Creating a Culture Shift for Assessment-Based Program Improvement: Lessons Learned

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Creating the Culture Shift

- Overview of the Unit
- Creating Appropriate and Continuous Communication Channels that Support Ownership—Development of a Unit Assessment System
- Assessment Manual
  - Transitional Points, Key Common Assessments
  - Other Requirements
  - Alignments with Standards
  - Assessment of Unit Operations
Unit Assessment Model (Continued)

• Fairness, Accuracy, Consistency, and Elimination of Bias
• Use of Information Technologies
• Procedures and Target Dates for Collection, Aggregation, Disaggregation, Analysis, Dissemination, and Use of Candidate Assessment Data*
• Timeline
• Providing focused meeting times
• Copies of Key Common Unit Assessment Instruments and Scoring Guides/Rubrics
Key Factors in Creating a Culture Shift

- Consistent set of expectations
- Common language
- Support/acclimation of new faculty
- Accountability
- Daily Implementation
- Feedback Loop
- Role of Institutional Support
Institutionalizing (Making it Real, Practical)*

• Ongoing review and updates with stakeholder involvement
• Monthly meetings with program coordinators
• Annual retreat
• Quarterly Assessment Committee Meetings
• “As-needed” individual meetings
• Shared drive
• Summary and Analysis Forms
• TaskStream
Questions?