

Success Stories in 2003-04

College of Education Assessment Success Story 2004

In 2003 the questionnaires used to survey Harding Teacher Education Program Alumni and their supervisors were revised. A question was added to determine respondents' perceptions of the adequacy of Harding's program in training teachers to use instructional technology. Although 78% of the alumni and 81% of the supervisors agreed that Harding's program adequately prepared beginning teachers to use instructional technology, this was the only question on which the rate of agreement fell below 90%. Two faculty members requested a faculty development grant to investigate the technology competency of the students of students who had recently completed their first education course that included training in use of instructional technology. The grant was matched by funds from an instructional technology assessment corporation. The students were able to participate, at no cost to them, in an online assessment for IC3 Internet and Computing Core Certification.

Success Stories in 2002-03

Postal Services Department, Tobey Nichels

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- Based on review of daily records, trends of heavy mail volume were noted which enabled us to reschedule staff and student employees for added coverage. Resulted in: Overall workload of Campus Mail Employees was less stressful while improving customer service.
- Assessment process gave real hands on evidence of our client satisfaction. If a client is dissatisfied, they may be vocal and memorable. The many positive comments and kind gestures by other clients are often forgotten. As a result of the survey evaluations: There is improved morale and renewed energy by the staff.
- By proactively pursuing the postage discounts available for volume mailers, the Mailing Center has been able to reduce the cost per piece of mail processed by 8.25%.

Career Center, Rebecca Teague

A point of contact survey yielded the following results based on a 5 point scale:

- Overall satisfaction: 4.5
- Friendliness of Career Center Staff: 4.8
- On Campus Interviews: 4.5

Due to the changes in employment and the economic situation, more opportunities for students to find employment were sought. In addition to the Business, Industry, and Government Fair, Graduate School Fair, Teacher Job Fair, Nursing Career Fair,

Opportunity Day and on campus interviews, the Career Center added an e-Fair, using Monster TRAK. It is a free service to students and is useful for:

- Locating Internships
- Promoting opportunities to specific audiences such as liberal arts
- Targeting geographic regions
- Forming consortiums with other schools to share jobs and internships thereby further increasing contacts for students

Department of Student Services, Dr. Dee Carson

- The subscore on the criteria, A the dorms enhance your ability to study effectively@ was less than desired by the staff. As a result, the student leadership, the Resident Assistants, and Resident Life Coordinators have implemented new strategies to make the dorms a better environment for study purposes.
- Student Orientation programs were also areas of concern. On the senior exit questionnaire one of the questions for response was A being introduced to Harding through an Orientation program, Summer Experience or Student Impact, was of benefit to my success in college.@ Even though the 3.4 rating was satisfactory, we are really working to reorganize the orientation programs in order to better benefit the new students.

Specifically: Butch Gardner has now assumed the new position of First Year Experience Director and is working with a student/parent/faculty advisory committee to ensure the best possible program.