy

Person Completing the Report: Marques Johnson

Reports to: Vice President Student Enrollment and Retention

Time Period for this Report:

Goal for this Report: Student Success and Advocacy will provide students with the support and resources to minimize the impact of stress on academic and personal issues that may create hardships and interfere with successful completion of their degree at Georgian Court University.

Executive Summary: