

NEW RIVER Community College

New River Community College
Educational Program Assessment
Faculty Resource Manual
Fall 2023

Contents

Educational Program Assessment at New River Community College	3
Develop Action Plans & Validate/Establish Program Goals	3
Set Student Learning Outcomes	3
Determine Measures & Targets for Outcomes	4
Review and Approval	4
Implement Action Plans & Assessment	4
The Model	5
The Timeline	6
NETSPACE Instructions	7

Educational Program Assessment at New River Community College

Educational program assessment at NRCC strives to improve what the college cares about most: student learning. NRCC's commitment to student learning is expressed in the college goal "To ensure that teaching and learning remain the institution's focus." In addition, the program assessment process at NRCC supports the college's mission and purpose by ensuring the college's educational programs are of high quality and successfully develop students' skills and knowledge. Therefore, *each academic year* program faculty members measure student achievement of identified student learning outcomes, analyze results, and develop plans for improvement in collaboration with the appropriate dean and others. The process is a continuous, systematic process of collecting, analyzing, and responding to data related to identified program goals and related outcomes, including student learning outcomes, for all degree, diploma, and certificate programs. The following describes the components of the process.

DEVELOP OF ACTION PLANS FOR IMPROVEMENT & VALIDATE/ESTABLISH PROGRAM GOALS (by September 1st of each academic year)

Assessment results are reviewed by the faculty in consultation with other persons as are appropriate (e.g., deans, faculty colleagues, advisory committee members, etc.) to fully understand the meaning of the findings and to develop an action plan to remediate identified shortcomings or to further improve on positive results. These subsequent action plans are entered into NETSPACE for final review by the appropriate dean. Again, if the dean finds the action plan to be in need of further work, the plan is referred back to the faculty, and adjustments will be made until the dean, in consultation with the assessment coordinator and director of institutional effectiveness and research, approves the new plan.

At this point, the focus shifts from outcomes and improvement plans back to program goals. The established goals for the program are reviewed and adjusted to meet the current state of the program and the supporting environment and the process repeats again in the subsequent year.

SET STUDENT LEARNING OUTCOMES (by September 1st of each academic year)

In next step of the process, two sets of outcomes are developed based on the goals established in the previous step: (1) student learning outcomes and (2) program vitality outcomes. Student learning outcomes are selected by program faculty with support from the assessment coordinator

and director of institutional effectiveness and research. The coordinator and director work to ensure student learning outcomes are directly related to the achievement of the more general program goals and that the outcomes are objective and measurable.

DETERMINE MEASURES & TARGETS FOR OUTCOMES (by September 1st of each academic year)

Once student learning outcomes are identified, the next step in the process is to determine assessment measures to track progress. Appropriate assessment measures are established to determine the extent to which the outcomes are achieved. Again, program faculty, the assessment coordinator, and the director of institutional effectiveness and research work together to ensure that measures are appropriate. Specific and meaningful measures help establish benchmarks (target outcomes) that allow faculty to determine success and that provide sufficient information to guide improvement of both student learning and the more general program outcomes. Multiple measures are desired so decisions are not based on single measures that may not fully assess the breadth of issues involved in a given student learning or more general program outcome.

While each program establishes a set of student learning outcomes and associated measures that are unique to the program, each program also has a common set of student learning outcomes associated with the college's general education requirements. Assessment of these outcomes is done according to the College's SCHEV approved General Education Plan. These results are entered into NETSPACE and can guide program changes to improve identified shortcomings in those student learning outcomes.

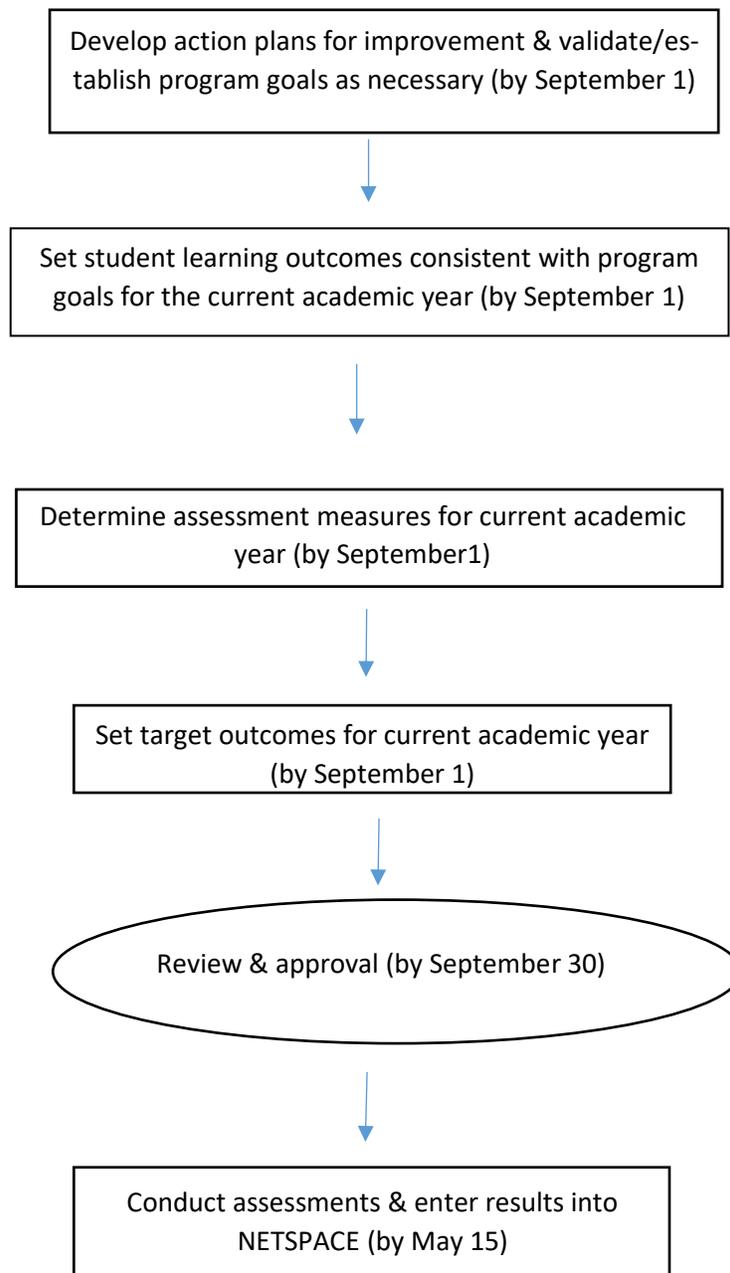
REVIEW AND APPROVAL (by September 30 of each academic year)

Program goals, student learning outcomes, assessment measures, and target outcomes (benchmarks) are entered into NRCC's planning software NETSPACE as they are being developed. At this time (after target outcomes are developed), a formal review and approval of the plan to this point is conducted by the dean that supervises the given program. If the dean determines that one or more components of the plans are not adequate, this is noted in NETSPACE. At this point, faculty in concert with the assessment coordinator and director of institutional effectiveness and research can work to improve the plans.

IMPLEMENT ACTION PLANS & ASSESSMENT (by May 15 of each academic year)

As the academic year progresses, each assessment is conducted as specified in the plan and the results of those assessments are entered into NETSPACE by program faculty.

The Model



The Timeline

<p>New River Community College</p> <p>Educational Program Assessment Process</p> <p>Annual Schedule</p>
--

Activity	Due Date	Person(s) Responsible
Provision of general education assessment results and other institutional data from prior academic year to program faculty	By August 16	Office of Institutional Effectiveness and Research
Develop action plan for improvement and validate/establish program goals consistent with mission and goals of the college for current academic year and enter into NETSPACE	By September 1	Program faculty with assistance from the assessment coordinator and director of institutional effectiveness and research
Validate/set student learning outcomes consistent with program goals for the current academic year and enter into NETSPACE	By September 1	Program faculty with assistance from the assessment coordinator and director of institutional effectiveness and research
Determine assessment measures and for current academic year and enter into NETSPACE	By September 1	Program faculty with assistance from the assessment coordinator and director of institutional effectiveness and research
Set target outcomes for current academic year and enter into NETSPACE	By September 1	Program faculty with assistance from the assessment coordinator and director of institutional effectiveness and research
Approval of action plan for improvement, outcomes, measures, and targets for current academic year	By September 30	Appropriate division dean
Implementation of action plan and assessment & enter current year results into NETSPACE	By May 15	Program faculty
* If the due date falls on a holiday or weekend, the required activity is due on the following business day.		

NETSPACE INSTRUCTIONS

1. Go to My NRCC accounts

The screenshot shows the New River Community College website's Faculty & Staff menu. The header includes the college logo, a search bar, and a 'MY ACCOUNTS' button. The main navigation bar lists 'Services', 'Academics', 'College Offices', 'Information', and 'About NRCC'. Below this, there is a grid of service links. An orange arrow points to the 'My NRCC Accounts (Employees)' link in the 'Login to Access:' column.

Services	Academics	College Offices	Information	About NRCC
Calendars	Car Reservations	Edwards 117 Reservations	Employee Directory	Faculty Evaluation Plan
Handbooks (Adjunct, Faculty, & Staff)	Key Request Form	VCCS Shared Services Center	Login to Access:	Canvas
				CLAS
				Faculty/Staff E-mail
				My Accounts
				My NRCC Accounts (Employees)
				Payline

2. Login using NRCC credentials

The screenshot shows the 'My NRCC Accounts Login' page. It features the college logo, a search bar, and a heading 'My NRCC Accounts Login'. Below the heading is a login form with fields for 'Username' (containing 'hmorehead') and 'Password' (masked with dots), and a 'Login' button. An orange arrow points to the login form. Below the form is a disclaimer paragraph. At the bottom, there is a blue banner with a question mark icon and the text 'HAVE QUESTIONS ABOUT NRCC?'.

