

**USF SARASOTA-MANATEE  
ASSESSMENT PLANNING RECORD  
2016-17**

<b>UNIT:</b>	<b>E-Learning Services</b> (Timi Hager, Director)
<b>MISSION:</b>	E-Learning Services (ELS) at USF Sarasota-Manatee is committed to providing the support infrastructure needed to assist and encourage quality online instruction through technological and course design assistance and the delivery of faculty professional development workshops that promote innovative teaching and online best practices; to building an environment of success that fosters excellence in teaching for all online and blended education by meeting the needs of today's learners.
<b>2015-20 USFSM STRATEGIC PLAN GOALS:</b>	<p><b>STRATEGIC GOAL #1: Student Success</b> Ensure student retention, timely completion, employment success, and student satisfaction.</p> <p><b>STRATEGIC GOAL #2: Campus Life</b> Foster an intentional culture of campus engagement.</p> <p><b>STRATEGIC GOAL #3: Intentional Enrollment Management</b> Strategically recruit and retain students by growing existing programs and creating new programs of strategic emphasis or demonstrated demand.</p> <p><b>STRATEGIC GOAL #4: Teaching and Learning</b> Explore and implement innovative technologies and pedagogical methods that increase student engagement in the learning process and improve student learning outcomes.</p> <p><b>STRATEGIC GOAL #5: Scholarly Activity</b> Recognize and support diverse faculty and student research activities.</p> <p><b>STRATEGIC GOAL #6: Community Engagement</b> Build and be known for a community engagement identity in partnership with a variety of organizations throughout the service area.</p> <p><b>STRATEGIC GOAL #7: Resources</b> Preserve, grow, and diversify the human, physical, financial, private, and other resources, aligning them to support the strategic goals.</p>
<b>UNIT GOALS:</b>	<ol style="list-style-type: none"> <li>1. Continue to provide outstanding customer service to USFSM faculty, students, and staff. (Aligns with USFSM Goals 1, 4, 7).</li> <li>2. Increase collaboration with faculty to provide quality online course design using the Quality Matters methodology (Aligns with USFSM Goals 1, 3, 4, 7).</li> </ol>

	<p>3. Collaborate effectively with and provide support services for the newly established office of Professional and Continuing Education (PACE) (Aligns with USFSM Goals 1, 4, 6, 7).</p> <p>4. Continue to research, learn, and adopt best practices and emerging technologies to develop and increase the services of E-Learning to the USFSM campus community. (Aligns with USFSM Goals 1, 3, 4, 7).</p>				
<b>OUTCOME</b>	<b>Unit Goal</b>	<b>Means of Assessing Outcomes</b>	<b>Assessment Data</b>	<b>Plan Resulting from Analysis of Assessment</b>	<b>Vice Chancellor's Response (Dr. Osborn)</b>
<p><b>Outcome 1.</b> Provide quality customer and support services to USFSM campus community.</p> <p>Expand collaboration with USF colleagues and USFSM faculty to provide quality online course design.</p>	<p>1, 4</p> <p>1, 2, 4</p>	<p>Assess monthly reports, support requests (ELS Support form), and satisfaction surveys to monitor and improve ELS services and support.</p> <p>Continue to increase faculty certifications in Quality Matters methodology.</p> <p>Attend monthly USF system-wide distance learning collaboration meeting.</p>			
<p><b>Outcome 2.</b> Compliance with SACSCOC, Federal, State, and USF policies for Distance Learning.</p>	<p>1, 2, 4</p>	<p>All online faculty will be certified to teach online by December 2016.</p> <p>Continue to work with Student Disability Services to ensure Section 508 compliance for accessibility.</p>			
<p><b>Outcome 3</b> Successful implementation of Canvas Catalog platform for PACE.</p>	<p>3</p>	<p>Non-credit courses/professional development offered in an online format to engage the local community.</p>			

<p><b>Outcome 4</b> Continued professional development in areas of online learning and instructional technologies.</p>	<p>1, 2, 4</p>	<p>Complete the Digital Maker and Collaboration Xpace (DMACX) for collaboration and creation of digital content.</p> <p>ELS staff will attend a professional development conference involving distance learning or instructional technology in the year.</p>			

**Chancellor's Response** (Dr. Sandra Stone):