Office of Accreditation and Assessment

Procedures Manual

KEAN

WORLD-CLASS EDUCATION

Revised 03/10/2025.

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Introduction

Purpose of the Manual/Target Audience

Welcome to the Office of Accreditation and Assessment's Procedures Manual. The primary aim of this manual is to provide a comprehensive guide that clearly articulates the steps involved in Kean University's Accreditation and Assessment Process. It serves as an essential resource for administrators, chairs, unit leaders, faculty, and staff involved in the accreditation and assessment activities.

Manual Navigation

While first-time administrators, chairs, or unit leads may find it useful to read the manual in its entirety for a holistic understanding of the processes, others can efficiently use the Table of Contents to navigate to specific sections for targeted information.

Periodic Updates

It is crucial to note that this manual is a living document, and updates are made periodically to align with any changes in the accreditation and assessment process. Users are encouraged to consult the most recent version of the manual to ensure they have the latest information.

About the Authors

This manual is maintained by the Office of Accreditation and Assessment (OAA) under the guidance of the Division of Strategic Analytics and Data Illumination (SADI). The content is subject to an annual review by Kean University's Assessment Committee for feedback and revision to enhance clarity and maintain content accuracy.

Office of Accreditation and Assessment

<u>Mission Statement</u>

The mission of the Office of Accreditation and Assessment (OAA) is to cultivate and nurture the culture of data-informed and action-oriented decisions for continuous improvement and innovation in student learning, support and services. OAA is committed to providing leadership as well as serve as a resource for planning and implementation of institutional, academic and non-instructional units assessment, program review, and accreditation efforts to advance Kean University's dual mission of excellence and access.

The OAA coordinates with the University Senate's Assessment Committee to plan, implement, and evaluate professional development workshops, seminars, panels, and online assistance which focuses on student learning outcomes and institutional effectiveness.

Kean University Assessment Process-Flow Chart

Kean University Mission

Strategic Planning Goals
Student Learning Outcomes

Assessment of Administrative Units

Assessment of Academic Programs

President and Board of Trustees
Make Final Resource Allocation Decisions Based Upon Linkage to Strategic Plan, Annual Assessment Results and Recommendation Reports, UPC Recommendations

Annual Academic Program Assessment Plan:
Mission, Assessment Process, Student Learning Outcomes Aligned with KU SLOs, Direct and Indirect Measures

Annual Administrative Unit Assessment Plans:
Mission, Vision, Goals, Objectives Aligned with KU SLOs, Direct and Indirect Measures

Administrative Program Review & Self-Study

Academic Program Review & Self-Study

Annual Academic Program Assessment Reports:
Summarize Results of Measurements, Actions Taken

Annual Administrative Unit Assessment Reports:
Summarize Results of Measurements, Actions Taken

University Planning Council
Prioritizes and Recommends Resource Allocations Based Upon Annual Assessment Results and Recommendation Reports, Strategic Plan Priorities and Scorecard Data

College-Level Annual Assessment Results and Recommendation Reports:
Synthesize Results, Implications for Resources Allocations, Alignment with Strategic Plan

Administrative Division Annual Assessment Results & Recommendation Reports:
Synthesize Results, Implications for Resource Allocations, Alignment with Strategic Plan

Division of Academic Affairs Annual Assessment Results and Recommendations Report:
Synthesize Results, Implications for Resource Allocations, Alignment with Strategic Plan

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Office of Accreditation and Assessment - Key Responsibilities

1. **Accreditation Oversight:** Kean University is accredited by the Middle States Commission on Higher Education (MSCHE) and authorized by the State of New Jersey - Office of the Secretary of Higher Education. The OAA maintains an oversight of the accreditation process and its programs to ensure the University is meeting the requirements and standards set by accrediting bodies and that the institution maintains a high level of quality and meets the expectations of the academic community and relevant stakeholders.

2. **Administrative Assessment:** The OAA supports Kean University's administrative units in fostering consistent outcomes assessment practices and continuous improvement through evidence-based decision-making. Through integrated planning for enhanced institutional effectiveness, the OAA makes assessment more efficient and more useful to the institution, while maintaining a focus on data integrity and supporting student success in alignment with strategic goals and accreditation requirements.

