

Assessment Cycle Academic Year 2016 – 2017

Alexandria Instructional Site

Division or Department: TIED

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Date: 6/15/17

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Date: 6/15/17

Northwestern Mission. Northwestern State University is a responsive, Student-oriented institution that is committed to the creation, dissemination, and acquisition of knowledge through teaching, research, and service. The University maintains as its highest priority excellence in teaching in graduate and undergraduate programs. Northwestern State University prepares its Students to become productive members of society and promotes economic development and improvements in the quality of life of the citizens in its region.

Alexandria Instructional Site Mission. Northwestern State University Alexandria Instructional Site is a responsive, student-oriented institution that is committed to the creation, dissemination, and acquisition of knowledge through teaching, and service. The Alexandria Instructional Site serves the Cenla Region and contributes to the overall education, development, and experiences of students by locally offering support services as well as courses through various delivery methods to include face-to-face, compressed video, and online delivery, which contribute to the workforce needs of our employers and community.

Methodology: The assessment process includes:

- (1) Data from assessment tools (both direct – indirect, quantitative and qualitative) are collected and returned to the director and stored by the director in secure digital format;
- (2) The director and support staff will analyze the data to determine whether the applicable outcomes are met;
- (3) Results from the assessment will be discussed with the appropriate staff and reported to Vice President of Technology, Innovation, and Economic Development;
- (4) Individual meetings will be held with staff as required to address found concerns;
- (5) The director, in consultation with the staff and senior leadership, will determine proposed changes to measurable outcomes, assessment tools for the next assessment period and, where needed, service changes in response to assessment findings.

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Service Outcomes:

SO 1. *The Alexandria Instructional Site will meet all exam-proctoring requests for students in the Region.*

Measure 1.1.

Alexandria Instructional Site will utilize electronic proctoring data form to track number of students who receive or were unable to receive proctoring services in an effort to meet the testing needs of students taking part in distance learning courses. Facilitating this dynamic of distance learning will ensure students are able to demonstrate learned content as they meet course objectives. The goal is to accommodate 100% of proctoring requests each semester. Electronic Proctor Request Form- Appendix A

Finding: Target met. For the 2016-2017 year (Summer 2016, Fall 2016, Spring, 2017), 100% of all proctoring requests were accommodated, meeting the 100% accommodation goal.

Semester	Exams Proctored
Summer 2016	288
Fall 2016	825
Spring 2017	1,075

Analysis: While 100% of all exams requests were honored for 2016-17, there was a steady increase in number of proctor requests. This indicates that there is a trend of increasing proctoring demands for the Alexandria Instructional Site.

Action - Decision or Recommendation: Efforts to accommodate 100% of exam proctoring requests will persist for 2017-18 as this goal was attainable for 2016-17. Based on these results, there may come a breaking point at which the Alexandria Instructional Site will need to explore additional testing options. This may include additional personnel for exam proctoring, possibly through additional services contracts on an as-needed basis during peak testing times.

SO 2. *The Alexandria Instructional Site will increase student enrollment at the Alexandria Instructional Site each academic year.*

Measure 2.1.

The Alexandria Instructional Site will collect enrollment numbers every semester to provide a total number of students enrolled at the Alexandria Instructional Site for the academic year. Student count numbers will be derived from adding summer, fall, and spring semester totals, with the summer included being the summer prior to the start of the current academic year. (Ex. 2016-17 student count consists of student totals from summer 2016, fall 2016, and spring 2017.) Ensuring growth is occurring will provide insight into the Instructional Site's capacity to expand course offerings to a larger

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population within the region. The goal is to achieve a 5% increase in number of students each academic year in comparison to the previous year.

Finding: Target Met – Baseline Established. The Alexandria student count for 2016-17 (Summer 2016, Fall 2016, Spring 2017) totaled 445. This has established solid baseline for measuring student increases for the coming 2017-18 year.

Analysis: As all instructional sites seek to increase enrollment numbers, establishing a baseline is necessary to determine future goals and to guide efforts. Determining this baseline called for calculating student enrollment for each semester spanning from Summer 2016-Spring 2017. Based on the comprehensive 14-day counts for each of those semesters, the baseline was established at 445 students for 2016-17. Based on current course offerings, available space, and class capacities at the Alexandria Instructional Site, it is still feasible to aim for a student increase of 5%.

Action - Decision or Recommendation: With a baseline of student enrollment established for 2016-17, a new goal for 2017-18 can be definitively set. A goal to increase student numbers at Alexandria Instructional Site by 5% is set for 2017-18. Goal _467_ for 2017-18.

Measure 2.2.

Student Services Survey will be conducted at the end of each semester to determine strengths/weaknesses in services provided to Alexandria students in an effort to support enrollment/retention through student satisfaction. Ensuring students' needs are satisfactorily met will foster a more comprehensive academic environment that promotes student success. The goal is to achieve 100% of students rating the Instructional Site as excellent overall. The Student Services Survey will be preliminarily administered in Spring 2017 to reveal a general climate of student satisfaction with services offered at the Alexandria Instructional Site. Student Services Survey, Appendix B.

Finding: Target not met. The Student Services Survey preliminarily administered in Spring 2017 has revealed that student respondents rate their overall NSU Alexandria Instructional Site experiences as follows:

Rating	Percent of Students Surveyed
Excellent	39.13%
Good	41.30%
Average	13.04%
Below Average	4.35%
Poor	2.17%

Additionally, open-ended responses have provided a means through which students have been able to express their suggestions. From those responses, it is found that the majority of student suggestions include requests that are not feasible given the confines

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of the current facility and personnel (ex. bookstore, dining, etc.). See site map, Appendix C and student responses in Appendix B. However, as accessible space becomes available, additional accommodations will be explored to determine feasibility of implementing student suggestions that relate to offered services and courses.

Analysis: This data shows 80.43% of student respondents indicated they are satisfied with services offered at the Alexandria Instructional Site. This is an overwhelming majority. The limited number of respondents, total 46, provides a small-scale view of the student population opinion. The full-scale view of student satisfaction will be rendered with the completion of a full year of survey results.

Action - Decision or Recommendation: Based on these findings, which set the stage for 2017-18 efforts, the Alexandria Instructional Unit will continue to provide quality services to students in an effort to support enrollment/retention and student success. Additional useable space will also be explored in an effort to expand course offerings and enhanced services. The goal of attaining 100% satisfaction for 2017-18 has been established.

An additional consideration is the timing of the survey. Survey distribution time will be changed to disperse between midterm and finals in an attempt to garner greater student participation. That time of the semester will likely find students settled in to course routines, yet not in the final stretch of course completion and final exams.

SO 3. *The Alexandria Instructional Site Unit will increase student awareness of and satisfaction with support services available to them at the Alexandria Instructional Site.*

Measure 3.1.

Alexandria Instructional Site will provide quality student support services which meet the needs of students. Currently, these support services include: advising/registration services, assistance with financial aid, computer lab, and proctoring services. Measuring the level of student satisfaction with offered services will occur by administering a Student Services Survey. A preliminary round of the survey will be administered in Spring 2017 to gain an initial look at student satisfaction trends. Results will help determine current student rating of the Alexandria Instructional Site, Appendix B. The goal is to achieve 100% satisfaction with services offered.

Finding: Target not met. With a preliminary semester of data collected in Spring 2017, it was found that students rated the various Alexandria Services as follows:

	Very Dissatisfied	Dissatisfied	Neutral/Does Not Apply	Somewhat Satisfied	Satisfied
Advising/Registration services	0%	2.17%	30.43%	28.26%	39.13%
Assistance with Financial Aid	4.35%	8.7%	50%	15.22%	21.74%

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Computer lab	4.35%	4.35%	10.87%	10.87%	69.57%
Proctoring services	0%	2.17%	28.26%	6.52%	63.04%

Analysis: This data shows there is a high level of student satisfaction with proctoring services and the computer lab. The majority of surveyed students have indicated these two areas to be Instructional Site strengths. This is not a surprise because these areas are under the direct control of the Instructional Site. The other two areas— Advising/Registration and Financial Aid— are services that are offered in conjunction with the main campus, making the level of control less direct for Alexandria Instructional Site personnel. Furthermore, the limited number of respondents, total 46, provides a small-scale view of the student population opinion. The full-scale view of student satisfaction will be rendered with the completion of a full year of survey results.

Action - Decision or Recommendation: Based on these findings, which set the stage for 2017-18 efforts, the Alexandria Instructional Unit will continue to offer computer lab and proctoring services to students. Concerted efforts will be employed to ensure students expressing needs related to advising/registration or financial aid have those needs satisfactorily met. This will include continued reliance on the main campus for expertise in the realm of student financial aid and departmental advising, with the exception of nursing and radiologic science advising. The goal to attain 100% student satisfaction with all services offered at the Alexandria Instructional Site has been established for 2017-18.

Another consideration is the timing of the survey. Survey distribution time will be changed to disperse between midterm and finals in an attempt to garner greater student participation. That time of the semester will likely find students settled in to course routines, yet not in the final stretch of course completion and final exams.

Measure 3.2.

Alexandria Instructional Site will utilize classroom presentations, flyers posted throughout the building, informational sessions, and messages via digital in-house monitors to increase student awareness of support services. Promoting services in this way will ensure students are aware of support mechanisms in place for their use. Students' level of awareness of these services will be measured by the Student Services Survey. A preliminary round of the survey will be administered in Spring 2017 to gauge students' awareness of services offered at the Alexandria Instructional Site. Results will help determine current student awareness of services offered at the Alexandria Instructional Site, Appendix B. The goal is to achieve 100% awareness of all services offered.

Finding: Target not met. With a preliminary semester of data collected in Spring 2017, it was found that students rated their awareness of the various Alexandria Services as follows:

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	Not Aware At All	Somewhat Aware	Very Aware
General Awareness That Services Exist	10.87%	45.65%	43.48%
Advising/Registration services	19.57%	32.61%	43.48%
Assistance with Financial Aid	36.96%	30.43%	32.61%
Computer lab	8.70%	6.52%	84.78%
Proctoring services	6.52%	15.22%	78.26%

Analysis: The vast majority of students surveyed, 89.1%, indicated they were aware of services offered at the Alexandria Instructional Site. Service awareness was most prevalent related to computer lab availability and proctoring services. Lower awareness of financial aid assistance may be due in part to the lack of a designated financial aid advisor on site. Likewise, the 19.57% who were unaware of advising services may be the result of only housing nursing and allied health advisors on site. Again, the limited number of respondents offers a limited scope of overall student awareness— a concern addressed in future actions.

Action - Decision or Recommendation: Classroom presentations, flyers posted throughout the building, informational sessions, and messages via digital in-house monitors will continue to be used to disperse information related to available services, but use of those means will be enhanced with target messaging aimed to inform students of available services. To enhance student awareness related to financial aid, additional efforts will include specific notifications posted using these outlets to display financial aid contact information and financial aid deadlines. The goal to attain 100% student awareness with all services offered at the Alexandria Instructional Site was established for 2017-18.

Furthermore, the timing of the survey was again a concern. Survey distribution time will be changed to disperse between midterm and finals in an attempt to garner greater student participation. That time of the semester will likely find students settled in to course routines, yet not in the final stretch of course completion and final exams.

Summary of key findings and/or decisions:

In summary of the findings for the Alexandria Instructional Site and to fulfill its mission, we are encouraged to deploy every available resource to improve and build upon key findings listed in the assessments. The Alexandria Instructional Site understands its role and will continue to address and identify gaps.

As part of this preliminary data collection phase, it is clear that most services were within our range of expectancy based on the timing of the surveys as well as numbers of those that actually participated. It is our goal to invest in a strategy around

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developing a better-organized structure of disseminating information at the Alexandria Instructional Site.

The common themes that resulted from the surveys included areas such as financial aid, advising, and services offered in general. Emphasis will be placed on these key areas with shared input from administration and appropriate staff. Each Service Outcome listed for the Alexandria Instructional Site will continue to be assessed as we move forward to improve in the areas of proctoring, increased student enrollment, and increased student awareness of support services.

Appendix A

Electronic Proctor Request Form

PROCTOR REQUEST FORM

[Home](#) / [Proctor Request Form](#)

Academic Programs

Academic Resources

Admissions

Graduate Programs

Specialist and Add-On Certification Programs

Undergraduate Programs

First & Last Name:

NSU Student (Select One):

Phone Number:

Email Address:

Date Requested (ex. Jan 01 1884):

Time Requested:

Length of Time Required for Test:

Course Number:

Professor's Name:

Professor's Phone Number:

