Assessment Cycle 2023-2024

Off Campus Instructional Sites: Alexandria, Leesville, Barksdale

Division or Department: EDIO

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Date: 6/3/24

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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.

Instructional Sites Mission. Northwestern State University is a responsive, student-oriented institution committed to creating, disseminating, and acquiring knowledge through teaching and service.

The Alexandria instructional site serves the Central Louisiana 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, Teams/WebEx, and online platforms, which contribute to the workforce needs of our employers and community at large.

The Leesville instructional site serves the civilian communities of Vernon, Beauregard, Sabine parishes, Fort Johnson, and all military-affiliated communities. The Leesville Instructional Site enables its students to meet their educational goals and prepares students to effectively enter the workforce.

The Barksdale instructional site serves the military community of Barksdale AFB, Bossier, Caddo, and Webster parishes. The site enables active-duty members, military dependents, veterans, and civilians to achieve their educational goals. The offered services included proctoring, compressed video courses, military exemption rate offering, and VA CH.33 Post 9/11 benefit certifying.

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 directors 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 Executive Director for Economic Development, Innovation, and Outreach.

(4) Individual meetings will be held with staff as required to address identified concerns.

(5) The directors, 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.

Service Outcomes:

SO1. The Alexandria and Leesville Instructional Sites will provide excellent responsive student services that aid in the recruitment/enrollment and retention of students.

Measure 1.1. The Alexandria instructional site complies with the University Strategic Plan Objective by maintaining a target minimum number of 520 students each academic year. NOTE: Previously, the goal was set at 596 students per year. However, this number included duplication of students by adding summer, fall and spring student counts together, and the goal has been revised to ensure that we are basing our goal on non-duplicated numbers of students taking at least one course at the instructional site each academic year.

Finding: Target was met.

Alexandria (CENLA)

Year	Number of Students (non-duplicated)
Board Academic Year 2021	532
Board Academic Year 2022	469
Board Academic Year 2023	530

Analysis.

In 2022-23, the decision was made to incorporate the Tableau Public count of enrollment, to better reflect the total number of students served by the CENLA campus. Tableau public reflects all students taking at least one course at CENLA facilities over the full semester, A-Term, and B-Term. The totals reported previously were found by adding summer, all, and spring counts. This duplicated students who took classes in more than one of the semesters.

Based on the analysis of the AC 2022-2023 results in AC 2023-2024, the decision was made to revise the goal to ensure that non-duplicated students are being reported. We looked at previous non-duplicated numbers and determined that the revised goal will be to maintain a minimum of 520 students taking at least one course on campus per year.

Assessment Cycle 2023-2024

Decision.

In AC 2023-24, the target was met.

Based on data collected from the analysis of the AC 2023-2024 results, in AC 2024-2025 Alexandria will pursue the target minimum enrollment of 520 non-duplicated students taking at least one course on campus per year.

Another factor that the Alexandria Instructional Site will benefit from in the upcoming months is the opening of an adjacent building to our existing facility. The added space will aid in our recruitment and enrollment capabilities due to additional classroom spaces, 2 computer labs, meeting space, and faculty/staff offices.

This adjustment will improve the facility's ability to target enrollments, work towards the retention of students, and push the cycle of improvement forward.

Measure 1.2. The Leesville Instructional Site complies with the University Strategic Plan Objective by maintaining a combined minimum of 200 students from the Leesville/Ft. Johnson site each academic year. NOTE: Previously, the goal was set at 1008 students per year. However, this number included duplication of students by adding summer, fall and spring student counts together. The previous goal also combined Leesville, Barksdale, and military numbers. The goal has been revised to ensure that we are basing our goal on non-duplicated numbers of students taking at least one course at just one instructional site (Leesville). This will simplify the capture and analysis of data and better facilitate decision making.

Finding: Target was met.

Annual Enrollment Numbers: Leesville

Year	Number of Students (non-duplicated)
Board Academic Year 2021	306
Board Academic Year 2022	223
Board Academic Year 2023	206

Analysis.

In AC 2022-2023 the target enrollment, with the previous goal of 1008 students from Leesville and Barksdale was not met. Based on the analysis of the AC 2022-2023 results, in AC 2023-2024 the decision was made to simplify this goal to only include Leesville, and to revise the measure to the non-duplicated number of students taking at least one course at the Leesville campus (full-term, A-term, or B-term).

In 2023-24, the target was met. Leesville had 206 students take at least one course on the campus.

Assessment Cycle 2023-2024

Decision.

The target was met. Based on data collected from the analysis of the AC 2023-2024 results, in AC 2024-2025 Leesville will pursue the target minimum enrollment of 200 non-duplicated students taking at least one course on campus per year.

Although the target was met, the Leesville Instructional Site will continue to use simplified measures to capture true enrollment of the instructional site. In AC 2024-2025 Leesville will focus on recruitment efforts within the community to increase enrollment. This adjustment will improve the facility's ability to target enrollments, work towards the retention of students, and push the cycle of improvement forward.

