

# Assessment Plan

## *Administrative and Academic Support Units*

**Department/Unit:** International Programs Office (IPO) **Date:** January 27, 2010

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**Mission Statement:** IPO's mission is to develop, maintain, and enhance the resources, services and environment necessary to provide the highest level of support for the academic dimensions of the University's commitment to internationalizing education and research.

### **Unit Functions:**

- (1) Negotiate MOUs and student exchange/study abroad (SAB) agreements with foreign universities.
- (2) Manage the academic aspects of incoming SAB programs.
- (3) Manage all aspects of the outgoing SAB programs.
- (4) Support academic units' efforts to develop and sustain academic programs to attract SABs to AUC.
- (5) Develop and manage incoming special programs for foreign universities.

### **Outcome 1:**

Faculty, departments, and centers at AUC will receive prompt attention and constructive assistance by IPO in developing and implementing collaborative relationships with other universities and in developing and implementing academic course programs that enhance the university's internationalizing mission.

**Assessment Methods:** *What factors, variables, or elements will you measure to gauge your success at reaching your expected outcome?*

1. Discuss with and obtain feedback from IPO's faculty advisory committee, chairs, individual faculty, deans, and the provost.
2. Collate information on the processes of negotiation and implementation.

**Targets/Benchmarks:** *For each of these indicators, what is the minimum result, target, benchmark, or value that will represent success at achieving this outcome?*

1. AUC customers provide positive assessments of interaction with IPO.
2. MOUs and other agreements are negotiated in a reasonable time period, which varies according to the kind of agreement and degree of prior interaction by IPO and AUC partners with the external institution.
3. AUC customers are satisfied with the partnerships created with the assistance of IPO.

### **When Will Assessment Be Conducted and Reviewed?**

*How and when will you collect and analyze results?*

1. Periodic meetings with advisory committee; relevant chairs and faculty; deans, and provost.
2. Annual review of the negotiating-processes and outcomes in May as part of the year-end report to the provost.

**Use of Results:** *How will you use results for planning, improvements, and decision making?*

1. Improve the efficiency of communication with AUC customers.
2. Improve the quality of communication and interaction with AUC customers.
3. Ensure the appropriateness and sustainability of academic partnerships sought by AUC customers.

**Outcome 2:**

Potential and current international academic partners will receive prompt attention and constructive assistance by IPO in developing and implementing varied and appropriate forms of academic cooperation with AUC.

**Assessment Methods:** *What factors, variables, or elements will you measure to gauge your success at reaching your expected outcome?*

1. Systematic review of correspondence with partners to assess positive and negative features of interaction/communication
2. Written reports by partners who bring special academic programs to AUC
3. Partners' continuation of special academic programs at AUC in subsequent years
4. Number of hits to this portion of the IPO website, as a measure of awareness of IPO programs

**Targets/Benchmarks:** *For each of these indicators, what is the minimum result, target, benchmark, or value that will represent success at achieving this outcome?*

1. Partners provide positive assessment of interaction with IPO.
2. Institutions of high academic standing seek agreements with AUC.
3. MOUs and other agreements are negotiated in a reasonable time period, which differs according to the kind of agreement and degree of prior interaction with the external partner.
4. Varied forms of partnerships are created, suiting the interests of AUC and external partners/customers.

**When Will Assessment Be Conducted and Reviewed?**

*How and when will you collect and analyze results?*

1. Review of partners' written assessments: immediately after the end of each special academic program.
2. Review of appropriateness of agreements and partnerships: annually, in consultation with the IPO's faculty advisory committee, deans, and provost.

**Use of Results:** *How will you use results for planning, improvements, and decision making?*

1. Improve the efficiency of communication with partners.
2. Improve the quality of communication and interaction with partners.
3. Ensure the appropriateness and sustainability of academic partnerships.

**Outcome 3:**

Incoming SABs will meet a welcoming and informative environment in IPO throughout the process of enrolling in courses and during their stay at AUC.

**Assessment Methods:** *What factors, variables, or elements will you measure to gauge your success at reaching your expected outcome?*

1. International Student Exit Survey (ISES) conducted by IR in November and April
2. Chart listing SAB enrollment in each class throughout the University, provided by IR to IPO each semester
3. Statistical and qualitative analysis of pattern of receipt and management of enrollment materials
4. Focus groups of current SABs, to be arranged together with ISA
5. Number of hits to the incoming SAB portion of the IPO website, indicating "awareness" level
6. Students' individual course assessments (probably not possible, as IPO does not have access to this information; faculty/departments/deans/provost have access)

**Targets/Benchmarks:** *For each of these indicators, what is the minimum result, target, benchmark, or value that will represent success at achieving this outcome?*

1. 90% of incoming SABs placed in their classes prior to arrival at AUC.
2. Student satisfaction shown in responses to ISES questions related to IPO, in findings of focus groups, and (if available) results of student course evaluations.
3. Availability of sufficient and appropriate classes indicates smooth cooperation with departments as well as indicates departments' hiring sufficient faculty to meet their teaching needs.
4. Technological advances consistently enhance online academic advising.

#### **When Will Assessment Be Conducted and Reviewed?**

*How and when will you collect and analyze results?*

1. Review of on-line placement will take place in June (for Summer), July (for Fall), and January (for Spring).
2. Review of course availability will take place in June (for Summer), September (for Fall), and February (for Spring.)
3. Review of ISES results will take place as soon as the report is available.
4. Review of class-placement chart will take place as soon as the data is received by IPO.
5. Review of website hits will be ongoing.

**Use of Results:** *How will you use results for planning, improvements, and decision making?*

1. Work to improve online placement to ensure proper and timely placement in classes.
2. Work to improve the interface with students, as needed.
3. Work to improve interaction with departments to ensure sufficient and appropriate courses.
4. Encourage departments, where appropriate, to align faculty hiring with servicing SABs as well as with the departments' service to the Core, Majors, and Graduate Students.

#### **Outcome 4:**

Out-going SABs will meet a welcoming and informative environment in IPO throughout the process of applying, being placed in overseas programs, and traveling abroad as well as upon the completion of their overseas academic study experience.

**Assessment Methods:** *What factors, variables, or elements will you measure to gauge your success at reaching your expected outcome?*

1. Number of hits to out-going SAB/exchange portion of IPO website, indicating "awareness" level.
2. Review student applications to assess interests and priorities.
3. Focus groups with outgoing students upon their return from studying abroad.

**Targets/Benchmarks:** *For each of these indicators, what is the minimum result, target, benchmark, or value that will represent success at achieving this outcome?*

1. Outgoing AUC students will be placed in appropriate exchange/SAB universities.
2. Students will express satisfaction with IPO's support-structure in focus groups.
3. A judiciously-managed increase in the number of outgoing students will take place.
4. Financially-challenged students will receive meaningful assistance to enable them to study abroad.

**When Will Assessment Be Conducted and Reviewed?**

*How and when will you collect and analyze results?*

1. Post-review of applications will take place in January and September.
2. Focus groups will be conducted in February and September.
3. Review of website hits will be ongoing, to measure “awareness”.

**Use of Results:** *How will you use results for planning, improvements, and decision making?*

1. Reassess exchange agreements if placements prove inappropriate or students do not want to study at those universities.
2. Develop new exchange/SAB agreements to satisfy students’ academic and personal-development needs.
3. Work to improve the interface with students, as needed.