3. **Academic Assessment:** The OAA facilitates the Academic Assessment process which is an integral part of the broader framework of institutional effectiveness and accountability in higher education. This assessment process provides valuable information to educators, administrators, and policymakers to enhance the quality of education and ensure that the institution is fulfilling its educational missions. The OAA has recently streamlined the assessment process by aligning it with Kean's new department chair model.

4. **Watermark Assessment Management System:** The OAA is responsible for oversight and coordination of the assessment of individual academic programs/departments, annual assessment reports, and four-year program reviews using the Watermark Assessment Management System.

5. **Faculty Course Evaluations:** The OAA is responsible for facilitating the Faculty Course Evaluations. These questionnaires are given to students at the end of the semester to provide feedback for their professors, programs, departments, schools, and colleges to improve the quality and effectiveness of instruction as well as student learning.

6. **Improved Data Collection and Reporting:** In collaboration with SADI, the OAA enhances data collection, reporting, and accountability mechanisms to foster a culture of assessment excellence throughout the institution.

7. **Continuous Improvement:** The OAA is dedicated to continuous improvement in administrative and academic assessment, aligning its practices with the best standards in higher education.

8. **Collaboration with the University Senate's Assessment Committee:** The OAA coordinates with the University Senate's Assessment Committee to plan, implement, and evaluate professional development initiatives such as workshops, seminars, panels, and online assistance. These initiatives focus on enhancing student learning outcomes and institutional effectiveness.

Office of Accreditation and Assessment Training Workshops

The OAA will offer comprehensive training workshops designed to equip faculty and staff with the necessary skills and knowledge to navigate accreditation and assessment processes effectively. These workshops will cover various aspects of assessment methodologies, accreditation standards, and best practices, providing participants with valuable tools to ensure institutional compliance and continuous improvement in educational quality. Participants can expect interactive sessions and hands-on activities to deepen their understanding and implementation of effective assessment strategies.

Please visit our website for more details: [Office of Accreditation and Assessment](#)

Office of Accreditation and Assessment - Meet the OAA Team

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Program Assessment System (P.A.S)

Our new initiative seeks to introduce and implement a Structured Approach to Assessment (P.A.S) across both academic and administrative departments, with the goal of fostering consistency, refining evaluation processes, and ensuring alignment with the institution's broader strategic objectives.

As part of this initiative, we will host a series of interactive workshops and sessions where participants will engage in the hands-on completion of the P.A.S template. This template is carefully designed to address a broad spectrum of assessment constructs, tailored specifically to meet the unique needs of each department.

For academic departments, the template will focus on key areas such as Program Learning Outcomes (PLOs) and Student Learning Outcomes (SLOs), which will allow for a thorough evaluation of educational effectiveness. After academic departments have completed their Program Assessment Systems, we will shift our focus to the administrative units. For these units, the template will emphasize functional outcomes, ensuring that operational goals and service objectives are clearly articulated, defined, and assessed.

This structured approach will enable all departments to clearly assess their performance, identify areas for improvement, and align their objectives with the institution's long-term vision and mission.

For more information, contact Dr. Colin Anderson coanders@kean.edu and click the links below for additional details.

- P.A.S Overview
- P.A.S Template

Administrative Assessment

The OAA plays a pivotal role in supporting Kean University's administrative units by fostering consistent outcomes assessment practices and promoting continuous improvement through evidence-based decision-making. By integrating planning strategies aimed at enhancing institutional effectiveness, the OAA ensures that assessment processes become more efficient and beneficial for the institution. Emphasizing the importance of data integrity, the OAA aligns its efforts with strategic goals and accreditation requirements. The overarching focus remains on supporting student success, thereby contributing to Kean University's commitment to delivering high-quality education in line with its mission and vision.

Data Collection and Analysis

- Explore innovative methods for data collection and analysis.
- Utilize the OAA resources to enhance the effectiveness of data storytelling.
- Collaborate with the OAA to ensure comprehensive data representation.

Administrative Assessment Reporting

Annual Report: Submitted on an annual basis, administrative units reflect on their unit's mission and vision.

- Showcase how programs, initiatives, and offerings bring the unit's vision(s) to life.
- Engage with the Strategic Plan to align the unit's work with the larger institution.
- Highlight successful achievements and contributions to institutional goals.