My NRCC Accounts Login

Enter your @nr.edu Credentials

Username:

Password:

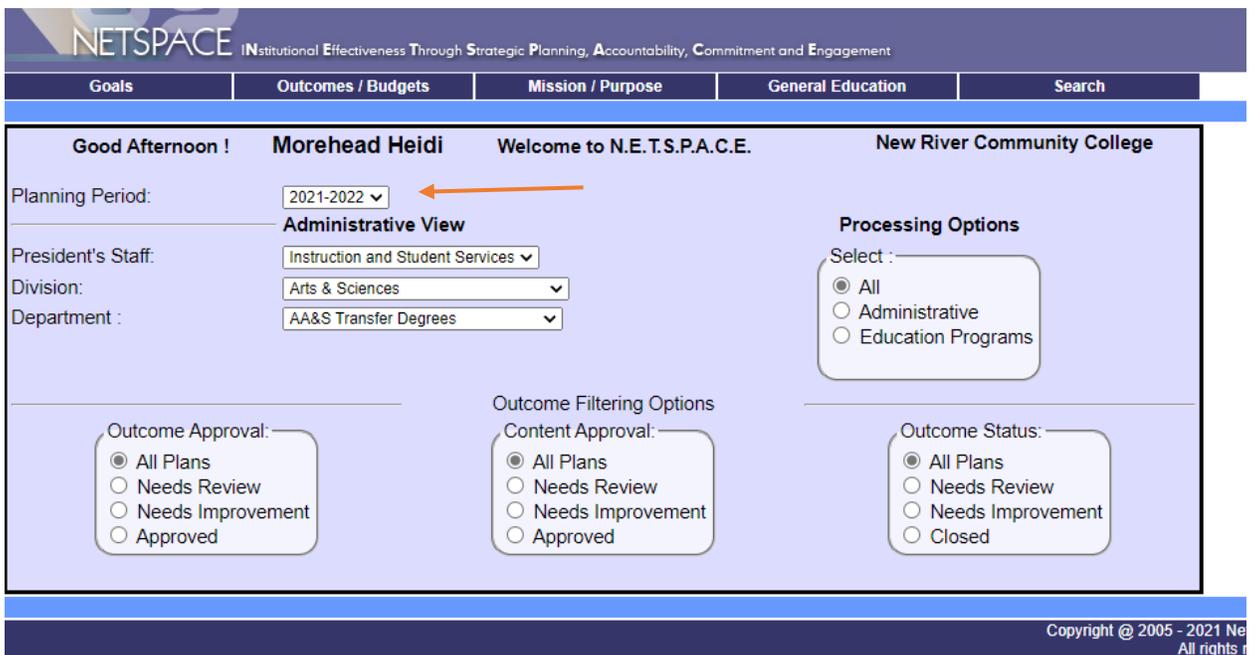
This System is for the use of authorized users only. Individuals using this computer system without authority, or in excess of their authority, are subject to having their activities on this system monitored and recorded by system personnel. In the course of monitoring individuals improperly using this system, or in the course of system maintenance, the activities of authorized users may also be monitored. Anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible criminal activity, system personnel may provide the evidence of such monitoring to law enforcement officials. This warning has been provided by the United States Department of Justice and is intended to ensure that monitoring of user activity is not in violation of the Communications Privacy Act of 1986.

? HAVE QUESTIONS ABOUT NRCC?

3. Select NETSPACE (NOT NETSPACE CLASSIC) from available applications.



4. Once NETSPACE opens, check Planning Period to make sure you are in the correct academic year (this should be correct by default)



5. Choose correct division and department

The screenshot displays the NETSPACE web application interface. At the top, the header includes the logo and the text "Institutional Effectiveness Through Strategic Planning, Accountability, Commitment and Engagement". Below the header is a navigation bar with tabs for "Goals", "Outcomes / Budgets", "Mission / Purpose", "General Education", and "Search".

The main content area features a greeting: "Good Afternoon! Morehead Heidi Welcome to N.E.T.S.P.A.C.E. New River Community College".

On the left side, there are several dropdown menus for configuration:

- Planning Period: 2021-2022
- Administrative View: Instruction and Student Services
- Division: Arts & Sciences
- Department: AA&S Transfer Degrees

The Department dropdown menu is open, showing a list of options including "All", "AAS Nursing", "Cert. Practical Nursing", "CSC Nurse Aide", "AAS Human Services", "CSC Child Development", "Cert. Human Service", "AAS Early Childhood Develop Sp", "Cert. Early Child Development", "AA&S Transfer Degrees" (highlighted), "AA&S Business Administration", "CSC Visual Comm Design", "AA&S Education", "AA&S Liberal Arts", "Cert. General Education", "AA&S General Studies", "AA&S General Studies Comp Sci", "AA&S Engineering", "AA&S Engineering Computer Sci", and "AA&S Science".

