

Assessment Cycle 2022-2023

Leesville Instructional Site

Division or Department: EDIO

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Date: 6/12/2023

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Date: 6/12/2023

Northwestern Mission. Northwestern State University is a responsive, student-oriented institution committed to acquiring, creating, and disseminating knowledge through innovative teaching, research, and service. With its certificate, undergraduate, and graduate programs, Northwestern State University prepares its increasingly diverse student population to contribute to an inclusive global community with a steadfast dedication to improving our region, state, and nation.

Leesville Instructional Site Mission. Northwestern State University Leesville Instructional Site is a responsive, student-oriented instructional site that is committed to the creation, dissemination, and acquisition of knowledge through teaching, and service. The Leesville instructional site serves the civilian communities of Vernon, Beauregard, Sabine parishes, and Fort Polk, as well as all military affiliated communities. The Leesville Instructional Site enables its students to meet their educational goals and prepares students to effectively enter the workforce.

Methodology: The assessment process includes:

- (1) Data from assessment tools (direct & indirect and quantitative & 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 the Vice President of Technology, Innovation, and Economic Development.
- (4) Individual meetings will be held with staff as required to address identified 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.

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Service Outcomes:

SO 1. The Leesville Instructional Site provides excellent responsive student services that aid in the recruitment/enrollment and retention of students.

Measure 1.1. The Leesville Instructional Site complies with the University Strategic Plan Objective by maintaining a combined minimum of 1008 students from the Leesville/Ft. Polk and Barksdale sites each academic year.

Finding: Target was Not Met.

Annual Enrollment Numbers

Student Enrollment	Enrollment History 14 Day Ct.	Military Current Enrollment		Total Enrollment
	Leesville Ct.	BAFB Ct.	Ft. Polk CT.	
SY 2021-22	217	396	532	928
SY 2022-23	179	289	463	752

2022-23 Enrollment Breakdown by Semester

Semester	Leesville	BAFD	Ft. Polk
Summer 2022	10	68	113
Fall 2022	96	121	188
Spring 2023	73	100	162
TOTAL SY 2022-23	179	289	463
		752	
Total w/BAFB	468		

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Breakdown Data by Category

Category	Summer 2022		Fall 2022		Spring 2023		Total
	Ft. Polk	BAFB	Ft. Polk	BAFB	Ft. Polk	BAFB	
Active Duty (Self)	61	24	89	27	75	25	301
Military Active Dependent/Spouse	41	24	71	48	61	37	282
Veteran (VA/ Retiree & Dependents)	11	20	28	46	26	38	169
	113	68	188	121	162	100	752

Analysis

In AC 2021-2022 the target was met. For AC 2021-2022, the facilities gathered data from the Banner military enrollment data to obtain a more accurate account of all students attending the Leesville/Ft. Polk and Barksdale locations. This accounted for every student registered from part-time, full-time, online, and mixed registrations. Once enrollments were accounted for more closely, Leesville/Ft. Polk/Barksdale could turn their attention to their outreach efforts.

Based on data from AC 2021-2022, Leesville/Ft. Polk and Barksdale implemented the following to drive the cycle of improvement. In AC 2022-2023, Leesville/Ft. Polk created a solid core class schedule, using former pre-COVID schedules, and put forth manpower efforts in our outreach programs. Recruitment discussions and events were held with post Morale and Welfare. We conferenced with the AACP recruiter for options to boost student enrollments in the healthcare field. We used data from our ACCUPLACER to generate e-mails to maintain current students' enrollment in university courses. Barksdale increased outreach through the base testing schedules by posting school enrollments and military exemptions. Our Education Center celebrated a Grand Reopening in February 2023 and publicized base wide that our universities are open and ready to help them complete their CCAF requirements. Barksdale enhanced their community involvement through the local chamber by attending 85 events over previous year's involvement.

As a result of these changes, in AC 2022-2023, the target was not met.

Efforts fell short of last year's enrollments in all areas. Our Veterans dropped slightly while the Active Duty and Dependent/Spouse fell sharply by 152 registrants. Barksdale's decline was more significant with 107 fewer enrollments than Leesville/Ft. Polk, with a slight decline of 69 fewer enrollments. An overall decrease of 19% from last year's enrollment has been heavily felt at our two locations.

