2012-2013 Assessment Report
Department/Unit: Engineering Outreach and Continuing Education

Auburn University

Provost & VP Academic Affairs
Samuel Ginn College of Engineering
Engineering Outreach and Continuing Education

Distance Education students overall satisfaction

Expected Outcome: Engineering and Business Master’s distance degree students will express satisfaction with the overall quality of visual/audio delivery of instruction.

Assessment Method 1: Student survey at the end of the summer semester 2013 for the quality of the student services.

Assessment Method Description:
Students were surveyed using a likert scale rated from 1 “well below quality” to 5 “well above quality.” The survey was sent to all 269 students taking MBA, MMIS, MAc and Master of Engineering degrees at a distance in the summer of 2013. 55 were returned, a 20.44% return rate.

Findings:

Program Information:
When I call for help, I am treated courteously by staff: 4.45
I am helped in a timely manner: 4.43
I receive accurate information: 4.39
I am referred to the right source for help: 4.41
I receive the kind of information I need: 4.47
I receive information in advance of deadlines: 4.52

When I use the website:
I am able to find the information I need: 4.21
I am able to easily navigate: 4.13
I am able to find accurate information: 4.24

How did you use findings for improvement?
While satisfaction was expressed with the website, finding the website among the other University sites was difficult. We’ve now established a link to “AU Online” on the main Auburn webpage that leads to all University online sites.

Additional Comments
None

Assessment Method 2: Student survey at the end of the summer semester 2013 for the quality of the technical services.

Assessment Method Description:
Students were surveyed using a likert scale rated from 1 “well below quality” to 5 “well above quality.” The survey was sent to all 269 students taking MBA, MMIS, MAc and Master of
Engineering degrees at a distance in the summer of 2013. 55 were returned, a 20.44% return rate.

Findings
In regards to the video coursework and other materials I receive:
The course materials and handouts are helpful:  4.37
The visuals and graphics are effective: 4.41
The visuals and graphics are legible: 4.41
The sound quality is good: 3.94

How did you use findings for improvement?
After researching the audio quality of the courses, we determined the problem was with the placement of the microphones. New desk microphones are now being installed replacing the microphones suspended from the ceiling.

Additional Comments
None

Assessment Method 3: Participant feedback survey during the spring semester of 2012

Assessment Method Description
Students were surveyed using a likert scale rated from 1 "well below quality" to 5 "well above quality." The survey was sent to 132 students taking MBA, MMIS, MAc and Master of Engineering degrees. 40 students returned the survey, a 30% return rate.

Findings
For the Question "If an outsider asked you today about the overall quality of the AU Distance Graduate Engineering Programs, what would you say?" the responses were:
1. Well below the quality of what our constituents should expect – 2.6%
2. Below the quality of what our constituents should expect – 0%
3. About the level of quality our constituents should expect – 26.3%
4. Above the level of quality our constituents should expect – 36.8%
5. Well above the quality our constituents should expect – 34.2%

97.3% reported satisfied or above

How did you use the findings for improvement?
Program is meeting its goal.

Additional Comments
None

Assessment Method 4

Assessment Method(s) Description
Findings
How did you use findings for improvement?

Additional Comments

Distance students will increase participation in live class discussions.
Distance students will participate in classroom discussions as the class is being taught.

Assessment Method 1: Instructor and student participation.

Assessment Method Description
Instructor and student participation.

Findings
In the spring semester of 2012, we implemented a "chat" feature that allowed students watching the course “live” to use the feature. Instructors in 11 of our 63 online courses used the chat feature that semester. Since then, participation in this feature has declined.

**How did you use findings for improvement?**
We are adding questions to our survey to find out if there’s interest in continuing to offer this service live. We’re also talking with faculty to find out if the chat feature is difficult for them to deal with. The feature requires that a GTA or TA be in the room to answer and respond to the online questions. In addition, the majority of our students are employed – although around 18% watch the courses live.

**Additional Comments**
none

**Assessment Method 2:**
**Assessment Method Description**
Findings
**How did you use findings for improvement?**
**Additional Comments**

**Assessment Method 3:**
**Assessment Method Description**
Findings
**How did you use the findings for improvement?**
**Additional Comments**

**Assessment Method 4**
**Assessment Method(s) Description**
Findings
**How did you use findings for improvement?**
**Additional Comments**

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**Outreach Instruction for Engineers, Surveyors and Architects**

Participants will maintain or enhance the competencies needed to retain state and national certification for licensure for their professions by using Auburn University distance education short courses. These courses are provided on video CDs or streaming video.

**Assessment Method 1:** Participant Feedback Survey

**Assessment Method Description**
Clients in the Engineering Professional Development program were surveyed using a likert scale rated from 1 “well below quality” to 5 “well above quality.” The survey was sent to 1575 clients during the past two fiscal years. 321 were returned, a 19.81% return rate.

**Findings**
Question: Please enter ratings based on your experience with the course you took:

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The course met my expectations:                         4.19
The course was presented at a level compatible         
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with my background and expectations: 4.22
The course proceeded at just the right pace: 4.15
Course materials and handouts were helpful: 4.17
Visuals and graphics were effective: 4.13
The instructor was effective in presenting the material: 4.28
The course arrived within the expected time period: 4.46

How did you use findings for improvement?
The program is meeting its goal.

Additional Comments
This program is licensed in 42 states for licensure renewal for engineers and surveyors and nationally for architects. It is highly respected by state licensure boards for its content.

Assessment Method 2:
Assessment Method Description
Findings
How did you use findings for improvement?
Additional Comments
Assessment Method 3:
Assessment Method Description
Findings
How did you use the findings for improvement?
Additional Comments
Assessment Method 4
Assessment Method(s) Description
Findings
How did you use findings for improvement?
Additional Comments