

COLLABORATIVE INQUIRY



SPOTLIGHT ON LEADERSHIP IN INQUIRY
COMMENCEMENT EDITION JUNE 2020

CSUSB Mission Statement

CSUSB ensures student learning and success, conducts research, scholarly and creative activities, and is actively engaged in the vitality of our region. We cultivate the professional, ethical, and intellectual development of our students, faculty and staff so they thrive and contribute to a globally connected society.

About this Issue

We are calling this newsletter Collaborative Inquiry because we believe that the practice of collaborative inquiry reflects our mission. Collaborative Inquiry is a practice where all stakeholders in learning and success work together to identify common challenges, analyze relevant evidence, and engage in continuous improvement through problem solving and inclusive strategies. Sometimes the challenges we identify are technical in nature; the solution to a problem is known and must be implemented. Sometimes the challenge is one of adaptation. This type of challenge particularly resonates in these times. The Assessment Office sees CSUSB as a learning institution, where inquiry is inseparable from learning and learning is the foundation for discovery and adaptation.

In this inaugural issue and special Commencement Edition, please check out some of the stakeholders engaging in leadership in inquiry to promote student learning and success at CSUSB.

CLASS COLLEGE ASSESSMENT COORDINATORS

In 2019/20 the CLASS College Assessment Coordinators demonstrated their leadership in several projects in support of academic programs. They provided feedback to program faculty on their assessment plans for the semester programs. They also supported faculty program leaders in completing the WASC Senior College and University Commission (WSCUC) Inventory of Educational Effectiveness Indicators (IEEI) and the matrix of Program Learning Outcomes (PLO) to Institutional Learning Outcomes (ILO) for their semester programs. These activities will support the campus community in developing comprehensive inquiry on the ILO.

Meet the Team:



AMBER OLNEY, COLLEGE OF NATURAL SCIENCES

Amber is a lecturer in the Health Science and Human Ecology Department. Amber and four of her colleagues are raising money for N95 masks for health care workers!



JOHN MUMMA, COLLEGE OF ARTS AND LETTERS

John is an Associate Professor in the Philosophy Department. He is the Assessment Fellow for the College of Arts and Letters.



KEVIN GUO, JACK H BROWN COLLEGE OF BUSINESS AND PUBLIC ADMINISTRATION

Kevin is an Associate Professor in the Department of Accounting and Finance and a member of JHBC Assurance of Learning Committee.



MARITA MAHONEY, COLLEGE OF EDUCATION

Marita is the Director of the Office of Assessment and Research in the College of Education.



TOM LONG, COLLEGE OF SOCIAL & BEHAVIORAL SCIENCES

Tom is a Professor in the History Department. He also serves as the Program Coordinator for the Social Science programs among many other roles and responsibilities in CSBS.

The Division of Academic Affairs Strategic Objectives Assessment Reporting

Sally McGill, Associate Dean of the College of Natural Sciences and Pamela Schram, Associate Dean of the College of Social and Behavioral Sciences share the spotlight for their work on reporting on the Division of Academic Affairs Strategic Objectives. Each of these leaders leveraged teams of colleagues to identify challenges in realizing the objectives set by the Provost and her Council of Deans, analyzing the relevant evidence and providing information to establish baselines and targets to advance these objectives in 2020-21. Each of them engaged in collaborative inquiry in different ways. Dr. McGill embraced the opportunity for critical reflection to identify relevant evidence and Dr. Schram leveraged technology to harness collaboration with faculty and staff in the college.

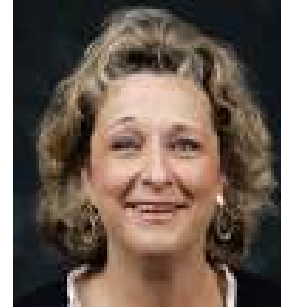


Sally McGill

Associate Dean, College of Natural Sciences

“As busy as we all are, it is nonetheless important for us to take time to gather and reflect on the qualitative and/or quantitative data that will tell us whether or not our efforts are having the intended impact.”

SALLY MCGILL



Pamela Schram

Associate Dean, College of Social and Behavioral Sciences

ALL-AROUND LEADER ON INQUIRY FOR LEARNING AND SUCCESS AT CSUSB

Special recognition is due to **Matthew Poole, Chair, Department of Art and Design**. In the 2019-2020 academic year, Matthew’s leadership in inquiry is manifest in his significant contributions to the WSCUC Self Study and extensive planning for the development of new degree programs in Art and Design. He describes his leadership in his own words:

Matthew Poole



“In a department like Art & Design we have a wide range of teaching methods across art history, design, studio art, and visual studies. This makes the achievement of parity and quality across courses and programs quite complex. I have found that the only way to approach such aims is to discuss, discuss, and discuss all the minutiae with the faculty team whilst also keeping discussions focussed on the objectives of fairness, equity, and parity. It is a lengthy and gruelling process, but it can’t be done alone, not least because there are so many details to consider. This has been especially important for my team, since our department is accredited by NASAD (the National Association of Schools & Colleges of Art & Design), whose guidelines are strict, nuanced, and granular. However, it does help us to continue to improve pedagogy and other activities that benefit our students, and ensure that the degrees we are granting have a good measure of quality control.”