SO 2. The Alexandria (CENLA), Leesville, and Barksdale Instructional Sites will ensure all students **are provided adequate resources and services** to support student success.

Measure 2.1. Track student usage rate of campus provided computers and printer. The usage rate target is that not less than 50% of our students attending our campus use the provided computer lab.

Finding: Target was met.

Number of logins	Computer/Printer Users	Percentage
Fall 2022	216	72%
Spring 2023	188	64%
Fall 2023	200	63%
Spring 2024	187	60%

Analysis.

In AC 2022-2023, the target was met. Each semester was tracked; the lab has reported greater than 50% of students utilizing the facility. To keep the tracking unbiased, duplicate log ins by the same student have been removed starting in Fall 2022. Beginning in the Fall 2022 semester, 216 students utilized the Technology Lab. It was previously calculated to be 88% of students using the lab; however, that calculation uses the 14-day count of students (243). Based on the analysis of AC 2022-2023 results, in 2023-2024, the calculations were revised to compare the number of students taking at least one course during the semester (300). Similarly, for spring 2023, 81% of usage reflected a comparison with the 14-day count of students (232); this has been revised to compare against number of students taking at least one course on campus (290). The report indicated 404 print jobs completed during the academic year 2022-2023.

As a result, in AC 2023-24, the target was met. In Fall 2023, 200 individual students used the lab printer. It represents 63% of the 318 students who attended classes on The Alexandria campus that semester. In Spring 2024, 187 students used the lab printer. It

represents 60% of the 313 students who took at least one course on the CENLA campus.

Decision.

In AC 2023-2024, the target was met.

In AC 2023-2024, the computer lab continued to serve Alexandria students. Over 50% of students who attend the Alexandria campus printed materials in the lab. Alexandria will continue to provide this service to students, along with laptops and iPads that can be checked out.

Based on the analysis of the AC 2023-2024 results in AC 2024-2025 data collection will start looking at the overall unique log-ins in computer labs, rather than only printer usage. We will also track the rate of checkouts of available laptops and iPads. By doing so, it will give a fuller picture of usage of the facilities.

Measure 2.2. The Fort Johnson and Barksdale military service offices comply with the University Strategic Plan Objective by maintaining a combined minimum of 1500 military and military affiliated students each academic year.

Finding: The target was met.

Military Breakdown Data by Category 2023-24

	Summer 2023	Fall 2023	Spring 2024	TOTAL
Military Affiliated	Ft. Johnson – 95 Barksdale – 58 Total - 153	Ft. Johnson – 165 Barksdale – 84 Total - 249	Ft. Johnson – 144 Barksdale – 66 Total - 210	612
Veterans	159	441	395	995
National Guard	14	41	38	93
	326	731	643	1700

Analysis.

The target was met. In AC 2023-2024, the decision was made to capture all military

affiliated students within this report. These numbers reflect the students served by Leesville and Barksdale campuses, as well as students served by other campuses. Leesville and Barksdale service 36% of the total military population. Staff on these campuses help students collect their benefits and access appropriate university services.

Decision.

The target was met. Total enrollment for our military population exceeded the target goal for the academic year of 1,500. Based on the analysis of the AC 2023-2024 results in 2024-2025, it has been determined that using funding codes for the different areas identified in the overall military count is the most efficient method of tracking these students. This method accurately accounts for the military students at the university. Additionally, all contracts with education centers on military installations will be solidified ensuring a continued push for marketing and recruiting all potential military and military-affiliated student candidates.

SO 3. The Alexandria, Leesville, and Barksdale sites will ensure that students are **aware of** available support services.

Measure 3.1. Financial assistance, course registration, proctoring services, and campus hours are critical components to supporting success with students' educational goals. The target is to garner 100% Student Awareness of support services available to them at the Alexandria Instructional Site.

Finding: Target was not met.

	Not Aware at All		Somewhat Aware		Very Aware	
	SY2022-23	SY 2023-24	SY 2022-23	SY 2023-24	SY2022-23	SY 2023-24
General Awareness that Services Exist	8%	13%	40%	37%	52%	49%
Advising/Registration Services	7%	10%	30%	32%	59%	58%
Assistance with Financial Aid	13%	22%	39%	30%	46%	48%
Computer Lab	0%	2%	3%	10%	94%	88%
Proctoring Services	5%	4%	14%	13%	80%	82%
Campus Hours of Operation	5%	5%	22%	24%	72%	71%

Analysis.

In AC 2022-2023 the target was not met. Based on the analysis of the AC 2022-2023 results in AC 2023-2024, the CENLA faculty struggled to find ways to assist students

with their financial aid questions and needs during registration at their campus. Funding for additional staffing has not been possible.

