

Assessment of Non-Academic Outcomes (Fall 2003 and Spring 2004)

Please provide the information below about how your unit assesses the extent to which it meets its expected outcomes. If you need assistance, please contact Dr. Virginia Wheelless at 565-2085 or on Groupwise email. This information is due in the Planning Office no later than February 2, 2004 and will be updated annually.

Unit: Center for Collaborative Organizations

Date: February 2, 2004

Person Completing the Information: Rodger Ballentine, Co-director, Janice Wilson, Admin. Services Officer **Email: jwilson@unt.edu**

Head of the Unit: Michael Beyerlein, Director

Email Beyerlei@unt.edu

I. Mission: Provide the mission of the unit and a statement about how it relates to the university's mission.

To maximize individual, team, and organizational effectiveness through the design, development and implementation of collaborative work systems by

- Providing innovative education, information, and research services tailored to customer needs;
- Forming partnerships that promote organizational and individual learning for our customers and our staff;
- Developing and sharing scientific and practical knowledge.

The mission of the CCO relates to the University's mission in that it:

1. Provides opportunities for I/O Students in the form of
 - practicum and internships to build professional competencies
 - theses & dissertations
 - student funding
 - outreach education
2. Addresses community needs for knowledge and application of collaborative work systems throughout the world through
 - partnerships with corporate sponsors
 - change management projects

II. Previous Evaluations of the Unit: Provide a description of the evaluations/assessments conducted in your unit over the last 5 years and changes that have been made based on the results of these assessments.

1. Participants through evaluation surveys have evaluated all conferences and workshops. Also, a debriefing meeting with Center staff is held after each conference to examine location, tracks, presenters, customer satisfaction, etc.
2. Meetings with corporate sponsors have resulted in:
 - a. Business strategies that better support the needs of our corporate customers,
 - b. Restructuring of the Center to better address changes in the economy, and
 - c. Creation of Collaborative Work Systems Consortium.

3. The number of website visitors, people requesting addition to database, product orders placed on-line, on-line product orders, on-line request for workshop registrations, and requests for information have helped us develop and our electronic marketing strategy.
4. In collaboration with the Marketing Department a market research survey was mailed to individuals in our database. This effort resulted in better identification of primary customers and value adding products and services.
5. UNT Sunset Review in 2002 positively endorsed Center activities and highly recommended continuance.

III. Statement of Expected Outcomes: Provide a brief list of the expected outcomes for your unit for 2002-03 or 2003-04 as of this date. Each outcome listed must be capable of being measured by the means noted in IV below. Please number the outcomes (1 to x). After each outcome, describe how the outcome supports student learning and student development.

2003-04 –

1. Develop and market on-line assessment tools – provides students opportunities for research and development
2. Reorganize the Center for greater student support/involvement – improves opportunities for student practical experience and research
3. Development of Team Training Modules - provides student practicum opportunities
4. Offer CWS design and other specific workshops – provides student practicum opportunities
5. Redesign fall conference to improve attendance and customer satisfaction – provides student practicum, research and professional networking opportunities.

IV. Measuring Expected Outcomes: Describe how the unit measures how the outcomes have been achieved and provide a list of methods and/or tools with the following information:

1. **Name of assessment method or tool**
 - a. Conference evaluations, session/presenter evaluations
 - b. Feedback on products and services from Corporate Sponsors and customers
 - c. Customer purchase of products and services
 - d. Website visits and recognition
 - e. Student/staff feedback on redesign and number of students in research and practice groups.
2. **If the method/tool is copyrighted, provide the name of the company who “owns” the tool.**
NA
3. **Frequency of use - how often is this tool/method used, e.g., every spring semester students, staff, and faculty are surveyed about parking at UNT; customers are asked to complete evaluation forms when services are rendered; or each fall, the Enrollment Management Committee reviews the results of the Graduating Student Survey produced by the IR&A Office.**
 - a. Conference evaluations, session/presenter evaluations are used at each educational event.
 - b. Meetings with Sponsors are held annually or when needed.
 - c. Consortium participants meet three times per year – each meeting concludes with verbal feedback evaluation.
 - d. Website is evaluated and updated weekly by Center staff and Webmaster for ease of use, accuracy of information, and addition of items.
 - e. Students meet with staff at least monthly to plan reorganization and more frequently to develop products and services.