On the right side, there are two sections:

- Processing Options:** Select: All, Administrative, Education Programs
- Outcome Status:** All Plans, Needs Review, Needs Improvement, Closed

At the bottom right, there is a copyright notice: "Copyright @ 2005 - 2021 New River All rights reserved".

6. To review, edit, or add program goals:

- a. Mouse over “Goals” (top left on dark blue menu) and select “Departmental Goals”

NETSPACE Institutional Effectiveness Through Strategic Planning, Accountability, Commitment and Engagement

Goals Outcomes / Budgets Mission / Purpose General Education Search

College Goals

Departmental Goals

Morehead Heidi Welcome to N.E.T.S.P.A.C.E. New River Community College

Planning Period: 2021-2022

Administrative View

President's Staff: Instruction and Student Services

Division: Arts & Sciences

Department: AA&S Transfer Degrees

Processing Options

Select :

All

Administrative

Education Programs

Outcome Approval:

All Plans

Needs Review

Needs Improvement

Approved

Outcome Filtering Options

Content Approval:

All Plans

Needs Review

Needs Improvement

Approved

Outcome Status:

All Plans

Needs Review

Needs Improvement

Closed

Copyright @ 2005 - 2021 New R
All rights rese

- b. Existing goals will be shown. If no changes are necessary, click on Home on the top blue menu to continue on to outcome review.

NETSPACE Institutional Effectiveness Through Strategic Planning, Accountability, Commitment and Engagement

President's Staff : Instruction and Student Services College Name : New River Community College Outcome Approval : All

Division : Arts & Sciences Planning Period : 2021-2022 Content Approval : All

Department : AA&S Transfer Degrees Showcase : Off Outcome Status : All

Goal : AA&S Transfer Degrees Home — Print Departmental Goals — Other Related Goals

AA&S Transfer Degrees

1 Transfer Preparation [Edit or Delete this Departmental Goal](#) [Add New Departmental Goal](#) [Print This Goal](#)

The Transfer Degrees Program provides instruction for students seeking eventual completion of a baccalaureate degree program. This endeavor includes offering students opportunities to increase their skills and knowledge so as to adequately prepare them for challenges at the next level of study.

College Goals Supported

Teaching, Learning and Student Success Student Access and Opportunity

Resources and Advocacy Technology and Campus Environment

Workforce Development Organizational Excellence

AA&S Transfer Degrees

2 The Transfers Degree Program ensures its degree re [Edit or Delete this Departmental Goal](#) [Add New Departmental Goal](#) [Print This Goal](#)

- c. If changes are necessary, click on the red “Edit or delete this departmental goal” and you have access to an editable field.

NETSPACE Institutional Effectiveness Through Strategic Planning, Accountability, Commitment and Engagement					
President's Staff :	Instruction and Student Services	College Name :	New River Community College	Outcome Approval :	All
Division :	Arts & Sciences	Planning Period :	2021-2022	Content Approval :	All
Department :	AA&S Transfer Degrees	Showcase :	Off	Outcome Status :	All

Goal : AA&S Transfer Degrees		Home — Print Departmental Goals — Other Related Goals
AA&S Transfer Degrees		
1	Transfer Preparation	Edit or Delete this Departmental Goal Add New Departmental Goal Print This Goal
<p>The Transfer Degrees Program provides instruction for students seeking eventual completion of a baccalaureate degree program. This endeavor includes offering students opportunities to increase their skills and knowledge so as to adequately prepare them for challenges at the next level of study.</p>		
College Goals Supported		
<input checked="" type="checkbox"/> Teaching, Learning and Student Success <input type="checkbox"/> Student Access and Opportunity <input type="checkbox"/> Resources and Advocacy <input type="checkbox"/> Technology and Campus Environment <input type="checkbox"/> Workforce Development <input type="checkbox"/> Organizational Excellence		
AA&S Transfer Degrees		
2	The Transfers Degree Program ensures its degree re	Edit or Delete this Departmental Goal Add New Departmental Goal Print This Goal

- d. Edit the goal and/or it’s short title by clicking in the appropriate field. Make changes and click on the “Save Changes” button.

