

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: UNT Financial Services Center Date 01/25/04

Person Completing the Information Dr. Brenda Wells Email brendawells@unt.edu

Head of the Unit: Dr. Brenda Wells Email brendawells@unt.edu

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

“The UNT Financial Services Center (FSC) will provide quality educational experiences for professionals in the financial services industry, students, and faculty; conduct relevant studies in financial services such as banking, insurance, real estate, mortgage banking, and investments, and in law related to these fields; engage in instructional development relevant to financial services; and provide professional expertise and service to members of the financial services industry in North Texas and beyond.”

Our mission contributes to the following portions of the university's mission:

“Achieve high-quality instruction, scholarship and service by fostering excellence and innovation in teaching and learning; supporting research and creative activities that expand knowledge.”

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.

As we are a relatively young center, and have not found permanent housing or significant payouts from endowments, we have not gone through a formal evaluation other than that which is conducted by the FIREL Department Chair. Each year, the chair reviews our expenditures and activities, and provides guidance. We also rely heavily on our advisory board, which consists of external constituents, to give us feedback and suggestions about our future direction.

II. 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.

- a. Increase opportunities for our students to meet and network with industry professionals.
 - i. increases job and internship opportunities.
 - ii. Promotes professional development of students.
- b. Promote our students to companies that may have internship and employment opportunities.
 - i. increases job and internship opportunities.
 - ii. Promotes professional development of students.
- c. Update and revise www.insuretexas.org, expanding it into three major sections.
 - i. increases visibility of our program, which increases marketability of students.
 - ii. provides employment opportunities for students who work on the site.
 - iii. provides an online learning tool for undergraduate students.
- d. Raise \$50,000-\$75,000 in unrestricted funds for operating expenses.
 - i. provides employment opportunities for students who work in the center.
 - ii. Improves student services.
 - iii. Allows for better public relations with the business community, which further improves our students' job placement 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
2. If the method/tool is copyrighted, provide the name of the company who “owns” the tool.
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.

1. Peer & Chair Review:

Annually, the Department Chair evaluates our progress and performance. The director’s progress is also evaluated by the departmental Personnel Affairs committee. to evaluate our performance, and, how well the Center’s activities are contributing to the overall welfare of the FIREL Department.

2. Advisory Board Survey:

We also maintain an ongoing dialogue with our advisory board members, who are invited at any time to provide input and feedback.

V. Use of Assessment Results: Describe how the results of the assessments described in IV above are shared with staff in the unit? How are the results used to improve the unit? Help improve student learning? Enhance student development? Meet the university’s vision?

The Center presently is staffed by only the Director. Results are evaluated and used to adjust our short- and long-term goals. Student services are also enhanced with this feedback.

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.

With less than three years of activity as a formal, recognized center, this is not applicable.

Signature of Person Completing the Form:

Brenda Wells (electronic signature)_____ Date _____

Signature of Unit Head after Reviewing the Form:

Brenda Wells (electronic signature)_____ Date _____

**Assessment Report Matrix
University of North Texas**

Department/Unit: UNT Financial Services Center **Date:** 01/25/04

Person Completing the Form: Dr. Brenda Wells (brendawells@unt.edu)

Department/Unit Head (after reviewing the form): Dr. Brenda Wells

Mission:

“The UNT Financial Services Center (FSC) will provide quality educational experiences for professionals in the financial services industry, students, and faculty; conduct relevant studies in financial services such as banking, insurance, real estate, mortgage banking, and investments, and in law related to these fields; engage in instructional development relevant to financial services; and provide professional expertise and service to members of the financial services industry in North Texas and beyond.”

Expected Outcomes	Assessment Tools/Measurement	Assessment Results	Changes based on Results Taken	How do changes help UNT meet its Vision and support student learning?
<p>Increase opportunities for our students to meet and network with industry professionals.</p> <p>Promote our students to companies that may have internship and employment opportunities.</p> <p>Update and revise www.insuretexas.org, expanding it into three major sections.</p> <p>Raise \$50,000-\$75,000 in unrestricted funds for operating expenses.</p>	<ol style="list-style-type: none"> 1. Peer & Chair Review: 2. Advisory Board Survey: 	<p>n/a</p>	<p>n/a</p>	<p>n/a</p>