In 2023-2024, the target was not met. Financial Aid has consistently been the lowest ranked awareness of services as well as the lowest service satisfaction. This year, we were unable to get a Financial Aid staff member to come to campus to meet with our students.

Awareness of available services at the CENLA campus continues to fall below 100 percent. One reason for this may be described by this comment within this year's survey: *"There is a disconnect for students that use the campus in the airport and the one by the hospital. I wasn't aware of any of these services at all."* Once the second Alexandria campus building is opened, classes currently offered at the hospital location will move to the airpark campus. Having these students on the main campus may help ensure they are immersed in the services provided.

In 2023-2024, this survey garnered a total of 164 responses. We received 126 responses in fall 2023 (40% return compared to the number of students who took at least one course on campus.) We received 40 responses in spring 2024 (13% return compared to number of students who took at least one course on campus).

Decision.

The target was not met.

Based on the AC 2023-2024 results analysis, overall awareness of services is roughly the same as last year. Based on the analysis of the results in AC 2023-2024 in 2024-2025 the faculty and staff will be more engaged to help disseminate information as well as be more involved with our Freshman Connection event as an effective means of introducing students to services and opportunities on campus early on in AC 2024-2025, continuing to push the cycle of improvement forward and overall satisfaction with NSU upward.

Staff will work to Increase awareness of the survey and available services by meeting with new faculty and visiting classrooms. We will also remind the CENLA Campus Council to promote responding to the survey when it is pushed out.

Assessment Cycle 2023-2024

Measure 3.2. Leesville Instructional Site will ensure 100% of students know the excellent support services available to them at Leesville and NSU main campus.

Finding: Target was not met.

	Not Aware at All		Somewhat Aware		Very Aware	
	SY 2022-2023	SY 2023-2024	SY 2022-2023	SY 2023-2024	SY 2022-2023	SY 2023-2024
General Awareness that Services Exist	2%	4%	38%	32%	60%	64%
Advising/Registration Services	2%	4%	22%	14%	76%	82%
Assistance with Financial Aid	10%	12%	24%	28%	66%	60%
Computer Lab	8%	1%	14%	3%	79%	96%
Proctoring Services	10%	2%	18%	9%	82%	89%
Campus Hours of Operation	8%	5%	24%	22%	68%	73%

Analysis.

In AC 2022-2023 the target was not met. For AC 2022-2023, Leesville faculty targeted incoming Freshman to complete the survey in their UNIV 1000 and NURA 1050 classes, in addition to emailing to each student enrolled in at least one course at the campus. As a result of this change, AC 2022-2023 survey response rate was still lower than desired. However, the number of returns improved over the previous year.

In 2023-2024, the target was not met. Based on the analysis of the AC 2022-2023 results in AC 2023-2024 surveys were emailed to students enrolled in courses at the Leesville campus. We still did not meet the goal of 100 percent awareness. However, awareness was improved or remained close to the same across most categories, except for financial aid. In fall, 52 (36%) of the 145 students taking classes on the Leesville campus responded to the survey. In spring, 71 (64%) of the 112 students taking at least one class on campus responded.

Decision.

The target was not met. Based on the analysis of the AC 2023-2024 results the campus will implement the following changes in AC 2023-2024 to drive the cycle of improvement. In AC 2024-2025 the focus is to increase the improvement in our rate of return of the survey, to increase awareness of services by promoting those services

available to students on the campus specifically through freshman connection, University 1000, social media, and email platforms. A flyer will be distributed during welcome week. In addition, the Financial Aid office will be asked to provide input on services offered to the Leesville students.

Measure 3.3. Barksdale/Leesville/Ft. Johnson Instructional Sites will ensure 100% of military-affiliated students are aware of the excellent support services available to them at Leesville and NSU main campus.

Finding: In 2023-24, the target was not met.

	Not Aware at All	Somewhat Aware	Very Aware
	SY 2023-24	SY 2023-24	SY 2023-24
General Awareness that Services Exist	4%	31%	64%
Advising/Registration Services	4%	18%	78%
Assistance with Financial Aid	16%	20%	64%
Computer Lab	2%	9%	89%
Proctoring Services	4%	9%	87%
Campus Hours of Operation	7%	22%	71%

Analysis.

In 2023-24, the decision was made to separate the results of the military-affiliated population from the Leesville campus results. One hundred percent awareness among military students was not met. It should be noted that the rate of response to this survey was very low (45). The majority of students who responded indicated that they primarily interact with the Leesville/Fort Johnson campus. Only four respondents indicate that they interact with the Barksdale campus.

Decision.

Based on our 2023-2024 military survey findings, in AC 2024-2025 effort will be made to simplify survey questions, increase participation, and promote receiving suggestions for future surveys. The focus will be on the overall impact of military-affiliated students on the university, tracking and maintaining all recommendations provided to aid the university's mission of being military friendly.