NETSPACE Institutional Effectiveness Through Strategic Planning, Accountability, Commitment and Engagement					
President's Staff :	Instruction and Student Services	College Name :	New River Community College	Outcome Approval :	All
Division :	Arts & Sciences	Planning Period :	2021-2022	Content Approval :	All
Department :	AA&S Transfer Degrees	Showcase :	Off	Outcome Status :	All

Save Changes		Home — Other Related Goals
1	<p>*Short Goal:</p> <input type="text" value="Transfer Preparation"/> <p>20 characters entered. 30 characters remaining.</p> <p>*Goal Detail:</p> <p>The Transfer Degrees Program provides instruction for students seeking eventual completion of a baccalaureate degree program. This endeavor includes offering students opportunities to increase their skills and knowledge so as to adequately prepare them for challenges at the next level of study.</p> <p>206 characters entered. 3704 characters remaining.</p> <p> <input type="button" value="Save Changes"/> <input type="button" value="Reset"/> <input type="button" value="Delete This Goal"/> </p> <p>****This Goal can not be deleted, it has 6 outcomes tied to it!!</p>	

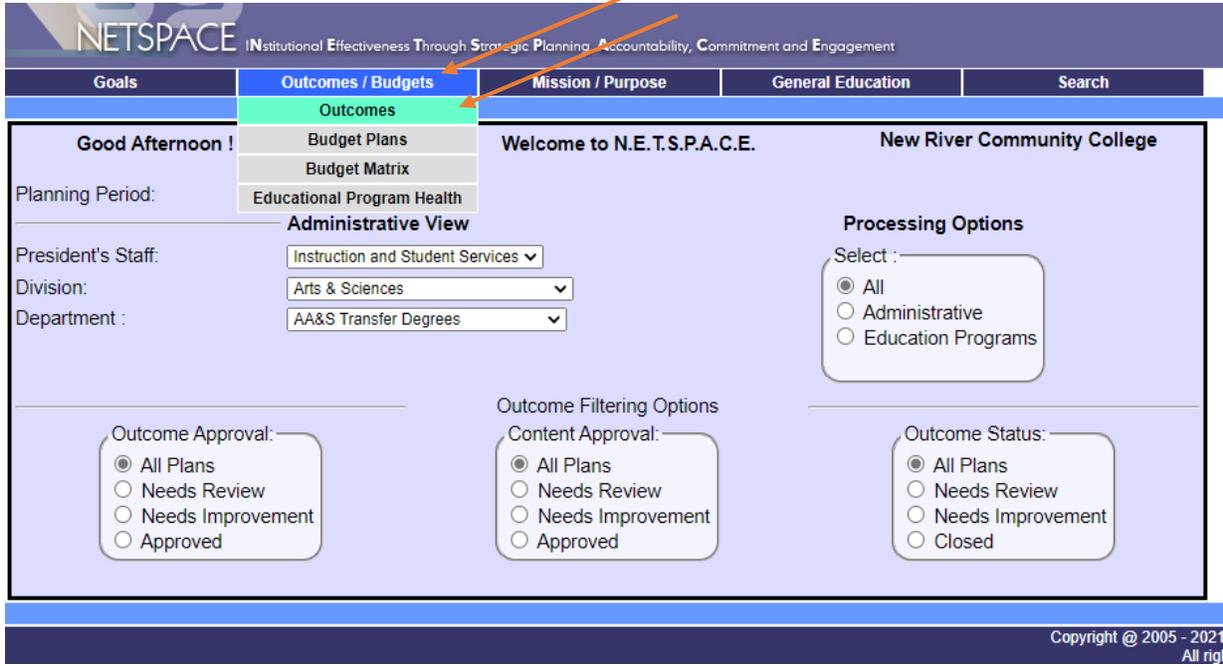
- e. If you want to add a new goal, such as a program vitality goal for the year, click on the red “Add new departmental goal” and you will have access to a field to enter the new goal. Add the goal and click on the “Add New Departmental Goal” button.

NETSPACE Institutional Effectiveness Through Strategic Planning, Accountability, Commitment and Engagement			
President's Staff :	Instruction and Student Services	College Name :	New River Community College
Division :	Arts & Sciences	Planning Period :	2021-2022
Department :	AA&S Transfer Degrees	Showcase :	Off
		Outcome Approval :	All
		Content Approval :	All
		Outcome Status :	All

