Minutes
Assessment Oversight Committee
Oct. 12, 2009

Present: Shane Drefcinski, Margaret Karsten, Matthew Roberts, Carlos Wiley, Duane Ford

Guests: Rhonda Viney, Nicole Kuhn (student observer)

1. Members and guests were introduced.
2. Minutes of the Sept. 28, 2009 were approved unanimously.
3. Karsten agreed to be recorder for the day.
4. Viney presented the Mission, Purpose, Learning Outcomes, and Assessment Tools of Student Housing. She then reviewed the assessment plan for Student Housing and responded to the three questions posed by the AOC. Salient points are that UWP Student Housing has:
   • administered the EBI (Educational Benchmarking Inc.)/ACUHO-I (Association of College and University Housing Officers – International) assessment and evaluation tools since 1997. Performance appraisals, evaluations of staff training, focus group discussions, and incident reports are other means to provide evidence that outcomes have been achieved.
   • Obtained nearly 100% response to the EBI survey, with over 3/4ths of respondents indicating satisfaction with all items on the questionnaire.
   • made several changes as a direct result of administration of the EBI survey including installation of individual register controls to deal with ongoing concerns about inability to control temperature in each residence hall room; discontinuation of landline phones; and improvement of the staff performance appraisal process.
5. Wiley noted that the rating on diverse interactions was much higher on the EBI than on NSSE. Discussion ensued regarding the idea that interaction with diverse individuals living in residence halls may differ from interaction students experience in classes and extracurricular activities. Ford suggested that EBI data be shared with George Smith, who has been involved in analysis of NSSE data.
6. Drefcinski asked how UWP compares with other UW System schools on the EBI. Viney indicated that UWP was at the “high end of the scale on all comparables.” Nearly 78% of UWP EBI survey respondents were satisfied with Dining Services. Though still high, this percentage is lower than other ratings. Relatively low ratings on items related to food quality, dining hours, and the value provided for the dining dollar seem common at UW System schools.
7. The meeting adjourned at 4:50 p.m.

Respectfully submitted,

Marge Karsten