

2011 Blueprint for Service Excellence

University 101 Programs

University of South Carolina Columbia

June 18, 2010

Departmental Vision Statement

University 101 Programs strives to be an exemplar of innovative, collaborative, and integrative learning and recognized as the leader in first-year and transition seminars, peer education, and professional development.

Departmental Mission Statement

The mission of University 101 Programs is to foster student success and engagement by providing academic courses, leadership opportunities, and instructor development in support of students' transition into, through, and out of the University.

Goals

Goal No. 1 - Optimize student engagement and success by ensuring a high quality University 101 experience.

Goal No. 2 - Foster student learning, transitions, and engagement beyond the first-year seminar.

Goal No. 3 - Foster the development of instructors to ensure high quality teaching and enhance their satisfaction, vitality, and efficacy as members of the university community.

Goal No. 4 - Optimize engagement, satisfaction, and leadership learning and practice of upper-division and graduate students through service as a peer educator in University 101.

Goal No. 5 - Provide service and outreach to University constituents and external audiences while increasing the recognition and visibility of University 101 Programs.

Goal No. 1: Optimize student engagement and success by ensuring a high quality University 101 experience.

Aligned with Division Outcome: 1b (*Students are engaged in academic courses and in educationally purposeful activities beyond the classroom*). Initiatives within this goal that also meet other division outcomes are noted where applicable.

Overall Key Performance Indicator(s):

- % of students reporting course was a valuable experience.
- % of students reporting they would recommend course to other students.
- Fall GPA for UNIV 101 students compared with non-participants.
- One-year persistence rates for UNIV 101 students compared with non-participants.
- NSSE factor means for UNIV 101 students compared with non-participants (when data is available). These engagement factors include: (1) Active & Collaborative Learning; (2) Enriching Educational Experiences; (3) Supportive Campus Environment; (4) Level of Academic Challenge; and (5) Student-Faculty Interaction.
- Degree to which students report on the First-Year Initiative Survey that the course:
 - (a) included interesting subject matter,
 - (b) contributed to the ability to succeed academically,
 - (c) contributed to the ability to adjust to the college social environment,
 - (d) covered topics important to the student, and
 - (e) is one the student would recommend to other first-year students.

KPI Methods: First-Year Initiative Survey (FYI) administered online through Educational Benchmarking Incorporated, end-of-course evaluations, National Survey of Student Engagement (NSSE), and student data from Office of Institutional Assessment and Compliance.

Initiative 1: Foster achievement of UNIV 101 course learning outcomes.

Other Division Outcome Served: 3b (*Results of systematic planning and assessment are used for innovative improvement of programs and services*).

Key Performance Indicator(s):

- Extent to which each of the 13 course learning outcomes were achieved, as reported in the Assessment Plan submitted to the Office of Institutional Assessment and Compliance.

KPI Methods: Measure achievement of learning outcomes indirectly through First-Year Initiative Survey (FYI), end-of-course evaluations, National Survey of Student Engagement (NSSE), and former student

survey. Measurement will utilize several lenses including standards-based, benchmarking, longitudinal, and comparison between participants and non-participants. In addition, a direct method will be employed to assess the learning outcome on “information literacy.”

Initiative 2: Assess usefulness and perceptions of 2010-12 edition of *Transitions*, the common text for UNIV 101, and consider data in decision making for the 2012-14 edition. Begin work on 2012-14 edition according to production timeline.

Other Division Outcomes Served: **4a** (*SA/AS develops and disseminates high quality publications, professional development events, and resources on student transition, learning, and success to both internal and external constituents*); **1c** (*SA/AS engages and collaborates with faculty on educationally purposeful activities*).

Key Performance Indicator(s):

- # of copies purchased through University Bookstore.
- % of UNIV 101 students that report *Transitions* was a valuable resource.
- Usefulness of Course Readings factor mean on the First-Year Initiative Survey.
- Extent to which instructors used *Transitions* in their classroom instruction and assignments.
- Instructor satisfaction with *Transitions* text.
- % of UNIV 101 instructors that report *Transitions* was a valuable resource.

KPI Methods: End of course evaluation administered in class, First-Year Initiative Survey administered online through Educational Benchmarking Incorporated, and instructor survey administered through StudentVoice.

Initiative 3: Ensure a sufficient number and diverse array of UNIV 101 sections to accommodate enrollment demand.

Other Division Outcome Served: **1a** (*Essential programs are effectively provided*).