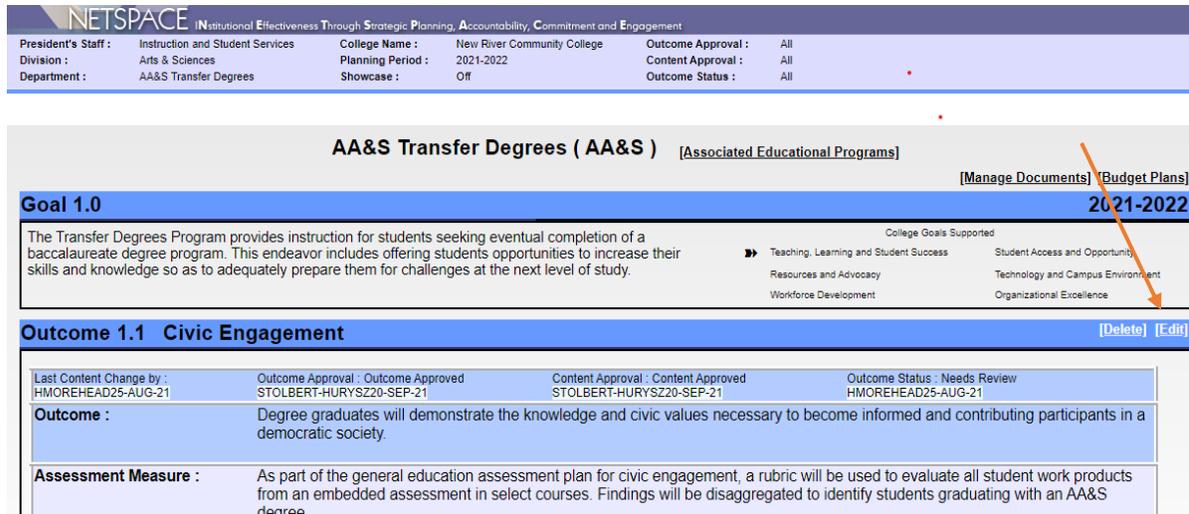
Goal : AA&S Transfer Degrees		Home — Print Departmental Goals — Other Related Goals
AA&S Transfer Degrees		
1	Transfer Preparation	Edit or Delete this Departmental Goal Add New Departmental Goal Print This Goal
<p>The Transfer Degrees Program provides instruction for students seeking eventual completion of a baccalaureate degree program. This endeavor includes offering students opportunities to increase their skills and knowledge so as to adequately prepare them for challenges at the next level of study.</p>		
College Goals Supported		
<input checked="" type="checkbox"/> Teaching, Learning and Student Success <input type="checkbox"/> Student Access and Opportunity <input type="checkbox"/> Resources and Advocacy <input type="checkbox"/> Technology and Campus Environment <input type="checkbox"/> Workforce Development <input type="checkbox"/> Organizational Excellence		
AA&S Transfer Degrees		
2	The Transfers Degree Program ensures its degree re	Edit or Delete this Departmental Goal Add New Departmental Goal Print This Goal

7. To review, edit, or add outcomes for a goal:

- a. Start on the “Home” page of NETSPACE and ensure the correct planning period, division, and department are selected. Then, mouse over “Outcomes/Budget” (top left on dark blue menu) and select Outcomes. This will direct you to the outcome for the first goal.



- b. To edit the outcome, click on the white “Edit” option to the far right of the outcome title. This will give you access to editable fields.



- c. Edit the outcomes and/or information for the outcome by clicking on the editable fields. Click the “Update Outcome” button when changes are complete.

AA&S Transfer Degrees (AA&S) [Associated Educational Programs]

Goal 1.0 **2021-2022**

Outcome 1.1 Civic Engagement

Outcome Approval:
 Content Approval:
 Outcome Status:

[Show/Hide Outcome text for previous year \(2020-2021\)](#)

Short Outcome Title : 17 characters entered. | 83 characters remaining.

Outcome : 152 characters entered. | 3848 characters remaining.

Assessment Measure: 286 characters entered. | 3734 characters remaining.

Target Outcome: 345 characters entered. | 3655 characters remaining.

Results/Findings: 0 characters entered. | 4000 characters remaining.

Actions Based On Results: 0 characters entered. | 4000 characters remaining.

- d. To add a new outcome to the goal, click on the black “Add New Outcome” toward the bottom the page.

NETSPACE Institutional Effectiveness Through Strategic Planning, Accountability, Commitment and Engagement

President's Staff : Instruction and Student Services	College Name : New River Community College	Outcome Approval : All
Division : Arts & Sciences	Planning Period : 2021-2022	Content Approval : All
Department : AA&S Transfer Degrees	Showcase : Off	Outcome Status : All

AA&S Transfer Degrees (AA&S) [\[Associated Educational Programs\]](#) [\[Manage Documents\]](#) [\[Budget Plans\]](#)

Goal 1.0 **2021-2022**

The Transfer Degrees Program provides instruction for students seeking eventual completion of a baccalaureate degree program. This endeavor includes offering students opportunities to increase their skills and knowledge so as to adequately prepare them for challenges at the next level of study.