Division of Student Affairs Assessment Committee Re-launch

The Division of Student Affairs re-launched its Assessment Committee in March and welcomes Dr. Jennifer Mersman as the Assessment & Research Officer. “I’m very grateful to lead such a committed group of people in strengthening and developing the assessment work being done in the division. In cultivating a culture of evidence we are working and learning together that good evidence involves genuine inquiry.” The committee is co-chaired by Natalie Cleary, Basic Needs Coordinator, and Mike Wong, Associate Director, Health and Recreation Center Operations & Development. The DSA A-Team is comprised of members from across the division.



**“GOOD EVIDENCE IS
DRIVEN BY GENUINE
INQUIRY”**

*Jennifer Mersman, Assessment & Research
Officer, Division of Student Affairs*

The purpose of the group is to provide leadership and support to assessment initiatives and assist departments in gaining a greater understanding of the process of continuous improvement and effective assessment practice. The approach involves shifting from an activity based model to an impact model for student engagement that can guide meaningful assessment, and coordinated outcome measurement.

In order to build assessment capability within the division and contribute to the broader University culture for organizational learning, the committee strives to create a professional learning community where assessment development opportunities are provided. To promote this community, there is a focus on creating a collaborative environment where there is a focus on learning for all members and building a knowledge exchange. They’re doing good work and welcome campus partners to attend and participate in these opportunities! Upcoming training will be on a taxonomy of outcomes and using assessment plans for alignment. Contact Jennifer.Mersman@csusb.edu for more information.

MEET THE TEAM:

- Albert Angelo, Senior Health Educator for the Student Health Center
- Amanda Ferguson, Coordinator of Research and Assessment of Housing and Residential Education
- Avisinia Rodriguez, Student Engagement Coordinator, PDC
- Ben Toubak, Learning Disabilities Specialist, Services to Students with Disabilities
- Conrad Valdez, Program Manager Upward Bound
- Jackie Gardner Valera, Interim Director for Office of Student Engagement
- Jacob Chacko, Assistant Director Diversity & Inclusion, SMSU
- Jasmine Bustillos, Shared Services Coordinator, SMSU
- Jon Paul Hernandez, Employer Relations Specialist
- Jesse Juarez, Case Management Specialist and Homeless & Foster Student Liaison, Student Conduct & Ethical Development
- Jessica Madrigal, Services Coordinator SMSU
- Lisa Root, Associate Dean of Students and Director of Student Conduct and Ethical Development
- Maria Maldonado, Undocumented Student Success Center Coordinator
- Shelby White, Assistant Athletics Director for Finance & Assistant to the AD
- Tanika Gardner, Director, Educational Talent Search Program
- Veronica Guzman, Site Coordinator, Gear-Up

Student Affairs Leaders Participate in Student Affairs Assessment Institute

Speaking of opportunities, four of the A-team committee members will be attending The Student Affairs Assessment Institute offered virtually by the American College Personnel Association (ACPA) June 23-26. To support targeted development of knowledge and skills, participants can choose from one of three tracks: Program, Department, or Division. There are sessions relevant to a variety of topics, including Developing and Aligning Learning Outcomes, Assessment Planning, Socially Just Assessment, and Mixed-Method Approaches to Data Collection. Albert Angelo, Jackie Gardner Varela, Jasmine Bustillos, and Mike Wong are participating this year.



Albert Angelo

“Assessing the educational effectiveness of all wellness programs offered to CSUSB students provides necessary insight to enhance each program’s educational efficacy and to strengthen the alignment of the department’s work to the overall mission and vision of the university.”

Mike Wong

“It is so important to use the data collected in the past to inform us on our future decisions and directions. We have adopted a method of thinking that entertains the possibility of being wrong while encouraging an active curiosity toward what we can continue to learn.”



Jackie Gardner Varela

"I deeply believe in the work that Student Affairs does to impact our students at CSUSB. Our collective story in Student Affairs is powerful and I am excited to be just a small part of amplifying that story."



LAUNCHING A PROCESS OF ASSESSMENT AND INQUIRY IN THE DIVISION OF INFORMATION TECHNOLOGY SERVICES

When Institutional Research (IR) was moved under the Division of ITS, IR had to become familiar with a new reporting process for ITS. Those were weekly updates and monthly reports for the office made by the Chief Data Officer. Instead of emails and Excel files, the CampusLabs Planning module became a tool for all team members of the IR Office to do reporting, not just for the Chief Data Officer. Today, items that appear in the weekly updates and monthly reports in CampusLabs Planning are done by all members of IR and have become purposeful. Weekly updates are simply to update colleagues of activities the previous week. Monthly reports are items to be shared with the Faculty Senate. This change in practice has extended to Digital Transformation and Compliance, and will soon affect a larger change in the Division of ITS.



Muriel C. Lopez-Wagner,
Chief Data Officer, Information Technology Services

Meet the whole IR team at <https://www.csusb.edu/institutional-research/meet-team!>

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Congratulations Class of 2020

STEPHANIE RIVERA ORTUNO,
MS HEALTH SERVICES ADMINISTRATION