# 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.Ed. Administration |
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| Assessment Cycle: | Start Date: | September 2010 | Stop Date | August 2010 |
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| Unit Outcome: | |
|---|---|
| **University Imperative:** | I – Strengthen the quality of academic programs |
| **University Goal:** | IB – Achieve specialized accreditation of selected academic programs |

Using data (surveys, interviews, focus groups, tests, et cetera) please provide the following information:

1. **The last time this unit outcome was assessed, changes and/or strategies for improvement were proposed. What changes were implemented for this cycle?**
   - Program reviewed by departmental team with revisions to outcomes. ELCC building level accreditation received in August 2010 as a direct result of program/departmental/college review.
2. **Based on data (surveys, interviews, focus groups, et cetera), what do you know about student learning and/or service delivery for this cycle? Were the changes successful?** 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:
     o  A mandatory pre and post test of knowledge acquired during the program
     o  Satisfactory completion of TExES practice examination with a passing score of at least 80-85%.
   - Service Delivery:        Priority focus on customer service to all clients. Support staff are 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.

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