Key Performance Indicator(s):

- # of students enrolling in UNIV 101 on the Columbia campus during the 2010-11 academic year.
- # of students enrolling in UNIV 101 on the regional campuses during the 2010-11 academic year.
- # of sections, and section types, offered.

Initiative 4: Support course learning outcomes by offering presentations by relevant campus partners. Design electronic sign up system to enable more efficient scheduling process.

Other Division Outcome Served: 1c (*SA/AS engages and collaborates with faculty on educationally purposeful activities*).

Key Performance Indicator(s):

- # of campus partners that offered presentations to University 101.
- # of presentations conducted for UNIV 101 sections.
- % of students who found the presentations valuable.
- % of instructors who found the presentations valuable.
- Extent to which presentations helped achieve course learning outcomes.

KPI Methods: Student evaluations of presentations will be gathered through addendum to end of course evaluation. Instructor perceptions will be assessed through instructor survey administered through Student Voice. Impact of presentations on learning outcomes will be measured through instructor survey and an analysis of FYI data comparing participants of the presentation with non-participants on relevant factors or questions.

Initiative 5: Collaborate with Office of Student Engagement and Academic Departments to implement, support, and evaluate the linking of UNIV 101 with other academic courses.

Other Division Outcome Served: 1c (*SA/AS engages and collaborates with faculty on educationally purposeful activities*).

Key Performance Indicator(s):

- # of linked courses offered fall 2010.
- # of linked courses planned for fall 2011.
- Student evaluations of linked UNIV 101 sections compared with non-linked sections.
- Perceptions by UNIV 101 instructors of the benefits of linking UNIV 101 to another course.

KPI Methods: End of course evaluations, First-Year Initiative Survey, and responses from UNIV 101 instructors to an email inquiry

Initiative 6: Enhance UNIV 101 students' out-of-class engagement, peer connections, and connection with faculty by partnering with campus departments to provide funds to support

class trips to cultural events, service projects, and other educational events.

Other Division Outcome Served: 1c (*SA/AS engages and collaborates with faculty on educationally purposeful activities*).

Key Performance Indicator(s):

- # of classes that utilized course funds.
- # of classes that utilized Dinner Dialogue funds.
- Out of Class Engagement factor mean on the First-Year Initiative Survey.
- Connection with Faculty factor mean on the First-Year Initiative Survey.
- Connection with Peers factor mean on the First-Year Initiative Survey.

Initiative 7: Pilot method to enable UNIV 101 instructors to learn more about the needs and motivations of their students in order to better tailor content of course and to identify students who might be at risk of facing academic difficulties or dropping out.

Other Division Outcome Served: 1c (*SA/AS engages and collaborates with faculty on educationally purposeful activities*).

Key Performance Indicator(s):

- Select and administer instrument(s) to gather pre-enrollment data on sample of UNIV 101 students.
- Report with feedback from instructors in the pilot about the usefulness of using pre-enrollment data to strengthen course and support of students.

Initiative 8: Develop and implement a common intellectual and social experience for UNIV 101 students enrolled during the spring semester in order to enhance students' sense of belonging, connection with peers, and connection to campus.

Other Division Outcome Served: 1c (*SA/AS engages and collaborates with faculty on educationally purposeful activities*).

Key Performance Indicator(s):

- % of students reporting that event was a valuable experience.
- % of spring instructors recommending that a common experience be continued the following year.

KPI Methods: In-class survey administered to participating spring UNIV 101 sections.

Goal No. 2: Foster student learning, transitions, and engagement beyond the first-year seminar.

Aligned with Division Outcomes: **1b** (*Students are engaged in academic courses and in educationally purposeful activities beyond the classroom*), and **1c** (*SA/AS engages and collaborates with faculty on educationally purposeful activities*).

Initiative 1: Offer high quality UNIV 201 courses and seek to expand array of course offerings.

Key Performance Indicator(s):

- # of UNIV 201 sections offered during 2010-11.
- # of students enrolled in UNIV 201 during 2010-11.
- % of students reporting UNIV 201 course was valuable.
- Creation of common course requirements document for UNIV 201.

Initiative 2: Offer high quality UNIV 290 courses.

Key Performance Indicator(s):

- # of UNIV 290 sections offered during 2010-11.
- # of students enrolled in UNIV 290 during 2010-11.
- % of UNIV 290 students reporting course was valuable.
- Extent to which the Learning Community Principals or Coordinators report that the course advanced the goals, mission, or purpose of the learning community.

