Office of Research, Engagement, and Sponsored Programs

Office of University Engagement

Assessment Plan Community Engagement Projects

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Assessment Plan Community Engagement Projects

1. Background

The IPFW Office of University Engagement is part of the Office of Research, Engagement, and Sponsored Programs (RESP). IPFW is among a select group of universities and colleges nationwide to be recognized by the Carnegie Foundation for its 2010 Community Engagement Classification.

The Carnegie Foundation for the Advancement of Teaching defines Community Engagement as collaboration between institutions of higher education and their larger communities (local, regional/state, national, and global) for the mutually beneficial exchange of knowledge and resources in a context of partnership and reciprocity.

The RESP goals are:

1. Increase external industry support for research at IPFW.
2. Utilize internal resources to maximize research productivity.
3. Enhance economic links to northeastern Indiana and increase commercialization of research products.
4. Expand and strengthen the Centers of Excellence with relation to community.
5. Document and publicize research productivity.
6. Enhance the research experience of undergraduate and graduate students.
7. Enhance community engagement.

2. Office of Engagement Programs

A list of the community outreach programs that are administered by the Office of Engagement follows.

2.1 Curricular Programs: Includes projects that are related to academic courses. They are divided into two types:

1) Student Project Agreement:
   a) Parties involved: students, faculty, and client.
   b) Fees: flat fee to cover expenses (usually $5,000 or less)
   c) Type: academic course projects.
   d) Contract: through Student Memorandum of Understanding.

2) Student Project:
   a) Parties involved: students, faculty, and client.
   b) Fees: none.
   c) Type: academic course projects.
   d) Contract: Usually none. However, sometimes these projects utilize the student memorandum of understanding.
2.2 **Research and Consultation Programs**: Includes projects that are related to research, creative activities and consultation. They are divided into the following five types:

1) **Technical Assistance Program (TAP)**
   a) **Parties involved**: mainly faculty and client. Client through Purdue WL TAP.
   b) **Fees**: State of Indiana pays up to 40 hours of faculty time for qualifying projects through TAP. Faculty will receive overload or summer pay.
   c) **Type**: consultation projects.
   d) **Contract**: through Purdue WL TAP. Used where no intellectual property will be developed.

2) **Technical Assistance Agreement (TAA)**
   a) **Parties involved**: mainly faculty and client (Industrial partners). There is a chance to involve students as well. Used where work is done by faculty and students. Can also be used to supplement TAP when faculty time exceeds 40 hours and when students and supplies are needed to perform the TAP project.
   b) **Fees**: faculty will receive overload and/or summer pay. Fees are covered by client and it includes Facilities and Administred (F&A) charges that are consistent with the university policy.
   c) **Type**: consultation projects.
   d) **Contract**: developed and approved at IPFW. Used where no intellectual property will be developed.

3) **Sponsored Research Project** – Sponsored Research projects between a community organization and IPFW where the organization sponsors research activities
   a) **Parties involved**: mainly faculty and client. There is a chance to involve students as well.
   b) **Fees**: varies and depends on the project. It includes F&A charges that are consistent with the university policy.
   c) **Type**: Industry sponsored research projects with scope, budget and deliverables agreed upon between the client and university.
   d) **Contract**: developed and approved at IPFW. Must be reviewed and approved through West Lafayette Sponsored Program Services. Used where there is possible development of Intellectual Property.

4) **Research Grant Collaboration**: Sponsored Research projects between a community organization and IPFW for the purposes of competing for grant funding.
   a) **Parties involved**: mainly faculty and client. There is a chance to involve students as well.
b) **Fees:** varies and depends on the project. It includes F&A charges that are consistent with the university policy.

c) **Type:** government grants including but not limited to DOE, NIH, and NSF. The university will partner with the industry to get funds from a government agency. The government project may or may not require the university participation.

d) **Contract:** developed and approved at IPFW. Must be reviewed and approved through West Lafayette Sponsored Program Services. Used where there is possible development of Intellectual Property.