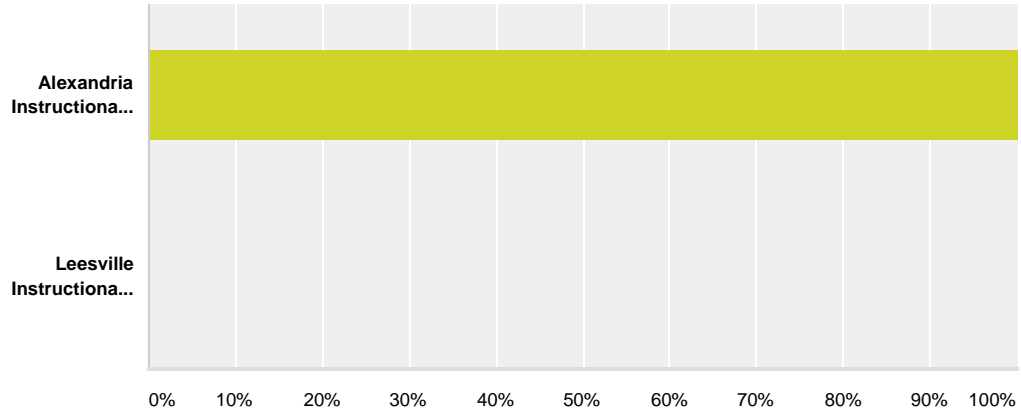
Is Professor on the Alexandra Campus?

Appendix B

Instructional Site Evaluation

Q1 At which instructional site do you take the majority of your classes or receive the majority of your student services?

Answered: 46 Skipped: 0

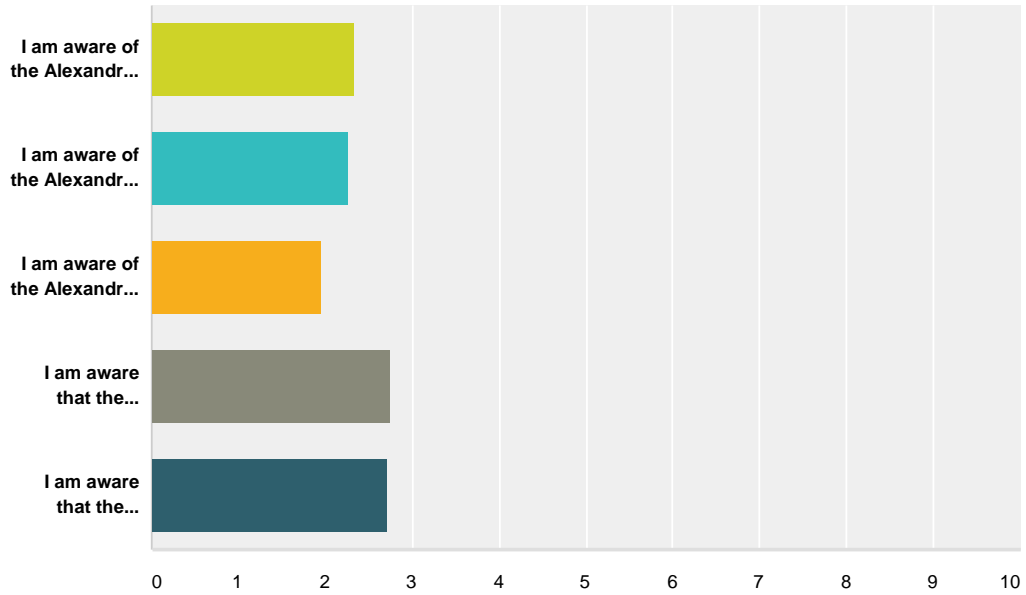


Answer Choices	Responses
Alexandria Instructional Site	100.00% 46
Leesville Instructional Site	0.00% 0
Total	46

Instructional Site Evaluation

Q2 Please respond to each statement by placing a check mark under the word that best describes your opinion.

