



HIED 637 01W Institutional Effectiveness and Outcomes Assessment

COURSE SYLLABUS: Summer I 2023

INSTRUCTOR INFORMATION

Instructor: Dimitra Smith, PhD; Professor and Department Head

Department: Department of Higher Education and Learning Technologies

OFFICE HOURS: AVAILABLE BY APPOINTMENT

University Email Address: Dimitra.Smith@tamuc.edu

Preferred Form of Communication: Email

Communication Response Time: Email is the best way to reach me as I check it daily. A

reply will be sent within 48 hours, depending upon the time your message was received. (with the exception of Holidays).

COURSE INFORMATION

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Textbook(s) Required

- Gravells, A. (2021). Principles and Practices of Assessment (4th ed.). SAGE Publications, Ltd. (UK). <https://bookshelf.vitalsource.com/books/9781529764703>
- *Assigned online readings will be available on the HIED 637 course shell.*

Course Description

This course examines the application of a variety of institutional assessment processes to the development, or improvement, of the organization and to the measurement of accountability. Strategic planning as a necessary foundation for both assessment and development will be also covered.

Student Learning Outcomes

Upon completion of this course, the student will be able to:

1. Analyze the culture of an institution. Specifically, the student will be able to
 - a. Describe the nature of culture in higher education institutional program.
 - b. Explain how institutional culture can impact the success of an institution.

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2. Develop an overall mission for higher education based on an understanding of the purpose of higher education in the United States. Specifically, the student will be able to
 - a. Describe the purposes of higher education in the United States.
 - b. Interpret mission statements.
3. Demonstrate an understanding of institutional effectiveness via identification and assessments of critical programs, divisions, etc. in higher education. Specifically, the student will be able to evaluate different approaches to institutional effectiveness in higher education institutions.
4. Analyze the concepts of assessment and improvement in higher education. Specifically, the student will be able to
 - a. Describe the purpose and culture of assessment in higher education.
 - b. Explain the basis and necessary requirements for institutional improvement in higher education.
5. Explain the purpose of outcomes assessment in higher education. Specifically, the student will be able to
 - a. Explain the influence of external accountability on higher education institutions.
 - b. Explain the purpose of assurances.
 - c. Discuss different approaches to ensuring online safety and security in
 - d. Identify appropriate methods for measuring outcomes
6. Synthesize the role of outcomes assessment in institutional effectiveness.
 - a. Understand how to provide feedback for continue learning and success
 - b. Understand how to handle appeals, complaints and disputes in the assessment process.

COURSE REQUIREMENTS

Instructional/Methods/Activities

- A serious commitment to mastery of the content and make a contribution to the learning community that the instructor will facilitate. An online course inherently requires students to be active, reflective, and self-directed learners.
- Assigned readings, as noted in this syllabus, as well as extensive outside reading in applicable literature. This reading will serve as a basis for online discussion. Late submissions **WILL NOT** be accepted.)

GRADING

Discussion Boards:

Each discussion board contains discussion thread topics pertaining to a specific chapter (or chapters) in the textbook. Each discussion thread topic will require a “post” and atleast one reply to at least 2 fellow classmate’s posts.

Initial Post: Student provides thoughtful and thorough response to each topic for discussion. Students will need to complete an initial “post” to each discussion board

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thread by Wednesday of each module and respond to at least 2 peers by Saturday of each module. Review “post” content for correct grammar and spelling.

Replies: Student provides constructive comments to at least 2 fellow classmate’s posts. Reply content must relate to discussion topic. Review “reply” content for correct grammar and spelling. It is suggested that each reply consist of a minimum of four to five complete sentences.

Weekly Assignments:

Each week, in addition to the discussion, students will also complete a weekly assignment that will be directly related to the Final Assignment, that is due in the last Module of this course.

Final Assignment

The major paper/project for the class is an institutional assessment plan. Additional information is provided in D2L.

Please remember, no grade below a “B” may be applied to a doctoral degree.

TECHNOLOGY REQUIREMENTS

Browser support

D2L is committed to performing key application testing when new browser versions are released. New and updated functionality is also tested against the latest version of supported browsers. However, due to the frequency of some browser releases, D2L cannot guarantee that each browser version will perform as expected. If you encounter any issues with any of the browser versions listed in the tables below, contact D2L Support, who will determine the best course of action for resolution. Reported issues are prioritized by supported browsers and then maintenance browsers.

