

# Academic Support Unit Assessment

Academic Equity, Diversity and Inclusion

Undocumented Student Services

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**Northern Illinois  
University**

# Academic Support Unit Assessment

## Part I: Assessment Plan

### 1. History and Context

The office for Undocumented Student Support began to operate on August 16, 2018 after undocumented students and allies reached out to campus administrators asking for assistance with resources and support at NIU. Undocumented Student Support Office aims to engage and support undocumented students, students from mixed-status families, and their allies at NIU. The Coordinator for Undocumented Student Support serves as the primary point of contact for the coordination of all support, advocacy, programming assistance, and referrals that supports educational equity for undocumented students. The goals that are presented in this plan are aligned with ADEI and the Strategic Enrollment Management Plan.

The office for Undocumented Student Support provides programs and support while refraining from collecting sensitive information or data that may erode anonymity of the undocumented students that are being assisted prior to and while they are enrolled at Northern Illinois University.

### 2. Mission, Goals and Objectives

#### *Mission Statement*

The Office for Undocumented Student Support aims to create a climate of respect for all by addressing emerging and complex issues surrounding undocumented and mixed-status students. The office focuses on increasing access, retention, and graduation rates for students affected by immigration status. The office also aims to raise awareness, challenge assumptions, facilitate conversations, influence university policy, and create a support network for students and advocates to reduce equity gaps for undocumented and mixed-status students at Northern Illinois University.

#### *Unit Goals and Objectives*

**Goal 1.** Provide outreach to recruit undocumented students that highlights NIU as a welcoming and inclusive community for undocumented students.

**Objective 1.1.** Undocumented Student Services will facilitate at least three outreach initiatives to engage undocumented students during their recruitment to NIU in FY20 (e.g., campus visits, Open Houses, Admitted Student Days, Orientation)

**Assessment Method(s):** Interview to determine which resources were most useful.

**Target(s):** 30% of the students who represent DREAM Action NIU will be able to identify at least one of the resources of which they learned.

**Objective 1.2.** Undocumented Student Services will inform key stakeholders each term via email about NIU resources and cost-saving tips: newly enrolling students, high school counselors, admission staff and cultural resource centers.

**Assessment Method(s):** Survey to determine which resources were most useful.

**Target(s):** 10% of students who were sent email communication will be able to identify at least one of the resources of which they learned.

**Objective 1.3.** Undocumented Student Services will attend three events per semester to share resources with undocumented high school and community college students (e.g., dia del inmigrante, fiesta del sol, ILACHE Conference, Undocumented Ally training for Community colleges, undocumented resource fairs at high schools)

**Assessment Method(s):** Evaluation Survey; Tracking participation and completion.

**Target(s):** 20% of training participants will be able to identify a resource that will be beneficial to them or the students they work with.

**Goal 2.** Provide current resources, scholarship information, events and services that promote support and success for undocumented students.

**Objective 2.1.** Undocumented Student Services will Secure scholarship FY2021 funding for undocumented students who do not qualify for state or federal financial assistance (in collaboration with the NIU foundation)

**Assessment Method(s):** Track the number of scholarships students applied for during the academic year.

**Target(s):** Establish a baseline in the number of students awarded funding and how many stayed after their first semester at NIU. Follow up with how closely related funding was to persisting.

**Objective 2.2.** Undocumented Student Services will Establish a resources referral network by collaborating with three-to-five NIU units/departments in FY20 that are equipped to provide resources for undocumented students

**Assessment Method(s):** one on one interview with department representatives

**Target(s):** Will establish a baseline by surveying 30% of departments contacted in FY 2020.

**Objective 2.3.** Undocumented Student Services will Conduct a focus group with students to inform updates to the USS-related web pages

**Assessment Method(s):** Interview first semester NIU students

**Target(s):** 20% of students who contact USS for resources.

**Objective 2.4.** Undocumented Student Services will Create a social media communication plan for FY20 to formalize the messages and information to share with students via social media platforms; and Create a printed flyer highlighting resources for undocumented students that will be distributed during FY20.

**Assessment Method(s):** Utilize social media analytics tools.

**Target(s):** Survey 20% of students who contact USS to determine which social media platform they used to become aware of our services or programming. Data will become the baseline to assess future social media reach performs.

**Objective 2.5.** Undocumented Student Services will establish a benchmark for effective referrals in FY20, and based on the referral benchmark, set an attainable referral metrics for FYs 2021-2023

**Assessment Method(s):** Interview to determine if referrals were helpful.

**Target(s)** 20% of students who contact USS for referrals.

**Goal 3.** Develop and support programs that educate and engage students, faculty and staff about issues affecting undocumented students and ways to create an inclusive community

**Objective 3.1.** Undocumented Student Services will advise the DREAM Action NIU student organization as it strives to achieve its goals and objectives

**Assessment Method(s):** Survey students to determine goals met.

**Target(s):** 100% of DREAM Action NIU eboard.

**Objective 3.2.** Undocumented Student Services will collaborate with Undergraduate Admissions to equip NIU Ambassadors (tour guides) with knowledge and understanding, as well as confidence for referring students with questions related to undocumented status.

