AOI
Academic Outreach & Innovation

2018-2019
Highlights

Exceptional Research, Innovation, and Creativity

Researching technological solutions, alternative pathways, and new program needs

- Student feedback instruments administered:
  - Student Proctoring Satisfaction survey – roughly one-third of students fall into each category; moderately satisfied to extremely satisfied, slightly satisfied to slightly dissatisfied, and moderately to extremely dissatisfied.
  - Student perception of High Impact Practices and mentoring needs –
    - > Data to be used to increase number of students participating in HIP and update the mentoring program.

  - Course evaluations – feedback regarding delivery modality. Measures for both Global Campus and videoconference either holding even or improving spring 2018 to spring 2019.
- Flexible pathways:
  - Lake Tahoe Community College MOU signed to allow LTCC students interested in earning a WSU HBM degree a pathway to achieve their goal.
  - Participating in the Greater Minds (Spokane) initiative, helping prospective adult learners find a path to earning a higher education credential.

- New Programs:
  - Four programs launched.
  - Five approved for launch fall 2019.
  - Nine have started the paperwork process for approval.
- Winter Session outcomes research presented at Showcase.

Transformative Student Experience

Improve access, enhance the learning experience, ensure academic integrity and WSU's reputation, and provide exceptional student support services

- Systemwide:
  - Restructuring of videoconference systems and development of best practice standards.
  - WSU Online Teaching Standards approved by the Provost Office and all colleges.
  - Experienced growth in both Summer and Winter sessions.
  - Faculty development programs total attendance equals 479.
  - Student experience enhanced through Creative Corridor events engaging 133 students from 15 different majors and multiple campuses.

- Global Campus:
  - Working to reduce the cost of education through development of two "textbook-free" Global Campus degrees, saving students close to $200,000/year based on current enrollments.
  - Experienced an increase in the overall percent of minority Global Campus students and number of new transfer minority students.
  - Contracted with a third party vendor to increase prospective student leads.
  - Recovery efforts – 51 prior students recovered (re-enrolled) through an email campaign.

  - Global Connections – providing a full college experience to Global Campus students.
    - > Delivered 60 events with a total 1,313 Global Campus students registered.
  - Establishment of Academic Council and Advisory Committee to facilitate communication and consistency across departments and colleges regarding online program delivery.

Outreach and Engagement

Improve access and increase opportunities for the public to experience WSU and positively impact Washington State economic development

- Non-credit and professional education:
  - 105 events
  - Number of registrants by geographic area:
    - > Washington State residents – 7703
    - > All US (all 50 states and the District of Columbia represented) – 2044
    - > International – 260
- Alumni Learning Network – 22 courses made available for free to members of the WSU Alumni Association.

- Global Connections events – 582 non-WSU students registered.
- Workforce development programs – initiation of a Corporate Learning Council and formalized agreements with WSU Tri-Cities, WSU Spokane, and WSU Seattle to identify and create targeted impactful workforce development programs.
- Expanded from 2 to 15 the number of Global Campus offerings approved by Boeing to be offered to their employees through the tuition assistance program.

  - 20 online credit certificates with 6 more in development.
  - 14 non-credit certificates with up to 20 more in development.
- Leach/Baumgartner seminar support – drew more than 500 total in-person participants in the Spark and online via live stream.

Institutional Effectiveness: Diversity, Integrity, and Openness

Maintain respectful, inclusive, and equitable behavior and increase productivity and employee satisfaction

- AOI Intranet established to improve communication throughout the organization.
- Mandatory supervisory training held.

- Employee policies developed.
  - Time slip handbook
  - Confidentiality
  - Course Access Security

- Several new technologies implemented to increase productivity.