Writing the Annual Planning and Evaluation Report to Improve Administrative Unit Effectiveness

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Overview of Presentation

I. Next Steps in the Annual Planning and Evaluation Report (APER) Process
II. APER Template
III. Measuring Expected Outcomes and Using Results to Make Improvements
IV. APER Timeline

Part I.
Next Steps in the Annual Planning and Evaluation Report (APER) Process

Expected Outcomes

- Expected Outcomes were created to be assessed for the length of NOVA's Strategic Plan to 2023.

- Expected Outcomes were mapped to NOVA's Strategic Plan.

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Approved Expected Outcomes Checklist

Workforce Expected Outcomes Checklist

Unit: Workforce
Submitter: Keila Louzada
Date: 10-09-2018
Approved: 10-16-2018

Subunit	Expected Outcome	At least 1-3 Expected Outcomes per Subunit	Type of Outcome		Uses Action Verb?	Outcome is Measurable?
			Learning Outcome	Operational Outcome		
Workforce	NOVA Workforce will develop and implement a talent pipeline campaign to increase the number of students and career switchers interested in pursuing high-demand occupations.	1		✓	✓	✓
Workforce	NOVA Workforce will develop and serve the needs of regional employers by offering high-demand credentials and apprenticeships.	2		✓	✓	✓
Workforce	NOVA Workforce will increase community awareness of NOVA.	3		✓	✓	✓
Workforce	NOVA Workforce will increase the number of participants attaining credentials in high-growth and high-demand occupations that correlates with the workforce needs of regional employers.	4		✓	✓	✓

Unit Purpose Statement:
NOVA Workforce will advance NOVA's mission and strategic plan by providing informed data-driven career options and training opportunities to meet individual needs and business demands.

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Approved Strategic Plan Map

Name of Submitter: Linda Barthelus
Date Submitted: 12/14/2018
Date Approved: 01/16/2019

Administrative Unit: Institutional Effectiveness and Student Success
Subunit: Call Center
Expected Outcomes Map to NOVA's Mission and Strategic Plan Objectives

Subunit	Expected Outcome (Include Learning-L or Operational-O)	Measure	Target, Acceptable Threshold, and Justification for Threshold	NOVA's Mission								
				Access and Success			Institutional Effectiveness		Competitive Workforce/Career Opportunity			
				NOVA's Strategic Plan Objectives								
				1	2	3	4	5	6	7	8	9
				Student Advising/ Support	VIP-PASS	Informed Pathways for Seamless Transitions	Effective Processes/ Protocols	Align for Accountability with College Mission	Workforce Dev/ Community Prosperity	IT and Cyber Programs	Re-envision Workforce Dev Strategies	Healthcare, Biotech, and Future Programs
Call Center	The Call Center will support institutional effectiveness by providing excellent quality customer service. (O)	Customer Satisfaction measured by: Real time, automated chat and email customer feedback surveys, phone call recordings and logs, agent chat transcripts, and email logs	**Target:** 90% customer satisfaction rate **Acceptable Threshold:** 87% customer satisfaction rate **Justification for Threshold:** Previous year's data.				✓					

Next Steps for 2018-19 APER
As Recommended by SACSCOC

I. **Refine measure** so the results break down into components of the outcome
II. **Provide results broken down** to address each component of the outcome
III. **Determine strengths of results and areas to improve** based on the results
IV. **Seek actions for improvement** based on results
V. **Decide action steps** for Fall 2019
VI. **Plan to reassess and implement actions** in Fall 2019

Part II.
APER Template

Annual Planning and Evaluation Report for Administrative Units: 2018-19
Unit:
Subunit:

NOVA Mission Statement: With commitment to the values of access, opportunity, student success, and excellence, the mission of Northern Virgin Community College is to deliver world-class in-person and online post-secondary teaching, learning, and workforce development to ensure our region and the Commonwealth of Virginia have an educated population and globally competitive workforce.

Unit/Subunit Purpose Statement:

Expected Outcome (L) Learning (O) Operational	Measure with Target	Results	Use of Results
Expected Outcome: Strategic Plan Objective(s) #:	Measure: Target: Acceptable Threshold: Justification for Threshold: (ex. Benchmark based on last year's data. Benchmark based on national data. Data will be collected this year to set a benchmark.)	Semester/Fiscal Year Data Collected: **Table with Data** Overall Results: Strengths of Results: Areas to Improve: Current Results Improved: [ ] Yes [ ] No [ ] Partially Explain:	Previous Actions(s) to Improve Unit Services Related to this Outcome (Who? How? When?): Target Met: [ ] Yes [ ] No [ ] Partially Acceptable Threshold Met: [ ] Yes [ ] No [ ] Partially Areas Needing Improvement Based on Current Results: Action Plan Based on Current Results (Who? How? When?): Next Evaluation of this Expected Outcome (Semester/Year):

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Part III.
Measuring Expected Outcomes and Using Results to Make Improvements

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APER Review

Refer to your APER.

