

Form A-3 [2 Question Questionnaire]
Assessment Report for
Closing the Loop: Summarizing Results Data

Unit/Program Name: Department of Educational Leadership and Counseling –
M.S. Ed. Administration

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|--------------------------|-------------------|------|------------------|------|
| Assessment Cycle: | Start Date | 2010 | Stop Date | 2011 |
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Using data (surveys, interviews, focus groups, tests, et cetera) please provide the following information:

1. Based on data (surveys, interviews, focus groups, et cetera), what do you know about student learning and/or service delivery? Summarize your Forms A-1s and / or A-2s.

- Student Learning: Based on student outcomes and data collected from assessments, the department made substantive changes to its program completion requirements in order to better prepare candidates for licensure. These changes include:
 - Satisfactory completion of TExES practice examination with a passing score of at least 80-85%.
 - *National Recognition* acquired for the department's building level administrator preparation program from ELCC making the program one of the few nationally recognized programs in Texas.
- Service Delivery: Priority focus on customer service to all clients. Support staff is being guided in the professional approach required to support customer service. Additionally, data collected from Customer Service cards will be evaluated and disseminated to the administrative team prior to the end of the fall semester.

2. Based on question # 1 above (surveys, interviews, focus groups, et cetera), what will you do to improve student learning and / or service delivery? Include outcomes, strategies, measure(s), targets, and cycle.

- Student Learning: Increased rigor in each program area to increase candidate performance on the TExES inclusive of a mandatory 90% practice test rate before program is completed.
- Service Delivery: On-going professional development for support staff.