

Institutional Effectiveness Report

Unit: Continuing Education at the Elizabeth Bradley Turner Center and the Rankin Arts Center

Expanded Statement of Institutional Purpose	Administrative Objective/Expected Results	Assessment Criteria and Procedures	Assessment Results	Use of Results
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<p>Continuing Education supports the mission and goals of CSU. The division will extend its programs and services of CSU throughout the university service region in partnership with other entities as applicable. Using the strengths and distinctive mission of CSU as a guide, the division will plan and coordinate programs which will meet its goals.</p>	<p>Improve front-line customer service for Continuing Education</p>	<p>Criteria were established using the student survey that was given at the end of every class. Students were asked to rate their 1) overall satisfaction; 2) the effectiveness and efficiency of the registration process; and 3) the communication of the staff.</p>	<p>Please see attached.</p>	<p>Policies and procedures were established and documented. Both new and current employees received training and periodic meetings were held to reiterate procedures and desired behaviors. This process has been established and will be ongoing.</p> <p>Goals have been set for the front-line employees to improve survey ratings.</p>
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Elizabeth Bradley Turner Center

Survey Question	Rating	042	043	044
2. The registration process was effective and efficient				
	Strongly agree	47%	47%	37%
	Agree	43%	45%	50%
	Neutral	9%	8%	16%
	Disagree	1%	0	0
3. The EBTC staff communicated clearly and accurately with me				
	Strongly agree	49%	1%	51%
	Agree	42%	40%	33%
	Neutral	8%	51%	16%
	Disagree	1%	6%	

Rankin Arts Center

Survey Question	Rating	042	043	044
2. The registration process was effective and efficient				
	Strongly agree	70%	59%	57%
	Agree	27%	33%	41%
	Neutral	3%	6%	0%
	Disagree	0%	0	2%
3. The RAC staff communicated clearly and accurately with me				

	Strongly agree	70%	54%	56%
	Agree	23%	40%	37%
	Neutral	6%	5%	6%
	Disagree	1%	1%	2%