

SACS Facts, June 2009

The University has purchased an outcomes management system, TaskStream, to help collect accreditation and strategic planning documentation from departments and areas across the UTC campus. The system is hosted off site on the TaskStream server and is all web-based. (TaskStream training is available on multiple dates in June. For more information, see: <http://www.utc.edu/Administration/SACS/TaskStream.php>)

Dr. Dee Dee Anderson, Student Development, examines “Change (Improvement) Comes from Outcomes Data, Outcomes Assessment and Non Academic Departments.”

The SACS accreditation process affects everyone on campus including non-academic departments. When we talk about learning outcomes and assessment we often think of what is happening in the classroom through teaching and research.

As we begin our training on TaskStream software, all campus departments will develop outcomes and assess these outcomes to provide continuous improvement initiatives. The TaskStream software provides the entire campus with a communication and resource hub for our outcomes and improvement plans.

In spring '09 the Office for Students with Disabilities began the assessment process by having students complete a student satisfaction survey to assess their services and the impact on student learning. The questions in the survey focused on the different types of accommodations offered through the office, advocacy, support and availability of staff. Each question was based on a Likert scale ranging from 1-4 with 4 being the best. The survey results showed an average of 3.7 on all the responses!

The lowest area presented on the survey was the availability of training for Assistive Technology (AT). On this item the average score was 3.0. While OSD has a great AT program and a very knowledgeable AT coordinator, students felt that they did not receive adequate training on all the technology available. This presented a new frustration for students who were trying to use equipment for the first time.

Out of this data, a training program was developed for all students as part of the intake process. After meeting with the director to discuss overall accommodations, each student then meets with the AT coordinator to discuss potential AT accommodations. Once a decision has been made about the most appropriate AT choices, the student then meets with the coordinator no less than 4 times to train on the new equipment/software. Having support to get through the frustrations of new technology has helped the students feel more confident in their AT use. OSD planned to assess the students again to see if the

training program has had a positive impact on student's knowledge of Assistive Technology.

Michelle Rigler, Director of OSD, and her staff are working towards continuous improvement in services and programs that impact student learning. As we enjoy the summer months, join Michelle and the campus community in establishing learning outcomes, assessing outcomes, and learning how the TaskStream software can help in this process. Please visit <http://www.utc.edu/Administration/SACS/TaskStream.php>