

Assessment Through Inquiry 2022-23

Fostering a Culture of Evidence through a Community of Practice
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Office of
Institutional Effectiveness



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University of North Florida (UNF)

Jacksonville, Florida

17,000 students

Large, metropolitan R-2



Assessment of Academic and Student Support Services

University of N



**Assessment
infrastructure to
understand if our
programs and
services working
as designed and
expected**



**Documenting
learning in all the
various places it
can happen**

**Assessment tends
to get two kinds
of reactions...**

THIS SPARKS JOY FOR ME



**I'm feeling this, like, deep,
aching sense of dread**



Part of the problem is language:





**We tend to over-
complicate the
way we approach
assessment**



**We wanted to
frame assessment
as a critical tool -
it helps us study
our students**



**An objective lens
to help us see
areas for
improvement**



**Specific to
student and
academic support
services**

Assessment through Inquiry Model



1. Inquire purposefully

Formulate a question to investigate

- 1 What questions matter most to you right now?
- 2 Identifying relevant questions of practice
- 3 Crafting right-sized questions
- 4 What process will you use to investigate your questions?



2. Investigate and collect

Design your inquiry process and collect evidence

- 1 What evidence do you need to answer your questions?
- 2 What evidence/info already exists?
- 3 Identify or create appropriate methods to collect new evidence
- 4 Collect data
- 5 Organize data



3. Reflect and interpret

Identify key takeaways from your evidence

- 1 Reflect on the data you collected, centering on students.
- 2 Include stakeholders to understand context
- 3 Compare data to benchmarks and standards if available
- 4 Reflect on what the data mean. Was the question answered?
- 5 What value does the data bring?



4. Communicate via storytelling

Share your findings in meaningful ways

- 1 Identify stakeholders who need to know what you've learned
- 2 Consider the format your audience needs
- 3 Follow ethical and socially just principles as you frame information
- 4 Create a visual, engaging, and accessible set of stories



5. Act on discoveries

Determine your next steps and monitor progress

- 1 Let your results guide your planning
- 2 Weigh actions against urgency and costs
- 3 Develop strategies and allocate resources to make change
- 4 Identify framework to determine changes are effective
- 5 Produce a new set of questions

Jan. - Feb.

Mar. - May

June - July

Aug. - Sept.

Oct. - Nov.

Inquiry-based model for assessment

What do I mean by Inquiry?

- Intentional process
- Starts with questions
- Includes deep learning, reflection, planning, and action
- Represents an evolution in assessment practice



**Inquiry centers on
our natural
curiosity about
our work's
effectiveness**

Different from traditional assessment...

- Not solely focused on learning outcomes
- Not an add-on or afterthought
- Not a place where only quantitative data have value
- Not driven by a technology platform

Focus on Student:

Needs

Participation

Satisfaction

Outcomes

Assessment through Inquiry Model



How it works

Resources + Support:

Assessment Ambassadors

Assessment Fellows

Community of Practice

Canvas course



**CoP designed for
collaboration,
uncover potential
partnerships**

31

Participating
departments

10

CoP
Meetings

4

Assessment
Fellows

39

Assessment
Ambassadors

Local surveys
Focus groups
Usage analysis

National benchmarks
National surveys
Participation statistics

Inquiry Questions:



A word cloud of inquiry questions. The words are arranged in a roughly circular pattern. The words 'success', 'needs', 'services', and 'programs' are highlighted in orange, while the others are in black. The words are of varying sizes, with 'success', 'needs', and 'services' being the largest.

comparison
events **success** contribute
compare
help unf **needs** abroad
readiness **experience**
staff **services** sense
belonging
day **programs** career
community employment

Pre-Post Assessment:

Culture of Evidence in my Department & Division

5 dimensions on a 1-4 scale, w/4 indicating a mature culture of evidence
(Spurlock & Johnson, 2012)

- Take actions with **intentionality**: +0.58 pts
- **Perspective** on data use +0.60 pts
- Assessment forms **critical linkages** +0.65 pts
- Use of assessment in **initiatives/directions** +0.43 pts
- Use of assessment in **planning process** +0.70 pts



Questions?

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- Other images courtesy of www.pexels.com