

## University Assessment Landscape

DIVISION	Offices/Departments	Assessments
<i>General Counsel</i>	Compliance Program	Annual review of University Insurance Portfolio
	Office of General Counsel	Steering Committee to determine
	Internal Auditor	Conduct numerous risk identification and assessment audits across university; recent audits include Laboratory Administration, Registrar, Tuition Remission, NCAA compliance
<i>Finance &amp; Technology</i>	Budgeting and Finance	Annual External Audit conducted by Grant Thornton, Moody's Bond Rating and Review, Standard & Poor's Bond Rating and Review
	Facilities Engineering	Numerous annual inspections, assays, and tests
	Sustainability and Recycling	Comprehensive Strategic Plan for Sustainability released in 2009; recommendations slated for followup in 11-12
	Safety	Annual fire safety inspections conducted jointly with South Orange Fire Department; monthly inspections done of all University buildings
	Procurement	Annual External Audit conducted by Grant Thornton; Internal auditor evaluated compliance with policies on credit cards, bids; department conducted price check of preferred vendors
	Dining Services	Quarterly student focus group; Resident Student Satisfaction Survey (EBI)
	Human Resources	Sibson study conducted on salaries for staff, faculty and administrators
	Information Technology	Local and national logitudinal studies on student and faculty use, perception and satisfaction with technology; Annual third party audit on IT practices, intrusion detection and systems penetration testing
	<i>Academic Affairs</i>	Schools and Colleges
Acad Supp Student-Athletes		Exit survey of Student-Athletes
Admissions		Surveys are conducted after every admission event (Open Houses, Campus Tours, Freshman Preview, Candidates' Day). Survey processing time for applications. In summer 2011, launched new survey of accepted students who did not enroll; analyzing data currently.
Financial Aid		Annual external audit conducted by Grant Thornton (A133)
Freshman Studies		Orientation Evaluation conducted jointly with Institutional Research
Graduate Admissions/Services		Survey on graduate student issues scheduled 11-12
Grants and Research		Thomson-Reuters scholarship citation inventory scheduled Summer 2011; Survey on awareness and satisfaction planned 11-12
IRB		Internal consultant review Spring 2010
International Programs		ACE Internationalization Laboratory report - Spring 2010

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	Registrar	Internal audit periodically reviews processes; recent audits include Grade Change Processes, and Transcript Production
<i>Student Affairs</i>	Career Center	Annual Career Center report
	Community Development	A number of delineated learning outcomes for student activities have been developed and are tracked and assessed continually throughout the year.
	Housing and Residence Life	Annual Resident Student Satisfaction Survey, conducted by EBI
	Disability Support Services	Analyze classified students' transcripts to determine academic achievement and persistence for students who utilize DSS.
	Health Services	Every three years all policies are reviewed to ensure they conform with national standards and best practices. Annually, forms and process are reviewed for compliance of University, federal and state regulations. Surveys are conducted on a per use basis and department statistics are used annually to assess services.
	Security	Peer review conducted annually for safety and security preparedness. Incident data is collected and analyzed to identify trends and high crime areas
	Parking Services	Satisfaction surveys are administered annually and data collected for guest parking to determine needs and fee schedules.
	Campus ID Office	Semi annual satisfaction surveys and needs assessments are conducted
	Student Affairs	Associate Deans of schools and colleges across campus surveyed regarding needs of graduate students
<i>University Advancement</i>	Alumni and Govt Relations	2010 Alumni survey
	Public Relations & Marketing	Annual analysis of virtual value of media placement
	Development	Huron report - survey of staffing and fundraising in office; compared to best practices; Wealth survey planned for 2001; Currently obtaining bids on feasibility study in advance of campaign.
<i>Athletic Administration</i>	Student Athletes	NCAA Annual Academic Progress Report and Graduation Success Report
<i>Mission and Ministry</i>	DOVE	Conducts site reviews and interviews with community partners to ensure DOVE is meeting the needs of the community. Employee and volunteer performance reviews are conducted annually.