



University of the Virgin Islands

2011
ASSESSMENT RECORD FOR
DEPARTMENT/UNIT

Learning Resources & Faculty Technology Services, Information Technology Services

(Name of Administrative or Educational Support Department/Unit)

October 1, 2011

(Assessment Period Covered)

September 30, 2011

(Date Submitted)

Submitted By:

Judith V. Rogers

(Unit Director)



University of the Virgin Islands

2011
ASSESSMENT REPORT
FOR

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(Administrative or Educational Support Unit)

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Expanded Statement of Institutional Purpose Linkage:

Institutional Mission/Goal(s) Reference:

Embrace faculty/curriculum partnership by modernizing information and technology service delivery; implement a plan to sustain the leadership and technical skills of the University to produce continuous, high-quality service.

Administrative or Educational Support Unit Mission Statement:

Create technology support system for faculty and students to enhance teaching and learning outcomes; provide training and support for blackboard; provide support for the use of technology in the classroom; provide technical support for faculty to facilitate instructional design and curricula activities; develop a comprehensive training program; introduce new trends and developments in academic technology.

Intended Administrative Objective:

No less than seventy-five percent (75%) of full-time and part-time faculty are knowledgeable about the services offered by the Center for Excellence in Teaching and Learning.

FORM B



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Intended Administrative or Educational Support Objective:

NOTE: There should be one form C for each intended objective listed on form B. The intended unit objective should be stated in the box immediately below and the strategic thrust number entered in the blank spaces.

No less than seventy-five percent (75%) of full-time and part-time faculty are knowledgeable about the services offered by the Center for Excellence in Teaching and Learning.

First Means of Assessment for Objective Identified Above:

1. Means of Unit Assessment & Criteria for Success:

The following questions about the Center for Excellence in Teaching and Learning (CETL) services were added to the annual Customer Service Survey in April 2011 to measure faculty knowledge of CETL services.

1. UVI Faculty: Are you aware of the location of the Center for Excellence in Teaching and Learning (CETL) on the St. Thomas Campus?
2. UVI Faculty: Have you been informed of the purpose and services offered at the Center for Excellence in Teaching and Learning?

2. Summary of Assessment Data Collected:

Although use of the Center and its services continues to grow, the results of the ITS customer service survey indicate that 40% of faculty are aware of the CETL and its programs. While this is up from 29% in FY2010, it does not achieve the 75% target that was established by the Component for FY2011.



Responses	2010 Totals	2010 Percentages	2011 Totals	2011 Percentages
Yes	33	29.464%	14	40.000%
No	79	70.536%	21	60.000%
	112	100.000%	35	100.000%

Although efforts to increase knowledge of the CETL did not achieve the target, there is definite progress in raising the level of faculty awareness in this area. The number of faculty responding to this year's survey is 31.25% of the 2010 respondents, at 35 this year versus 112 participating in the survey last year. Even with the reduced participation, the positive responses in 2011 are higher than in 2010.

3. Use of Results to Improve Unit Services:

The Director of the CETL has begun a marketing initiative to meet with faculty members on a one-on-one basis to discuss the CETL and its offerings. Meetings with faculty begin the first week in September 2011.

Additional surveys will be conducted following training during the year to increase opportunities for collecting feedback and to provide a larger pool of respondents for assessment.