5-Year Program Review. Conducted every five years, administrative units at Kean University participate in a program review process. The review process is designed, in part, to:

- Identify areas of strength within the unit's operations and outcomes.
- Address areas that need improvement based on the program review findings.
- Ensure alignment with institutional objectives and strategic priorities.

Administrative Unit Assessment Resources:

For more detailed information regarding the Administrative Unit Assessment Resources, including the timeline and key milestones, please visit our website HERE. We have provided comprehensive resources to assist you with the process and ensure that you stay informed.

Academic Assessment

The OAA serves a crucial role in facilitating the Academic Assessment process, an essential component within the broader framework of institutional effectiveness and accountability in higher education. By overseeing this assessment process, the OAA generates valuable insights for educators, administrators, and policymakers, contributing to the enhancement of educational quality. The information gathered aids in ensuring that the institution fulfills its educational missions effectively. The OAA continues to develop new initiatives to streamline the assessment process, reflecting its commitment to continuous improvement and efficiency in academic evaluation.

Assessment Data Collection Process Using the Canvas Learning Management System

The OAA has launched a new initiative to streamline student achievement data collection using the Canvas Learning Management System. This effort enhances the efficiency of data gathering, analysis, and reporting for academic assessments and accreditation purposes. By leveraging a centralized digital repository, the initiative ensures easy access, organization, and long-term storage of assessment data.

- This new process enhances the collection, analysis, and reporting of data for academic assessments and accreditation at the University.
- It also establishes a centralized digital repository for assessment data, ensuring easier access, organization, and long-term storage.
- A key advantage is that it requires no additional effort from students or faculty, as outcomes are assessed seamlessly within the standard grading process.

The next phase of this initiative includes:

- Expanding the number of programs utilizing Canvas for assessment data collection in AY 2025-2026.
- Developing workshops to further engage faculty in the assessment process.
- Providing ongoing support and additional resources to ensure successful adoption.

Please click the link below for more details.

[Using Canvas for Effective Assessment of SLOs](#)

Watermark Planning & Self-Study

The Watermark Assessment Management System offers a streamlined system for gathering, understanding, reflecting on, and acting on assessment and programmatic data. Watermark allows the institution to gain insights to drive progress and student success, with interactive dashboards providing transparency into assessment planning and outcomes achievement. The enhanced features of Watermark's Planning & Self Study platform include:

- **Centralized Program Review Workspace:** Create a collaborative workspace for program review with essential inputs in one place to evaluate program effectiveness and drive progress.

- **Enhanced Data Transparency:** Increase data transparency across the institution, ensuring that stakeholders have access to relevant information.

- **Data Analysis and Insights:** Planning & Self-Study enables the collection of results and analysis at various levels, from course-level to institution-wide.

- **Campus-Wide Alignment:** Shared templates align the entire campus around strategic goals, fostering a cohesive and unified approach to continuous improvement.

Data Collection and Analysis Process:

Step 1: Annual Academic Assessment Plan Submitted in Watermark due September 30th.

- **Define Outcomes and Goals.** Clearly articulate the student learning outcomes and goals of the academic assessment.

- **Identify Data Sources.** Determine the sources of data that will be utilized. This can include course assessments, examinations and quizzes, student assignments and projects, surveys and questionnaires, Student performance records, and External benchmarks or standards.

- **Select Assessment Methods.** Choose appropriate assessment methods based on the objectives. Common methods include: pre and post-tests, rubrics for evaluating assignments, surveys to gather student feedback, observations of classroom activities, and focus groups or interviews.

- **Develop Assessment Tools.** Create or adapt assessment tools such as rubrics, surveys, and tests. Ensure they align with the learning objectives and provide meaningful insights.

Step 2: Data Collection

- **Implement Data Collection.** Execute the data collection plan, which may involve administering assessments, surveys, or other methods. Ensure consistency in implementation across different courses or sections.

- **Ensure Data Quality.** Validate the reliability and validity of the data collected. Check for consistency and accuracy to ensure the data is a true representation of student performance and program outcomes.

- **Collect Institutional Data.** If relevant, gather institutional data such as enrollment figures, demographic information, and other contextual factors that may influence the assessment results.