These efforts did not have the impact anticipated to boost our enrollments.

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Decision.

In AC 2022-2023 the target was not met.

Based on the analysis of the AC 2022-2023 results, the faculty will implement the following changes in AC 2023-2024 to drive the cycle of improvement. Leesville/Ft. Polk will improve advertisement efforts for all degree programs, focusing on recent program additions to the Memorandum of Understanding between NSU and newly named Fort Johnson. The additional programs were researched and added based on military student interests and current academic trends. Adding these programs to the MOU solidifies 100% assurance to advise and counsel a larger population of students within these degree programs to increase participation by the military population.

Efforts will be continued working closer with Department Heads on main campus to secure courses needed for the added programs. Barksdale will improve outreach efforts by partnering with other university sites and base facilities, creating e-mail mailers, and advertising efforts for degree offerings included in the Memorandum of Understanding with Barksdale Air Force Base. The improvement of outreach efforts will create more exposure to degree offerings, current semester course offerings, and support services.

These changes will improve Leesville/Ft. Polk/Barksdale student enrollment and support of our military's academic goals.

Measure 1.2. The Leesville, Ft. Polk and Barksdale AFB Instructional Sites target a minimum of 76% First-Time Freshman retention rate based on current year enrollments compared to the previous year.

Retention of First-Time Freshmen at Ft. Polk and Barksdale AFB Sites

Student Enrollment	Enrollment History First Time Freshmen	Number Retained	Retention Target of 68%
SY F2021-F22	48	24	50.00%
SY F2023-S23	37	25	67.57%
University	2320	1638	70.6%

Finding: Target was Not Met.

Analysis

In AC 2021-2022, the target was not met. For AC 2021-2022 First-Time Freshman baseline was established. While the target for the University is set for 76% our AC 2021-2022 data calculated a 50% retention. Our target is to meet the University standard.

Based on the AC 2021-2022 results, the faculty implemented follow-up emails with AC 2021-2022 entering freshman who had not registered for AC 2022-2023 semesters.

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Barksdale followed suit with Leesville/Ft. Polk. These emails were gentle reminders that the next semester was open for registration and NSU would like to see the students complete their programs. Leesville had a list of 24 students while Barksdale compiled a list of 18 students.

As a result of these changes, in AC 2022-2023 the target was not met.

Leesville/Ft. Polk currently reflects a 67.57% retention from Fall 2022 to Spring 2023 while Barksdale shows a 73% retention of students from Fall 2022 to Spring 2023. Most of our military population are not first-time freshman. These results indicate that the email outreach and reminders appear to be an effective tool in keeping our students the following semester. This change in tracking the retention and reaching out to those who are not registered the following semester does have a positive and direct impact on retention.

Decision.

In AC 2022-2023 the target was not met for first time freshman retention.

Based on the analysis of the AC 2022-2023 results, the faculty will implement the following changes in AC 2023-2024 to drive the cycle of improvement. In AC 2023-2024, the faculty at both Leesville/Ft. Polk and Barksdale will continue email efforts to the first-time freshman not enrolled for the next semester. These emails will be enhanced by identifying core course instructors to incentivize the participating students to enroll for the next semester. Additionally, a new registration event will be added to the semester schedule to give students the opportunity to meet with advisors personally. This event will include face to face advising, on-site registration, and give-a-ways including food and NSU items. Student information and input will be collected in an effort to track enrollment increases.

These changes will improve the enrollment numbers by obtaining students' academic needs to retain them and continue to push the cycle of improvement forward.

SO 2. The Leesville Instructional Site Unit will ensure incoming first semester students are aware and informed of the excellent support services available to promote their academic goals.

Measure 2.1. Leesville Instructional Site will ensure 100% First semester Students are aware of the excellent support services available to them at Leesville and NSU main campus. Survey, Appendix B.

Finding: Target was not met.