Assessment Cycle 2023-2024

SO 4. The Alexandria, Leesville, and Barksdale sites **will provide quality course offerings and services that meet the needs of our student populations.**

Measure 4.1. CENLA will ensure that >80% of the survey respondents report Good or above satisfaction in Overall Quality of Experience as indicated by a Student Survey.

Finding: Target was not met.

Overall Quality of Experience: Alexandria

Rating	Overall Quality of Experience		
	SY2021-22	SY2022-23	SY 2023-24
Excellent	54%	53%	46%
Good	35%	27%	29%
Average	7%	16%	18%
Below Average	4%	3%	5%
Poor	0%	1%	1%
Total Surveys	110	113	164

Satisfaction by Services Offered: Alexandria

Services	Very Dissatisfied		Dissatisfied		Neutral/Does Not apply		Somewhat Satisfied		Very Satisfied	
	SY 2022-23	SY 2023-24	SY 2022-23	SY 2023-24	SY 2022-23	SY 2023-24	SY 2022-23	SY 2023-24	SY 2022-23	SY 2023-24
Advising/ Registration	4%	3%	2%	5%	25%	20%	19%	16%	50%	56%
Financial Aid	2%	6%	9%	7%	38%	33%	11%	15%	40%	40%
Computer Lab	0%	1%	2%	1%	9%	7%	18%	17%	71%	74%
Proctoring	1%	1%	1%	1%	24%	21%	12%	8%	62%	70%
Campus Hours of Operation	0%	4%	3%	5%	14%	10%	18%	16%	65%	65%

Assessment Cycle 2023-2024

Student Comments for Improvements from Survey 2023-24

Food/Beverage	Food/Cafeteria Vending machine or other options (12 comments)
Campus Hours	Open later/evenings Proctoring in evenings Computer lab on weekends (12 comments)
Technology	Update mice and keyboards in lab Charging stations Update wi-fi Better lab equipment (6 comments)
Academic	More staffing for nursing (2 comments)
Misc Services	Bookstore, especially to be able to purchase nursing student supplies (3 comments) Tutoring (7 comments) Mental Health Counseling (3 comments) Library (4 comments) Cleaner/updated facilities (3 comments)

Analysis.

In AC 2022-2023 the target was not met. All areas were improved, and Overall Satisfaction was better but not enough to reach our target. We did not meet our 40% return rate either in AC 2022-2023. Of the 650 enrollments, only 113 completed the survey. That was previously calculated as a 17% return. However, that compared the number of responses to the number of students taking classes in summer, fall, and spring added together, including some students in more than one semester. The non-duplicated number of students who took classes in AC 2022-2023 in CENLA was 469. Using that number, the rate of return (assuming each student only took the survey once) would have been 24%.

Based on the analysis of the AC 2022-2023 results, in AC 2023-2024, the rate of return for the survey was 40% for fall, but only 13% for spring. The goal previously set for rate of return was partially met.

In AC 2023-2024, students reported 46% Excellent for Overall Satisfaction and 29% good, so the 80% Good or Above target was unmet. The rate of overall Excellent Satisfaction has decreased over the last three years. When asked for suggestions on how to improve, students wrote that they would like more food/vending options on campus, extended hours for computing and proctoring facilities, updates to current

computer lab equipment, tutoring on site, bookstore, mental health counseling, library, updated facilities. Financial aid is a service with a typically lower rating than others.

Decision.

In AC 2023-2024, the target was not met.

Based on the analysis of the AC 2023-2024 results, the faculty will implement the following changes in AC 2024-2025 to drive the cycle of improvement. The faculty and staff will continue to encourage students to complete the survey and help increase participation while also emphasizing the anonymous nature of the survey. CENLA staff will invite Financial Aid representatives to campus to promote services to provide counseling on eligibility for financial assistance. We will also promote virtual tutoring and other services. One way we will promote available services is through the creation of a campus flyer that can be printed and shared on display screens throughout campus.

Measure 4.2. Satisfaction with Accommodating course offerings will achieve >90% excellent satisfaction with at least 30% of the student population submitting a satisfaction survey at the CENLA Instructional Site.

Alexandria Satisfaction with Course Offerings table:

Rating	Course Offerings		
	SY 2021-22	SY 2022-23	SY 2023-24
Excellent	61%	66%	**60%**
Average	30%	28%	**31%**
Poor	9%	6%	**9%**
Total Surveys	**110**	**113**	**164**

Finding: Target was not met.

Analysis.

In AC 2022-2023, satisfaction with course offerings had improved, while overall satisfaction was slightly down from AC 2021-2022. Previously, satisfaction with course offerings was included within the same measure as overall quality of experience.

Based on the analysis of the AC 2022-2023 results in AC 2023-2024 the decision was made to look at satisfaction with course offerings separately from overall satisfaction. We did not meet the goals of >90% excellent satisfaction with available courses on campus. However, dissatisfaction, as indicated by Poor rating, is remaining roughly the same as previous years.