- **Analyze Data.** Utilize statistical analysis or qualitative methods to interpret the collected data. Identify patterns, trends, and areas of strength or improvement.

- **Interpret Results.** Interpret the results in the context of the learning objectives and goals. Consider the implications for curriculum development, teaching strategies, and program enhancement.

Step 3: Annual Academic Assessment Report Submitted in Watermark due June 30[th.]

- **Report Findings.** Communicate assessment findings in a clear and concise manner. Use visuals, charts, or graphs to enhance understanding. Share the results with relevant stakeholders.

- **Feedback and Improvement.** Provide feedback to instructors, administrators, and other stakeholders. Use the assessment results to inform decisions, implement changes, and continuously improve the academic programs.

- **Document and Archive.** Maintain a record of the assessment process, including the data collected, methodologies used, and the outcomes. This documentation serves as a valuable resource for future assessments and institutional reporting.

- **Systematic Assessment Process.** Adhering to a systematic and well-planned data collection process enhances the validity and reliability of academic assessment efforts, providing valuable insights for informed decision-making and continuous improvement.

For more information on Watermark, please watch the following video. It provides a comprehensive overview and will guide you through the key features and functionalities.

Watermark Assessment Management System

Academic Assessment Reporting

Annual Report. Kean University utilizes the annual academic assessment process to gather evidence for understanding and improving student learning in offered courses. The annual assessment process:

- Provides faculty with diagnostic information highlighting areas for improvement in student learning.

- Allows faculty to tailor efforts for programmatic and curricular improvement based on learnings from the annual assessments.

- Allows faculty to develop interventions in response to assessment findings including professional development and workshops.

Academic 5-Year Program Review

A comprehensive, structured, and meticulous assessment of academic programs is essential to preserving their quality, relevance, and integrity. Accredited academic programs undergo rigorous evaluations by external accrediting organizations, which conduct thorough reviews as a widely recognized industry best practice. To uphold these same standards, Kean University has established an external review process for non-accredited programs, ensuring they remain responsive to both broad and discipline-specific trends in higher education.

Academic programs at Kean University that are not accredited by an external accrediting organization will now participate in a self-study followed by an external review process.

Click the link below to access the newly approved guidelines.

[Academic Program Review Guidelines October 2024](#)

Kean Resources for Accreditation Self-Study Reports and Five-Year Program Reviews provides faculty and staff with key institutional resources to support comprehensive program evaluation. These resources are intended to guide reflection, planning, and reporting throughout the self-study and program review processes.

[Kean University - List of Resources.pdf](#)

Kean University Accreditation

Middle States Commission on Higher Education

Kean University is accredited by the Middle States Commission on Higher Education (MSCHE). Please click on the links below for more information:

- **Kean University's Evidence of Good Standing**
- **Middle States Commission on Higher Education Announces Actions from its November 2022 Meeting**
- **Kean University's Accreditation Phase and Accreditation Status with MSCHE**
- **MSCHE Contact Information**
- **Accreditation Liaison Officer:** Dr. Neva Lozada, Associate Vice President of Administration
- **For more information regarding the MSCHE Self-Study click here.**

Kean Resources for Accreditation Self-Study Reports and Five-Year Program Reviews provides faculty and staff with key institutional resources to support comprehensive program evaluation. These resources are intended to guide reflection, planning, and reporting throughout the self-study and program review processes.

Kean University - List of Resources

Accreditation Bodies and Standards

Kean University Standing with State and Other Accrediting Agencies

Readiness Initiative

The OAA has embarked on a *Readiness Initiative* for Kean University programs that have specialized Accreditation. The Readiness initiative is a proactive effort designed to assist accredited programs in meeting their reporting, data, resources, and requirements in a timely manner. In the context of assessment and accreditation, readiness means that an accredited program or a program seeking accreditation will have, in place and *ready* to deploy, all required documents and evidence needed to facilitate the standards and competencies stipulated by accrediting agencies.

Time Bounded

The required documents and evidence required by accrediting agencies should not only be in place but should be vetted and be time bounded. Time bounded in this sense means that a self-study, an annual report, an interim report, or a feedback report must be ready for submission after faculty and departmental vetting, by at least 60 working days before submission. This 60-day timeline, before document submission to an agency, provides a time window for review and

feedback by the OAA, and subsequent document revision by the originating department as needed. The goal of the OAA is not to provide directives to originating departments, but instead to provide support and suggestions in navigating the reporting process.

