2016 Assessment of Student and Program Performance at Post University

Goals

The major goals of our assessment system at Post are (1) to evaluate the quality and value of academic content and services delivered to students; and (2) to assess student learning outcomes in all programs.

Assessment Approach

Post University has developed a comprehensive system to assess our academic goals and outcomes. The figure below shows the variety and frequency of tools and perspectives (external and internal) we use in our assessment process. This system enables Post to analyze program performance and student satisfaction data, leading to improvements in curriculum and teaching practices.

Post Assessment System and Frequency of Use of The Various Tools
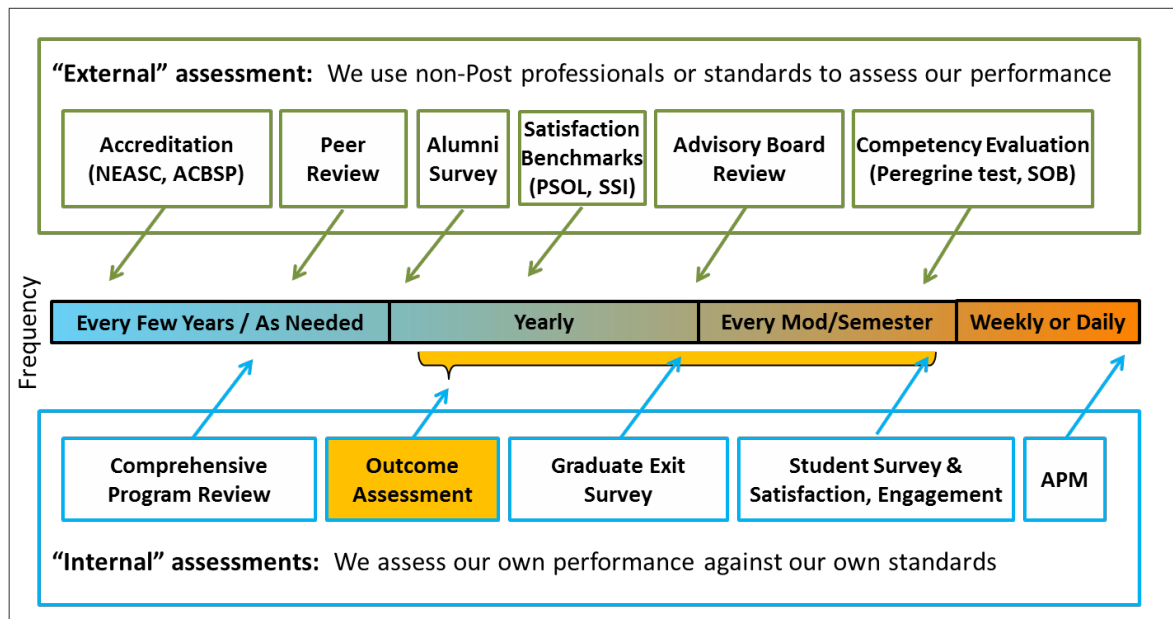
NEASC: New England Association of Schools and Colleges; **ACBSP:** Accreditation Council for Business Schools and Programs; **APM:** Academic Performance Management Tool (Key Performance Indicators for Discussion); Ruffalo Noel-Levitz Satisfaction surveys: **PSOL**, Priorities Survey for Online Learners; **SSI**, Student Satisfaction Inventory (Main Campus); **SOB:** School of Business.

Performance Results

The assessment results included here present examples of performance data using some of the major tools of the assessment system described above:

A.   Outcome Assessment, to evaluate the effectiveness of our programs

B-E.   Student and alumni satisfaction, to evaluate the value, relevancy and competitiveness of our programs

A. Student Learning Outcomes

Each program at Post is associated with student learning outcomes, assessed mostly at the exit level of the program. A student learning outcome is what we expect students to gain from the program. The table below highlights the average outcome assessment scores to date (May 2017), aggregated by program. The assessment of most outcomes is ongoing and the results included in this report are therefore intermediate results.

Student Learning Outcomes for Major Programs, Intermediate Results to May 2017				
Program with More Than 10 Class Sections Assessed	Number of Class Section Assessed	Number of Assessments	Score Average	Score Standard Deviation
General Education	270	2,684	3.1	0.8
Business Admin	74	1,211	3.0	0.8
Human Services	68	828	3.0	0.8
Psychology	52	453	3.0	0.8
Child Studies	37	324	3.4	0.8
Master of Public Admin	33	123	3.6	0.4
Comp Science	27	315	3.2	0.6
Int. Bus. Admin	25	361	3.0	0.9
Equine	22	120	2.9	0.8
Criminal Justice	22	345	3.4	0.7
Marketing	15	182	2.9	0.8
Sports Mgmt	13	146	3.3	0.8
Accounting	12	52	3.3	0.7
Legal Studies	10	127	3.3	0.6
Master of Human Services	44	320	3.6	0.4
Master of Education	27	204	3.4	0.6
Master of Business Admin	20	219	2.9	0.8

Score Scale: 1L to 4H

How we use this data: We institute corrective actions in curriculum or teaching practice for outcomes scoring 2.8 or below on a 4 point scale. The average scores for student learning outcomes assessed to date show Post's programs are achieving their intended educational outcomes.

B. **Accelerated Degree Students (Online), from the 2016 Ruffalo Noel-Levitz external survey (Priorities Survey for Online Learners)**

1. In general, Post has trended above the National Online Learners institutions used for the comparative benchmark since 2013.
2. Post graduate and undergraduate students are more satisfied with their overall college experience than the National Online Learners respective benchmarks.
3. Post undergraduate students are significantly more satisfied than the National Online Learners Undergraduate benchmark on three out of five categories: Academic Services, Instructional Services and Student Services.
4. Post graduate students are significantly more satisfied than the National Online Learners Graduate benchmark on Academic Services and Student Services (and at par on the three other performance categories of Institutional Perception, Enrollment Services and Instructional Services).

C. **Main Campus Students, from the 2016 Ruffalo Noel-Levitz external survey (Student Satisfaction Index)**

1. Post students (mostly undergraduate) are more satisfied than the National benchmark on all 12 performance categories, and significantly more satisfied on 9 of them.

2. In comparison to 2015, Post improved student satisfaction on nearly all 12 performance categories, significantly on Safety and Security, Response to Diverse Populations, and, Campus Support Services.
3. Post became the 1st school of choice for a majority of enrolled students (52%).

D. Post Alumni, from the 2016 Post Alumni Survey

1. 59% of alumni are employed with a position in which they use their degree; only 7% are unemployed.
2. 83% of alumni strongly agree or agree that the time and money spent working towards their degree at Post were valuable.
3. 91% of alumni think that the value of their degree from Post either remained or increased over time.
4. 79% of alumni strongly agree or agree they would recommend and refer students to Post.

E. All students, from the 2016 End-of Course Student Surveys:

1. 85% of Post online students would strongly recommend or recommend their Course to their peers.
2. 86% of Post online students would strongly recommend or recommend their Instructor to their peers.
3. 94% of Post online students would strongly recommend or recommend Post University to their peers.
4. Students perceive that, since 2015, the Instructor-Students Engagement at Post has increased.