

Ending the Paper Chase: Moving
from Paper to Electronic
Assessment Reporting

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Overview

- I. Context
- II. Uses
- III. Assessing Readiness
- IV. Selection
- V. Implementation
- VI. Discussion

Assessment is

“The systematic collection, review, and
use of information about educational
programs undertaken for the purpose of
improving student learning and
development.”

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Outcomes Assessment Software Uses

- Document management
- Data collection
- Reporting and analysis
- Process design and management
- Curriculum mapping
- Portfolios

Major Considerations

- Cost
- Integration
- Uses
- Ease of Use
- Features
 - Curriculum Mapping
 - Data collection
 - Level of assessment (Student, Course, Program)

Other Considerations

- Local or Hosted
- Configurability

Common Pitfalls

- Lack of commitment (leadership/users)
- Misspecification of needs
- Not involving end-users
- Not managing expectations
- Lack of knowledge and skills
- Insufficient staffing
- Conflicts among departments

Lientz, B.P., and Rea, K.P. (2000) On time technology implementation: how to achieve implementation success with limited time and resources. Academic Press, New York.

Types of Systems

Paper System

Advantages

- No capital costs

Disadvantages

- Inefficient communication among all involved
- Makes reporting of overall institutional effectiveness efforts challenging
- Difficult to develop a longitudinal view

Types of Systems

Web hosted systems (Subscription Services)

Advantages

- No hardware/hardware maintenance costs
- No IT support is needed
- Standard Forms

Disadvantages

- Not configurable (labels, terms, etc.)
- Data is held off site
- Generally, once subscription ends data is converted to hardcopy only

Types of Systems

Software Programs (Purchased & on-campus)

Advantages

- You own it, even if maintenance agreement is stopped
- Configurable terms and definitions

Disadvantages

- Additional Cost Hardware/Hardware maintenance
- IT support is needed

Software Selection Process

1. Analysis

- Form a search committee
- Identify Critical Success Factors
- Determine measures of success
- Understand existing business process
- Define requirements
- Prioritize requirements

Software Selection Process

2. Selection

- Identify potential vendors
- Preliminary analysis of potential vendors
- Host Demonstrations by selected vendors
- Call References

Sample Questions to Ask References

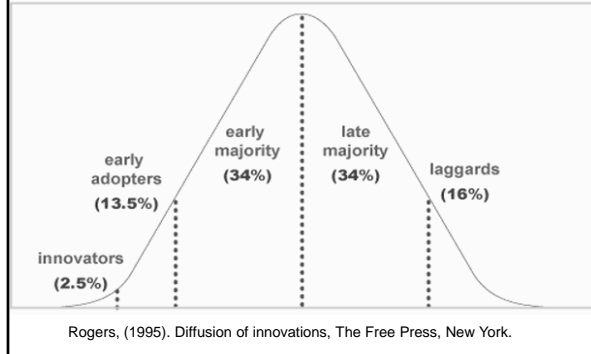
- Was the vendor willing to make modifications to the software or did they expect you to change your processes to fit the software?
- How many technical people are required to manage the computer system?
- Is the software user-friendly?
- How big was the learning curve?

Potential Barriers to an Effective Selection

- End-users left out of selection process
- Amazed by a good demonstrations
- Evaluation that focuses on features of the solutions rather than the fit with business processes

Implementation

Rogers' Diffusion of Innovation



Rate of Adoption Factors

- Perception of Innovation
 - Relative advantage
 - Compatibility
 - Complexity
- Type of Decision
 - Optional
 - Collective
 - Authority

Rate of Adoption Factors

- Communication
 - Mass-media
 - Interpersonal
- Social Context
 - Norms
 - Interconnectedness
- Change Agent's Promotion Effort

Steps to Implementation

- Determine who has “ownership” of the software implementation
- Define what modifications/configuration options are needed
- Pilot to assess
 - End-users’ comfort level
 - Functionality
- Provide in depth training to key users

Barriers to an Effective Implementation

- Changing specifications
- Some users want to keep to the old process and system
- Implementation time
- Inadequate documentation

Lessons Learned

- Accurately mapping current processes to the new system is a critical step for a successful transition
- It is easy to underestimate the time needed to
 - Develop documentation
 - Train

Lessons Learned

- It is easy to underestimate to amount of resources needed to implement and manage the new process and system
- Train "local" experts in each college to extend
- Have a follow-up sessions once these people are trained

Discussion

Thank You for your Attention and Participation!!!

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