Evaluation of the Community of Practice Model—C4ward
Yao Zhang Hill and C4ward Core Team

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<thead>
<tr>
<th>Intended Outcomes</th>
<th>Success Indicators</th>
<th>Data Collection Instrument</th>
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| **Concierge Training Success** | • 80% of the learning outcomes are achieved  
• Most concierges utilized techniques and knowledge learned in the training. | • Training Evaluation Survey  
• Concierge’s Log |
| **C4ward Circle to Achieve Own Goals** | • 75% of the C4ward circles achieved the goals that they set for themselves. | • Concierge’s Log |
| **Awareness of Prof. Development (PD) & its importance** | • Increased % who are aware of PD activities/programs/activities  
• Improved rating of the important of PD | • Concierge’s report  
• FaCES Survey |
| **Enhanced Teaching & Prof. Practice** | • Increased % of faculty who have implemented strategies  
• Increased # of products of Institutional impact | • Concierges’ reports |
| **Increased PD Participation** | • # of C4ward concierges  
• # of C4ward and other PD participants | • Concierge’s reports |
| **Improved Engagement & Confidence** | • Improved ratings on confidence and engagement survey items | • FaCES Survey |
| **Improved Student Learning** | • Improved # and % of students who meet and/or exceed student learning outcomes/competencies/objectives | • Faculty self & peer evaluation of learning evidence |
| **Improved Student Engagement** | • Higher scores on student engagement survey in comparison with the college and across time. | • Course level CCSI survey |
| **Improved Student Academic Progress and Success** | • Increased successful course completion and re-enrollment rate (taking into consideration of transferred and graduated cases) | • Institutional data |

**Issues and Cautions**
- Summative evaluation should only apply to mature programs → Give time for C4ward to blossom.
- Protect individual’s confidentiality as high priority.
- Formative evaluation is essential to understand the strengths and weaknesses of the program but hard to conduct and analyze given skeleton evaluation crew.

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