V. Use of Assessment Results: Describe how the results of the assessments described in IV above are:

- a. Shared with staff in the unit?
 - b. How are the results used to improve the unit?
 - c. Help improve student learning?
 - d. Enhance student development?
 - e. Meet the university's vision?
1. Conference evaluations, session/presenter evaluations from each educational event are tallied and information provided via hard copy and e-mail to staff and students. Results are used to determine tracks and presenters for the next year's workshops and conference. Students are given the opportunity to develop and present workshops and/or conference sessions. Presenting at conferences and workshops enhances students' abilities to present on a higher level. This meets the university's vision by supporting graduate academic programs and providing research opportunities for students. It meets the UNT mission by nurturing the development of students by providing opportunities for intellectual, social and career growth.
 2. Meeting with Sponsor allows the Center to focus educational events and research based on the corporate needs. Minutes of the meetings are shared within the Center. Based on the consensus of the participating members, changes occur within the Center, i.e. the Center's name change, and location of annual conference. Alignment with Sponsors needs allows students opportunities for internships and research and meets the UNT mission of nurturing the development of the student's intellectual, social and career growth.
 3. The consortium meetings provide feedback from members allowing the Center to locate benchmarking sites with areas for expertise for visits. Minutes of the meetings are shared with staff and students. These meetings determine focus and site of the next meeting and provides opportunities for students to research topics of interest and present at benchmarking sites. Student development is enhanced through research and presentation opportunities. This meets the university's vision by supporting graduate academic programs and providing research opportunities for students.
 4. Website is evaluated and updated weekly by Center staff, students and Webmaster for ease of use, accuracy of information, and additions. Center staff and students are notified of changes to CCO website via email. The CCO website is monitored on a daily basis by the Webmaster. Accuracy and additions to information improve the Center's image and the ability for Internet customers to access our website through search engines. Website provides recognition of students' research. Improvement of the CCO website enhances access to higher education through the use of emerging information and telecommunication technologies. Students research may be posted to the website which contributes to their recognition in their field of expertise.

VI. Changes Made Based on Assessment Results: Describe how the unit has changed (or why it has not changed) based on the results of the assessment of outcomes. Indicate the year the change was implemented. Please indicate how the expected outcomes have changed if applicable.

1. Center name change Fall 2003
2. Continuous development of multi on-line assessment tools since 2000 – 2004.
3. Creation of workshops on specific topics in 2004+
4. Development of team training modules 2003
5. Annual conference will move to new city in 2004 based on 2003 evaluation
6. Creation of student-led research and practice groups 2003+

Signature of Person Completing the Form:

_____ Date _____

Signature of Unit Head after Reviewing the Form:

_____ Date _____

University of North Texas

Department/Unit: Center for Collaborative Organizations

Date: February 2, 2004

Persons Completing the Form: Michael Beyerlein, Rodger Ballentine, Janice Wilson

Email: jwilson@unt.edu

Department/Unit Head (after reviewing the form): Michael Beyerlein

Mission:

To maximize individual, team, and organizational effectiveness through the design, development and implementation of collaborative work systems by

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Expected Outcomes (Goals & Objectives)	Assessment Tools/Measurement	Assessment Results	Changes based on Results Taken	How do changes help UNT meet its Vision and support student learning?
Develop and market on-line assessment tools	CCO Advisory Board & Consortium members	Creation of on-line assessments and new assessment tools	Work in progress	Enhances student learning, research, opportunities and development
Reorganization of Center for greater student support/involvement	Focus meetings – conference debriefing	Increase student interest in the CCO	Center name change Creation of student research & practice groups	Enhances student learning, research, opportunities and development
Develop team training modules	Conference session evaluations & market research observation	Team training module development	Modules approximately 60% complete	Provides research & educational opportunities to students on topics related to collaborative work systems.
Offer CWS design & other specific workshops	Conference session evaluations & market research observation	Development of CWS workshops and Team Training Presentations	CWS workshop offered in Feb. 2004 Facilitative Leadership Workshop offered in February & Nov. 2004	Provides research & educational opportunities to students on topics related to collaborative work systems.
Redesign fall conference to improve attendance and customer satisfaction	Conference evaluation	Redesign of annual conference	Change of location change conference name	Enhances learning opportunities and cultivates business partnerships
Increased membership in the consortium	Focus meeting of consortium members	Change by-laws to include non sponsors on a 1 year basis	Added new member to consortium	Enhances learning opportunities and cultivates business partnerships