

LOUISIANA STATE UNIVERSITY IN SHREVEPORT
Conferences & Institutes Program
Annual Assessment Plan

ASSESSMENT YEAR: 2004-2005

SUBMITTED BY: Continuing Education

PARTICIPATION: Kathy Elston, Allen Garcie, Angie Taylor and Donna Austin

GOAL I: Create New Programs

OBJECTIVES WITH INTENDED OUTCOMES:	ASSESSMENT/EVALUATION MEASURES/STRATEGIES:	ASSESSMENT/EVALUATION RESULTS(PROGRESS REPORT):	IMPROVEMENT PLAN/ CHANGES MADE:
Increase the number of new programs offered	1. Review suggestions given by past course participants in evaluation forms 2. Compile data from forms showing courses desired 3. Create at least 5 new courses		
Increase the number of registrations	1. Count number of registrations		
Increase the number of certification programs offered through the IT Academy	1. Count number of certification programs		
Provide customized training for public entities	Count number of customized programs		

GOAL II: Enhance the Quality of Instructors

OBJECTIVES WITH INTENDED OUTCOMES:	ASSESSMENT/EVALUATION MEASURES/STRATEGIES:	ASSESSMENT/EVALUATION RESULTS(PROGRESS REPORT):	IMPROVEMENT PLAN/ CHANGES MADE:
Develop and implement procedures for recruiting Instructors	1. Count number of interviews with potential instructors 2. Number of qualified Instructors hired		
Develop and implement orientation procedures for Instructors	1.Count orientation meetings for instructors 2. Update Instructor Handbook		
Develop and implement evaluation procedures	1. Refine evaluation instrument 2. Distribute evaluations at end of training sessions 3. Compile evaluation data 4. Conduct unscheduled visits to classes for evaluation purposes		

Goal III: Provide Customer Service Training & Continuing Education Awareness

OBJECTIVES WITH INTENDED OUTCOMES:	ASSESSMENT/EVALUATION MEASURES/STRATEGIES:	ASSESSMENT/EVALUATION RESULTS(PROGRESS REPORT):	IMPROVEMENT PLAN/ CHANGES MADE:
Improve customer service skills of staff	1. Count training sessions to improve customer-service skills		
Improve customer service to course participants	1. Have customers fill out Evaluation Form. 2. Compile Evaluation Data		
Increase awareness of Continuing Education on the LSUS campus	1. Communicate with University staff via quarterly newsletters to provide information about teaching opportunities and course offerings		

GOAL IV: Increase the Diversity in Program Participation and Staffing

OBJECTIVES WITH INTENDED OUTCOMES:	ASSESSMENT/EVALUATION MEASURES/STRATEGIES:	ASSESSMENT/EVALUATION RESULTS(PROGRESS REPORT):	IMPROVEMENT PLAN/ CHANGES MADE:
Attempt to Recruit and Hire Diverse Team for CE Staff	1. Number of minorities interviewed and hired.		
Market programs directly to Minority-Owned businesses	1. Document attempts to contact these businesses		

GOAL V: Be Responsive to Needs and Desires of All Customers

OBJECTIVES WITH INTENDED OUTCOMES:	ASSESSMENT/EVALUATION MEASURES/STRATEGIES:	ASSESSMENT/EVALUATION RESULTS(PROGRESS REPORT):	IMPROVEMENT PLAN/ CHANGES MADE:
Partner with community organizations to provide assistance (room setup, program organization, maps)	Count number of programs sponsored by Continuing Ed for our customers		
Assist academic colleges in registrations and room reservations for off-campus credit courses.	Count number of off-campus registrations and room setups that are handled		
Assist academic departments with registrations procedures through grant opportunities for non-traditional programs	Count number of departments assisted.		
Facilitate and provide logistical support for all distance learning programs	Count all distance learning programs.		

Provide LSUS displays at job fairs, ChamberFests and other public trade shows	Count number of show attended		
Website should be easy to navigate for public and registration should be online	Was new website created and online registration enacted?		