Supported browsers are the latest or most recent browser versions that are tested against new versions of D2L products. Customers can report problems and receive support for issues. For an optimal experience, D2L recommends using supported browsers with D2L products.

Maintenance browsers are older browser versions that are not tested extensively against new versions of D2L products. Customers can still report problems and receive support for critical issues; however, D2L does not guarantee all issues will be addressed. A maintenance browser becomes officially unsupported after one year.

Note the following:

- Ensure that your browser has JavaScript and Cookies enabled.
- For desktop systems, you must have Adobe Flash Player 10.1 or greater.
- The Brightspace Support features are now optimized for production environments when using the Google Chrome browser, Apple Safari browser,

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Microsoft Edge browser, Microsoft Internet Explorer browser, and Mozilla Firefox browsers.

Desktop Support

Browser	Supported Browser Version(s)	Maintenance Browser Version(s)
Microsoft® Edge	Latest	N/A
Microsoft® Internet Explorer®	N/A	11
Mozilla® Firefox®	Latest, ESR	N/A
Google® Chrome™	Latest	N/A
Apple® Safari®	Latest	N/A

Tablet and Mobile Support

Device	Operating System	Browser	Supported Browser Version(s)
Android™	Android 4.4+	Chrome	Latest
Apple	iOS®	Safari, Chrome	The current major version of iOS (the latest minor or point release of that major version) and the previous major version of iOS (the latest minor or point release of that major version). For example, as of June 7, 2017, D2L supports iOS 10.3.2 and iOS 9.3.5, but not iOS 10.2.1, 9.0.2, or any other version. Chrome: Latest version for the iOS browser.
Windows	Windows 10	Edge, Chrome, Firefox	Latest of all browsers, and Firefox ESR.

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- You will need regular access to a computer with a broadband Internet connection. The minimum computer requirements are:
 - 512 MB of RAM, 1 GB or more preferred
 - Broadband connection required courses are heavily video intensive
 - Video display capable of high-color 16-bit display 1024 x 768 or higher resolution
- You must have a:
 - Sound card, which is usually integrated into your desktop or laptop computer
 - Speakers or headphones.
 - *For courses utilizing video-conferencing tools and/or an online proctoring solution, a webcam and microphone are required.
- Both versions of Java (32 bit and 64 bit) must be installed and up to date on your machine. At a minimum Java 7, update 51, is required to support the learning management system. The most current version of Java can be downloaded at: [JAVA web site http://www.java.com/en/download/manual.jsp](http://www.java.com/en/download/manual.jsp)
- Current anti-virus software must be installed and kept up to date.

Running the browser check will ensure your internet browser is supported.

Pop-ups are allowed.

JavaScript is enabled.

Cookies are enabled.

- You will need some additional free software (plug-ins) for enhanced web browsing. Ensure that you download the free versions of the following software:
 - [Adobe Reader https://get.adobe.com/reader/](https://get.adobe.com/reader/)
 - [Adobe Flash Player \(version 17 or later\) https://get.adobe.com/flashplayer/](https://get.adobe.com/flashplayer/)
 - [Adobe Shockwave Player https://get.adobe.com/shockwave/](https://get.adobe.com/shockwave/)
 - [Apple Quick Time http://www.apple.com/quicktime/download/](http://www.apple.com/quicktime/download/)
- At a minimum, you must have Microsoft Office 2013, 2010, 2007 or Open Office. Microsoft Office is the standard office productivity software utilized by faculty, students, and staff. Microsoft Word is the standard word processing software, Microsoft Excel is the standard spreadsheet software, and Microsoft PowerPoint is the standard presentation software. Copying and pasting, along with attaching/uploading documents for assignment submission, will also be required. If you do not have Microsoft Office, you can check with the bookstore to see if they have any student copies.

ACCESS AND NAVIGATION

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You will need your campus-wide ID (CWID) and password to log into the course. If you do not know your CWID or have forgotten your password, contact the Center for IT Excellence (CITE) at 903.468.6000 or helpdesk@tamuc.edu.

