

Institutional Effectiveness Monthly Report



TEXAS TECH UNIVERSITY
Office of Planning & Assessment

February 2023



PROMOTE SUCCESSFUL ASSESSMENT INITIATIVES ACROSS CAMPUS

FS Meet-Up in Austin

Kenny and Jennifer attended a Watermark Texas User Meet-up February 16th and 17th. In attendance were Faculty Success users, ranging from directors and administrators to IT professionals and Watermark staff.

Watermark presented their upcoming projects and features roadmap, but the majority of the meeting was spent on some of the new features that TTU has recently adopted.

One of the difficulties with conferences and sessions like these is getting relevant information to interested parties, but I didn't feel like this was a problem at all for this event. The final breakout session had designated topics, so I was able to specifically ask questions to other users who are at varying stages of the RPT/Workflow product usage. Since TTU recently adopted the RPT/Workflow product, I was able to conceptualize and takeaway some best practices and really great ideas for how we can improve our systems.

One major improvement came from a user at UT-GRV who have opted to forego the separate syllabus process in Faculty Success by instead simply linking the syllabus from their online ERM rather than having multiple file uploads.

Watermark also invited TTU to join their larger conference in June: Watermark Engage.



EDUCATE: TEACH OTHERS ABOUT THE VALUE OF ASSESSMENT

Mental Health AIs at Other Institutions

As the QEP continued to develop ideas on chatbot use for student mental health and wellness, we wanted to reach out to other institutions that were already using some form of chatbots for students. OPA was searching for other universities that use chatbots, both for basic needs for students like registering for classes or paying tuition, and for more advanced chatbots that incorporate AI specifically for mental health and wellness purposes. We contacted several universities to get more information about their use of chatbots, but unfortunately did not hear back from other institutions. We decided to contact the provider of an AI chatbot, X2AI, whose mental health assistant, named Cass, is being used by other state offices and higher education institutions. OPA set up a phone call to discuss the AI assistant to see if it could be a possible solution for the QEP. After discussing our needs with representatives from Cass, we invited them to attend our next QEP meeting to discuss Cass's uses and features. Matt Meyers joined us for our most recent QEP meeting, providing a quick overview of Cass and answering several questions from the committee. We are planning on discussing Cass more with the committee before taking next steps, but we might schedule a hands-on trial of Cass in the near future.



AWARENESS: ADVANCE ASSESSMENT-RELATED INITIATIVES ON CAMPUS

Staffing Changes

Recently, OPA staff have lost two staff members, Libby Spradlin and Kara Page, to other opportunities here in the Lubbock area. We are sad to see Libby and Kara go, but we're happy for them! Both of these postings are open on the TTU Jobs website.