5) **Facility Use Agreement:** Allows outside companies use of campus facilities – for example: use of lab equipment.

   a) **Parties involved:** mainly faculty or a technician through their department or unit and client from the community. There is a chance to involve students as well.
   
   b) **Fees:** vary based upon lab and equipment required.
   
   c) **Type:** service to the community.
   
   d) **Contract:** facility use agreement.

2.3 **Other Programs:** The following projects of engagement are associated with the university engagement efforts but are not formally part of the Office of Engagement Programs. However, the assessment of these programs is not addressed in this assessment cycle and may be considered in the future.

   - Co-operative education programs
   - Service learning
   - Clinical experiences
   - Volunteer efforts
3. Assessment Plan

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.

3.1 Assessment Process: 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. Detailed information for all surveys is presented in section 3.2.

Projects that are completed with the support of the Office of Engagement will be evaluated as shown in the following table:

<table>
<thead>
<tr>
<th>Project/Agreement</th>
<th>Type</th>
<th>Survey Used by Parties</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Client</td>
</tr>
<tr>
<td>1) Student Project Agreement</td>
<td>Curricular</td>
<td>3</td>
</tr>
<tr>
<td>2) Student Project (other)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3) Technical Assistance Program (TAP)</td>
<td>Research or Consultation</td>
<td>1</td>
</tr>
<tr>
<td>4) Technical Assistance Agreement (TAA)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5) Industry Sponsored Research Project</td>
<td>Research</td>
<td>2</td>
</tr>
<tr>
<td>6) Research Grant Collaboration</td>
<td>Research</td>
<td></td>
</tr>
<tr>
<td>7) Facility Use Agreement</td>
<td>Service</td>
<td></td>
</tr>
</tbody>
</table>

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:
   a. 1 – Strongly disagree
   b. 2 – Disagree
   c. 3 – Neutral
   d. 4 – Agree
   e. 5 – Strongly Agree
   f. 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 Director of the 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 director, 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.

### 3.2 Assessment Tools:
A total of five surveys were developed to be used by all parties and cover the project types listed in the table above. 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 following is a detailed description of each assessment tool.
Assessment 1: Client Assessment for Technical Assistance (TAP) Projects – sent to the client by the Purdue TAP program in West Lafayette. The survey consists of four parts and includes the following items:

Part I: Project Information
1. Project Number
2. Client Name
3. Client Company
4. How likely is it that you would recommend the Technical Assistance Program to another company?

Part II: Project Assessment. Rankings from 1 (strongly disagree) – 10 (strongly agree) are requested for each of the following statements.
1. The assistance was provided in a reasonable time frame.
2. The correct problem was addressed.
3. Assistance met or exceeded expectations.
4. I/We were satisfied with the help.
5. The information provided is being or will be utilized.

Part III: Impact (All or in part due to Purdue’s assistance)
1. Jobs added
2. Jobs retained
3. Increased annual sales - $
4. Increased investment (in facilities, equipment, IT systems, workforce development, etc.) - $
5. Retained sales - $
6. Cost reduction (labor, materials, energy, overhead or other) - $
7. Obtain necessary funds for expansion - $

Part IV: Comments/Feedback.
Assessment 2: Client Assessment for Technical Assistance Agreement (TAA) projects, Industry Sponsored Research projects, and Facility Use Agreement (FAA) projects. In addition, it will be used for Client Assessment for Sponsored Research projects between a community organization and IPFW for the purposes of competing for grant funding.

Part I: Project Information
1. Client Name
2. Client Company
3. Project Title

Part II: Project Assessment. Rankings from 1 (strongly disagree) – 5 (strongly agree), or 6 (unable to assess) are requested for each of the following questions.
1. The assistance was provided in a reasonable time frame, consistent with the project proposal and agreement.
2. The correct problem was addressed or provided enhanced project proposal for grant funding.
3. IPFW Office of Engagement staff provided timely communications and was responsive to the organization’s needs.
4. IPFW faculty members provided timely communications and were responsive to the organization’s needs.
5. Assistance met or exceeded expectations.
6. Project costs and budget met expectations.
7. I/We were satisfied with the help/research support.
8. The information provided is being or will be utilized.
9. How likely is it that you would recommend the IPFW services?