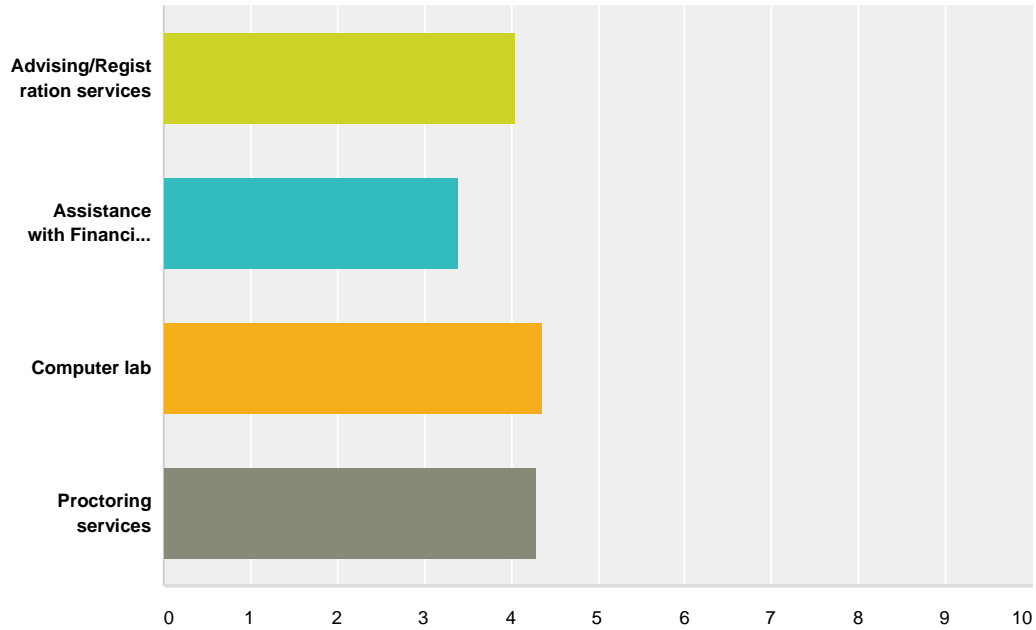
Answered: 46 Skipped: 0



	Not Aware At All	Somewhat Aware	Very Aware	Total	Weighted Average
I am aware of the Alexandria Instructional Site offering a wide variety of student support services.	10.87% 5	45.65% 21	43.48% 20	46	2.33
I am aware of the Alexandria Instructional Site offering Advising and Registration services to students.	19.57% 9	32.61% 15	47.83% 22	46	2.28
I am aware of the Alexandria Instructional Site offering assistance to students with financial aid concerns/questions	36.96% 17	30.43% 14	32.61% 15	46	1.96
I am aware that the Alexandria Instructional Site has a computer lab available to students for student use.	8.70% 4	6.52% 3	84.78% 39	46	2.76
I am aware that the Alexandria Instructional Site offers proctoring services to students.	6.52% 3	15.22% 7	78.26% 36	46	2.72

Q3 How satisfied are you with the following services provided to you by the Alexandria Instructional Site?

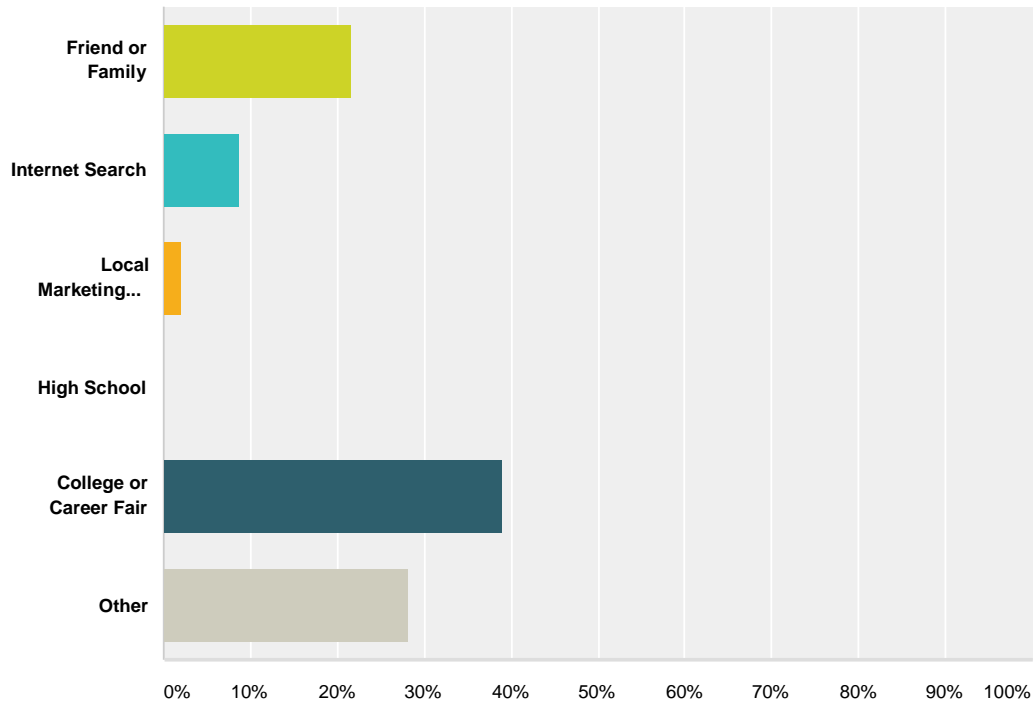
Answered: 46 Skipped: 0



	Very Dissatisfied	Dissatisfied	Neutral/Does Not Apply	Somewhat Satisfied	Very Satisfied	Total	Weighted Average
Advising/Registration services	0.00% 0	2.17% 1	30.43% 14	28.26% 13	39.13% 18	46	4.04
Assistance with Financial Aid	4.35% 2	8.70% 4	50.00% 23	15.22% 7	21.74% 10	46	3.41
Computer lab	4.35% 2	4.35% 2	10.87% 5	10.87% 5	69.57% 32	46	4.37
Proctoring services	0.00% 0	2.17% 1	28.26% 13	6.52% 3	63.04% 29	46	4.30

Q4 How did you hear about the NSU Alexandria Instructional Site?