Interactive Contacts

The OAA schedules both virtual and in-person initial meetings with accredited programs' representatives. Prior to meeting with a Unit, the OAA reviews and makes notes from prior documents submitted by the accredited Unit to its accrediting agency. In reviewing a Unit's prior submissions, the OAA focuses on the following accreditation items of the Unit:

- Status of Accreditation
- Evidence of Good Standing
- Accreditation Documents
- Next Annual Report
- Next Accreditation Self-Study
- Next Accreditation Site-Visit

Best Practices for Accreditation Self-Study and Site Visit:

- **Review Accreditation Standards**
    - Familiarize yourself with the accreditation standards set by your accrediting body. This will serve as the basis for the site visit evaluation.

- **Prepare Documentation**
    - Compile all necessary documentation that supports your institution's compliance with accreditation standards. This may include policies, procedures, academic programs, financial records, and other relevant documentation.

- **Self-Study Report**
    - Develop a comprehensive self-study report that provides an overview of your institution, its mission, goals, and evidence of compliance with accreditation standards. This report is often submitted to the accrediting body prior to the site visit.

- **Create a Visiting Team Itinerary**
    - Plan a detailed itinerary for the visiting team. This should include a schedule of meetings, interviews, and site visits to different areas of the institution.

- **Host Orientation Meetings**

- ○ Conduct orientation meetings with the visiting team before the site visit. Provide them with an overview of the institution, its mission, and any specific information they need to know.
- **Coordinate Logistics**
  - ○ Ensure that logistical arrangements are in place for the visiting team, including accommodations, transportation, and meals. Provide them with maps and any necessary information about the campus.
- **Communication Plan**
  - ○ Establish a communication plan to keep all stakeholders informed about the site visit schedule, expectations, and any other relevant information.
- **Prepare Key Personnel**
  - ○ Brief key personnel on the site visit process and their roles during the visit. This may include faculty, staff, and administrators who will be interacting with the visiting team.
- **Q&A Sessions**
  - ○ Schedule question-and-answer sessions during the site visit to allow the visiting team to clarify information and gather additional details.
- **Continuous Improvement Plan**
  - ○ Be prepared to discuss your institution's continuous improvement plan, demonstrating a commitment to ongoing enhancement and adherence to accreditation standards.
  - ○ Remember to consult the specific guidelines provided by your accrediting body, as requirements can vary. Additionally, maintaining transparency, honesty, and cooperation throughout the process is crucial for a successful accreditation site visit.

Monday.com

The OAA utilizes Monday.com as the central platform for managing Kean University's accreditation schedule. This streamlined system is designed for efficient tracking of accreditation-related events and deliverables, including Annual Reports, Self-Studies, and Program Responses to Site Visits. The system also keeps track of accreditation-related financials, encompassing due dates for fees like annual membership/accreditation fees and up to four miscellaneous fees. By consolidating these processes within Monday.com, the accreditation schedule management system ensures a cohesive and organized approach to accreditation responsibilities and deadlines.

For all Monday.com access requests, please contact Rachel Kahn at rkahn@kean.edu and/or assessment@kean.edu. Monday.com can be accessed through this link.

- **Access** is provided to the following stakeholders:

- ○ The Office of the Provost and Senior Vice President for Academic Affairs
  - ○ College Deans
  - ○ Academic Program Chairs
  - ○ Accreditation Coordinators

- **Data verification.** Review and verification of data in Monday.com accreditation schedule happens semi-annually, in November for the Fall semester and April for the Spring semester. Chairs and Accreditation Coordinators receive current accreditation body data and are prompted to submit any changes or updates. The OAA ensures data accuracy through ongoing individual follow-ups with programs.

- **Accreditation Documentation.** Within the Accreditation Schedule Management System, each accrediting body has a dedicated SharePoint folder repository for documentation, encompassing materials like annual reports, self-studies, site visit team reports, and program responses. The OAA is only authorized to upload documents to these drives. If Chairs/Deans need to share documentation, they are requested to email the copies to the OAA.

