



**Office of Academic Affairs**

**Office of Engagement**

**Assessment Results**

**July – December 2015**

Sean Ryan, Director – IPFW Office of Engagement

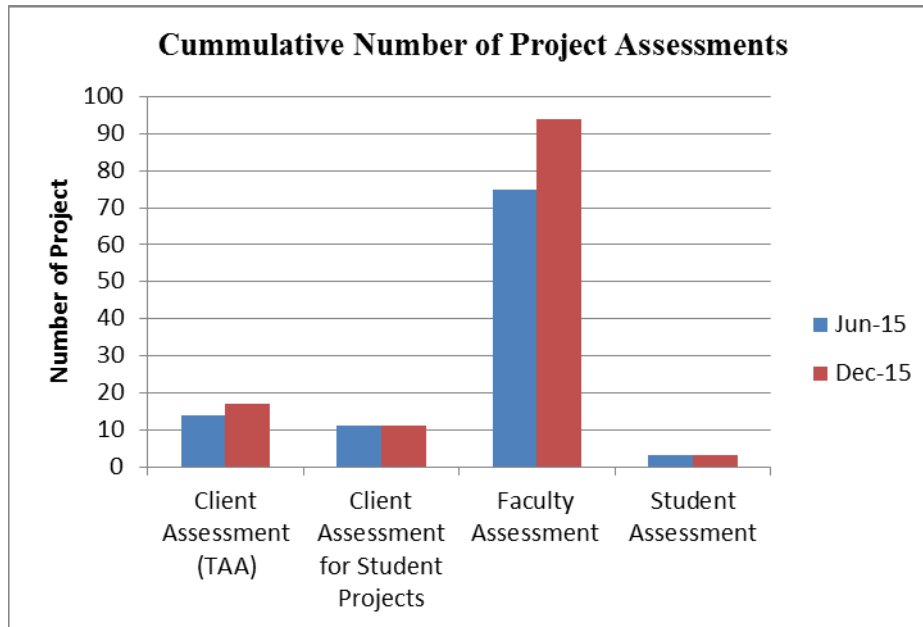
Jean Eisaman, Project Manager – IPFW Office of Engagement

February 2016

## Summary of Assessments Submitted During Reporting Period

Assessment	Date		Change in Projects *	
	Jun-15	Dec-15	No.	%
Client Assessment (TAA)**	14	17	3	21%
Client Assessment for Student Projects	11	11	0	0%
Faculty Assessment	75	94	19	25%
Student Assessment	3	3	0	0%

