Close the Loop:
Leverage Technology, Planning and Data for Use of Results

Valarie Kite
Senior Director of Assessment and Curriculum

Brooke Tolar
Accreditation Manager

SCAD40
FORTY CREATIVE YEARS
Mission, Vision & Values

Session Objectives

OBJECTIVES

Discuss common setbacks and practical solutions
Application of project management
Focus faculty efforts
Using technology to streamline tracking and follow-up
Self-assess current use-of-results processes

“If you don’t know where you’re headed, you’ll probably end up someplace else.”
Douglas J. Eder, Ph.D

“The road to success is always under construction.”
Lily Tomlin
What are the most common issues you encounter when closing the loop?

- too much data - unfeasible interventions - not enough data
- lack of manpower - poor planning - chaotic process - no process - inconsistent follow-up - no follow-up - defensive faculty - overwhelmed faculty - sloppy tracking - inadequate communication -

You are not alone!

Self-study Opportunities

- manpower planning
- data analysis
- busy faculty
- feasible action items
Overcoming Our Obstacles

Created a Four Phase Pilot
Strategize solutions

1. Design a system for “closing the loop”
2. Use available technology to maximize manpower
3. Put comprehensive plan on paper
4. Create a “closing the loop” calendar

1. System for “Closing the Loop”
   Need a balance of in-person engagement and online correspondence
   Need to simplify process for office of assessment and faculty
   System has to be accessible and user-friendly

2. Technology Maximizes Manpower
   Use online surveys for status updates
   - Action plan approval survey
   - Action item reminder survey
   - Action item follow-up survey
   Survey system serves as organizer and repository for data

3. Plan on Paper
   IE collects data
   OIA analyzes data
   OIA summarizes meeting notes
   Faculty respond to 3 surveys
   OIA tracks faculty progress
   OIA “closes the loop” using survey data
   OIA creates detailed report from data
4. Process Calendar

- IE collects data
- OIA analyzes data
- OIA summarizes meeting notes
- Faculty respond to surveys
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- OIA "closes the loop" using survey data
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Continuous | Summer | Fall | Fall | Winter & Spring | Summer | Summer & Fall

Data Analysis Phase

Data Solutions
1. Mine data for trends
2. Present data in organized, engaging fashion
3. Provide extra time for faculty to reflect
1. Mining Data for Trends
   - Faculty were overwhelmed by mountains of data
   - Had difficulty pinpointing trends
   - Became unfocused
   - OIA began mining data and finding trends

2. Presenting Data
   - Designed a presentation template for organizing data
     - Don’t present entire reports during meetings
     - Present only relevant trends
     - Needs to be well organized
     - Needs to be visually engaging
     - Uniform across all programs and locations

3. Provide Time for Reflection
   - Faculty need data presentations in advance
   - Should reflect on data before meetings
   - Ensure presentation provides probing questions
Action Item Development Phase

1. Need in-person meetings
   - Traditional in-person engagement
   - Provides clearer communication than email
   - Allows for clear and open discussion of data
   - Faculty provide more detail in face-to-face meetings
   - Provides more visibility to assessment
   - Enhances culture of assessment

2. Need to provide rules and structure for actions
   - OIA follows meeting best practices
     - Structure
       - Discuss process, purpose and importance
       - Gather action items and details
       - Summarize and restate action items
       - Wrap up and discuss next steps
     - Expectations
       - Action items must be based on data
       - Actions should be manageable and actionable within one academic year
       - Actions must impact student learning
Follow-up Phase

Back to Manpower Issues
1. How to keep track and follow up
   System of online surveys
2. How the online surveys work
   Embedded data
   Automatic reminders
   Built-in tracking and repository

1. Keeping Track and Following up
   Not enough manpower or time for follow-up
   Developed survey solution
   Piloted the surveys in 2017-18
   Kept track and followed up on over 150 action items

Survey calendar - part I

1. Survey
2. Winter action items
3. OIA tracks faculty progress
4. OIA analyzes faculty responses
5. Move unfinished actions to spring survey
2. How It Works

Embedded data

- Data stored in csv files, uploaded to survey application
- Matching coding for survey and csv file headers
- Survey application reads the stored data
- Customizes the survey display for each recipient in the file
Survey Application – Final Appearance

Automatic Reminders
- Maximizes manpower
- Survey application provides automatic reminders
- Can be set up in advance for custom days and times
- Reminders can also be customized with embedded data
- Only emails those who have not responded

Data Tracking and Repository
- Survey panels (csv files) keep action items organized
- Automatic reminders help track responses and progress
- Survey application keeps responses organized and accessible
1. How are you planning your use-of-results processes and calendar in advance?
2. How are you maximizing your manpower and technology?
3. How are you helping faculty understand their data?
4. How are you ensuring feasible action items and interventions?
5. How are you providing constant and consistent follow-up with faculty about action items?