For more information on Monday.com, please watch the following video. It provides a comprehensive overview and will guide you through the key features and functionalities.

- Monday.com - Video

Accreditation Related Expenses

The OAA processes various accreditation-related dues and fees, including but not limited to:

- ○ Annual fees for maintaining accreditation.
- ○ Membership fees for accrediting bodies
- ○ Fees for accreditation-related consultants
- ○ Fees for accreditation-related events (e.g., site visits)
- ○ Reimbursements for staff participating in accreditation-related events (including, but not limited to, site visit teams).

Note that the OAA manages the processing and administrative tasks related to accreditation dues and fees but does not have budgetary ownership. Any fees processed by the OAA will be charged to the cost centers of the respective accreditation budgets for individual Colleges.

Accreditation Budgets

If the need to transfer funds between object codes in accreditation budgets arises, the OAA will email the Budget Office, with the respective Managing Assistant Director and/or Professional Service Specialist copied. For significant amounts, the Managing Assistant Director or the

designated budgetary contact within the College will be informed, leading to the creation of a Budget Amendment.

OAA Requirements for Invoice Processing

- Forward invoices and financial documents to the OAA within seven business days of receipt.

- Submit invoices early for timely processing with the University requisition process.

- Ensure all invoices adhere to the specified Accounts Payable format (see Sample Invoice).

- Verify accuracy of all information before sending invoices to the OAA.

- Send invoices/quotes to the OAA before goods/services are received to avoid confirming orders, requiring additional justification for CFO processing.

- Request early invoicing with your accrediting body, especially for invoices between mid-June and early July. The request aims to avoid issues during the end-of-fiscal-year Procurement shutdown at Kean University.

- Please send all accreditation-related invoices to Rachel Kahn at rkahn@kean.edu, with a copy to assessment@kean.edu for processing.

Accreditation-Related Travel
Note that all paperwork concerning accreditation-related travel should be directed to the appropriate Dean's office and not the OAA.

Accreditation-Related Consultants
In order for programs to hire consultant(s) for accreditation-related events and deliverables, the following is required:

- Professional Services Agreement template (please click on this for most updated template)

- W-9 form (this form can be found at University Procurement and Business Services)

- Appropriate invoice and/or quote (minimum invoice)

- BRC (NJ Business Registration Certificate–if the consultant/vendor does $15,000 or more in aggregate purchase orders with Kean University in a fiscal year, this certificate is required)

- All services for consultants are charged against 5036, which is the Professional Services object code. Programs have to make sure consultants fill out the Professional Services Agreement template which can be found at the above link.

Accreditation Site Visits

The requirements for an accreditation site visit can vary depending on the accrediting body and the specific accreditation process in place. However, there are some common elements that are typically included in the preparation for a site visit. Keep in mind that these are general guidelines, and you should refer to the specific accreditation standards and guidelines provided by your accrediting body for accurate and up-to-date information.

The logistics for an accreditation site visit are crucial to ensure a smooth and effective evaluation process. Here are key logistics considerations:

- **Visitor Accommodations:**
  - Arrange accommodations for the visiting team. Ensure that reservations are made well in advance and that the team has comfortable and convenient lodging. Confirm that all areas of the campus that the visiting team needs to access are physically accessible. Address any potential barriers and provide assistance if needed.
  - These accommodations should be booked through Kean's Direct Travel at KEANTRAVEL@dt.com 866-492-9840. The University has an agreement with the Kenilworth Inn and that is the preferred hotel to use.

- **Transportation:**
  - Coordinate transportation for the visiting team, both to and from the airport (if applicable) and between various locations on campus. This may involve arranging transportation services or providing clear instructions for self-transportation.
  - To arrange transportation including shuttle service please contact:
    - Hassan Henson-Jones
    - Facilities & Campus Planning
    - Events and Transportation Manager, Operations
    - 908-737-5326 x 75009

- **Site Visit Schedule:**
  - Develop a detailed schedule for the site visit, including meetings, interviews, tours, and any other activities. Share this schedule with the visiting team in advance and ensure that all stakeholders are aware of their roles and responsibilities.
  - Please share this schedule with the OAA ten days prior to the site visit.