## Cumulative Number of Reporting Surveys (excluding TAP)

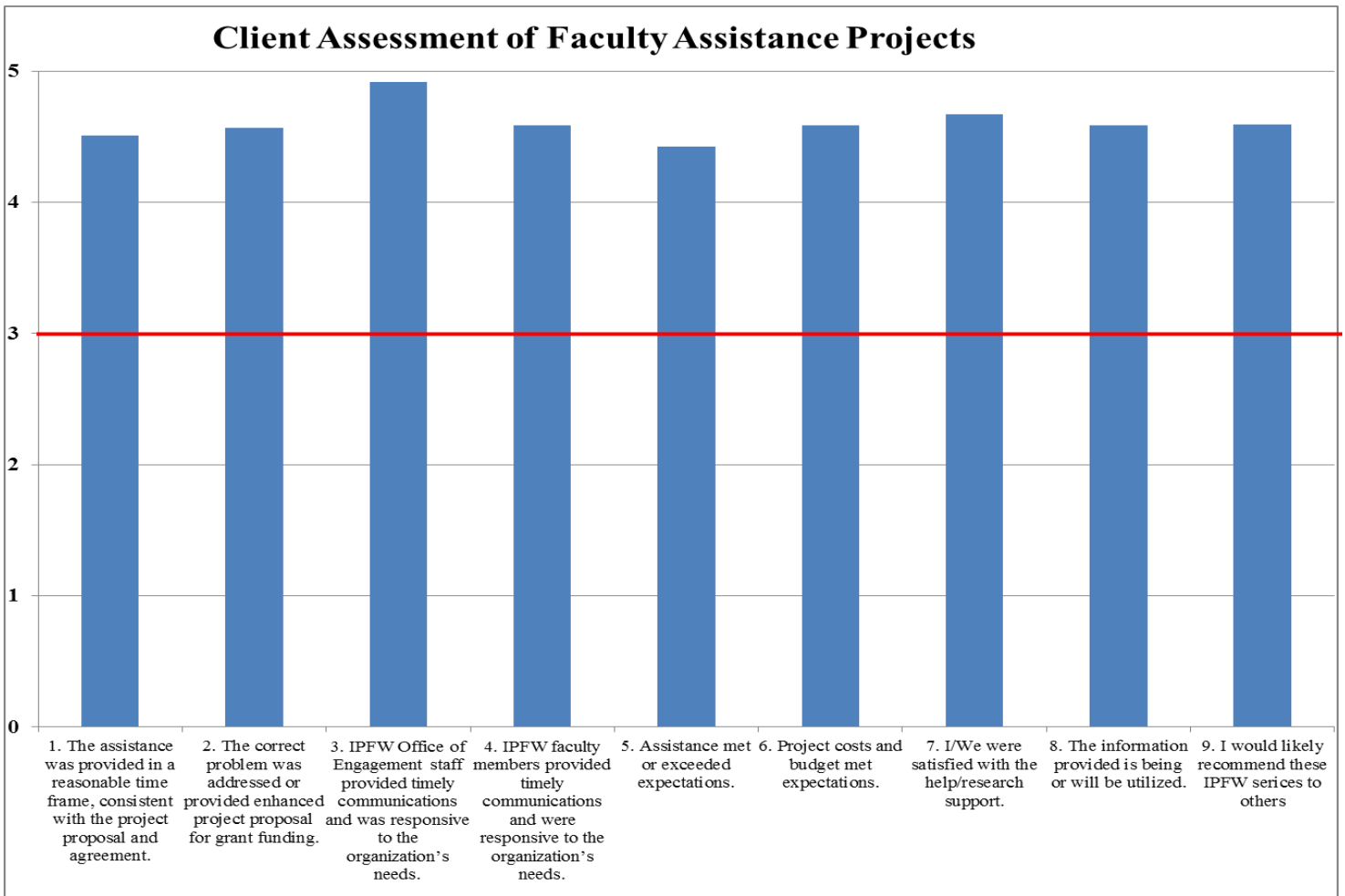


## Clients Responding to Faculty Assistance Project Surveys (New - excluding TAP)

NOTE: To improve response rate, information about the clients who have responded is voluntary. So, beginning with the most recent assessment period, information about the company who responded may not be available. Three responses by clients to surveys for non-TAP faculty and student projects during the period. The graph for the client assessment of faculty assessment projects (below) remains the same as in the previous report.

## Client Survey Responses for Faculty Assistance (excluding TAP)

Questions	2015-2 Responses	2015-2 Score	Cumulative Responses	Overall Score
1) The assistance was provided in a reasonable time frame, consistent with the project proposal and agreement.	3	5.0	17	4.5
2) The correct problem was addressed or provided enhanced project proposal for grant funding.	2	5.0	15	4.6
3) IPFW Office of Engagement staff provided timely communications and was responsive to the organization's needs.	2	5.0	15	4.9
4) IPFW faculty members provided timely communications and were responsive to the organization's needs.	3	5.0	17	4.6
5) Assistance met or exceeded expectations.	3	5.0	17	4.4
6) Project costs and budget met expectations.	3	5.0	17	4.6
7) I/We were satisfied with the help/research support.	3	5.0	17	4.7
8) The information provided is being or will be utilized.	3	5.0	17	4.6
9) I would likely recommend these IPFW services to others	3	5.0	16	4.6



### Clients Responding to Purdue Technical Assistance Project Surveys

Client Company	Project Information			Jobs added	Jobs retained	Increased Annual Sales (\$)	Retained Annual Sales (\$)	Cost Savings (\$)	Increased investment (\$)
	Tracking Number	Faculty Member	Project Title						
Modern Graphics	14611	Sullivan	Marketing Assessment						
Pepsi Company	14601	Steffen	Electrical Testing for Manufacturing Process						\$500,000
Water Furnace	14696	Kang/Bi	Determine Causes of Blower Plate Failures						

## Client Survey Responses for Purdue Technical Assistance Project Surveys

	Questions	Responses	Averages (1-10)
1)	How likely is it that you would recommend the Technical Assistance Program to another company?	3	9.7
2)	The assistance was provided in a reasonable time frame.	3	10.0
3)	The information provided is being or will be utilized.	3	Yes

