Norco College Annual Assessment Report

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INTRODUCTION

As in recent years, the 2021-2022 academic year was highly abnormal due to the COVID-19 Pandemic. Throughout the year many instructional, and non-instructional, faculty workflows transitioned back to fully in-person under the direction of the Riverside Community College District (RCCD). Flexibility and innovation remained common themes as faculty continued to make frequent adjustments as they transitioned back to campus. Additionally, sporadic COVID-19 outbreaks and continuously changing policies seemed to oscillate status quo in a way that made rigid expectations difficult to justify. However, despite the chaotic and unpredictable landscape, or perhaps because of it, Norco College seemed to shift from the rigidity of many legacy structures, which no longer fit, towards newer structures that supported new ways of life.

More specifically, Norco Assessment Committee (NAC) spent much of the 2021-2022 academic year updating processes to support new workflows in three main areas:

- Continue strategic planning efforts by developing processes, tools, and technologies to support continuous improvement.
- Close the loop on the previous cycle by implementing improvements and recommendations.
- Initiate assessment activities.

In addition to the changes brought on by the pandemic the 2021-2022 academic year also marked a change in the college's assessment cycle which spanned Fall 2021- Spring 2027.

Norco Assessment Committee (NAC) meetings, workshops, and planning activities continued to be held virtually in accordance with Centers for Disease Control and Prevention (CDC) recommendations and Norco College Academic Senate guidance.

The purpose of the Annual Assessment Report 2020-2021 is to document assessment-related activities completed throughout the 2020-2021 academic year. Traditionally the report is completed annually and made public on the Norco Assessment Committee (NAC) website: https://www.norcocollege.edu/committees/assess/Pages/documents.aspx. Any questions regarding information found in this report can be directed to Ashlee Johnson, Faculty Assessment Coordinator, or Greg Aycock, Dean of Institutional Effectiveness.

STRATEGIC PLANNING: CLOSING THE LOOP

According to the approved charter, the purpose of the Assessment Committee is to support and encourage assessment of student learning in all instructional programs, and student and learning support services. When necessary, the Assessment Committee will make recommendations to the Academic Senate to facilitate improvements in the assessment process and in student learning overall.

The Assessment Committee is primarily responsible 8, Objective 8.1: Make program, student, and effectiveness (including assessment) data available, usable, and clear so critical data is visible in real time. In summary, NAC's role is to assess student learning/growth and support continuous improvement to close student learning gaps.

PLANNED DELIVERABLES FOR THE 2021-2022 YEAR:

NAC developed four deliverables while planning for the 21-22 Academic year.

1. Update committee charter and submit to Academic Senate for approval.
2. Update the Assessment structure of the Nuventive platform.
3. Facilitate training for integrating SLO assessment in Canvas.
4. Map SLOs to PLOs/GELOs in Nuventive.

The committee began the academic year with several activities designed to provide a review and information needed to hold discussions and make decisions on ways to close the loop on feedback received the previous year. Additionally, the activities were intended to ensure necessary changes were included in the new charter. A summary of activities completed to assess the quality of NC assessment practices and implement change to support continuous improvement are as follows:

1. Consider several outstanding assessment-related observations, suggestions, and requests from the last cycle and brainstorm ways to close the loop.
2. Review the committee charter including the overall scope, objectives, and deliverables.
3. Provide an overview of the assessment cycle.
4. Discuss ways to operationalize various steps of the assessment cycle wheel (Define/Redefine, select/design, Implement, Gather, Analyze & Evaluate, Identify Gaps, make decisions, and repeat).
5. Inform members of updates and progress made over the summer.
6. Reiterate the need to begin assessing outcomes to ensure that every outcome gets assessed within the cycle.

The Committee updated its Charter in early Fall 21 which marked the completion of its first deliverable. With its approval the updated NAC Charter had three main updates.

- Addition of Equity Section was added by Academic Senate.

- A small change under 'Scope and Expected Deliverables from "2021-22" to "2021-23".
- Change from 'Develop' to 'Facilitate' in #3 of Scope and Expected Deliverables

The second deliverable was to update the assessment structure of the Nuventive platform. The purpose of this was to update the technology to support current future growth and to align practices across instructional and non-instructional areas. The activity was also needed to support changes impacted by a new process being developed to integrate SLO assessment into Canvas (Deliverable 3). Due to the complexity of the changes in multiple systems simultaneously and the major deviation from common practices, this deliverable was not completed during the academic year. Efforts in this area are expected to continue into the following year.

The third deliverable was to Facilitate training for integrating SLO assessment in Canvas.