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	Not Aware at All		Somewhat Aware		Very Aware	
	SY 2021-2022	SY 2022-2023	SY 2021-2022	SY 2022-2023	SY 2021-2022	SY 2022-2023
General Awareness that Services Exist	15%	2%	47%	38%	38%	60%
Advising/Registration Services	9%	2%	23%	22%	68%	76%
Assistance with Financial Aid	19%	10%	25%	24%	57%	66%
Computer Lab	0.0	8%	5.6%	14%	94%	79%
Proctoring Services	2%	10%	13%	18%	85%	82%
One to One Services at Ft. Polk	?	?	?	?	?	?
Hours of Operation	0.0	8%	36%	24%	64%	68%

Analysis

In AC 2021-2022 the target was not met. For AC 2021-2022, Leesville faculty suggested targeted incoming Freshman to complete the survey in their UNIV1000 class. Survey returns had been extremely low and many of the students had already responded to the same survey in previous semesters. Similar results in previous years reflect a declining response like AC 2021-2022 semesters.

Based upon the low returns, in AC 2021-2022, the faculty changed the target group to first-time students in their UNIV 1000 and Nursing 1050 classes. In AC 2022-2023 this focus group had the satisfaction survey link included as part of their assignments and the rest of the students at Ft. Polk and Barksdale received survey emails.

As a result of this change, AC 2022-2023 target was not met.

However, significant improvements were achieved in this year's results. Students not aware of the services dropped significantly while the selection of Very Aware rose drastically in all areas. The number of returns from the classes also improved so that a better representation of the efforts to inform students is reflected with 103 responses for AC 2022-2023.

This adjustment to focus on the UNIV 1000 and Nursing 1050 classes did positively impact the number of surveys received overall.

Decision.

In AC 2022-2023 the target was not met. Based on the analysis of the AC 2022-2023 results the faculty will implement the

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following changes in AC 2023-2024 to drive the cycle of improvement. In AC 2021-2022 first semester students were the focus of the survey distribution specifically in the UNIV 1000 and Nursing 1050 classes. In AC 2023-2024, the UNIV 1000 and NURA 1050 courses will continue to take the survey to gain better insight of support service awareness but moving forward the UNIV 1000 course content for support services will include a campus representative to facilitate a session to enhance knowledge of the support services offered on campus. UNIV 1000 and NURA 1050 will increase the number of course offerings to include both A and B term courses with hybrid options to expand not only course offerings but also knowledge of student services. These changes will improve the number of students educated on services provided and how they relate to their student experience by giving them more course options and will continue to push the cycle of improvement forward.

SO 3. The Leesville Instructional Site recognizes a direct correlation between Overall Quality of Experience and Accommodating Course Offering Satisfaction to sustaining/retaining student enrollment.

Measure 3.1. Satisfaction with Accommodating course offerings will achieve $\geq 90\%$ excellent satisfaction with at least 30% of the student population submitting a satisfaction survey at the Leesville/Ft. Polk/BAFB Instructional Sites. Military Survey, Appendix B

Finding: Target was Not Met

Overall Satisfaction with Accommodating Course Offering

Leesville Campus	Excellent (Extremely Satisfied)	Average (Satisfied)	Poor (Not Satisfied)
2021-2022 AC	38.1%	38.1%	23.8%
2022-2023 AC	61%	37%	3%

Analysis

In AC 2021-2022 the target was not met. For AC 2020-2021 Leesville/Ft. Polk increased the satisfaction survey population by extending this survey to the military student population at Barksdale Air Force Base. This extended campus had not been included in any of the satisfaction surveys, yet their enrollment data has been part of Ft. Polk's military data.

While the numbers of students attending this location is primarily online, it does encompass active duty, veterans, and dependents in their population, and this input enhanced the data on student satisfaction of services offered by NSU.

As a result of the changes made in previous years, in AC 2022-2023 the target was not

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met. By including the students at Barksdale and focusing on the first-time students in UNIV1000 and Nursing 1050 courses, the return rate was 13.5%. However, it does reflect a fuller picture of course offering satisfaction by all locations. While the survey is still needing more respondents, it is encouraging that 61% of the students are satisfied with their course offerings by the university locations.

This change did have a positive impact on our student responses and allowed our Barksdale population to express their concerns of improvement in their academic adventure.

Decision.

In AC 2022-2023 the target was not met.