### Comments on Technical Assistance and TAP Surveys

- TAP responses tabulated from Purdue TAP surveys based upon projects executed and client assessments received between July and December 2015.
- TAP project assessments recorded for 6 months as a separate assessment program from the other engagement projects.
- Rating scale for TAP from 1 to 10, with 10 being the best. Rating scale for Faculty Assistance Projects (TAA's) from 1 to 5, with 5 being the best.
- Comments:
  - Pepsi Company: This facility has been in the business of refurbishing equipment for the last fourteen years and are now planning to do original manufacture of new equipment.
  - Water Furnace: This report will help us to eliminate field failures therefore reducing warranty costs and field complaints.

### Clients Responding to Faculty & Student Project Surveys

Project Information			Jobs added	Jobs retained	Increased Annual Sales (\$)	Retained Annual Sales (\$)	Cost Savings (\$)	Increased investment (\$)
Client Name	Client Company	Project Title						
N/A	N/A	N/A						

NOTE: No responses by clients to surveys for non-TAP faculty and student projects during the period. The graph for the client assessment of faculty and student assessment projects remains the same as in the previous report.

### Client Survey Responses for Faculty & Student Project Assistance

	Questions	Responses	Averages (1-5)
1)	The assistance was provided in a reasonable time frame, consistent with the project proposal and agreement.	0	N/A
2)	The correct problem was addressed.	0	N/A
3)	IPFW Office of Engagement staff provided timely communications and was responsive to the organization's needs.	0	N/A
4)	IPFW faculty members provided timely communications and were responsive to the organization's needs.	0	N/A
5)	Student project output met or exceeded expectations.	0	N/A
6)	Student project written report met or exceeded expectations.	0	N/A
7)	Students facilitated two-way communication with your organization.	0	N/A
8)	I/We were satisfied with the help.	0	N/A
9)	The information provided is being or will be utilized.	0	N/A
10)	I would likely recommend these IPFW services to others	0	N/A

