Characteristics of the Maturity Model

**Implementation and Proficiency Timeline**

- **Initial** (Level 1): Processes unpredictable, poorly controlled and reactive
- **Managed** (Level 2): Processes characterized for projects and is often reactive.
- **Defined** (Level 3): Processes characterized for the organization and is proactive. (Projects tailor their processes from organization’s standards)
- **Quantitatively Managed** (Level 4): Processes measured and controlled
- **Optimizing** (Level 5): Focus on process improvement

**Timeline:**
- Fall 2016: Initial (Level 1)
- Fall 2017: Managed (Level 2)
- Spring 2017: Defined (Level 3)
- Fall 2017: Quantitatively Managed (Level 4)
- Spring 2018: Optimizing (Level 5)
Step 1: Organize Divisional Review Committees

Step 2: Define program - department mission

Step 3: Define program – department goals

Step 4: Define program student-learning / service outcomes

Step 5: Inventory existing and needed assessment methods

Step 6: Identify assessment methods and targets for each outcome

Step 7: Refine process and Collect the Data

Step 8: Analyze Results

Step 9: Provide feedback

Step 10: Implement Changes

Step 11: Monitor changes - compare results

Step 12: Review information

Most Have already but Unfinished

PLAN – Spring 2017

Good to use different approaches

DO – Fall 2017

Check – Fall - Spring 2018

Leverage the summer

Act – Fall – Spring 2018

Enclosure 2
Organizational Responsibility Flowchart of NSU Assessment Process

University Assessment Committee (UAC)

16 Members
(15 x DRC Chairs - plus UAC Chair)

Academic Divisional Review Committees
(x 7)

- College of Arts and Sciences
- College of Education
- College of Nursing
- College of Science and Technology
- Registrar, Library, Support Services, Education

Each program has a Assessment Coordinator

Administrative Divisional Review Committees
(x 8)

- ITS
- Athletics
- IEHR
- External Affairs
- Student Experience
- TIED
- University & Business Affairs

Each program has a Assessment Coordinator

Each of the 15 DRC Chairs serves as a member of the UAC

Enclosure 3
University Assessment Committee issues pertinent guidance along with schedule of product delivery. Entertains any request for exemption.

Dean or Department Head / Director Approves Assessment coordinator for the program or unit enters mission statements, learning outcomes, and outcome measures into Taskstream. Maintains currency throughout process.

Provost - Dean or Vice President - Division Head Approves in Taskstream

Throughout the year, faculty and staff will collect data, report results of the previous year’s assessment, and then develop assessment plans for the upcoming year.

Critical to success is direction and oversight being provided by the University Provost and respective Vice Presidents.

Organizational Responsibility Flowchart of NSU Assessment Process

FALL – SPRING 2017

All academic and administrative units develop – verify assessment plans for the upcoming year.

Results and plans are submitted to Divisional Review Committees (DRCs) for review that are designed to promote excellence in assessment of processes, operations, and student learning outcomes.

DRC develops the annual submission assessment report made up of the following components: 1) results of the previous year's assessment, 2) proposed or actual changes based on these results, and 3) a new assessment plan to measure the impact of these changes (including an analytical assessment of the effects of the changes made. (TASKSTREAM)

A memorandum from the UAC chair is sent to units and academic programs that are not in compliance with assessment requirements at least 30 days prior to the annual report (early to mid-June). Copies of this memorandum are sent to supervisors and UAC representatives.

UAC provides an annual report – update to the president documenting strengths and weaknesses of the university’s overall effort in assessment and institutional effectiveness.