**Assessment Method(s):** End of the year survey

**Target(s):** 25% of attendees of the supporting undocumented student presentation.

**Goal 4.** Review NIU policies and practices related to undocumented students and recommend updates that promote equity and inclusion for undocumented students

**Objective 4.1.** Undocumented Student Services will review one or more recommendations made in FY19, regarding practices to promote inclusion for undocumented students, and document the result of the change to practice (e.g., employment recruitment communication)

**Assessment Method(s):** End of the year survey.

**Target(s):** 25% of students who visit the office for undocumented student support.

**Objective 4.2.** Undocumented Student Services will review the results of relevant campus surveys to identify at least one action item for USS to engage in FY20

**Assessment Method(s):** Data analysis of campus survey results

**Target(s):** Develop one program event to address unmet needs identified in the survey

### 3. Assessment Methods

**ASSESSMENT METHODS TABLE**

Assessment Method	Explanation			
	Description	Assessment-Level Target <sup>a</sup>	When Data Will be Collected	Person Responsible
Interview	Interview to determine which resources were most useful.	30% of the students who represent DREAM Action NIU will be able to identify at least one of the resources of which they learned	Data will be collected in the spring and a report will be written annually in the summer.	Coordinator or Graduate assistant
Survey	Survey to determine which resources were most useful.	10% of students who were sent email communication will be able to identify at least one of the resources of which they learned.	Data is collected in the spring and a report will be written in summer (wait until all of the info is in – can give annual, semester, years)	Coordinator or Graduate assistant
Evaluation Survey	Tracking participation and completion.	20% of training participants will be able to identify a resource that will be beneficial to them or the students they work with.	Survey will be distributed at minimum once a year after Undocumented Ally Training.	Coordinator or Graduate assistant
Tracking	Utilize excel sheet to track the number of scholarships students applied for during the academic year.	Establish a baseline in the number of students awarded funding and how many stayed after their first semester at NIU. Follow up with how closely related funding was to persisting.	Data will be collected twice a year, at the end of the fall and spring semesters.	Coordinator or Graduate assistant
Interview	One on one interview with department representatives	Will establish a baseline by surveying 30% of departments contacted in FY 2020.	Data will be collected twice a year, at the end of the fall and spring semesters.	Coordinator or Graduate assistant
Interview	Interview first semester NIU students	20% of students who contact USS for resources.	Data will be collected twice a year, at the end of the fall and spring semesters.	Coordinator or Graduate assistant
Analysis of analytics from social media platforms	Utilize social media analytics tools.	Survey 20% of students who contact USS to determine which social media platform they used to become aware of our services or programming. Data will become the baseline to assess future social media reach performs.	Data will be collected twice a year, at the end of the fall and summer semesters.	Coordinator or Graduate assistant

Assessment Method	Explanation			
	Description	Assessment-Level Target <sup>a</sup>	When Data Will be Collected	Person Responsible
Interview	Interview to determine if referrals were helpful.	20% of students who contact USS for referrals.	Data will be collected twice a year, at the end of the spring semester.	Coordinator or Graduate assistant
Survey	Survey students via Qualtrics to determine goals met.	Target(s): 100% of DREAM Action NIU executive board.	Data will be collected at the end of the summer semester.	Coordinator or Graduate assistant
Survey	End of the year survey via Qualtrics	25% of attendees of the supporting undocumented student presentation.	Data will be collected at the end of the fall and spring semester.	Coordinator or Graduate assistant
Survey	End of the year survey, via Qualtrics to determine future programming.	25% of students who visit the office for undocumented student support.	Data will be collected at the end of the spring semester.	Coordinator or Graduate assistant
Analysis of Survey Results	Data analysis of campus survey results.	Develop one program event to address unmet needs identified in the survey.	Data will be collected via the campus survey timeline.	Coordinator or Graduate assistant

## ASSESSMENT METHODS-BY-OUTCOMES MATRIX

Assessment Method	Goal			
	1. Provide outreach to recruit undocumented students that highlights NIU as a welcoming and inclusive community for undocumented students	2. Provide current resources, scholarship information, events and services that promote support and success for undocumented students	3. Develop and support programs that educate and engage students, faculty and staff about issues affecting undocumented students and ways to create an inclusive community	4. Review NIU policies and practices related to undocumented students and recommend updates that promote equity and inclusion for undocumented students
Interview	S, D			
Analytics Analysis/Reports				
Benchmark-Indicator Analysis				
Focus Group(s)		S, D		
Post-Program Questionnaire(s)				
Survey			S, I	S, I
Published Article				
Real-time Observations	F, D	S/F, I	F, D	
Stakeholder Feedback, real time	F, D			
Survey				S, D
<i>Note.</i> F=formative assessment, S=summative assessment, D=direct assessment, and I=indirect assessment				

**SUBMIT** electronic versions (MS Word) of the assessment plan, status report, and attached assessments to Accreditation, Assessment, and Evaluation (AAE) at [ccoppel@niu.edu](mailto:ccoppel@niu.edu).

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