Assessment Cycle 2023-2024

Decision.

In AC 2024-2025, the staff will remove this measure from our report. We rely heavily on the decisions of main campus departments regarding course offerings. Many courses are offered via video conferencing or online, rather than sending instructors to satellite campuses. Often, there are no faculty members available to travel to offer face-to-face courses.

Measure 4.3. The Leesville/Ft. Johnson Instructional Site targets >80% of their respondents with good or above satisfaction in overall quality of experience, as indicated by a student survey.

 Finding: Target was met.

Overall Quality of Experience: Leesville

Rating	Overall Quality of Experience	
	SY 2022-23	**SY 2023-24**
Excellent	57%	55%
Good	30%	27%
Average	10%	16%
Below Average	2%	1%
Poor	1%	1%
Total Surveys	**102**	**123**

Satisfaction by Services Offered: Leesville

Services	Very Dissatisfied		Dissatisfied		Neutral/Does Not apply		Somewhat Satisfied		Very Satisfied	
	SY 2022-23	SY 2023-24	SY 2022-23	SY 2023-24	SY 2022-23	SY 2023-24	SY 2022-23	SY 2023-24	SY 2022-23	SY 2023-24
Advising/ Registration	0%	0%	0%	5%	0%	8%	7%	22%	85%	65%
Financial Aid	2%	2%	5%	7%	0%	25%	5%	16%	63%	50%
Computer Lab	0%	0%	0%	0%	1%	7%	3%	8%	9%	85%
Proctoring	0%	1%	2%	1%	1%	13%	5%	15%	83%	70%
Campus facilities	2%	1%	0%	3%	2%	7%	3%	25%	87%	63%

Assessment Cycle 2023-2024

Services	Very Dissatisfied		Dissatisfied		Neutral/Does Not apply		Somewhat Satisfied		Very Satisfied	
Campus Hours of Operation	0%	0%	0%	2%	0%	11%	4%	19%	91%	67%

Student Comments for Improvements from Survey 2023-24

Food/Beverage	More food options (7 comments)
Campus Hours	Weekend & evening library access (2 comments) More evening hours (1 comment) More on-site proctoring hours (1 comment)
Technology	None
Academic	Choice of/more instructors (especially for nursing) (2 comments) More classes in person (1 comment) Nursing bachelor without having to change campuses (2 comments)
Misc Services	Crosstrain individuals to cover services when someone is out of the office (1 comment) Financial aid counseling on-site (6 comments) Bookstore (4 comments) Library (3 comments) Tutoring (2 comments) Improved advising (5 comments) Improve appearance/upkeep of campus (1 comment)

Analysis.

In AC 2022-2023 the target was not met. The numbers reported in 2022-23 combined Leesville and Barksdale (military) responses. Barksdale population had increased 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% did

feel that the overall quality experience at these locations is excellent. This was a shift upward from the other choices.

Based on the analysis of the AC 2022-2023 results in AC 2023-2024, the decision was made to look at the Leesville campus separately from military students. The Leesville campus received an increased response rate from previous years (123 responses). Fifty-five percent of Leesville students reported an Excellent rate of satisfaction. However, it should be noted that only 1% (1 student) reported overall Poor satisfaction. Comments indicated that students would like increased options for food at the Leesville campus. Several also requested more on-site financial aid assistance; financial aid is a service that is consistently rated lower than others.

Decision.

In AC 2023-24 the target was met.

Based on the analysis of the AC 2023-2024 data, the staff will implement the following adjustments for AC 2024-2025 to drive the cycle of improvement. We will request a financial aid representative to visit the campus at least one day during the fall enrollment period to work in person with students. We will work with our vending service to investigate additional food options that may be available. We will also advertise the online tutoring services provided by NSU's Academic Success Center.

Measure 4.4. Satisfaction with Accommodating course offerings will achieve $\geq$90% Excellent with at least 30% of the student population submitting a satisfaction survey at the Leesville/Ft. Johnson Instructional Site.

Finding: Target was Not Met

Overall Satisfaction with Accommodating Course Offering

Leesville Campus	Excellent (Extremely Satisfied)	Average (Satisfied)	Needs Improvement
2022-2023 AC	61%	37%	3%
2023-2024 AC	64%	28%	8%

Analysis.

In AC 2022-2023 the target was not met. Despite efforts to increase engagement with the survey, the return rate was still lower than desired. However, it did reflect a fuller picture of course offering satisfaction. While the survey still needed more respondents, it was encouraging that 61% of the students are satisfied with their course offerings by the university locations.

Assessment Cycle 2023-2024

Based on the analysis of the AC 2022-2023 results in AC 2023-2024 the decision was made to evaluate Leesville campus data separately from Barksdale. The 2023-2024 percentages include only Leesville campus responses. The threshold of a minimum of 30% of students responding was met. However, only 64% of students rated satisfaction with course offerings as Excellent. It is worth noting that only 8% rated course availability as Needs Improvement. Eight percent represents 10 students. One survey comment indicated a desire for "an expansion of the nursing program to provide a bachelor's degree without having to change campuses." Another comment states that the student would like "more classes offered in person."

