

HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 1	Administration and Organization	Effective:	October 1998
Section 1.9	Evaluation/Assessment of Educational Programs, Administrative, Operational and Academic Support Services	Revised:	July 2005
Policy 1.9.1	Evaluation/Assessment Program	Responsibility:	Vice President for Academic Administration

EVALUATION/ASSESSMENT PROGRAM

Overview

The Health Science Center maintains a broadly inclusive, coordinated and continuous process of planning and assessment of its programs and services in order to ensure their quality, the monitoring of their progress towards improvements, and the fulfillment of the Health Science Center's mission.

Criteria

Each educational, administrative, operational or academic support unit is required to develop and implement an evaluation/assessment process and conduct the assessment process, at a minimum of every three years.

For administrative, operational or academic support units, suggested areas for evaluation/assessment include the following:

1. the level of satisfaction of those who use its services,
2. ways to improve the services it offers,
3. that existing services continue to contribute to the mission of the Health Science Center, and
4. that new services contribute to the mission of the Health Science Center.

For educational units, the following are required areas for evaluation/assessment processes:

1. the level of achievement of students on identified learning outcomes for each general degree/certificate program and also separately for each degree/certificate program for which there is a major field, concentration or specialty.
 2. the level of students' satisfaction with their educational experience and learning environment.
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Educational units may elect to conduct evaluation/assessment processes for outcomes or services to include more areas than the two above that are required.

Process

An evaluation/assessment process, and schedule for completion of the necessary evaluation/assessment activities, must be prepared by the appropriate Dean or Vice President for his/her areas of responsibility.

The evaluation/assessment process must include:

- identification of key services or outcomes to be evaluated/assessed,
- the method(s) of evaluation/assessment,
- how results of the evaluation/assessment activities are reviewed and used to identify areas where the standards for quality are met and areas that warrant planned new efforts to improve the services/outcomes, and
- a subsequent evaluation/assessment after implementation of the improvement plan to determine if the expected improvements were achieved.

At a minimum of every three years, all Deans and Vice Presidents must provide to the President, appended their "Annual Work Plan", a report on their evaluation/assessment processes, a summary of their evaluation/assessment results, plans for how to improve services/outcomes based on the evaluation/assessment results, and evidence of whether improvements were achieved.
