Are We There Yet?
An Analysis of Where Assessment is Challenging and Rewarding in a Multicultural Center

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Who Am I?

1. Male
2. Female
3. Self-Defined
Who Am I?

1. White/Caucasian
2. African American
3. Hispanic/Latino
4. Asian/American
5. Indigenous
6. Multiracial
7. International
What is your position?

1. Graduate student
2. Entry level
3. Administrative staff
4. Professional staff
5. Junior Management
6. Mid-Management
7. Senior Management
My assessment experience is __?

1. Expert
2. Advanced
3. Moderate
4. Beginner
5. What’s Assessment?
How long have you been in your current role involving assessment?

1. Less than 6 months
2. Less than 1 year
3. 1-5 years
4. 5-10 years
5. 10-15 years
6. Over 15 years
7. Not currently involved
Where Were We?

- Four Years Ago
- Administrative Changes
- New Director – New Directions
What Are the Challenges?

- Assessment was not a priority in the past
- Not always encouraged by previous administrators
- Assessment was seen as “suspect”
- Assessment was satisfaction surveys
- How did we change the culture?
What are the Rewards?

• Ability to show value of program to students and administration

• Use assessment to improve programs

• Assessment tied to learning outcomes

• Learning outcomes tied to mission and values of institution
Moving Away From Satisfaction?

- Why move away from satisfaction to more meaningful assessment?
- What shall we measure and why?
- **Learning Objective:** Taste and compare a variety of world breads.
- Without clear learning objectives, a “satisfaction” survey might ask a question like: *Did you like the food that was provided tonight?*
- However, with clear learning objectives, a more “nuanced” survey question might be: *Which of these foods did you try at Drums and Dough tonight? A) Naan B) Chicken Tacos C) Apple Wontons or D) All of Them.*
Planning Based in Theory

• What do we currently assess?

• Who oversees the process?

• Where is our scaffolding?

• What is our planning based on?
What are some alternative methods?
Small Groups

• Break up into small groups to discuss your assessment structure:

  – What kinds of assessment do you use?
  – What are the challenges?
  – What are the rewards?
  – Do you have scaffolding?
Report Out to Large Group
Case Studies

- Review case studies

- Share your thoughts in small group

- Share your solutions with the large group
Did sharing the MCC assessment story help frame the discussion?

1. Strongly Agree
2. Agree
3. Neutral
4. Disagree
5. Strongly Disagree
Were the case studies helpful?

1. Strongly Agree
2. Agree
3. Neutral
4. Disagree
5. Strongly Disagree
Takeaways

• “Popcorn” some of your takeaways

• Our takeaways
Was sharing your takeaways helpful?

1. Strongly Agree
2. Agree
3. Neutral
4. Disagree
5. Strongly Disagree
How likely are you to use assessment in the next 3 months?

1. Highly likely
2. Somewhat likely
3. Somewhat unlikely
4. Highly unlikely
Questions?