

**Report Form A-2**  
**Assessment of Program Outcomes for**  
**Administrative or Educational Support Units**

Panthers at Work Community Clean Up (PAW) Student Affairs and Institutional Relations  
(Administrative or Educational Support Unit)  
Fall 2005-Spring 2009 \_\_\_\_\_  
(Assessment Period Covered)

**Instructions:** This form should be used to report on each of your **Outcomes**. Although you may not assess every program outcome every year, you will have a report for each outcome based on the year that it *was* assessed.

- 1. Program Outcome** (What characteristic, skill, behavior, attitude, service, performance, product, system, process, output, etc., did your program intend to offer or enhance?)

Outcome 3: Promote civic engagement by extending academic learning from the classroom to the community.

- 2. Strategies Used to Meet Program Outcome** (What did you do?)

- Publicized program by speaking at Student Convocation; Faculty Senate; Administrators Workshop; KPVU public service announcement; article in the Panther News; speaking at Student Leadership Institute; posting registration on web page.
- Speak to local community members and organizations
- Provide site supervisor orientation to explain importance of using principles of s-l and not just community service
- Purchased t-shirts for all participants to enhance recognition of faculty, staff, students and community members as a “team.”
- Solicited work sites from university campus and local community

- 3a. First Measure or Means of Assessment for Outcome above and Criteria for Success** (How did you determine achievement? Explain the means or measure. e.g. Satisfaction Surveys, Mock Interviews, Activity Evaluations, Focus Group Product, After-Trip Reports, Impact Statements, Internal and/or External Audit, Case Studies, Project Participation Rates, Percentage Increases, Attendance, Completion Rates, Program Reviews, etc.).

For each Community Clean Up, participants (students, staff, and community members) complete an evaluation 2005, 2006, 2007, 2008, 2009.

- 3b. Results/ Findings** (How did you do? Summarize assessment data collected.)

Record is kept each year on the number of participants. The success of the students registering for the program has led to the need to limit the registrations. Based on the results of the evaluation, the program is achieving its goal. For example, one questions

asked is “Will this project impact your participation in future community service projects?” Overwhelming, the participants report that as a result of participating in PAW, they will volunteer for other community service projects. Also, based on the number of participants, the program is achieving its goal. Highlights from the Spring 2009 Community Clean Up indicated: 96% of the participants agreed or strongly agreed that the Project raised my awareness of my responsibility to the community; 67% stated that they will volunteer for more community service projects and 33% reported they were already engaged in community service. (n=110 participants completing the evaluation for this project)

**3c. Use of Results** (How did you use the findings, e.g., maintain, improve, change, etc.)

The results of the evaluations have been used to make many changes in the program.

- Students comments that the registration was not well organized. We put the registration on line to make the process more orderly.
- Students commented that we did not provide enough water. We made water available to each student before they left for their work site and then had additional water delivered to their work site.
- Students commented that we needed to offer more opportunities for service. We organized a clean up after Hurricane Ike last fall and instituted a Spring 2009 PAW.
- Students commented that we needed to offer more food for breakfast, we increased the items on the breakfast menu.
- Students commented that the transportation process was not well organized. We solicited support from the Navy and Army ROTC to plan the transportation logistics.
- Students asked us to better advertise the program. We now speak to all student organizational meetings prior to the Clean Up, post it on the web page, and take flyers to the residence halls which has resulted in too many applicants. This required us to limit the number of participants.
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**4a. Second Measure or Means of Assessment for Outcome above and Criteria for Success, if available** (How did you determine achievement? Explain the means or measure. e.g. Satisfaction Surveys, Mock Interviews, Activity Evaluations, Focus Group Product, After-Trip Reports, Impact Statements, Internal and/or External Audit, Case Studies, Project Participation Rates, Percentage Increases, Attendance, Completion Rates, Program Reviews, etc.).

**4b. Results/ Findings** (How did you do? Summarize assessment data collected.)

**4c. Use of Results** (How did you use the findings, e.g., maintain, improve, change, etc.)

**5. Documentation** (What is the evidence and where is it located? Give name, location, dates, etc., e.g., Revised Admissions Manual is located in the office of Jane Smith, Director of Undergraduate Admissions; Meeting minutes from June 4, 2006, are located in the office of Dr. James Smith, etc.)\*

- Evaluations on PAW are in the Office of Student Affairs and Institutional Relations
- Information about PAW is on the SAIR web page
- Registration Forms, Number Reports, Notes from Committee meetings, Agenda for Committee Meetings, Documentation of Site Supervisor Orientation and attendance are maintained in SAIR
- Numerous photographs documenting individual, group or organizational participation are available across campus, posted to the web page or used in numerous brochures, publications, conference presentations, University Five Year Review (Five Points of Excellence) or other documents describing the University.