## Client Survey Comments for Faculty & Student Project Assistance

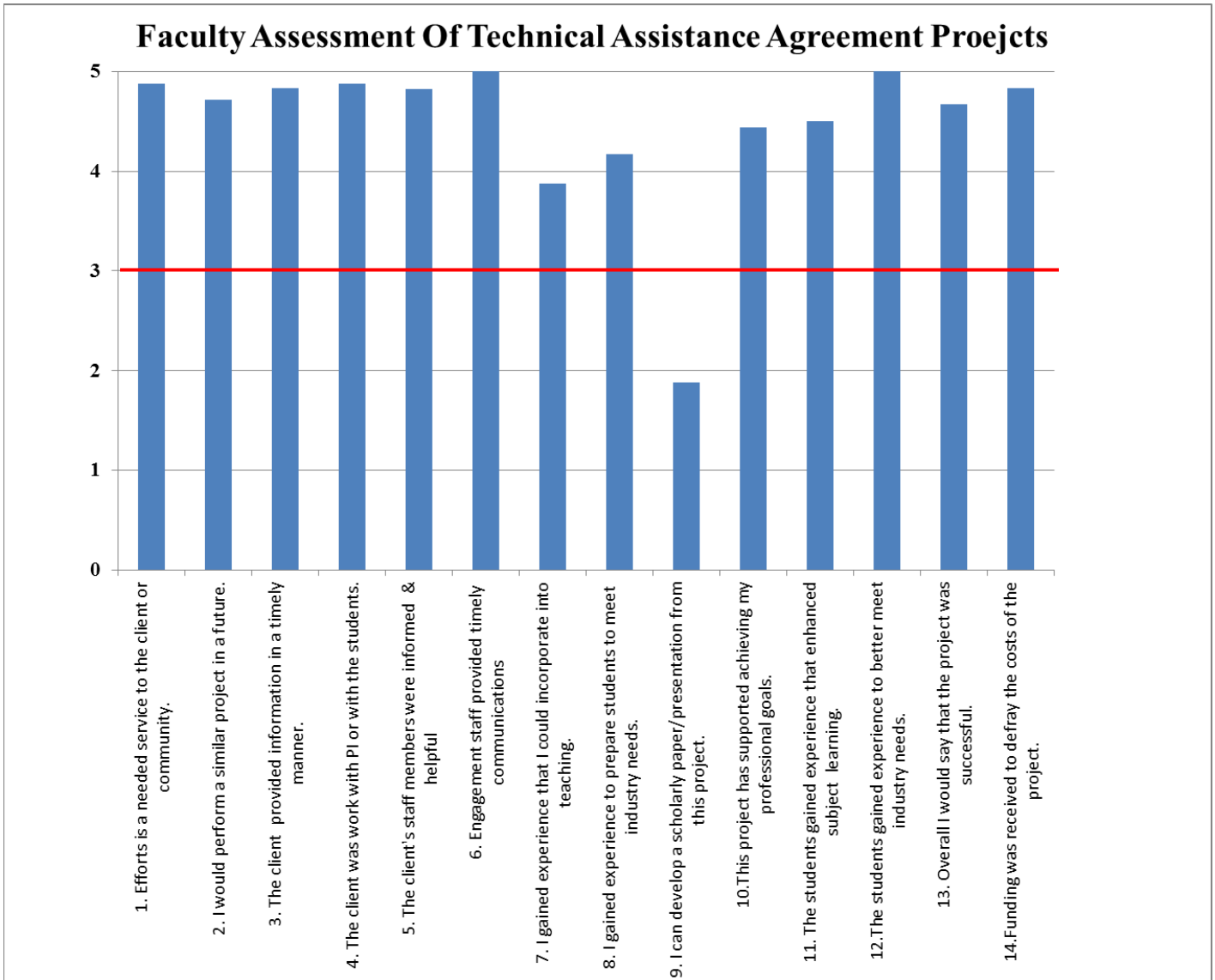
No.	Client Name	Comment
1	N/A	None

### Comments on Faculty & Student Project Client Surveys

- No surveys were completed during the period, although surveys were sent to clients with a request to complete them.
- No corrective actions required.
- Rating scale is from 1 to 5, with 5 being the best.

### Faculty Survey Responses for Project Assistance (All)

Questions	Responses	Averages (1-5)
1) I feel that my/my students' efforts provided a needed service to the client or community.	17	4.9
2) It is likely that I would perform a similar project for another company/organization or in a future class.	18	4.7
3) The client was helpful in providing the required information in a timely manner.	18	4.8
4) The client was prepared to work with you or with the students.	17	4.9
5) The client's staff members were informed about the project and were helpful.	17	4.8
6) IPFW Office of Engagement staff provided timely communications and was responsive to your needs.	17	5.0
7) I gained experience that I could incorporate into teaching or lab assignments.	17	3.9
8) I gained experience to help me prepare students to meet industry needs.	18	4.2
9) I can develop a scholarly paper or presentation from this project.	18	1.9
10) This project has supported achieving my professional development goals.	18	4.4
11) The students gained experience that enhanced subject matter learning.	4	4.5
12) The students gained experience to better meet industry needs.	4	5.0
13) Overall, I would say that the project was successful.	18	4.7
14) Funding was received to defray the cost of the project.	6	4.8



### Student Survey Responses for Project Assistance

Questions	Responses	Averages (1-5)
1) I feel that my efforts provided a needed service to the client or community.	0	N/A
2) I would like to perform a similar project for another company/organization or in a future class.	0	N/A
3) The client was helpful in providing the required information in a timely manner.	0	N/A
4) The client's staff members were informed about the project and were helpful.	0	N/A
5) I gained experience that enhanced the class.	0	N/A
6) I feel better prepared to meet industry needs.	0	N/A
7) Overall I would say that the project was successful.	0	N/A

## Comments on Faculty & Student Project Surveys

- Evaluation responses were high with the exception of whether scholarly papers could be developed from the work. This score is not surprising based upon the nature of the projects and is consistent with previous assessments.
- No student assessment surveys were completed during the period.
- No corrective actions required. One ranking was below 3, on the question of “developing a scholarly paper or presentation on this project”. Often with consulting projects with companies, the material is confidential and cannot be published without express consent of the faculty member and client contact. Other consulting projects are of a nature that they require application of knowledge rather than the discovery of new knowledge, thus not the type of result that lends itself to publication. This result is not unlike those received in the past.
- Rating scale is from 1 to 5, with 5 being the best.
- Faculty Survey Comments:
  - None.

## Acknowledgements

- TAP client surveys managed with data provided by the Purdue Technical Assistance Program office in West Lafayette.
- Faculty and client survey data compiled for IPFW projects was extracted and provided to us by the IPFW Office of Assessment.