Decision.

In AC 2023-2024 the target was not met.

Based on the analysis of the AC 2023-2024 results, in AC 2024-2025 the staff will remove this measure from our report. We rely heavily on the decisions of main campus departments regarding course offerings. Many courses are offered via video conferencing or online, rather than sending instructors to satellite campuses. Often, there are no faculty members available to travel to offer face-to-face courses.

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

The following reflects all the changes implemented to drive the continuous process of seeking improvement in AC 2023-2024. These changes are based on the knowledge gained through the AC 2022-2023 results analysis.

SO1
Provide excellent services to maintain enrollment

(1.1)   In 2022-23, the decision was made to incorporate the Tableau Public count of enrollment, to better reflect the total number of students served by the CENLA campus. Tableau public reflects all students taking at least one course at CENLA facilities over the full semester, A-Term, and B-Term. The totals reported previously were found by adding summer, all, and spring counts. This duplicated students who took classes in more than one of the semesters.

Based on the analysis of the AC 2022-2023 results in AC 2023-2024, the decision was made to revise the goal to ensure that non-duplicated students are being reported. We looked at previous non-duplicated numbers and determined that the revised goal will be to maintain a minimum of 520 students taking at least one course on campus per year.

(1.2)   In AC 2022-2023 the target enrollment, with the previous goal of 1008 students from Leesville and Barksdale was not met. Based on the analysis of the AC 2022-2023 results, in AC 2023-2024 the decision was made to

simplify this goal to only include Leesville, and to revise the measure to the non-duplicated number of students taking at least one course at the Leesville campus (full-term, A-term, or B-term).

In 2023-24, the target was met. Leesville had 206 students take at least one course on the campus.

SO2
<u>Provide adequate resources and services to students on campus</u>

(2.1) In AC 2022-2023, the target was met. Each semester was tracked; the lab has reported greater than 50% of students utilizing the facility. To keep the tracking unbiased, duplicate log ins by the same student have been removed starting in Fall 2022. Beginning in the Fall 2022 semester, 216 students utilized the Technology Lab. It was previously calculated to be 88% of students using the lab; however, that calculation uses the 14-day count of students (243). Based on the analysis of AC 2022-2023 results, in 2023-2024, the calculations were revised to compare the number of students taking at least one course during the semester (300). Similarly, for spring 2023, 81% of usage reflected a comparison with the 14-day count of students (232); this has been revised to compare against number of students taking at least one course on campus (290). The report indicated 404 print jobs completed during the academic year 2022-2023.

As a result, in AC 2023-24, the target was met. In Fall 2023, 200 individual students used the lab printer. It represents 63% of the 318 students who attended classes on The Alexandria campus that semester. In Spring 2024, 187 students used the lab printer. It represents 60% of the 313 students who took at least one course on the CENLA campus.

(2.2) The target was met. In AC 2023-2024, the decision was made to capture all military affiliated students within this report. These numbers reflect the students served by Leesville and Barksdale campuses, as well as students served by other campuses. Leesville and Barksdale service 36% of the total military population. Staff on these campuses help students collect their benefits and access appropriate university services.

SO 3
<u>Student awareness of available support services</u>

(3.1) In AC 2022-2023 the target was not met. Based on the analysis of the AC 2022-2023 results in AC 2023-2024, the CENLA faculty struggled to find ways to assist students with their financial aid questions and needs during registration at their campus. Funding for additional staffing has not been possible.

In 2023-2024, the target was not met. Financial Aid has consistently been

the lowest ranked awareness of services as well as the lowest service satisfaction. This year, we were unable to get a Financial Aid staff member to come to campus to meet with our students.

Awareness of available services at the CENLA campus continues to fall below 100 percent. One reason for this may be described by this comment within this year's survey: *"There is a disconnect for students that use the campus in the airport and the one by the hospital. I wasn't aware of any of these services at all."* Once the second Alexandria campus building is opened, classes currently offered at the hospital location will move to the airpark campus. Having these students on the main campus may help ensure they are immersed in the services provided.

In 2023-2024, this survey garnered a total of 164 responses. We received 126 responses in fall 2023 (40% return compared to the number of students who took at least one course on campus.) We received 40 responses in spring 2024 (13% return compared to number of students who took at least one course on campus).

(3.2) In AC 2022-2023 the target was not met. For AC 2022-2023, Leesville faculty targeted incoming Freshman to complete the survey in their UNIV 1000 and NURA 1050 classes, in addition to emailing to each student enrolled in at least one course at the campus. As a result of this change, AC 2022-2023 survey response rate was still lower than desired. However, the number of returns improved over the previous year.

