

ACADEMIC & STUDENT SERVICES EVALUATION (8.2.C) TEMPLATE

Department/Unit: Office of Diversity, Equity, & Inclusion - SoE

Expectation Name – Choose from the dropdown list: 1. Efficient & Effective Operations or 2. Quality of Academic & Student Services.

Quality of Academic & Student Services: The unit ensures high-quality service delivery to support student success.

Expectation Description – What is your unit/department trying to accomplish? Please describe: 1) one measurable aspect/outcome relating to this expectation that is appropriate for your unit to evaluate this year; 2) why this aspect/outcome is important to evaluate; and 3) how this aspect/outcome relates to W&M's strategic plan, Vision 2026.

1) Measurable aspect/outcome relating to this expectation that is appropriate for your unit to evaluate this year:

We are currently evaluating progress towards Organizational Justice, which includes evaluating our efforts to improve procedural and distributive justice. Procedural justice ensures our decision making and practices are not only efficient, but are equitable and, to the best of our ability, mitigate and provide accountability for bias. Distributive justice focuses on ensuring equitable access to resources, opportunities, recognitions/rewards, and information. Evaluating distributive justice helps us optimize resources and opportunities across the SOE community to improve Inclusive Excellence.

2) Why this aspect/outcome is important to evaluate:

Feedback and progress monitoring across Organizational Justice dimensions will help us evaluate the effectiveness of procedural and distributive justice. The way in which policies are implemented across SOE units can be evaluated and perceptions of fairness and equity in procedures and access can be monitored.

3) How this aspect/outcome relates to W&M's strategic plan, Vision 2026:

These outcomes and programming are most closely related to Goal 3: Evolve to Excel. Specifically, the SOE ODI outcomes related to this expectation promote equitable learning environments and workplaces (Goal 3a).

Expectation Evaluation Plan

Participants – Describe who is involved in collecting, reviewing, and analyzing your data/information.

Students, faculty, and staff are all encouraged to complete the end-of-year survey that measures perceptions of procedural and distributive justice. These include ratings as well as open-ended questions for suggestions and specific topics/issues that need to be addressed by the SOE ODI to meet this expectation. To provide additional methods of providing feedback, Student Open Forums are held for students to provide feedback and conversation that is triangulated with the end-of-year survey.

Data Sources, Collection, & Review Process – Describe the data/information sources, collection, and review process: 1) what data/information you will collect and from what sources; 2) how/what methods and when you will collect the data/information; 3) when you will review the data/information and report the results.

1) Data/information you will collect and from what sources:

We use an end-of-year survey that includes ratings and open-ended questions. We also use Student Open Forums. This information is collected from students, faculty, and staff. Secondary data include incident reports wherein community members may report violations of expectations towards procedural and distributive justice and request guidance and support in addressing disparities.

2) How/methods and when you will collect the data/information:

Primary data is collected at the beginning of May of each year, and includes survey administration and the open forums which use a semi-structured focus group format. Secondary data is maintained throughout the year as SOE ODI incident reports are tracked by logging de-identified information (report type, steps taken, outcomes).

3) When you will review the data/information and report the results:

All data are analyzed and triangulated during June each year. Data has been collected in May 2023 and currently being analyzed. It is expected analysis will be complete by June 30th 2024, with reports being available to the SOE community by August 2024.

Expectation Achievement Target – How will you know that you have met this expectation? Describe the intended qualitative and/or quantitative performance level/outcome of this evaluation.

Our goal is to increase perceptions of procedural and distributive justice 15% during the 23-24 school year. An additional goal includes increased feelings of effective responses to incidents that violate our procedural and distributive justice goals through qualitative feedback.

Primary Responsible Person – Provide the name and job title of the main individual in charge of this evaluation.

Leandra Parris, Associate Dean for Diversity and Inclusion for the School of Education.

Additional Responsible Person(s) – Enter the names(s) and job title(s) of the individual(s) responsible for aspects of this evaluation process.

N/A