Alcorn State University

School of Graduate Studies

INSTITUTIONAL EFFECTIVENESS ASSESSMENT PLAN

Approved by:
Dr. Donzell Lee, Dean
School of Graduate Studies
Academic Year 2008-2009

THE GRADUATE SCHOOL MISSION

The mission of the School of Graduate Studies is to provide service and support for post baccalaureate study at Alcorn State University. In fulfilling its mission, the School of Graduate Studies assists students with:

- admission processes,
- monitoring and communicating progress toward completion of degree programs,
- certifying completion of the degree,
- and accurate and efficient record keeping

The School of Graduate Studies also assists faculty and administrators with:

- recruiting and admission
- promotion and advocacy for current degree programs
- promotion and advocacy for the implementation of new degree programs

INSTITUTIONAL EFFECTIVENESS PLAN AND REPORT FORM

2008 – 2009

Department/Unit: School of Graduate Studies

Outcome 1 Graduate Admissions

Expanded Statement of Institutional Purpose	Desired Outcomes	Assessment Criteria & Procedures	Results/Analysis	How were results used to improve the program?	Evidence of Results
Institutional Goal Statement: **To strengthen and maintain a viable comprehensive planning, management, and evaluation system in order to facilitate effective decision-making, resource allocation and utilization, fiscal accountability, program review, and evaluation.**	To provide an efficient and effective admissions process that is timely in meeting the enrollment needs of clientele.	1. All requests for application materials will be provided to clientele via hard copy packets, faxed copies, e-mail, and electronic (online) access within two days of the request. Maintain Daily log and tabulate results. At least 90% of the tabulations will document requests for application materials responded to within two days of the request.	One-hundred percent of all requests for application materials were processed within the specified time limit.	The data corroborates the efficiency of the current system. No change is required.	Daily Log 200804 Daily Log 200901
		2. All applications received will be reviewed for completeness within three days of receipt. Track application and tabulate results. At least 90% of the tabulated applications received will document data entry within three days of receipt.	One-hundred percent of all applications received were reviewed for completeness within the specified time limit.	The data corroborates the efficiency of the current system. No change is required.	Daily Log 200804 Daily Log 200901

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Institutional Goal Statement: **To strengthen and maintain a viable comprehensive planning, management, and evaluation system in order to facilitate effective decision-making, resource allocation and utilization, fiscal accountability, program review, and evaluation.**	To provide an efficient and effective admissions process that is timely in meeting the enrollment needs of clientele.	3. All completed applications will be processed and forwarded to departments within three days of certification of completeness. Track applications and tabulate results. Data entry record will show at least 90% of tabulated results processed and forwarded to departments within three days of certification.	Ninety-nine percent of all applications were forwarded to the departments within the specified time limit.	The data corroborates the efficiency of the current system. No change is required.	eTransmission Log

INSTITUTIONAL EFFECTIVENESS PLAN AND REPORT FORM

2008 – 2009

Department/Unit: School of Graduate Studies

Outcome 1 Graduate Admissions cont.

Expanded Statement of Institutional Purpose	Desired Outcomes	Assessment Criteria & Procedures	Results/Analysis	How were results used to improve the program?	Evidence of Results
Institutional Goal Statement: **To strengthen and maintain a viable comprehensive planning, management, and evaluation system in order to facilitate effective decision-making, resource allocation and utilization, fiscal accountability, program review, and evaluation.**	To provide an efficient and effective admissions process that is timely in meeting the enrollment needs of clientele.	4. All applicants will be notified of the admissions decision within three days of the receipt of the department's recommendation. Track admissions notifications and tabulate results. At least 90% of the tabulated results will show notifications sent to applicants within three days of decision.	Ninety-nine percent of the admissions notifications to applicants were completed within the specified time limit. .	The data corroborates the efficiency of the current system. No change is required.	Daily Log 200804 Daily Log 200901

INSTITUTIONAL EFFECTIVENESS PLAN AND REPORT FORM

2008 – 2009

Department/Unit: School of Graduate Studies

Outcome 1 Graduate Admissions cont.

Expanded Statement of Institutional Purpose	Desired Outcomes	Assessment Criteria & Procedures	Results/Analysis	How were results used to improve the program?	Evidence of Results
Institutional Goal Statement: **To strengthen and maintain a viable comprehensive planning, management, and evaluation system in order to facilitate effective decision-making, resource allocation and utilization, fiscal accountability, program review, and evaluation.**	To provide an efficient and effective admissions process that is timely in meeting the enrollment needs of clientele.	5. All incomplete applicants will be provided with a checklist of items needed to complete the admissions process within three days of the receipt of the initial application items. Maintain Checklist and tabulate results. Tabulated results will show at least 90% of applicants provided a checklist within three days of initial receipt of application.	Eighty percent of applicants whose files were incomplete were notified within three days of the receipt of the initial application.	Initially, some departments were authorized to send out checklists. The process has been amended to allow all checklists to be sent by the School of Graduate Studies, thereby allowing the School of Graduate Studies full control of the process.	Daily Log 200804 Daily Log 200901

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Department/Unit: School of Graduate Studies

Outcome 1 Graduate Admissions cont.