Measure:
Does the measure for evaluation align with the expected outcome?

Expected Outcome (L) Learning (O) Operational	Measure with Target	Results	Use of Results
Expected Outcome: Strategic Plan Objective(s) #:	Measure: Target: Acceptable Threshold: Justification for Threshold: (ex. Benchmark based on last year's data. Benchmark based on national data. Data will be collected this year to set a benchmark.)	Semester/Fiscal Year Data Collected: **Table with Data** Overall Results: Strengths of Results: Areas to Improve: Current Results Improved: [ ] Yes [ ] No [ ] Partially Explain:	Previous Actions(s) to Improve Unit Services Related to this Outcome (Who? How? When?): Target Met: [ ] Yes [ ] No [ ] Partially Acceptable Threshold Met: [ ] Yes [ ] No [ ] Partially Areas Needing Improvement Based on Results: Action Plan Based on Results (Who? How? When?): Next Evaluation of this Expected Outcome (Semester/Year):

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Overall Results:
Are the results broken down by outcome components? If not, how could you break results down?

Expected Outcome (L) Learning (O) Operational	Measure with Target	Results	Use of Results
Expected Outcome: Strategic Plan Objective(s) #:	Measure: Target: Acceptable Threshold: Justification for Threshold: (ex. Benchmark based on last year's data. Benchmark based on national data. Data will be collected this year to set a benchmark.)	Semester/Fiscal Year Data Collected: **Table with Data** Overall Results: Strengths of Results: Areas to Improve: Current Results Improved: [ ] Yes [ ] No [ ] Partially Explain:	Previous Actions(s) to Improve Unit Services Related to this Outcome (Who? How? When?): Target Met: [ ] Yes [ ] No [ ] Partially Acceptable Threshold Met: [ ] Yes [ ] No [ ] Partially Areas Needing Improvement Based on Current Results: Action Plan Based on Current Results (Who? How? When?): Next Evaluation of this Expected Outcome (Semester/Year):

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Strengths of Results:
What areas are you meeting or exceeding expectations?

Expected Outcome (L) Learning (O) Operational	Measure with Target	Results	Use of Results
Expected Outcome: Strategic Plan Objective(s) #:	Measure: Target: Acceptable Threshold: Justification for Threshold: (ex. Benchmark based on last year's data. Benchmark based on national data. Data will be collected this year to set a benchmark.)	Semester/Fiscal Year Data Collected: **Table with Data** Overall Results: Strengths of Results: Areas to Improve: Current Results Improved: [ ] Yes [ ] No [ ] Partially Explain:	Previous Actions(s) to Improve Unit Services Related to this Outcome (Who? How? When?): Target Met: [ ] Yes [ ] No [ ] Partially Acceptable Threshold Met: [ ] Yes [ ] No [ ] Partially Areas Needing Improvement Based on Results: Action Plan Based on Results (Who? How? When?): Next Evaluation of this Expected Outcome (Semester/Year):

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Areas to Improve: What areas need improvement?

Expected Outcome (L) Learning (O) Operational	Measure with Target	Results	Use of Results
Expected Outcome: Strategic Plan Objective(s) #:	Measure: Target: Acceptable Threshold: Justification for Threshold: (ex. Benchmark based on last year's data. Benchmark based on national data. Data will be collected this year to set a benchmark.)	Semester/Fiscal Year Data Collected: **Table with Data** Overall Results: Strengths of Results: Areas to Improve: Current Results Improved: [ ] Yes [ ] No [ ] Partially Explain:	Previous Actions(s) to Improve Unit Services Related to this Outcome (Who? How? When?): Target Met: [ ] Yes [ ] No [ ] Partially Acceptable Threshold Met: [ ] Yes [ ] No [ ] Partially Areas Needing Improvement Based on Current Results: Action Plan Based on Current Results (Who? How? When?): Next Evaluation of this Expected Outcome (Semester/Year):

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Previous actions to improve outcome: Has the subunit done anything differently during the current year to improve the outcome?

Expected Outcome (L) Learning (O) Operational	Measure with Target	Results	Use of Results
Expected Outcome: Strategic Plan Objective(s) #:	Measure: Target: Acceptable Threshold: Justification for Threshold: (ex. Benchmark based on last year's data. Benchmark based on national data. Data will be collected this year to set a benchmark.)	Semester/Fiscal Year Data Collected: **Table with Data** Overall Results: Strengths of Results: Areas to Improve: Current Results Improved: [ ] Yes [ ] No [ ] Partially Explain:	Previous Actions(s) to Improve Unit Services Related to Outcome (Who? How? When?): Target Met: [ ] Yes [ ] No [ ] Partially Acceptable Threshold Met: [ ] Yes [ ] No [ ] Partially Areas Needing Improvement Based on Current Results: Action Plan Based on Current Results (Who? How? When?): Next Evaluation of this Expected Outcome (Semester/Year):

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Acceptable Threshold Met? If the acceptable threshold was not met, what action will the subunit implement to improve this?