College Goals Supported

- Teaching, Learning and Student Success
- Student Access and Opportunity
- Resources and Advocacy
- Technology and Campus Environment
- Workforce Development
- Organizational Excellence

Outcome 1.1 Civic Engagement [\[Delete\]](#) [\[Edit\]](#)

Last Content Change by : HMOREHEAD25-AUG-21	Outcome Approval : Outcome Approved STOLBERT-HURYSZ20-SEP-21	Content Approval : Content Approved STOLBERT-HURYSZ20-SEP-21	Outcome Status : Needs Review HMOREHEAD25-AUG-21
Outcome :	Degree graduates will demonstrate the knowledge and civic values necessary to become informed and contributing participants in a democratic society.		
Assessment Measure :	As part of the general education assessment plan for civic engagement, a rubric will be used to evaluate all student work products from an embedded assessment in select courses. Findings will be disaggregated to identify students graduating with an AA&S degree.		
Target Outcome :	75% of students graduating with an AA&S degree will achieve a score of 2 or higher on each outcome related to the rubric. A score of 1 is unacceptable. A goal of 2 would be labeled as "minimally meets expectations" a goal of 3 would be "meets expectations" and a goal of 4 would be "exceeds expectations."		
Results/Findings :			
Actions Based On Results :			

Home -- [View Current Outcome](#) -- [View All Outcomes](#) -- [Add New Outcome](#) -- [Copy Outcome](#)

GOTO : [AA&S Transfer Degrees - 1.1 Civic Engagement](#) 1 of 10 : [First](#) | [Previous](#) | [Next](#) | [Last](#)

Copyright @ 2005 - 2021 New River Community College
All rights reserved.

- e. This will direct you to choose which department and goal to which you want to add the new outcome. Make the selections and you will have access to an editable field where you can add the new outcome.

NETSPACE Institutional Effectiveness Through Strategic Planning, Accountability, Commitment and Engagement

President's Staff : Instruction and Student Services	College Name : New River Community College	Outcome Approval : All
Division : Arts & Sciences	Planning Period : 2021-2022	Content Approval : All
Department : AA&S Transfer Degrees	Showcase : Off	Outcome Status : All

Adding Outcome [Home](#)

Outcome Selection

*note: a department must have a goal to be available for an outcome to be added

College: New River Community College

Campus: NRCC (Dublin)

President's Staff :

Division:

Department:

Departmental Goal:

**Please Select all information **

Copyright @ 2005 - 2021
All rights reserved.

- f. Click on the editable fields to add the outcome information. Click the “Add Outcome” button when changes are complete.

NETSPACE Institutional Effectiveness Through Strategic Planning, Accountability, Commitment and Engagement					
President's Staff :	Instruction and Student Services	College Name :	New River Community College	Outcome Approval :	All
Division :	Arts & Sciences	Planning Period :	2021-2022	Content Approval :	All
Department :	AA&S Transfer Degrees	Showcase :	Off	Outcome Status :	All

Adding Outcome [Home](#)

Outcome Target
College New River Community College
Campus NRCC (Dublin)
President's
Division
Department
Planning Period 2021-2022

Outcome: ► 1.1
<div style="border: 1px solid gray; height: 40px; width: 100%;"></div>
<small>0 characters entered. 4000 characters remaining.</small>
<input type="button" value="Add Outcome"/>

8. Navigating tips in Outcomes:

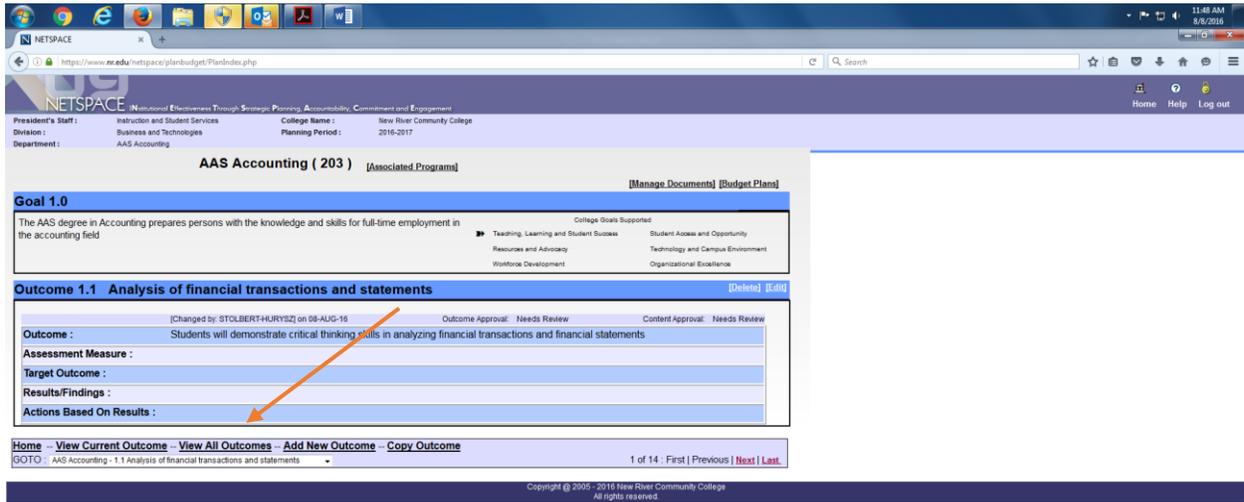
- a. To move from one outcome to another, you can use the “GoTo” drop down menu on the bottom left of the page,

