

**2022- 23 & 2023 - 24 General Education Assessment Plan**

**Department: Academic Resource Center/Disability Support Services**

**Date:9/30/2022**

**General Education Committee has selected the following area for the 2022-23 & 2023 -24 assessment cycles:  
COMMUNICATION: to demonstrate effective communication skills for personal, academic and professional purposes.**

**Department:** *What student outcome will the department assess that addresses: "The student will be able to communicate effectively?"*

The student outcome that will be assessed is the student's ability to assess their need for our services and if they needed those services did they communicate that (seek us out) and if not, why not.

**Department:** *What specific question(s) are you attempting to answer through assessing this student outcome? What are you trying to find out? There may be more than one question, but no more than three.*

1. Given the information about the ARC/DSS in multiple formats, are students able to assess their need for those services and did they communicate that to someone? How did they communicate that?
2. If they needed those services but didn't seek them out, why not? What prevented them from communicating that?

**Methodology:**

1. **OBJECT\*** - *What data (i.e. artifact, exam score, detailed description of assignment) will be collected?* Student responses will be collected via electronic survey distributed to undergraduate students. Survey will consist of Y/N questions, Likert scale questions, short answer questions, and multiple choice questions.
  - a. *How does this data address the assessment question?* This data will tell us if and how students are communicating with staff at CUNE regarding potential supports they may need from the ARC/DSS offices.
    - i. *Include/attach a description/example of assessment tool to be used.*
2. *How will data be collected?* Students will be invited to complete the survey mid-term of Spring 2023 semester. There will be an incentive for students to complete the survey included.

**Analysis of Artifacts: PERFORMANCE CRITERIA\* - Discuss :**

- 1) How the artifacts will be analyzed (attach rubrics/scoring tools if used): The ARC/DSS team will meet and review results. We will be looking for: in what ways did the student hear about the services we provide; if they decided they needed our services and wanted to pursue them, how did they communicate that; if they decided they needed our services but didn't pursue them, did they communicate that and why or why not; what is their preferred method of communication with the ARC/DSS and what barriers exist.
- 2) How you will know if it is good (i.e. score required by % of students): Students will be able to identify preferred methods of communication with ARC/DSS regarding services they may need and potential barriers to that communication.

**Submitted by: Dr. Suzanne Showers**

**Date: 9/30/2022**

**Assessment Committee Reviewed (Date): 10/11/22**

**Department Chair notified of approval/or additional action needed: Approved 10/11/22**