In 2023-2024, the target was not met. Based on the analysis of the AC 2022-2023 results in AC 2023-2024 surveys were emailed to students enrolled in courses at the Leesville campus. We still did not meet the goal of 100 percent awareness. However, awareness was improved or remained close to the same across most categories, except for financial aid. In fall, 52 (36%) of the 145 students taking classes on the Leesville campus responded to the survey. In spring, 71 (64%) of the 112 students taking at least one class on campus responded.

(3.3) In 2023-24, the decision was made to separate the results of the military-affiliated population from the Leesville campus results. One hundred percent awareness among military students was not met. It should be noted that the rate of response to this survey was very low (45). The majority of students who responded indicated that they primarily interact with the Leesville/Fort Johnson campus. Only four respondents indicate that they interact with the Barksdale campus.

SO4
Provide quality course offerings and services that meet the needs of our student population

Assessment Cycle 2023-2024

(4.1)   In AC 2022-2023 the target was not met. All areas were improved, and Overall Satisfaction was better but not enough to reach our target. We did not meet our 40% return rate either in AC 2022-2023. Of the 650 enrollments, only 113 completed the survey. That was previously calculated as a 17% return. However, that compared the number of responses to the number of students taking classes in summer, fall, and spring added together, including some students in more than one semester. The non-duplicated number of students who took classes in AC 2022-2023 in CENLA was 469. Using that number, the rate of return (assuming each student only took the survey once) would have been 24%.

Based on the analysis of the AC 2022-2023 results, in AC 2023-2024, the rate of return for the survey was 40% for fall, but only 13% for spring. The goal previously set for rate of return was partially met.

In AC 2023-2024, students reported 46% Excellent for Overall Satisfaction and 29% good, so the 80% Good or Above target was unmet. The rate of overall Excellent Satisfaction has decreased over the last three years. When asked for suggestions on how to improve, students wrote that they would like more food/vending options on campus, extended hours for computing and proctoring facilities, updates to current computer lab equipment, tutoring on site, bookstore, mental health counseling, library, updated facilities. Financial aid is a service with a typically lower rating than others.

(4.2)   In AC 2022-2023, satisfaction with course offerings had improved, while overall satisfaction was slightly down from AC 2021-2022. Previously, satisfaction with course offerings was included within the same measure as overall quality of experience.

Based on the analysis of the AC 2022-2023 results in AC 2023-2024 the decision was made to look at satisfaction with course offerings separately from overall satisfaction. We did not meet the goals of >90% excellent satisfaction with available courses on campus. However, dissatisfaction, as indicated by Poor rating, is remaining roughly the same as previous years.

(4.3)   In AC 2022-2023 the target was not met. The numbers reported in 2022-23 combined Leesville and Barksdale (military) responses. Barksdale population had increased 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% did feel that the overall quality experience at these locations is excellent. This was a shift upward from the other choices.

Based on the analysis of the AC 2022-2023 results in AC 2023-2024, the decision was made to look at the Leesville campus separately from military students. The Leesville campus received an increased response rate from

previous years (123 responses). Fifty-five percent of Leesville students reported an Excellent rate of satisfaction. However, it should be noted that only 1% (1 student) reported overall Poor satisfaction. Comments indicated that students would like increased options for food at the Leesville campus. Several also requested more on-site financial aid assistance; financial aid is a service that is consistently rated lower than others.

(4.4) In AC 2022-2023 the target was not met. Despite efforts to increase engagement with the survey, the return rate was still lower than desired. However, it did reflect a fuller picture of course offering satisfaction. While the survey still needed more respondents, it was encouraging that 61% of the students are satisfied with their course offerings by the university locations.

Based on the analysis of the AC 2022-2023 results in AC 2023-2024 the decision was made to evaluate Leesville campus data separately from Barksdale. The 2023-2024 percentages include only Leesville campus responses. The threshold of a minimum of 30% of students responding was met. However, only 64% of students rated satisfaction with course offerings as Excellent. It is worth noting that only 8% rated course availability as Needs Improvement. Eight percent represents 10 students. One survey comment indicated a desire for "an expansion of the nursing program to provide a bachelor's degree without having to change campuses." Another comment states that the student would like "more classes offered in person."

Plan of action moving forward.
The following reflects changes that will be implemented in AC 2024-25, based on the analysis of the results observed in AC 2023-24.

SO 1
Provide excellent services to maintain enrollment

(1.1) In AC 2023-24, the target was met.

Based on data collected from the analysis of the AC 2023-2024 results, in AC 2024-2025 Alexandria will pursue the target minimum enrollment of 520 non-duplicated students taking at least one course on campus per year.

Another factor that the Alexandria Instructional Site will benefit from in the upcoming months is the opening of an adjacent building to our existing facility. The added space will aid in our recruitment and enrollment capabilities due to additional classroom spaces, 2 computer labs, meeting space, and faculty/staff offices.