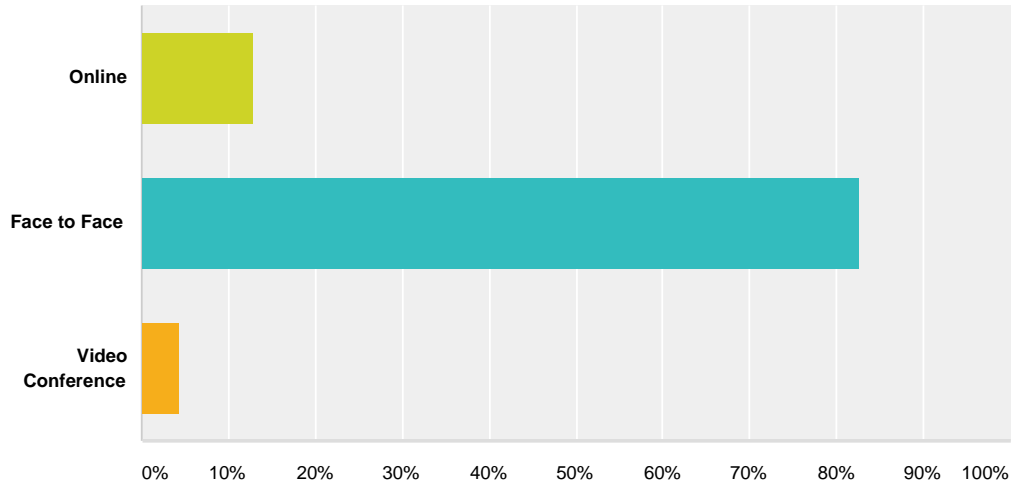
Answered: 46 Skipped: 0



Answer Choices	Responses	
Friend or Family	21.74%	10
Internet Search	8.70%	4
Local Marketing (Billboard, Radio, etc.)	2.17%	1
High School	0.00%	0
College or Career Fair	39.13%	18
Other	28.26%	13
Total		46

Q5 When taking classes at the Alexandria Instructional Site, I prefer my classes to be delivered:

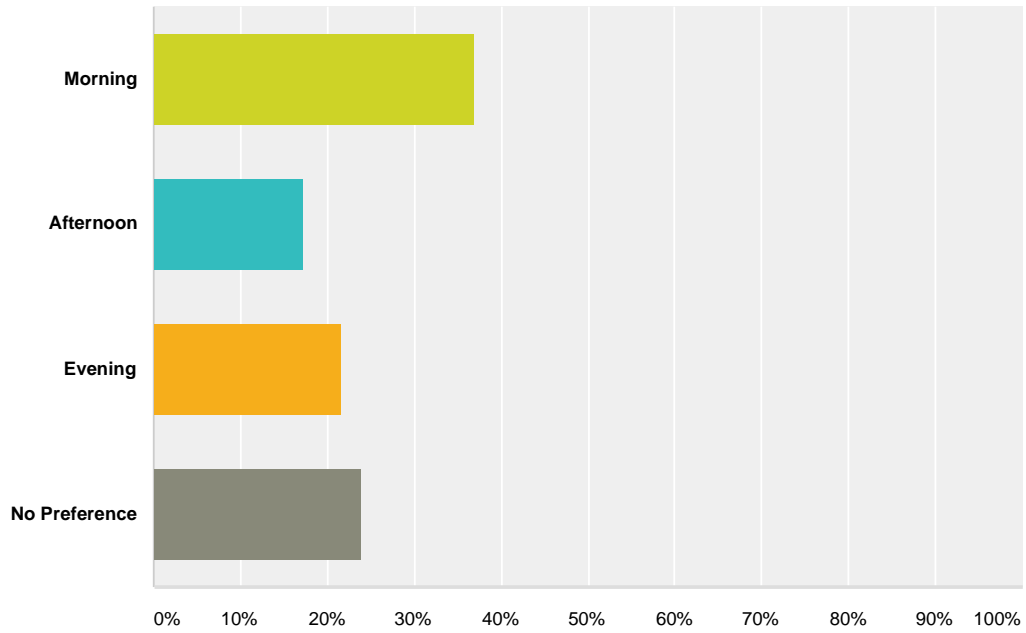
Answered: 46 Skipped: 0



Answer Choices	Responses	Count
Online	13.04%	6
Face to Face	82.61%	38
Video Conference	4.35%	2
Total		46