In Fall 21, to address this deliverable the Leading from the Middle Project Team was assembled with the goals to:
- Develop a process to assess SLOs using Canvas
  - Make formative assessment data visible in real time
  - Simplify the assessment process (eventually)
  - Encourage data collection
  - Possibly: integrate workforce skills attainment into course assignments so students earn/collect specific skills based on documented evidence as they learn (if desired).
  - Possibly: integrate holistic/well-being measures (mental, physical, emotional, etc.)
- Implement a common assessment rubric and criteria to help align practices
  - Compile/Evaluate data from multiple courses in a meaningful way with a shared scale
  - Consider a larger (more representative) sample
  - Enable trend analysis
  - Maintain Faculty academic freedom
- Integrate Canvas, Nuventive, and student demographics data into usable dashboards
  - Disaggregate assessment data by demographic to support equity
  - Surface assessment data in dashboards
  - Focus efforts on using data not collecting data

The fourth deliverable was to Map SLOs to PLOs/GELOs in Nuventive. However, due to the ongoing updates to the Nuventive platform in deliverable 2, this item was paused.

INSTRUCTIONAL LEARNING OUTCOMES ASSESSMENT

Norco College Assessment Committee (NAC) continuously tracks progress of outcomes assessment each cycle. At the beginning of a new cycle assessment data from the previous cycle gets archived and assessment tracking tools are reset to incomplete status. The college maintains a goal to assess each outcome at least once during the cycle. Faculty were encouraged to begin outcomes assessment early to minimize unforeseen disruptions later.

A summary of the outcomes assessed during Fall 2020 to Spring 2021 academic year follows:

COURSE LEVEL ASSESSMENT:

A total of 65 SLOs from 16 courses were assessed during the 2021 - 2022 academic year.

PROGRAM LEVEL ASSESSMENT:

A total of 10 PLOs were assessed during the 2021 to 2022 academic year.

ASSOCIATE DEGREES FOR TRANSFER (ADT) ASSESSMENT:

No additional ADT outcomes were assessed during the Fall 2021 to Spring 2022 academic year.

CTE PROGRAMS & CERTIFICATES ASSESSMENT:

No additional CTE outcomes were assessed during the 2021 to 2022 academic year.

AREA OF EMPHASIS DEGREES (AOES) ASSESSMENT:

A total of 10 PLOs from 2 AOEs were assessed during the 2021 to 2022 academic year.

Beginning in 2021, the Area of Emphasis (AOE) degrees will assess Program Learning Outcomes (PLOs) through the mapping of course Student Learning

Outcomes (SLOs) to PLOs. This is done through Nuventive Improve through the following process:

1. The Institutional Effectiveness office assigns courses to the AOE program using the required and elective courses identified in the College Catalog.
2. Assigned discipline faculty use the matrix in Nuventive to map Course Student Learning Outcomes (SLO) to AOE Program Learning Outcomes (PLO).
3. Reports of mapped SLO benchmark attainment are pulled from Nuventive.

Mastery of PLOs is assessed by taking the average of mapped SLOs that have met benchmarks. This average is then compared to the benchmark set for PLOs (also known as the benchmark of benchmarks). The default benchmark of benchmarks is set at 70%, however, this can be changed if deemed necessary by the various disciplines involved in the AOE or by the Norco Assessment Committee.

All PLOs for the Fine and Applied Arts and the Administrative and Information Systems AOEs were assessed, and the outcomes were discussed at an Assessment Committee meeting.

AOE reports:
- [2021-22 Fine and Applied Arts Assessment Report](#)
- [2021-22 Administrative and Information Systems Report](#)

GENERAL EDUCATION ASSESSMENT:
No additional GELOs were assessed during the 2021-2022 academic year.

STUDENT SERVICES AND LIBRARY SERVICES ASSESSMENT:

In Fall 21 the Assessment team worked with Student Service staff to start the assessment cycle by developing outcomes for the areas and programs.
- Held an overall Student Services Assessment workshop in October 2021 for Student Services Area and program managers.
- Held individual area Outcome Development Workshops with leads in the following areas:
  - Advising and Counseling
    - Career Center
    - Engagement Center

- Counseling
- Transfer
- Enrollment Services
  - Student Financial Aid
  - Upward Bound
  - Veterans
  - Admissions and Records
  - Outreach and Promise
- Equity Programs
  - Men of Color (MoC)
  - Puente
  - SSS-TRiO
  - Umoja
  - Women's Lean in Circle (WLC)
- Special Programs
  - Disability Resource Center (DRC)
  - CalWORKS
  - EOPS/CARE/NextUp
  - Unity Zone
  - Phoenix Scholars
- Student Life
  - Student Health Services
  - Student Life
  - Athletics