- **Meals and Refreshments:**
  - Plan for meals and refreshments for the visiting team during their stay. This may include arranging catering services or providing information about on-campus dining options.
  - University Procurement and Business Services: Kean University - Food Request

- ○ Directions for Food Request: [Kean University - Formstack Food Request](#)
- **Meeting Rooms and Facilities:**
  - ○ Reserve appropriate meeting rooms and facilities for the various sessions during the site visit. Ensure that these spaces are equipped with any necessary technology, such as projectors or audiovisual equipment.
  - ○ Use this link to reserve the meeting rooms: [Kean University - EMS](#)
- **Technology Support:**
  - ○ Ensure that the technology required for presentations, interviews, and meetings is functional and supported. Have technical staff available to address any issues that may arise during the visit.
  - ○ Please contact IT: [Kean University - Information Technology](#)
- **Documentation and Resource Access:**
  - ○ Prepare a designated area where the visiting team can access necessary documentation, reports, and other resources. This may include a dedicated workspace with internet access and printing facilities.
  - ○ The visiting team may also request digital copies of all documentation and resources which can be provided via OneDrive/SharePoint.
- **Campus Maps and Signage:**
  - ○ Provide the visiting team with detailed campus maps and clear signage to help them navigate the campus easily. Consider placing directional signs in key locations.
  - ○ [Kean University - Campus Map](#)
- **Communication Channels:**
  - ○ Establish clear communication channels between the institution and the visiting team. Provide contact information for key personnel, including a designated liaison who can address any concerns or questions.
- **Emergency Plans:**
  - ○ Share emergency procedures and contact information with the visiting team. Provide them with information about campus safety measures and emergency exits.
- **Follow-Up:**
  - ○ Establish a plan for follow-up actions after the site visit, including any additional information requested by the visiting team and the timeline for receiving the accreditation decision.
  - ○ By carefully addressing these logistics, you can create an environment that supports a successful accreditation site visit and fosters a positive experience for both the visiting team and your institution.

Faculty Course Evaluations

The OAA is responsible for administering the Faculty Course Evaluations at the end of each academic term (Fall, Spring, Summer I and Summer II). Faculty course evaluations are a systematic process designed to gather feedback from students about their learning experiences in a particular course and the effectiveness of the instructor. This process involves the distribution of surveys or assessment instruments using the Campus Labs-Anthology Platform. There are two instruments that can be utilized for course evaluations: online/hybrid and face-to-face.

The course evaluations include a series of questions in each of the following categories:

- Course organization and planning
- Faculty communication
- Faculty/student interaction
- Assignments, exams and grading
- Instructional methods and materials
- Course outcomes
- Student effort and involvement
- Course difficulty, workload and pace

Campus Labs: Anthology/Schedule Platform

- User Manual Campus Labs-Anthology Course Evaluations
- For specific questions, please visit the OAA Webpage to view Course Evaluation Resources.

Schedule and Key Dates

For information regarding the opening, closing dates, and availability of course evaluation reports, please visit our website HERE. Reports are to be released once all grades have been submitted (confirmed by Registrar's Office)

Additional Resources

Below please find some useful course evaluation resources from Campus Labs-Anthology:

- Course Evaluations: User Experience and Reporting Overview
- Faculty Experience (video)
- Reporting Guide for Instructors
- Response Rates Guide

Appendix

<u>Links to Resources</u>

- [Strategic Analytics & Data Illumination (SADI)](#)
- [Office of Accreditation and Assessment](#)
  - Email: assessment@kean.edu
- Susan Ahern, Ed.D. - Director
  - Email: sahern@kean.edu
- Colin Anderson, Ph.D. - Associate Director
  - Email: coanders@kean.edu
- Rachel Kahn – Accreditation Coordinator
  - Email: rkahn@kean.edu
- Katherine Calle – SADI Coordinator
  - Email: calleka@kean.edu
- [OAA Academic Assessment](#)
  - [Watermark Login](#)
- [KU Accredited Programs](#)
  - [Monday.com](#)
- [OAA Administrative Assessment](#)
  - [Administrative Assessment Templates and Resources](#)
- [Faculty Course Evaluation Resources](#)
- [Kean University - Middle States Information and Publications](#)
  - [Kean University - Middle States Self Study Report 2021-2022](#)
  - [Kean University Institutional Profile 2022](#)

Glossary of Terms

Academic Assessment: The process of gathering and evaluating information about a learner's knowledge, skills, and abilities.