Initiative 3: Offer high quality UNIV 401 courses and seek to expand array of course offerings.

Key Performance Indicator(s):

- # of UNIV 401 sections offered during 2010-11.
- # of students enrolled in UNIV 401 during 2010-11.
- % of UNIV 401 students reporting course was valuable.

KPI Methods for Goal 2: Data from IMS, end-of-course evaluations, and email inquiry to Learning Community Principals/Coordinators.

Goal No. 3: Foster the development of instructors to ensure high quality teaching and enhance their satisfaction, vitality, and efficacy as members of the university community.

Overall Key Performance Indicators:

- % of UNIV 101 students reporting that:
 - They would recommend the instructor for future UNIV 101 classes.

- The instructor was well prepared for class.
 - The instructor encouraged meaningful class discussions.
 - The instructor showed enthusiasm for the course.
 - The instructor gave useful feedback on assignments.
 - The instructor presented material in an interesting or interactive way.
 - The instructor treated students with respect.
- # of instructors nominated for Award for Outstanding Teaching in University 101.
 - Student perceptions of the level at which the course included:
 - (a) a variety of teaching methods,
 - (b) meaningful class discussions,
 - (c) challenging assignments,
 - (d) productive use of class time,
 - (e) encouragement to speak in class,
 - (f) encouragement for students to work together, and
 - (g) meaningful homework.
 - Instructor perceptions of the extent to which teaching contributed to their:
 - Satisfaction and commitment to the institution.
 - Status and respect at the institution.
 - Relationships with and understanding of students.
 - Professional development and vitality.
 - Improvement in teaching of other courses, if applicable.

KPI Methods: End of course evaluation administered in class, First-Year Initiative Survey administered online through Educational Benchmarking Incorporated, and instructor survey administered through StudentVoice.

Initiative 1: Ensure a reliable and steady pipeline of instructors by effectively recruiting, selecting, and retaining quality instructors.

Aligned with Division Outcome: 2c (*recruits, hires, and retains high quality staff*).

Key Performance Indicator(s):

- # of new applicants in 2010-11 (and # interviewed).
- # of new applicants that complete the Teaching Experience Workshop.
- % of instructors qualified to return that commit to teach fall 2011.

Initiative 2: Develop and implement high quality faculty development opportunities.

Aligned with Division Outcomes: 3a (*Professional development and education opportunities for campus, state, national, and international communities promote student learning and facilitate transitions into and through educational systems*), **3c** (*Programs and services facilitate scholarship of teaching, learning, and student development*).

Key Performance Indicator(s):

- Teaching Experience Workshop (TEW): A 3-day training seminar required for all new instructors.
 - # of new instructors that participate in the January and May TEW.
 - % of participants that report the workshop was a valuable experience.
- Building Connections Conference (BCC): A 1-day conference for all current instructors.
 - % of USC-Columbia UNIV 101 instructors scheduled for fall 2011 that attend the Building Connections Conference.
 - % of attendees that reported the BCC was a valuable experience.
- Syllabus Preparation Workshop: A 1.5 hour workshop for all current instructors.
 - % of instructors scheduled for fall 2011 that participate in a syllabus preparation workshop.
 - % of instructors that report the workshop was valuable.
- Summer Workshops
 - # of summer workshops offered.
 - # of instructors that attend a summer workshop.
 - % of instructors that report the workshops were valuable.
- Fall Faculty Meetings
 - # of instructors that attend at least one fall faculty meeting.
 - % of instructors that found meetings valuable.
- Colleague Clusters: A new initiative consisting of a small group of UNIV 101 instructors designed to be a support/mentoring team.
 - % of instructors that attend at least one cluster meeting.
 - % of instructors that reported they were an active member in their Colleague Cluster.
 - % of instructors that found Cluster valuable.

KPI Methods: Evaluation forms immediately following experience and instructor survey using StudentVoice.

Initiative 3: Provide high quality curriculum and support materials for instructors, including the Faculty Resource Manual and SharePoint to share ideas, resources, and information.

Aligned with Division Outcomes: **3a** (*Professional development and education opportunities for campus, state, national, and international communities promote student learning and facilitate transitions into and through educational systems*), **4a** (*SA/AS develops and disseminates high quality publications, professional development events, and resources on student transition, learning, and success to both internal and external constituents*).

Key Performance Indicator(s):

- # of manuals distributed.
- % of instructors reporting manual is a valuable resource.
- % of instructors reporting that they use their manual often during course planning.
- % of instructors that report using SharePoint often or occasionally.
- % reporting that SharePoint is a valuable support resource.