Based on the analysis of the AC 2022-2023 results, the faculty will implement the following changes in AC 2023-2024 to drive the cycle of improvement. In AC 2023-2024, Leesville/Ft. Polk/Barksdale will continue to improve outreach to not only face to face students, but also focus on the online local population. Additionally, course offerings will increase to include hybrid options. Focusing on the local online students will serve as a link between their online education and the satisfaction of courses offered on campus.

These changes will improve overall student satisfaction with course offerings by expanding courses needed to reach goals while maintaining cost efficiency for the university, thereby continuing to push the cycle of improvement forward.

Measure 3.2. The Leesville/Ft. Polk/Barksdale Instructional Sites target $\geq 80\%$ of their respondents experience an “Excellent” satisfaction in Overall Quality of Experience as indicated by a Student Survey. Student and Military Surveys, Appendix B.

Finding: Target was not met.

Overall Quality of Experience

Rating	Overall Quality of Experience	
	SY 2021-22	SY 2022-23
Excellent	40%	57%
Good	34%	30%
Average	21%	10%
Below Average	2%	2%
Poor	1%	1%
Total Surveys	78	102

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Analysis

In AC 2021-2022 the target was not met. For AC 2021-2022 data, the faculty adjusted the population target group of this survey to first-time freshman enrolled in UNIV 1000 and Nursing 1050 at the Leesville Instructional Site. A link to the survey was posted in the class Moodle shell. Instructors were asked to have their students complete the survey as a class assignment. All Barksdale students were added to the survey population and emailed the survey link.

As a result of the changes made, in AC 2022-2023 the target was not met.

Barksdale population did increase the military survey results by 27%. Focusing on the UNIV 1000 and including the Nursing 1050 students garnered 44% of the total responses. Of these 102 responses, 57% do feel that the overall quality experience at these locations is excellent. This is a shift upward from the other choices. Again, the need still exists in obtaining more of the student population to complete these surveys. Currently, Barksdale has a 7% return rate of their 289 students while Leesville/Ft. Polk has a 20% response rate from their 463 students.

These changes did have a positive impact on the overall reported satisfaction of experience with the students.

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Based on the analysis of the AC 2022-2023 data, the faculty will implement the following adjustments for AC 2023-2024 to drive the cycle of improvement. In AC 2022-2023 the surveys were focused on the UNIV 1000 and Nursing 1050 students to Leesville/Ft. Polk and Barksdale students were added for the first time in the survey process. To continue to increase the number of student participation, in AC 2023-2024 the faculty and staff will include the satisfaction survey in the Moodle shells in all courses connected to the Leesville campus, not just UNIV 1000 and NURA 1050. Additionally, student support staff will increase survey participation by including the link to the survey in all email signatures when responding to students connected to the campus.

These changes will increase the student responses and provide valued feedback on the overall quality of experience with NSU thus continuing to push the cycle of improvement forward.

Comprehensive summary of key evidence of improvements based on analysis of results.

Recruitment and Retention of Students

(1.1) Based on data from AC 2021-2022, Leesville/Ft. Polk and Barksdale implemented the following to drive the cycle of improvement. In AC 2022-2023, Leesville/Ft. Polk

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created a solid core class schedule, using former pre-COVID schedules, and put forth manpower efforts in our outreach programs. Recruitment discussions and events were held with post Morale and Welfare. We conferenced with the AECR recruiter for options to boost student enrollments in the healthcare field. We used data from our ACCUPLACER to generate e-mails to maintain current students' enrollment in university courses. Barksdale increased outreach through the base testing schedules by posting school enrollments and military exemptions. Our Education Center celebrated a Grand Reopening in February 2023 and publicized base wide that our universities are open and ready to help them complete their CCAF requirements. Barksdale enhanced their community involvement through the local chamber by attending 85 events over previous year's involvement.

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Quality Student Services

(2.1) Based upon the low returns, in AC 2021-2022, the faculty changed the target group to first-time students in their UNIV 1000 and Nursing 1050 classes. In AC 2022-2023 this focus group had the satisfaction survey link included as part of their assignments and the rest of the students at Ft. Polk and Barksdale received survey emails.

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Student Satisfaction and Quality of Experience

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Plan of action moving forward.

Recruitment and Retention of Students

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