Identifying good strategies for improvement is one of the most crucial aspects of any improvement effort and SACSCOC requires evidence of seeking improvement based on analysis of results. Please ensure strategies are as specific as possible and related to student learning or unit performance (not just to the assessment process).

Example Strategies for Educational Programs (Related to Student Learning)

- Add practice exercises/discussion questions related to the concept or skill
- Add lecture material related to the concept or skill
- Include a "think, pair, share exercise" during each class
- Create a service learning experience
- Add a reflection prompt to each project
- Work through practice problems in pairs or small groups during class
- Add a pre-test to help students identify what they do and do not know
- Spend time reviewing items commonly missed on exams to ensure understanding
- Include the concept or skill in the final project
- Provide resources for test-anxiety
- Send a weekly notice to students about office hours, writing center offerings, and tutoring available
- Provide peer coaching opportunities
- Create or review curriculum map; ensure proper “scaffolding” of the concept or skill

Example Strategies for Administrative, Operational, or Student Affairs Units (Related to Unit Performance)

- Add/modify specific services in order to address the internal/external customer need
- Create social media, email, or print communications to publicize the service, program, or event
- Update the website with a set of FAQs or resource documents and track access of those resources
- Collaborate with other departments to minimize duplication of effort in the process
- Identify bottlenecks and determine a more efficient process map
- Work with faculty, staff, and/or student senates in order to...
- Work with senior leadership to gain sponsorship for the initiative
- Offer a quarterly workshop for faculty, staff, or students
- Build relationships with community organizations or local businesses in order to...
- Create a working/advisory group to address problem areas and track progress toward goals
- Create/revise, communicate, and track performance or service standards
- Provide staff training to improve leadership, organizational, or technical skills (specify the workshop if possible)

Vague or Poor Strategies for Improvement (Please revise if your strategies resemble the ones listed below)

- No improvement needed (if true, the outcome should be changed)
- Talk to faculty/staff about how to improve (this is the process for determining strategies; specify the actual strategies)
- Continue to monitor or track (this is assumed; strategies related to the outcome must be defined)
- Create/revise a measure (such as a rubric, exam, internship evaluation, or survey); improve data collection process (relates only to the assessment process; a strategy related to student learning/unit performance must also be defined)
- Use assessment results to improve student learning (specify what will be implemented)
- Emphasize the topic more in class (specify how this will be done)
- Improve a service, create a product, or maximize efficiency (specify how this will be done)
- Implement best practices (specify which best practices and how they will be implemented)
- Obtain more funding (specify how more funding will be sought or obtained)
- Encourage staff to attend professional development (specify the skills targeted and/or the workshop)

Additional Resources

The Improve KSU website (https://cia.kennesaw.edu/assessment/improve-ksu.php) provides additional resources to support your assessment efforts. Please contact the Assessment Team at assessment@kennesaw.edu if you have any questions or you would like to schedule a consultation. Thank you for your commitment to continuous improvement at KSU.