KPI Methods: Instructor survey using StudentVoice.

Goal No. 4: Optimize engagement, satisfaction, and leadership learning and practice of upper-division and graduate students through service as a peer educator in University 101.

Aligned with Division Outcomes: **1a** (*Essential programs are effectively provided*), **1b** (*Students are engaged in academic courses and in educationally purposeful activities beyond the classroom*), **1c** (*SA/AS engages and collaborates with faculty on educationally purposeful activities*), and **6d** (*Engage constituents in educationally purposeful interactions with others who are different from themselves*).

Overall Key Performance Indicator(s):

- Peer/GraduateLeaders will articulate at least two positive outcomes as a result of their University 101 leadership experience.
- % reporting that the peer leadership experience has contributed positively to their overall experience at the University of South Carolina.
- % reporting that the experience of being a peer/graduate leader was valuable.

KPI Methods: StudentVoice survey conducted by the Peer Leader Advisory Network, final exam responses from EDLP 520, StudentVoice survey of Graduate Leaders, and end of experience survey administered in class to Peer Leaders.

Initiative 1: Enhance marketing, recruitment, selection, and pairing efforts to ensure a sufficient number of qualified peer and graduate leaders.

Key Performance Indicator(s):

- # of applications for new peer leader positions.
- # of new peer leaders selected.
- # of peer leaders returning for a second year.
- # of graduate leaders selected.
- % of sections utilizing a peer or graduate leader.

Initiative 2: Enhance the support and development of new and returning Peer Leaders through training workshops and Peer Leader seminar (EDLP 520).

Key Performance Indicator(s):

- # of new peer and graduate leaders that attend a training workshop.
- % that report the training was a valuable experience.
- # of new peer leaders that enroll in EDLP 520.
- % of students enrolled in EDLP 520 that report the course was a valuable experience.
- # of returning peer leaders that attend at least one support function.
- % of returning peer leaders that report feeling supported in their role.

KPI Methods: Evaluations administered immediately following the experience, end-of-course evaluation in EDLP 520, and survey of returning Peer Leaders administered through StudentVoice.

Initiative 3: Utilize peer educators to enhance the UNIV 101 experience.

Key Performance Indicator(s):

- % of UNIV 101 students that report their peer/grad leader:
 - made important contributions to class.
 - was helpful outside of class.
 - was an appropriate role model.
 - was a valuable part of their U101 experience.
- % of instructors that report their teaching partner was an asset to the course.

KPI Method: Data collected through UNIV 101 end-of-course evaluation and instructor survey administered through StudentVoice

Initiative 4: Develop recommendations, through the creation of a special study group, to improve the Peer Leader program.

Key Performance Indicator(s):

- Report from study group detailing recommendations to improve the Peer Leader program.

Goal No. 5: Provide service and outreach to University constituents and external audiences while increasing the recognition and visibility of University 101 Programs.

Initiative 1: Provide training, outreach, and support to UNIV 101 instructors on regional campuses and to Bridge Program partners.

Aligned with Division Outcome: 4d *(SA/AS collaborates with system campuses to advance operations and provide system leadership).*

Key Performance Indicator(s):

- # of instructors from bridge or regional campuses that participate in the TEW.
- # of instructors from regional campuses that attend the Building Connections Conference.
- # of visits to or consultations with regional campuses to provide outreach and support.
- # of sections of UNIV 101 offered on regional campuses.
- # of regional campus instructors with access to SharePoint.

Initiative 2: Present, publish, consult with internal and external audiences, and serve on University or national organizations or committees.

Aligned with Division Outcome: 5c *(Faculty and staff contributions and expertise are acknowledged).*

Key Performance Indicator(s):

- # of presentations, publications, awards, or leadership roles.
- # of committees served.
- # of inquiries and visits about the program.

Initiative 3: Promote University 101 to multiple constituents and develop our social media presence.

Aligned with Division Outcome: 2f *(Policies, procedures, and related communications are systematically reviewed and updated).*

Key Performance Indicator(s):

- # of marketing materials sent to students or parents.
- # of materials and other information shared with campus and off-campus constituents.
- # of marketing events attended, including resource fairs, open houses, Scholar's Day, etc.
- # of website visits and # of different colleges or universities that visit our webpage.
- # of YouTube views of the University 101 promotional video.
- # of fans of University 101 Programs Facebook page
- # of Twitter followers of University 101 page.