Note: Personal computer and internet connection problems do not excuse the requirement to complete all course work in a timely and satisfactory manner. Each student needs to have a backup method to deal with these inevitable problems. These methods might include the availability of a backup PC at home or work, the temporary use of a computer at a friend's home, the local library, office service companies, Starbucks, a TAMUC campus open computer lab, etc.

COMMUNICATION AND SUPPORT

Brightspace Support

Need Help?

Student Support

If you have any questions or are having difficulties with the course material, please contact your Instructor.

Technical Support

If you are having technical difficulty with any part of Brightspace, please contact Brightspace Technical Support at 1-877-325-7778 or click on the **Live Chat** or click on the words “[click here](#)” to submit an issue via email.



System Maintenance

Please note that on the 4th Sunday of each month there will be System Maintenance which means the system will not be available 12 pm-6 am CST.

Interaction with Instructor Statement

Email in the best way to contact the instructor. Course shell also provides a way to share content related questions and help needs through multiple discussion forums. If the instructor cannot be reached during office hours and talking over the phone is helpful, leaving a voice mail or emailing the instructor leaving the best date, time, and phone number to reach will be most effective.

COURSE AND UNIVERSITY PROCEDURES/POLICIES

Course Specific Procedures/Policies

For any written assignment (e.g., discussion, assignment, and project), I try to provide timely and quality feedback no later than within a week, usually faster. If an unusual delay should occur, such as illness or a conference travel, instructor availability and expected timeline/response will be shared as course announcement in the course shell. See the course requirement section for late submission policy. If work is submitted past

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the due date, no qualitative feedback is guaranteed, and work very late may be graded together with the next assignment. If work is submitted past due, the student must email the instructor explaining the reason for late submission. The course has no extra-credit assignment.

Syllabus Change Policy

The syllabus is a guide. Circumstances and events, such as student progress, may make it necessary for the instructor to modify the syllabus during the semester. Any changes made to the syllabus will be announced in advance.

University Specific Procedures

Student Conduct

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. The Code of Student Conduct is described in detail in the [Student Guidebook](#).

<http://www.tamuc.edu/Admissions/oneStopShop/undergraduateAdmissions/studentGuidebook.aspx>

Students should also consult the Rules of Netiquette for more information regarding how to interact with students in an online forum: [Netiquette](#)

<http://www.albion.com/netiquette/corerules.html>

TAMUC Attendance

For more information about the attendance policy please visit the [Attendance](#) webpage and [Procedure 13.99.99.R0.01](#).

<http://www.tamuc.edu/admissions/registrar/generalInformation/attendance.aspx>

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/academic/13.99.99.R0.01.pdf>

Academic Integrity

Students at Texas A&M University-Commerce are expected to maintain high standards of integrity and honesty in all of their scholastic work. For more details and the definition of academic dishonesty see the following procedures:

[Undergraduate Academic Dishonesty 13.99.99.R0.03](#)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/undergraduates/13.99.99.R0.03UndergraduateAcademicDishonesty.pdf>

[Graduate Student Academic Dishonesty 13.99.99.R0.10](#)

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<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/graduate/13.99.99.R0.10GraduateStudentAcademicDishonesty.pdf>

ADA Statement

Students with Disabilities

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

Office of Student Disability Resources and Services

Texas A&M University-Commerce

Gee Library- Room 162

Phone (903) 886-5150 or (903) 886-5835

Fax (903) 468-8148

Email: studentdisabilityservices@tamuc.edu

Website: [Office of Student Disability Resources and Services](#)

<http://www.tamuc.edu/campusLife/campusServices/studentDisabilityResourcesAndServices/>

Nondiscrimination Notice

Texas A&M University-Commerce will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.

Campus Concealed Carry Statement

Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in Texas A&M University-Commerce buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and A&M-Commerce Rule 34.06.02.R1, license holders may not carry a concealed handgun in restricted locations.

For a list of locations, please refer to the [Carrying Concealed Handguns On Campus](#) document and/or consult your event organizer.

Web url:

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf>

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Pursuant to PC 46.035, the open carrying of handguns is prohibited on all A&M-Commerce campuses. Report violations to the University Police Department at 903-886-5868 or 9-1-1.

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