The screenshot shows the NETSPACE web application interface. At the top, there is a navigation bar with the NETSPACE logo and the tagline "Institutional Effectiveness Through Strategic Planning, Accountability, Commitment and Engagement". Below this, there is a header section with the following information: President's Staff: Instruction and Student Services; Division: Business and Technologies; Department: AAS Accounting; College Name: New River Community College; Planning Period: 2016-2017. The main content area is titled "AAS Accounting (203)" and includes a "Goal 1.0" section with a description and a list of "College Goals Supported". Below the goal is an "Outcome 1.1 Analysis of financial transactions and statements" section with fields for "Outcome:", "Assessment Measure:", "Target Outcome:", "Results/Findings:", and "Actions Based On Results:". At the bottom of the page, there is a navigation menu with the following items: Home, View Current Outcome, View All Outcomes, Add New Outcome, Copy Outcome. A "GOTO:" dropdown menu is open, showing a list of outcomes including "AAS Accounting - 1.1 Analysis of financial transactions and statements", "AAS Accounting - 1.2 Financial activities of profit and non-profit businesses", "AAS Accounting - 1.3 Payroll Reporting", "AAS Accounting - 1.4 Tax Reporting", "AAS Accounting - 1.5 Use of computerized programs in financial statements", "AAS Accounting - 1.8 Cost Accounting", "AAS Accounting - 1.7 Internal Controls and Auditing", "AAS Accounting - 2.1 Communication", "AAS Accounting - 2.2 Critical Thinking", "AAS Accounting - 2.3 Cultural and Social Understanding", "AAS Accounting - 2.4 Information Literacy", "AAS Accounting - 2.5 Personal Development", "AAS Accounting - 2.6 Quantitative Reasoning", and "AAS Accounting - 2.7 Scientific Reasoning". An orange arrow points to the "GOTO:" dropdown menu.

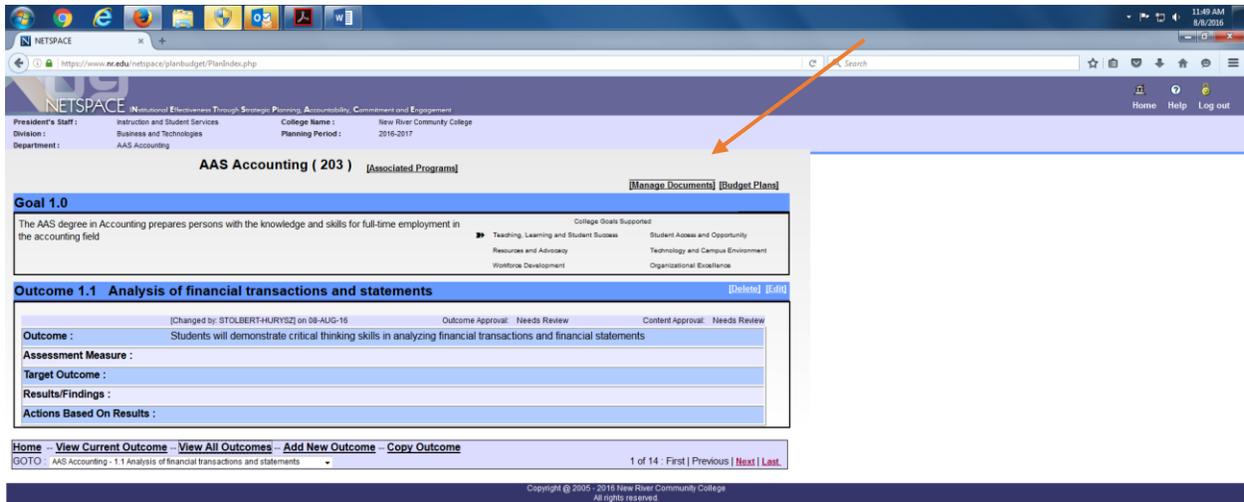
- b. Or, you can use the previous and next buttons to move through the outcomes.

The screenshot shows the NETSPACE web application interface, similar to the one above. The main content area is the same "Outcome 1.1 Analysis of financial transactions and statements" section. At the bottom of the page, the navigation menu is visible, including "Home", "View Current Outcome", "View All Outcomes", "Add New Outcome", and "Copy Outcome". The "GOTO:" dropdown menu is closed, and the navigation buttons "First", "Previous", "Next", and "Last" are visible. An orange arrow points to the "Next" button.

- c. The black “View All Outcomes” option opens a new tab with a printable/viewable version of the programs’ goals and outcomes.



- d. If you want to attach supporting documents or files, you can use the “Manage Documents” option on the top right. Follow the prompts to upload desired files.



<https://www.nr.edu/netspace/planbudget/file.php?team=1&form=1>