Expected Outcome (L) Learning (O) Operational	Measure with Target	Results	Use of Results
Expected Outcome: Strategic Plan Objective(s) #:	Measure: Target: Acceptable Threshold: Justification for Threshold: (ex. Benchmark based on last year's data. Benchmark based on national data. Data will be collected this year to set a benchmark.)	Semester/Fiscal Year Data Collected: **Table with Data** Overall Results: Strengths of Results: Areas to Improve: Current Results Improved: [ ] Yes [ ] No [ ] Partially Explain:	Previous Actions(s) to Improve Unit Services Related to Outcome (Who? How? When?): Target Met: [ ] Yes [ ] No [ ] Partially Acceptable Threshold Met: [ ] Yes [ ] No [ ] Partially Areas Needing Improvement Based on Current Results: Action Plan Based on Current Results (Who? How? When?): Next Evaluation of this Expected Outcome (Semester/Year):

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Area(s) for improvement based on current results: What area(s) could be further improved based on the results?

Expected Outcome (L) Learning (O) Operational	Measure with Target	Results	Use of Results
Expected Outcome: Strategic Plan Objective(s) #:	Measure: Target: Acceptable Threshold: Justification for Threshold: (ex. Benchmark based on last year's data. Benchmark based on national data. Data will be collected this year to set a benchmark.)	Semester/Fiscal Year Data Collected: **Table with Data** Overall Results: Strengths of Results: Areas to Improve: Current Results Improved: [ ] Yes [ ] No [ ] Partially Explain:	Previous Actions(s) to Improve Unit Services Related to Outcome (Who? How? When?): Target Met: [ ] Yes [ ] No [ ] Partially Acceptable Threshold Met: [ ] Yes [ ] No [ ] Partially Areas Needing Improvement Based on Current Results: Action Plan Based on Current Results (Who? How? When?): Next Evaluation of this Expected Outcome (Semester/Year):

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Action plan based on current results: What action will be implemented next evaluation year to further improve based on the results?

Expected Outcome (L) Learning (O) Operational	Measure with Target	Results	Use of Results
Expected Outcome: Strategic Plan Objective(s) #:	Measure: Target: Acceptable Threshold: Justification for Threshold: (ex. Benchmark based on last year's data. Benchmark based on national data. Data will be collected this year to set a benchmark.)	Semester/Fiscal Year Data Collected: **Table with Data** Overall Results: Strengths of Results: Areas to Improve: Current Results Improved: [ ] Yes [ ] No [ ] Partially Explain:	Previous Actions(s) to Improve Unit Services Related to Outcome (Who? How? When?): Target Met: [ ] Yes [ ] No [ ] Partially Acceptable Threshold Met: [ ] Yes [ ] No [ ] Partially Areas Needing Improvement Based on Current Results: Action Plan Based on Current Results (Who? How? When?): Next Evaluation of this Expected Outcome (Semester/Year):

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Measuring Expected Outcomes and Using Results

Some questions to ask while reviewing your APERs

- Does the measure for evaluation align with the expected outcome?
- Are the results broken down by outcome components? If not, how could you break them down?
- Are date(s) for action(s) for improvement included in the report?
- Was the target met or exceeded? Was it partially met or not met?
- Was the acceptable threshold met? If not, what action will be taken to meet the acceptable threshold?
- What action will be taken next year to improve results?
- Are all the columns complete? If not, what is missing?
- Where could there be more details/clarification?

Example Measures of Evaluation

- **Direct Measures**
  - Data Collection
  - Assignment/Quiz
  - Pre-test and post-test
  - Email Log
  - Phone call log
  - Checklist or Rubrics for evaluating

- **Indirect Measures**
  - Satisfaction survey
  - Comment cards
  - Survey community/student/faculty/staff
  - Focus Groups

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Part IV.
APER Timeline

Timeline

Term	Action	Due
Fall 2018	Plan measurable expected learning and operational outcomes	**Fall 2018**
	Map expected outcomes to NOVA's Strategic Plan Objectives, which align with NOVA's Mission	
	Align expected outcomes with evaluation measures and set targets and acceptable thresholds	
Spring 2019	Collect data	**Spring 2019**
	Analyze data	
Summer 2019	Use results to determine actions for improvement	**June 2019**
	Submit Report to Office of Planning and Evaluation (OPE)	**July 1, 2019**
	Plan for 2019-20 academic year	**Summer 2019**
Fall 2019	Reassess for continuous improvement	**August 2019**

Questions?

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