This adjustment will improve the facility's ability to target enrollments, work

towards the retention of students, and push the cycle of improvement forward.

(1.2)   The target was met. Based on data collected from the analysis of the AC 2023-2024 results, in AC 2024-2025 Leesville will pursue the target minimum enrollment of 200 non-duplicated students taking at least one course on campus per year.

Although the target was met, the Leesville Instructional Site will continue to use simplified measures to capture true enrollment of the instructional site. In AC 2024-2025 Leesville will focus on recruitment efforts within the community to increase enrollment. This adjustment will improve the facility's ability to target enrollments, work towards the retention of students, and push the cycle of improvement forward.

SO2
Provide adequate resources and services to students on campus

(2.1)   In AC 2023-2024, the target was met.

In AC 2023-2024, the computer lab continued to serve Alexandria students. Over 50% of students who attend the Alexandria campus printed materials in the lab. Alexandria will continue to provide this service to students, along with laptops and iPads that can be checked out.

Based on the analysis of the AC 2023-2024 results in AC 2024-2025 data collection will start looking at the overall unique log-ins in computer labs, rather than only printer usage. We will also track the rate of checkouts of available laptops and iPads. By doing so, it will give a fuller picture of usage of the facilities.

(2.2)   The target was met. Total enrollment for our military population exceeded the target goal for the academic year of 1,500. Based on the analysis of the AC 2023-2024 results in 2024-2025, it has been determined that using funding codes for the different areas identified in the overall military count is the most efficient method of tracking these students. This method accurately accounts for the military students at the university. Additionally, all contracts with education centers on military installations will be solidified ensuring a continued push for marketing and recruiting all potential military and military-affiliated student candidates.

SO 3
Student awareness of available support services

(3.1)   The target was not met.

Assessment Cycle 2023-2024

Based on the AC 2023-2024 results analysis, overall awareness of services is roughly the same as last year. Based on the analysis of the results in AC 2023-2024 in 2024-2025 the faculty and staff will be more engaged to help disseminate information as well as be more involved with our Freshman Connection event as an effective means of introducing students to services and opportunities on campus early on in AC 2024-2025, continuing to push the cycle of improvement forward and overall satisfaction with NSU upward.

Staff will work to Increase awareness of the survey and available services by meeting with new faculty and visiting classrooms. We will also remind the CENLA Campus Council to promote responding to the survey when it is pushed out.

(3.2)   The target was not met. Based on the analysis of the AC 2023-2024 results the campus will implement the following changes in AC 2023-2024 to drive the cycle of improvement. In AC 2024-2025 the focus is to increase the improvement in our rate of return of the survey, to increase awareness of services by promoting those services available to students on the campus specifically through freshman connection, University 1000, social media, and email platforms. A flyer will be distributed during welcome week. In addition, the Financial Aid office will be asked to provide input on services offered to the Leesville students.

(3.3)   Based on our 2023-2024 military survey findings, in AC 2024-2025 effort will be made to simplify survey questions, increase participation, and promote receiving suggestions for future surveys. The focus will be on the overall impact of military-affiliated students on the university, tracking and maintaining all recommendations provided to aid the university's mission of being military friendly.

SO4
<u>Provide quality course offerings and services that meet the needs of our student population</u>

(4.1)   In AC 2023-2024, the target was not met.

Based on the analysis of the AC 2023-2024 results, the faculty will implement the following changes in AC 2024-2025 to drive the cycle of improvement. The faculty and staff will continue to encourage students to complete the survey and help increase participation while also emphasizing the anonymous nature of the survey. CENLA staff will invite Financial Aid representatives to campus to promote services to provide counseling on eligibility for financial assistance. We will also promote virtual tutoring and other services. One way we will promote available services is through the creation of a campus flyer that can be printed and shared on display screens throughout campus.

Assessment Cycle 2023-2024

(4.2)   In AC 2024-2025, the staff will remove this measure from our report. We rely heavily on the decisions of main campus departments regarding course offerings. Many courses are offered via video conferencing or online, rather than sending instructors to satellite campuses. Often, there are no faculty members available to travel to offer face-to-face courses.

(4.3)   In AC 2023-24 the target was met.
Based on the analysis of the AC 2023-2024 data, the staff will implement the following adjustments for AC 2024-2025 to drive the cycle of improvement. We will request a financial aid representative to visit the campus at least one day during the fall enrollment period to work in person with students. We will work with our vending service to investigate additional food options that may be available. We will also advertise the online tutoring services provided by NSU's Academic Success Center.

(4.4)   In AC 2023-2024 the target was not met.
Based on the analysis of the AC 2023-2024 results, in AC 2024-2025 the staff will remove this measure from our report. We rely heavily on the decisions of main campus departments regarding course offerings. Many courses are offered via video conferencing or online, rather than sending instructors to satellite campuses. Often, there are no faculty members available to travel to offer face-to-face courses.