Part III: Impact (All or in part due to IPFW’s assistance)
1. Jobs added
2. Jobs retained
3. Increased annual sales - $
4. Increased investment (in facilities, equipment, IT systems, workforce development, etc.) - $
5. Retained sales - $
6. Cost reduction (labor, materials, energy, overhead or other) - $
7. Obtain necessary funds for expansion - $
8. Other impacts- please list

Part IV: Comments/Feedback/Suggestions for Improvement.
Assessment 3:  Client Assessment for student projects

Part I:  Project Information
1. Client Name
2. Client Company
3. Project Title

Part II:  Project Assessment. Rankings from 1 (strongly disagree) – 5 (strongly agree), or 6 (unable to assess) are requested for each of the following questions.
1. The assistance was provided in a reasonable time frame, consistent with the project proposal and agreement.
2. The correct problem was addressed.
3. IPFW Office of Engagement staff provided timely communications and was responsive to the organization’s needs.
4. IPFW faculty members provided timely communications and were responsive to the organization’s needs.
5. Student project output met or exceeded expectations.
6. Student project written report met or exceeded expectations.
7. Students facilitated two-way communication with your organization.
8. I/We were satisfied with the help.
9. The information provided is being or will be utilized.
10. How likely is it that you would recommend the IPFW student projects to another company?

Part III: Impact (All or in part due to IPFW’s assistance)
1. Jobs added
2. Jobs retained
3. Increased annual sales - $
4. Increased investment (in facilities, equipment, IT systems, workforce development, etc.) - $
5. Retained sales - $
6. Cost reduction (labor, materials, energy, overhead or other) - $
7. Obtain necessary funds for expansion - $
8. Other impacts- please list

Part IV: Comments/Feedback/Suggestions for Improvement.
Assessment 4: Faculty Assessment for Technical Assistance Agreement (TAA) projects, Facility Use Agreement (FAA) projects, and all Sponsored Research projects. In addition, it is used for Faculty Assessment for Student Curricular projects.

Part I: Project Information
1. Client Name
2. Client Company
3. Project Title

Part II: Project Assessment. Rankings from 1 (strongly disagree) to 5 (strongly agree) or 6 (unable to assess) are requested for each of the following questions.
1. I feel that my/my students’ efforts provided a needed service to the client or community.
2. It is likely that I would perform a similar project for another company/organization or in a future class.
3. The client was helpful in providing the required information in a timely manner.
4. The client was prepared to work with you or with the students.
5. The client’s staff members were informed about the project and helpful.
6. IPFW Office of Engagement staff provided timely communications and was responsive to your needs.
7. I gained experience that I could incorporate into teaching or lab assignments. Comments:
8. I gained experience to help me prepare students to meet industry needs. Comments:
9. I can develop a scholarly paper or presentation from this project. Comments:
10. This project has supported achieving my professional development goals. Comments:
11. The students gained experience that enhanced subject matter learning. Comments:
12. The students gained experience to better meet industry needs. Comments:
13. Overall I would say that the project was successful. Comments:
14. Funding was received to defray the costs of the project: Amount:

Part III: Comments/Feedback/Suggestions for Improvement.
Assessment 5: Student Assessment for Student Curricular / Business / Senior Design projects

Part I: Project Information
   1. Client Name
   2. Client Company
   3. Project Title
   4. Semester/Term

Part II: Project Assessment. Rankings from 1 (strongly disagree) to 5 (strongly agree), or 6 (unable to assess) are requested for each of the following questions.
   1. I feel that my efforts provided a needed service to the client or community.
   2. I would like to perform a similar project for another company/organization in a future class.
   3. The client was helpful in providing the required information in a timely manner.
   4. The client’s staff members were informed about the project and helpful.
   5. I gained experience that enhanced the class.
   6. I feel better prepared to meet industry needs.
   7. Overall I would say that the project was successful.

Part III: Comments/Feedback/Suggestions for Improvement.