AOC Summary of Prospective Student Services Assessment Review

On November 24, 2008, the Assessment Oversight Committee (AOC) conducted an assessment review of Prospective Student Services (PSS). Ms. Heidi Tuescher-Gille presented the report. She identified the tool—an evaluation form—used by PSS to assess its impact on prospective UWP students and their parents. Ms. Tuescher-Gille discussed the results of assessment. Her report notes that PSS is serving our prospective students and families very well but recognizes that it can improve the training it provides the students who work with PSS as tour guides, office assistants and peer mentors.

The AOC commends Ms. Tuescher-Gille for a fine assessment report. The AOC recommends that the revised evaluation form be modified slightly. The revised form should number the questions it asks. PSS should revise question #10 in order to gauge the impact of the campus visit on the prospective student’s decision. PSS should revise the question it asks about the faculty member’s involvement in the visit so that it captures some of the same detail as its question concerning the student tour guide. PSS should also consider making available an online version of the evaluation form. Finally, PSS should publicize the results of its evaluation form.