Q6 When taking classes at the Alexandria Instructional Site, I prefer to take classes:

Answered: 46 Skipped: 0



Answer Choices	Responses	
Morning	36.96%	17
Afternoon	17.39%	8
Evening	21.74%	10
No Preference	23.91%	11
Total		46

Q7 What services, not currently provided, would you like to see at the Alexandria Instructional Site? Please explain. (Optional)

Answered: 11 Skipped: 35

#	Responses	Date
1	I would like to see the center belong directly to NSU. Other students from different schools go to our airbase facility and tend to behave differently than we are taught to behave, as we represent NSU! These other colleges that are available at the learning center on AIRBASE clearly do not have the same goals and insight as NSU and sometimes these other students create conflicts.	5/12/2017 9:11 AM
2	Technology classes to learn fundamentals of how software/apps, etc. work.	5/3/2017 2:40 AM
3	Study rooms with night hours	5/2/2017 9:15 PM
4	tutoring	5/2/2017 2:19 PM
5	Bookstore	5/2/2017 6:36 AM
6	more face to face classes for more subjects. It seems a lot of focus is on nursing, which is fine, but other classes are needed.	4/28/2017 12:15 AM
7	Well NSU ALEXANDRIA has a computer lab, but it has a lot of unexplained rules. They do not want us to print in the morning which is a big inconvenience because it is during hours of operations. I have used so much of my home ink and I have not been able to fully use my free printing resources that I pay for.	4/27/2017 2:10 PM
8	more social work classes.	4/27/2017 1:04 AM
9	More classes offered during the summer	4/26/2017 11:55 PM
10	All classes in person. Video classes for nursing is ineffective. I tell everyone to go to Shreveport campus or another university for nursing.	4/24/2017 3:22 AM
11	Book store, food vendors, activities	4/24/2017 3:04 AM

Instructional Site Evaluation

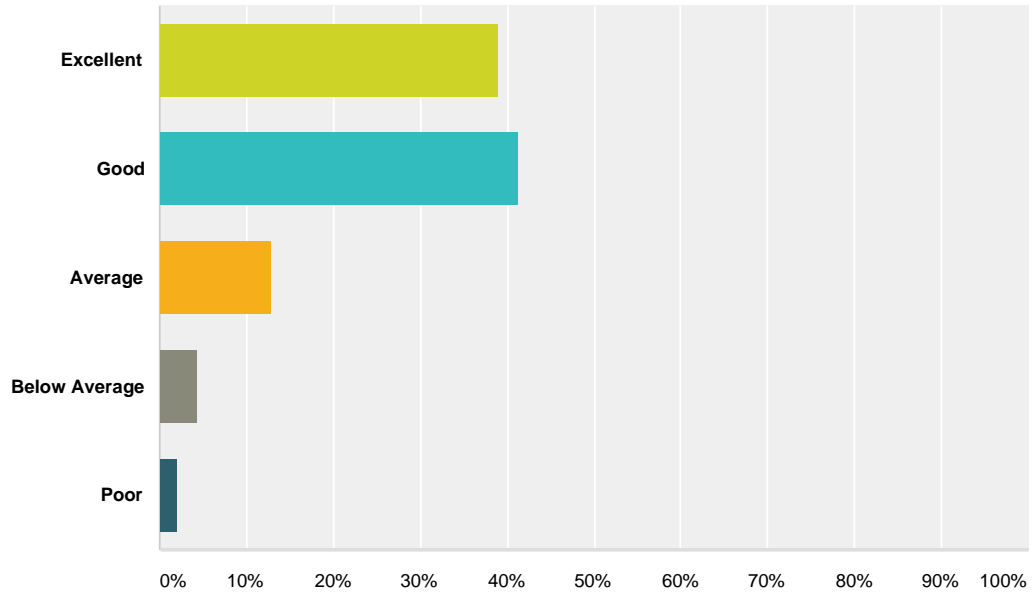
Q8 Please provide suggestions about how we may improve services at the Alexandria Instructional Site. (Optional)

