A ROAD MAP FOR IMPROVEMENT OF STUDENT LEARNING AND SUPPORT SERVICES THROUGH ASSESSMENT

by James O. Nichols and Karen W. Nichols
with additional contributions by Cheryl Cleaves, Paul Cunningham, Eliot Elfiner, Margie Hobbs, Fred Trapp and Daniel Weinstein

This new work completely replaces A Practitioner’s Handbook for Institutional Effectiveness and Student Outcomes Assessment as the foundation volume in the series of five volumes that together constitute a step-by-step guide to the planning and implementation of assessment procedures at multiple levels across the institution. The principal authors have advised and assisted more than three hundred and fifty institutions, from small two-year colleges through major research institutions in every regional accrediting association, in designing and implementing a model for assessment of student outcomes and institutional effectiveness.

With nearly one hundred charts and figures and many examples of assessment tests and surveys and related documents over a broad range of topics, Road Map provides a simple and focused pathway to successful implementation. The straightforward explanations and examples lead the campus across the Five-Column Model to "closing the loop" through the use assessment results to improve student learning and educational support and administrative services. Road Map also acknowledges the growing maturity of the assessment field by devoting considerable attention to the use of actual results to improve student learning and support services. Additionally, it provides separate chapters concerning assessment in: administrative and educational support services, general education, and two-year colleges, as well as graduate and professional level occupational programs. In each instance the narrative explains the difference in implementation in that specific context and provides examples of successful implementation. Road Map, with the companion monographs to which it is cross-referenced, provides comprehensive guidance and support for successful implementation at the institutional, departmental, and program levels.


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