Expanded Statement of Institutional Purpose	Desired Outcomes	Assessment Criteria & Procedures	Results/Analysis	How were results used to improve the program?	Evidence of Results
Institutional Goal Statement: **To strengthen and maintain a viable comprehensive planning, management, and evaluation system in order to facilitate effective decision-making, resource allocation and utilization, fiscal accountability, program review, and evaluation.**	To provide an efficient and effective admissions process that is timely in meeting the enrollment needs of clientele.	6. All incomplete applicants will be provided with a follow-up communication within three weeks of the initial notification of incompleteness. Track follow-up communications and tabulate results. At least 90% of the tracked communications and tabulated results will show follow-up notifications sent to applicant within three weeks of initial notification of incompleteness.	Only ten percent of all applicants whose files were incomplete received a follow-up communication within the specified time period.	Because of the high volume of work required of the enrollment manager, the task of monitoring follow-up notifications has been reassigned to a graduate assistant.	Daily Log 200804 Daily Log 200901

INSTITUTIONAL EFFECTIVENESS PLAN AND REPORT FORM

2008 – 2009

Department/Unit: School of Graduate Studies

Outcome 2 Student Record Keeping

Expanded Statement of Institutional Purpose	Desired Outcomes	Assessment Criteria & Procedures	Results/Analysis	How were results used to improve the program?	Evidence of Results
Record Keeping: **Institutional Goal Statement:** **To strengthen and maintain a viable comprehensive planning, management, and evaluation system in order to facilitate effective decision-making, resource allocation and utilization, fiscal accountability, program review, and evaluation.**	Maintain accurate student records.	1. All student record files will be updated within three days after receipt of any new items. Maintain log of date-stamped items received and tabulate results. Log and tabulated results will show at least 95% of the student records updated within three days after receipt.	Data for this item was not available for analysis. While all newly received items were filed, no notation was maintained in the current database identifying the date of filing.	A revised system of maintaining a record of newly filed items has been implemented using separate codes for the date of receipt and the date of insertion into the student's file.	Daily Log 200804 Daily Log 200901

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Department/Unit: School of Graduate Studies

Outcome 2 Student Record Keeping

Expanded Statement of Institutional Purpose	Desired Outcomes	Assessment Criteria & Procedures	Results/Analysis	How were results used to improve the program?	Evidence of Results
Record Keeping: **Institutional Goal Statement:** **To strengthen and maintain a viable comprehensive planning, management, and evaluation system in order to facilitate effective decision-making, resource allocation and utilization, fiscal accountability, program review, and evaluation.**	Maintain accurate student records.	2. Within three days after admission, an electronic folder will be stored on the School of Graduate Studies cyber storage file. Maintain eFile Tracking Form of transition from hardcopy to eFile transmission and tabulate results. Tabulated results from eFile Tracking Form will show at least 95% electronic folders created within three days after verification.	One-hundred percent of the files created were stored on the School of Graduate Studies cyber storage file.	The targeted percentage was met. No change in the process is required.	Shared File Data Log

Department/Unit: School of Graduate Studies

Outcome 2 Student Record Keeping cont.

Expanded Statement of Institutional Purpose	Desired Outcomes	Assessment Criteria & Procedures	Results/Analysis	How were results used to improve the program?	Evidence of Results
Record Keeping: **Institutional Goal Statement:** **To strengthen and maintain a viable comprehensive planning, management, and evaluation system in order to facilitate effective decision-making, resource allocation and utilization, fiscal accountability, program review, and evaluation.**	Maintain and store accurate student records.	3. All students who apply for candidacy for a degree will be notified in writing via hardcopy, e-mail, or fax within three days of the verification of their status. Maintain record of student notification and tabulate results. At least 95% of tabulated results for candidacy will show notifications of status within three days of receipt of application.	Sixty percent of students were notified within three to six days of receipt of application.	It was determined that more than three days were needed to notify students in writing who applied for candidacy. Because of volume and details, the timeline was extended to five days.	Graduation Spreadsheet

Department/Unit: School of Graduate Studies

Outcome 3 Communications

Expanded Statement of Institutional Purpose	Desired Outcomes	Assessment Criteria & Procedures	Results/Analysis	How were results used to improve the program?	Evidence of Results
Record Keeping: **Institutional Goal Statement:** **To strengthen and maintain a viable comprehensive planning, management, and evaluation system in order to facilitate effective decision-making, resource allocation and utilization, fiscal accountability, program review, and evaluation**	To provide effective and efficient communication to students and the public via electronic and printed materials which promote the educational opportunities and the high quality programs of study in the School of Graduate Studies.	1. At least 90% of respondents on the Graduate Student Survey will indicate satisfaction with communications from the School of Graduate Studies. Analysis of data from the Graduate Student Survey. At least 90% of the tabulated results will show students' satisfaction with communications from Graduate Studies.	Ninety-six percent of respondents on Graduate Student Survey indicated satisfaction with communications from the School of Graduate Studies.	The targeted percentage was met. No change in the process is required.	Graduate Student Survey Data Report 2008-2009

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Outcome 3 Communications

Expanded Statement of Institutional Purpose	Desired Outcomes	Assessment Criteria & Procedures	Results/Analysis	How were results used to improve the program?	Evidence of Results
Record Keeping: **Institutional Goal Statement:** **To strengthen and maintain a viable comprehensive planning, management, and evaluation system in order to facilitate effective decision-making, resource allocation and utilization, fiscal accountability, program review, and evaluation**	To provide effective and efficient communication to students and the public via electronic and printed materials which promote the educational opportunities and the high quality programs of study in the School of Graduate Studies.	2. At least 90% of respondents on the Customer Service Satisfaction Survey will indicate satisfaction with communications from the School of Graduate Studies. Analysis of data from the Customer Service Satisfaction Survey. Tabulated results from Customer Service Survey will show at least 90% customer satisfaction with communications from Graduate Studies.	Nine-eight percent of respondents on the Customer Service Satisfaction Survey indicated satisfaction with communications from the School of Graduate Studies.	The targeted percentage was met. No change in the process is required.	Customer Service Satisfaction Survey Data Report 2008-2009