Answered: 11 Skipped: 35

#	Responses	Date
1	Awesome job!	5/12/2017 9:11 AM
2	Make us more aware of dates such as when advising and registration starts.	5/3/2017 4:16 PM
3	Student access to computers/printers - many times, I have gone out there to use a computer to work on assignments and the entire computer lab will be shut down for hours for one or 2 students taking tests. I feel they should have a separate room for that or at a minimum, have a set schedule for testing instead of random times.	5/3/2017 2:40 AM
4	Study rooms with night hours especially during miterms & finals	5/2/2017 9:15 PM
5	I never new of all the services offered maybe advertise by word of mouth	5/2/2017 2:19 PM
6	Do away with the distance learning system. it has caused nothing but problems for both students and faculty on this campus. Problems that had to be reported to natchitoches because they were not being taken care of. There are professors on payroll so let them teach. There is a reason that this campus has higher board pass rates than the Shreveport campus and it is because the professors make sure we know what we need to by making us work for it. The Shreveport campus gives so many handouts and babies the students that they are not as prepared. As a student that's taken classes at both, I feel very entitled to say that. Give the Alexandria professors more input if yall are trying to improve the program. I would give the Alexandria campus an excellent rating until the distance learning system was implemented. After that, score drops significantly.	4/30/2017 7:53 AM
7	NSU Office closes at 4:30 or 5 some days. The library at the Learning center closes at 5:30. That puts a crunch on a student sometimes, about printing paper before class.	4/28/2017 12:15 AM
8	Let us PRINT!	4/27/2017 2:10 PM
9	I had a very negative encounter with someone identifying herself as the "campus manager", last name Liner. Can't remember the last time I was treated with such disrespect.	4/27/2017 3:26 AM
10	Make classes Face-to-Face; the VIC is not optimal for learning.	4/27/2017 2:27 AM
11	Be sure to clarify that classes are through distant learning!	4/24/2017 6:37 AM

Q9 I have found the overall quality of my experience as a student at the Alexandria Instructional Site to be:

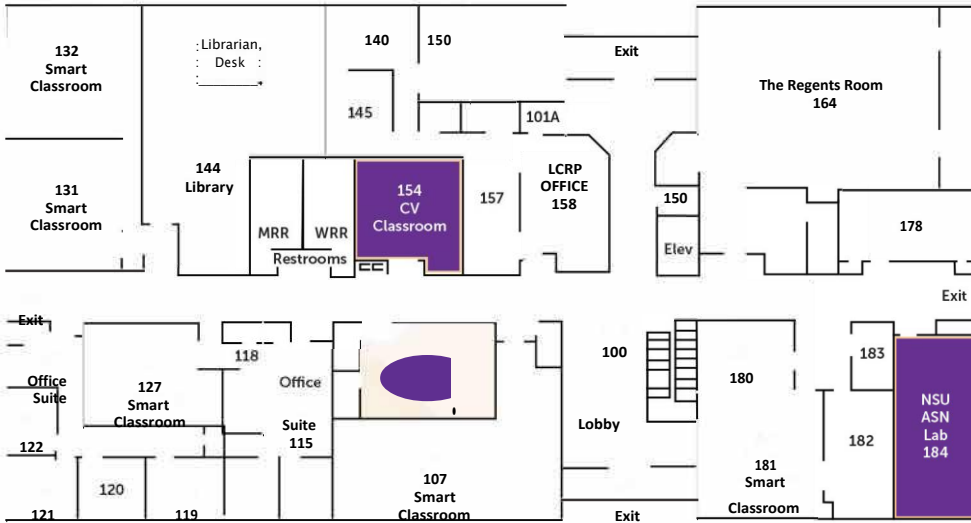
Answered: 46 Skipped: 0



Answer Choices	Responses	
Excellent	39.13%	18
Good	41.30%	19
Average	13.04%	6
Below Average	4.35%	2
Poor	2.17%	1
Total		46



FIRST FLOOR



DEGREE PROGRAMS

Associate Degree Programs

- Associate of Science in Nursing (ASN)

Bachelor Degree Programs

- Business Administration
- Criminal Justice
- Nursing – BSN
- RN to BSN Completion Program
- Radiologic Sciences
- Social Work
- General Studies

Master Degree Programs

- Educational Leadership
online degree program
- Counseling
part online and part face-to-face at the main campus

Certificate Program

- Pre-Law and Paralegal Studies

LCRP

Learning Center for Rapides Parish

1410 Neel Kearby Blvd.
Alexandria, LA 71303
Phone: 318-484-2184 Ext. 109



SECOND FLOOR