- **Assessment Instrument:** The specific device or means used to conduct an assessment, such as a test, questionnaire, or observation form.
- **Assessment Tool:** The instrument or method used to collect data and assess a particular skill or knowledge.
- **Formative Assessment**: Ongoing assessment conducted during the learning process to provide feedback and guide instructional adjustments.
- **Performance Assessment:** Evaluation based on a student's ability to demonstrate specific skills or tasks.
- **Portfolio Assessment:** Evaluation based on a collection of a student's work over time, showcasing their progress and achievements.
- **Summative Assessment:** Evaluation conducted at the end of a learning period to measure overall achievement and proficiency.
- **Benchmark:** A point of reference or standard used to assess and measure progress.
- **Rubric:** A scoring guide that outlines specific criteria and levels of performance to assess an assignment or task.
- **Criterion:** A specific standard or measure used for assessment.
- **Reliability:** The consistency and stability of assessment results over multiple measurements.
- **Validity:** The degree to which an assessment measures what it is intended to measure.

Academic Assessment Direct Measures: require students to demonstrate their knowledge and skills. They provide tangible, visible, and self-explanatory evidence of what students have and have not learned as a result of a course, program, or activity.

Examples:

- Course and homework assignments.
- Embedded exam/quiz questions
- Standardized tests (broken down by learning objective)
- Term papers and reports.
- Observations of field work, internship, service learning, and clinical experiences.
- Research projects.
- Class discussion/participation.
- Case study analysis.

Academic Assessment Indirect Measures: measure opinions or thoughts about students' or graduates' own knowledge, skills, attitudes, learning experiences, perceptions of services received or employers' opinions.

Examples:

- Student perception surveys
- Employer or alumni surveys
- Focus Groups
- Registration or course enrollment information
- Department or program review data
- Job placement
- Graduate school placement rates

Administrative Assessment: Involves evaluating various aspects of an organization's administrative functions to ensure efficiency, compliance, and effectiveness.

- **Audit:** A systematic examination of administrative activities, often conducted to verify compliance or identify areas for improvement.
- **Compliance:** Ensuring that administrative practices adhere to relevant laws, regulations, and organizational policies.
- **Continuous Improvement:** Establishing a culture of ongoing evaluation and enhancement of administrative processes over time.
- **Efficiency:** The extent to which administrative processes and workflows are streamlined and resource effective.
- **Effectiveness:** The degree to which administrative activities contribute to the overall goals and objectives of the organization.
- **Performance Metrics:** Quantifiable measures used to assess the performance of administrative functions, such as turnaround time, accuracy, and cost-effectiveness.
- **Process Improvement:** Identifying and implementing changes to administrative processes to enhance efficiency, reduce costs, and improve overall effectiveness.
- **Quality Assurance:** Implementing processes to monitor and maintain the quality of administrative outputs and services.
- **Resource Allocation:** Ensuring that resources, including personnel, budget, and equipment, are allocated optimally to support administrative activities.
- **Risk Management:** Identifying, assessing, and mitigating potential risks related to administrative processes and procedures.
- **Workflow Analysis:** Evaluating the sequence of tasks and activities within administrative processes to identify bottlenecks or areas for improvement.

Administrative Assessment Direct measures: require the evaluation of actual performance-based indicators. Documented results of increased space utilization, or an increase in staff technology use could support an outcome seeking to increase efficiencies. Direct measures imply that there is an end-result or change that can be evaluated or measured.

Examples:

- Decrease in wait time
- Increase in counts (e.g. number of customers served)
- Reductions in cost of performance
- Growth in service capacity

Administrative Assessment Indirect measures: are typically reports or other non-performance-based indicators of outcome achievement. These may include survey results, focus groups, or recording of staff perceptions. Indirect measures are most valuable when used in conjunction with direct measures.

Examples:

- Surveys of students, alums, or employers
- Focus groups of stakeholders, e.g. students, faculty, staff, community leaders
- Employee exit interviews
- An external review of the unit
- Staff professional development perceptions