

# Assessment: Assessment Plan

## Operational (Student Services) - Ely Center

**GBC Mission:** Great Basin College enriches people's lives by providing student-centered post-secondary education to rural Nevada. Educational, cultural, and related economic needs of the multicounty service area are met through programs of university transfer, applied science and technology, business and industry partnerships, developmental education, community service and student support services in conjunction with certificates and associate and select baccalaureate degrees.

**Unit Mission:** The Ely Center mission is to provide positive support and fulfillment of GBC's mission throughout the service area for student-centered post-secondary education.

### Outcome: Quality of support services and IAV support

Faculty and facilitators are satisfied with the quality and range of support services provided for IAV classes.

**Outcome Status:** Active

**Assessment Year:** 2018-2019, 2021-2022

**Start Date:** 07/02/2018

#### Assessment Measures

**Survey** - Survey faculty on levels of satisfaction with: 1) use of equipment by facilitators; 2) their own training on equipment use; 3) on other support services provided for their IAV classes. Survey facilitators on their satisfaction with their own training on equipment use. (Active)

**Criterion:** 100% are satisfied or very satisfied with support services.

**Notes:** Currently, the Ely Center only has one faculty member that uses IAV classes or equipment. This may change when new faculty members are hired in the future.

### Outcome: High school student enrollment

High school students complete GBC courses and have the resources to achieve associate degrees through academic advising by GBC personnel.

**Outcome Status:** Active

**Assessment Year:** 2019-2020

**Start Date:** 07/01/2019

#### Assessment Measures

**Internal Tracking** - Point of contact questionnaire and tracking advisement for degree seeking students. (Active)

**Criterion:** 100% of degree seeking high school students will receive academic advisement. Internal tracking of academic advising forms completed on every degree seeking high school student every semester to match with high school requirements. Increase by one the number of associate degree graduates annually. 100% of all high school degree seeking students are meeting with an adviser each semester.

**Notes:** Administer Accuplacer tests to juniors and seniors and recommend placement into math and English classes. Provide academic advising for other dual enrollment courses. Create a PeopleSoft query on number of high school students, their enrollment and completion. Create a point of contact questionnaire on understanding of dual enrollment program.

Core Theme 2: Build Bridges and Create Partnerships

Objective 2.1: Facilitate seamless transfer of students between high school, community college, and universities.

Communicate with school administrators and staff regarding high school packet process for registration.

Develop questionnaire.

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## Outcome: Serve Lincoln County

GBC's expansion of its service area to Lincoln County includes expansion of distance education offerings for high school, traditional, and non-traditional students.

**Outcome Status:** Active

**Assessment Year:** 2020-2021

**Start Date:** 07/01/2020

### Assessment Measures

**Internal Tracking** - Customer satisfaction through point of contact survey for students. Internal tracking for all Lincoln County students and query sorting of high school students. (Active)

**Criterion:** 80% of degree seeking Great Basin College students in Lincoln County have received academic advisement. 85% of students surveyed are satisfied with their GBC college experience.

**Notes:** IRE will provide numbers on students by location.

Core Theme 3: Serve Rural Nevada

Objective 3.1: Provide access to education to distant locations

Continue to work with Lincoln County counselors concerning dual enrollment program with GBC and Lincoln County.

Implement academic advising online, phone, and interactive video. Continually update school staff with GBC's dual enrollment procedures (high school packet)/changes. Develop satisfaction survey for students.

## Outcome: Satisfaction with Academic Advising

Students receiving academic advising in Ely are increasingly satisfied with their advisors and advising.

**Outcome Status:** Active

**Assessment Year:** 2022-2023

**Start Date:** 07/01/2022

### Assessment Measures

**Survey** - Noel Levitz Student Satisfaction Inventory and a point-of-contact survey (Active). (Active)

**Criterion:** Students are increasingly satisfied.

**Notes:** Use the Noel-Levitz Student Satisfaction survey to determine student satisfaction with advising. Make sure that results increase with each delivery cycle. Students will report satisfaction with academic advising. Point-of-contact survey on campus to compare results with Noel-Levitz and to determine effective strategies to maintain positive advising practice.