

**SUNY Potsdam
Administrative Unit
Assessment Summary Form**

Administrative Unit: Center for Creative Instruction (CCI)

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Assessment Year: 2022

PURPOSE

This annual assessment summary form provides the opportunity for units to follow-up on their previous assessment work and reports and to highlight actions taken to improve processes and/or efficiencies in functioning that lead to outcomes that benefits students, staff, or the college. These could be process changes or improvements in efficiency, skill level of staff, opportunities for the college, or other aspects over which the unit has a certain amount of control.

SECTION 1: PRIOR YEAR ASSESSMENT PLAN FOLLOW-UP

A key component of the continuous improvement assessment process is following up on [prior year assessment plans and reports](#). Review your prior year plan and report and select one of the desired goals and outcomes to comment on any changes or improvements resulting from actions taken.

Prior Year Assessment Plan – Desired Goal and Outcome(s)

Copy/Paste or enter the goals and outcomes from your prior plan that you wish to highlight and summarize. Also list any relevant results data and planned actions that may have been previously listed.

Goal: Improve LMS support to the campus community through both group and 1:1 professional development activity.

Outcomes:

1. The CCI will ensure that professional development and services related to the deployment of Brightspace are meeting the needs of the student and Faculty.
2. The CCI will seek feedback from the CCI board regarding professional development specific to the deployment of Brightspace.
3. The CCI board will meet with the Computing and Technology Services on a bi-weekly basis to troubleshoot issues and gauge effectiveness of the Brightspace deployment.

4. The CCI via the Online Faculty Fellows will develop, deliver, and assess 2 or more Online Pedagogy Trainings to faculty across the college per annum.

Outcome 1: The CCI Staff held three reflection sessions with faculty regarding the implementation of Brightspace. These reflection sessions were designed to collect data regarding the following:

1. Comments and Tips
2. Further Exploration
3. Questions to Work On

Extensive notes were taken, and a variety of action items were noted including:

Comments & Tips:

- Generally, students have been adapting to Brightspace well.
- Questions about Brightspace are usually easy to find answers to with basic searching, and things in the program tend to be where you'd expect them to be.
- We really like rubrics, though they can take some work to make sure they give students the feedback they need. For example, making sure a student who has an excellent response to a discussion but posted late gets a grade and feedback that reflects that accurately.
- We and students like the video feedback/Add Stuff--> Video Note feature for instructors and students. Just be aware that students don't seem to have an Audio Note feature available.

We'd Like To Explore A Bit More:

- We would like to start pointing students to the Bookmarks feature, maybe in Orientations.
- We would like to learn more about the Groups feature.
- We would like to learn more about the Self Assessments feature.
- We would like to explore the Surveys tool more and remember to add mid-course evaluations to our courses for student feedback.

Answers:

- If instructors need a guest to have access to their course, they will need to request that the user be added. (They cannot do this themselves.)
- If you're using Microsoft Teams to schedule video conferences, you may want to set these events up in Teams rather than using the tool in Brightspace if you want it to appear on your Teams/Outlook calendar.

- There does not appear to be an option (besides using rubrics) to have pre-set common feedback items available as a dropdown menu when giving feedback in Brightspace.
- We're working on getting the Fall courses set up. It should be done soon.

Outcome 2:

The CCI has a dedicated action item at each bi-monthly CCI Board meeting that includes Q &A and discussion regarding the implementation of Brightspace. Results indicate that faculty find the LMS training to be comprehensive. People enjoy the range of opportunities from very short and targeted PD around navigation to in depth badge earning trainings. Rollout of the LMS has been smooth, though there has been some concerns around the various roles that can be assigned. Faculty had more leeway with roll assignment in Moodle.

Outcome 3:

The CCI and CTS meet bimonthly to discuss various shared issues, mainly involving the LMS but also involving video captioning, end of course surveys and other tech matters related to faculty.

Outcome 4:

The Online Faculty Fellows are working with Markie Hooper to design and develop a new pedagogy training related to Brightspace. They meet weekly and the course is just about finished.

Based on the outcomes, collected data/results, and planned actions, please describe what specific actions were taken and the resulting impact, if any.

Outcome 1:

- There is interest in customizing course navigation bars – we will need to balance consistency vs. what makes sense for easy access within a specific course.
- What is the easiest way to approach giving feedback/grades and participating in the conversations in a discussion forum? It can be tricky to know where to say what because you are grading and participating in two different places.
- We are still hearing that some users are getting email notifications from Brightspace, some users get partial emails (ie., emails for announcements but not for subscribed discussion forums) and some get pretty much no notification emails.

Outcome 2:

- The CCI took the issue of role assignment to the CCI/CTS meeting. This resulted in another meeting with the registrar to outline the FERPA issues with role assignment and thus the need for specific categories. This was reported back to CTS and the Board and a compromise has been reached.

Outcome 3:

- The CCI/CTS Meeting is scheduled bi-monthly and various action items are discussed each week as determined through the agenda. Outcome 2 is an example of a recent action item addressed, but there have been numerous items addressed this year as the adoption of Brightspace is a complicated task.

Outcome 4:

- The first training is scheduled for mid-October and a second training will be scheduled in January.

SECTION 2: ADDITIONAL ASSESSMENT HIGHLIGHTS (optional)

Assessment activity can take place that is not directly tied to previously submitted plans and reports. Please use this space to share any assessment success stories from this past year. What did you assess and how? What were the results? What did you learn from it and do as a result?

The CCI has learned that the deployment of Brightspace has been highly successful. The faculty listening sessions have provided very insightful end user information that has led to tweaking of the environment. One gap is the student voice, which we will be working on in the spring following the fall semester.