## Contents

Educational Program Assessment at New River Community College ................................................3  
Review and/or Establish Program Goals ..........................................................................................3  
Set Student Learning Outcomes ...................................................................................................3  
Determine Measures for Outcomes .................................................................................................4  
Review and Approval .......................................................................................................................4  
Assessment of Outcomes ................................................................................................................5  
Assessment Review, Plans for Improvement and Preparation for the Next Cycle .......................5  
The Model ..........................................................................................................................................6  
The Timeline ......................................................................................................................................7  
NETSPACE Instructions ..................................................................................................................9
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.

**REVIEW AND/OR ESTABLISH PROGRAM GOALS** (by August 31 of each academic year)

NRCC’s updated program assessment process requires programs to review and/or establish program goals in light of both the college mission and goals and the findings from the previous assessment cycle. Program faculty establish program goals in consultation with the college’s assessment coordinator and director of institutional effectiveness and research to ensure goals are appropriate for assessing student learning and allow for the development of meaningful outcomes.

**SET STUDENT LEARNING OUTCOMES** (by August 31 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 FOR OUTCOMES (by August 31 of each academic year)

Once student learning outcomes and program vitality 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 of 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. Because these are common elements across programs, a common measurement tool is applied to assess student learning in these general education areas. The ETS Proficiency Profile test has a record of successful application for this purpose at a large number of colleges and universities and has been selected to serve this function at NRCC. All students graduating with an associate degree, diploma, or certificate are required to take this test, and scores on each of the general education subscales (appropriate for tracking student learning across the targeted general education areas) are distributed to program faculty before the start of the next academic year. 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.
ASSESSMENT OF OUTCOMES (September through 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.

ASSESSMENT REVIEW, PLANS FOR IMPROVEMENT AND PREPARATION FOR THE NEXT CYCLE (by August 31 of each academic year)

Assessment results, including those from the ETS Proficiency Profile test, are then 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.
**The Model**

1. Establish program goals consistent with mission and goals of the college for the current academic year (by August 31)

2. Set student learning outcomes consistent with program goals for the current academic year (by August 31)

3. Determine assessment measures for current academic year (by August 31)

4. Set target outcomes for current academic year (by August 31)

5. Approval (by September 30)

6. Conduct assessments (September - May 15)

7. Review results/findings of prior year’s assessment (by August 31)

8. Develop action plan for current academic year based on results and findings of prior year’s assessment (by August 31)

9. Approval of action plan (by September 30)

10. Validate/modify program goals as necessary (by August 31 of next academic year)
<table>
<thead>
<tr>
<th>Activity</th>
<th>Due Date</th>
<th>Person(s) Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collect data using identified assessment measures</td>
<td>Ongoing</td>
<td>Program faculty and Office of Institutional Effectiveness and Research</td>
</tr>
<tr>
<td>Provision of ETS Proficiency Profile test results and other institutional data from prior academic year to program faculty</td>
<td>By August 16</td>
<td>Office of Institutional Effectiveness and Research</td>
</tr>
<tr>
<td>Review results from the prior academic year’s assessment data and determine the extent to which program outcomes are met and enter findings into NETSPACE</td>
<td>By August 31</td>
<td>Program faculty with assistance from the assessment coordinator and director of institutional effectiveness and research</td>
</tr>
<tr>
<td>Develop action plan for improvement and enter plan into NETSPACE</td>
<td>By August 31</td>
<td>Program faculty with assistance from the assessment coordinator and director of institutional effectiveness and research</td>
</tr>
<tr>
<td>Approval of action plan for improvement</td>
<td>By September 30</td>
<td>Appropriate division dean</td>
</tr>
<tr>
<td>Validate/establish program goals consistent with mission and goals of the college for current academic year and enter into NETSPACE</td>
<td>By August 31</td>
<td>Program faculty with assistance from the assessment coordinator and director of institutional effectiveness and research</td>
</tr>
<tr>
<td>Validate/set student learning outcomes consistent with program goals for the current academic year and enter into NETSPACE</td>
<td>By August 31</td>
<td>Program faculty with assistance from the assessment coordinator and director of institutional effectiveness and research</td>
</tr>
<tr>
<td>Determine assessment measures for current academic year and enter into NETSPACE</td>
<td>By August 31</td>
<td>Program faculty with assistance from the assessment coordinator and director of institutional effectiveness and research</td>
</tr>
<tr>
<td>Task</td>
<td>Due Date</td>
<td>Responsible Party</td>
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<tr>
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</tr>
<tr>
<td>Set target outcomes for current academic year and enter into NETSPACE</td>
<td>By August 31</td>
<td>Program faculty with assistance from the assessment coordinator and director of institutional effectiveness and research</td>
</tr>
<tr>
<td>Approval of outcomes, measures, and targets</td>
<td>By September 30</td>
<td>Appropriate division dean</td>
</tr>
<tr>
<td>Implementation of action plan</td>
<td>Ongoing through academic year</td>
<td>Program faculty</td>
</tr>
</tbody>
</table>

* If the due date falls on a holiday or weekend, the required activity is due on the following business day.
1. Go to My NRCC accounts

![My NRCC accounts](image-url)
2. Login using NRCC credentials

![NRCC Login Page]

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.

![NRCC Warning]

3. Select NETSPACE from available applications.

![NETSPACE in Application Menu]
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
6. To review, edit, or add program goals:
   a. Mouse over “Goals” (top left on dark blue menu) and select “Departmental Goals”

   ![Image of NESPACe](image)

   ![Image of NESPACe](image)

   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.
c. *If changes are necessary, click on the red “Edit or delete this departmental goal” and you have access to an editable field. Make changes and click on the “Save Changes” button.*
d. 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.

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

1. Start on the “Home” page of NETSPACE and ensure the correct planning period, division, and department are selected.
2. Mouse over “Outcomes/Budget” (top left on dark blue menu)

3. Select Outcomes—this will direct you to the first outcome for the first goal
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 where you can edit and/or information for the outcome. Click the “Update Outcome” button when changes are complete.
To add a new outcome to the goal, click on the black “Add New Outcome” toward the bottom the page.
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. Follow the edit outcome directions above to edit the outcome.
Navigating tips in Outcomes:

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

Or, you can use the previous and next buttons to move through the outcomes.
The black View All Outcomes option opens a new tab with a printable/viewable version of the programs’ goals and outcomes.

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.