Community Engagement Council
Minutes
2 p.m., Feb. 20, 2012


J Albayyari called the meeting to order at 2:02 p.m.

The minutes of the previous meeting were reviewed and approved as submitted.

J Albayyari reviewed a PowerPoint on plans to assess engagement activities which will be critical for continued accreditation as a Carnegie Engaged Campus.

The goal of this plan is to develop a framework to assess community engagement activities which are administered through the IPFW Office of University Engagement. The objective is to evaluate the constituents’ (client, faculty and students) degree of satisfaction and develop recommendations to improve the process and the outcomes. The IPFW Community Engagement Council oversees the office activities and requested the assessment plan in order to continuously improve the service to the community and meet the assessment requirement at IPFW. The IPFW Office of University Engagement has developed a number of assessment tools that will be utilized to evaluate various community outreach projects that are contracted and managed through the Office of University Engagement.

The process of assessment is based on five surveys suitable for these projects and may be customized for each participant in the project. All surveys will be developed using Qualtrics survey software. A link to the survey will be sent to the participants by the Office of Engagement staff.

The following list of activities will be conducted for each project.

1. At the initiation of a project, the Office of Engagement staff will inform all parties including the client, faculty, and students that an assessment survey will be requested at the conclusion of the project.

2. When the project is concluded, the link to the proper assessment survey will be sent to the participants by the Office of Engagement staff using Qualtrics software via e-mail. Two additional e-mail reminders will be sent every two weeks if a response is not received. A maximum of three requests will be submitted.

3. The assessment survey will request a response in the format of a rating from 1 to 5 to the various questions in the survey. Also, the ability to quantify impacts of the work as well as offer the opportunity for general comments will be provided to the clients. (The exception to this rule is the client assessment for the Purdue Technical Assistance Program that is currently in use. These assessments request ratings from 1-10 instead of 1-5.)
4. Ratings are as follows:
1 – Strongly disagree
2 – Disagree
3 – Neutral
4 – Agree
5 – Strongly Agree
6 - Unable to Assess

5. Client responses that are below 3 in any category will have a follow-up by the Office of Engagement staff to gather more information about the issue and make corrective actions to improve future projects. Faculty and student responses may or may not require follow-up, with ratings and corrective actions handled on a case-by-case basis.

6. Records of assessment requests will be recorded in the IPFW Engagement Database and results will be maintained in the RESP office.

7. A semi-annual report will be submitted to the AVC of RESP office which includes the results of the assessment survey, corrective action measures implemented or in the process of implementation, and recommendations to improve the process. The AVC, with consultation with the IPFW Community Engagement Council, will add their final recommendations to the final report.

8. A copy of the final report will be submitted to the Office of Assessment.

9. The assessment plan will be reviewed in two years for possible improvement. A copy of the updated plan will be submitted to the Office of Assessment.

A total of five surveys were developed to be used by all parties and cover the different project types. Each assessment tool consists of four parts: project information, project assessment, impact, and comments and feedback. The appropriate assessment tool will be sent to the client by the IPFW Office of Engagement via email a maximum of three times as described above. The attached PowerPoint file contains a detailed description of each assessment tool and examples of their use.

The meeting was adjourned at 2:50 p.m.

The next meeting of the Community Engagement Council is March 19 at 2 p.m. in Kettler Hall, Room 178.