Characteristics of the Maturity Model

Implementation and Proficiency Timeline

Level 5
Optimizing

Focus on process improvement

Spring 2018

Level 4
Quantitatively Managed

Processes measured and controlled

Fall 2017

Level 3
Defined

Processes characterized for the organization and is proactive.
(Projects tailor their processes from organization's standards)

Spring 2017

Level 2
Managed

Processes characterized for projects and is often reactive.

Fall 2016
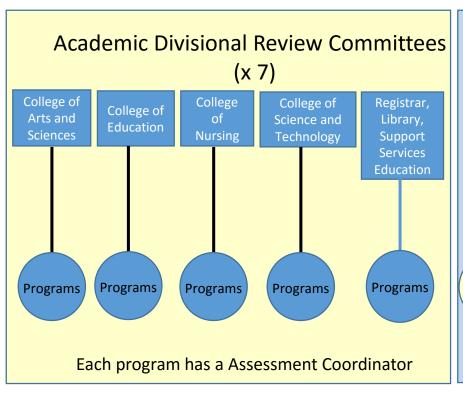
Level 1
Initial

Processes unpredictable, poorly controlled and reactive

Enclosure 1

Planning Flowchart of NSU College, Program, and Division Assessment Process

Step 1: Organize Divisional Review Committees

Step 2: Define program - department mission

Step 3: Define program – department goals

Step 4: Define program **student-learning** / **service outcomes**

Step 5: Inventory existing and needed assessment methods

Step 6: Identify assessment methods and targets for each outcome

Most Have already but Unfinished

PLAN – Spring 2017

Good to use different approaches

Step 7: Refine process and Collect the Data

DO – Fall 2017

Step 8: Analyze Results

Step 9: Provide feedback

Check – Fall - Spring 2018

Leverage the summer

Step 10: Implement Changes

Step 11: Monitor changes - compare results

Step 12: Review information

Act – Fall – Spring 2018

Enclosure 2

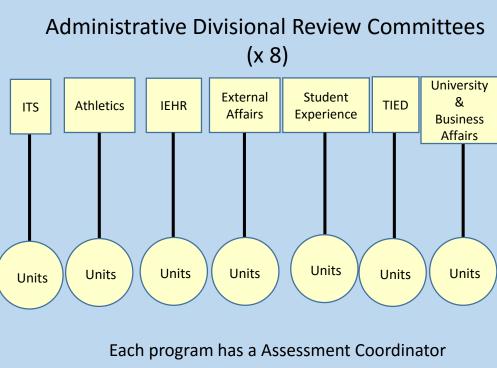# Organizational Responsibility Flowchart of NSU Assessment Process

University
Assessment
Committee (UAC)

16 Members
(15 x DRC Chairs - plus UAC Chair)

Academic Divisional Review Committees (x 7)

College of Arts and Sciences	College of Education	College of Nursing	College of Science and Technology	Registrar, Library, Support Services Education
Programs	Programs	Programs	Programs	Programs

Each program has a Assessment Coordinator

Administrative Divisional Review Committees (x 8)

ITS	Athletics	IEHR	External Affairs	Student Experience	TIED	University & Business Affairs
Units	Units	Units	Units	Units	Units	Units

Each program has a Assessment Coordinator

Each of the 15 DRC Chairs serves as a member of the UAC

Enclosure 3

Organizational Responsibility Flowchart of NSU Assessment Process

SPRING 2017

Critical to success is direction and oversight being provided by the University Provost and respective Vice Presidents.

University Assessment Committee issues pertinent guidance along with schedule of product delivery. Entertains any request for exemption.

Select academic and administrative units establish Divisional Committee to develop **mission statements,** at least **three learning - service outcome measures**, and their associated **assessment methodology** to improve their programs, operations, and services.

Dean or Department Head / Director Approves

Assessment coordinator for the program or unit enters mission statements, learning outcomes, and outcome measures into **Taskstream**. Maintains currency throughout process.

Provost - Dean or Vice President - Division Head Approves in Taskstream

Throughout the year, faculty and staff will collect data, report results of the previous year's assessment., and then develop assessment plans for the upcoming year.

FALL – SPRING 2018

All academic and administrative units develop – verify assessment plans for the upcoming year.

Results and plans are submitted to **Divisional Review Committees** (DRCs) for review that are designed to promote excellence in assessment of processes, operations, and student learning outcomes.

DRC develops the annual submission assessment report made up of the following components: 1) results of the previous year's assessment, 2) proposed or actual changes based on these results, and 3) a new assessment plan to measure the impact of these changes (including an analytical assessment of the effects of the changes made. **(TASKSTREAM)**

A memorandum from the **UAC chair** is sent to units and academic programs that are not in compliance with assessment requirements at least 30 days prior to the annual report (early to mid-June). Copies of this memorandum are sent to supervisors and UAC representatives.

UAC provides an annual report – update to the president documenting strengths and weaknesses of the university's overall effort in assessment and institutional effectiveness.

Enclosure 3