ALABAMA STATE UNIVERSITY

RESEARCH · STRATEGIC INITIATIVES · TRANSFORMATION

ASU
Institutional
Effectiveness

IESIT
Continuous Improvement Workshops

SPRING 2026

HORNET CONNECT: LEARN ABOUT ASU'S CUSTOM APP

Hornet Connect is ASU's app designed to (1) improve engagement with students and (2) promote internal communication among ASU employees. The employee workshop will provide an overview of Hornet Connect, and a walk-through of how to access and use this communication tool.

AUDIENCE: All Employees and Students
DATE: Tuesday, January 13, 2026 at 11am
Click here to register

PRESENTERS: Leonard Hall, Marketing & Communications Specialist
Bryn Bakoyema, AVP for Planning & Strategic Analysis

HORNET CONNECT: RAFT MANAGEMENT ENGAGEMENT STRATEGIES

Hornet Connect is ASU's app designed to (1) improve engagement with students and (2) promote internal communication among ASU employees. This workshop is for employees who have an administrative role to manage a Raft in Hornet Connect. This workshop will focus on content and engagement strategies Raft Leaders can use to optimize use of Hornet Connect.

AUDIENCE: Employees/Students with a Raft Leader Role
DATE: Thursday, January 22, 2026 at 11am
Click here to register

PRESENTERS: Mike Roderique, Client Success Manager, Rafter
Bryn Bakoyema, AVP for Planning & Strategic Analysis

ASU SURVEY POLICY

ASU's Survey Policy was approved in 2021 and applies to the entire campus. The policy covers surveys being conducted for either research or institutional improvement purposes. ***Attendance of this session is required to obtain an ASU-issued Qualtrics account.***

AUDIENCE: Faculty, Staff, and Students
DATES: Tuesday, January 27, 2026 at 11am
Click here to register
Friday, February 27, 2026 at 12pm
Click here to register

PRESENTER: Bryn Bakoyema, AVP for Planning & Strategic Anaylsis

SEDONA FOR FACULTY

Sedona is a web-based application used to store faculty research, service, experience, credentials, and assessment records for all faculty and adjuncts. This virtual session will assist faculty in updating and maintaining accurate academic and professional information, supporting the credentialing mandates of Alabama State University.

AUDIENCE: Faculty
DATES: Thursday, January 29, 2026 at 11am
Click here to register
Tuesday April 7, 2026 at 11am
Click here to register

PRESENTER: Brittany Hollins, Assessment Specialist

THE GOLD STANDARD: ELEVATING CUSTOMER SERVICE AT ASU

What does it mean to deliver gold standard customer service at ASU? This engaging session unpacks the expectations, tools, and mindset behind providing exceptional service to students, families, and colleagues. Participants will explore real-life scenarios, communication strategies, and service recovery tips designed to empower every staff and faculty member to lead with empathy, professionalism, and purpose. Whether you're on the front lines or behind the scenes, you'll walk away with practical strategies to champion ASU's service excellence culture.

AUDIENCE: Faculty and Staff
DATES: Tuesday, February 3, 2026 at 11am
Click here to register
Tuesday, April 21, 2026 at 1pm
Click here to register

PRESENTER: Customer Service Team

MAKING SENSE OF STUDENT FEEDBACK: INTERPRETING DATA AND IDENTIFYING TRENDS

This session is designed for faculty, deans, and department chairs who want to maximize the value of SmartEvals' interactive reports. Participants will learn how to identify key data points, interpret response scales, and review written comments. The session will also cover how to compare results across semesters and course sections to recognize trends, strengths, and areas for improvement. Attendees will gain practical strategies to use evaluation data to guide decisions and support continuous improvement.

AUDIENCE: Faculty, Deans, and Department Chairs
DATE: Thursday, February 5, 2026 at 11am
Click here to register

PRESENTERS: Howard Walters, Smart Evals Solutions Consultant
Raymond Green, Assessment Specialist

INTRODUCTION TO QUALTRICS

This training session is an online introduction to designing and distributing surveys using Qualtrics survey software. Participants must have an ASU-issued Qualtrics account prior to attending the session to attend the session. The ASU Survey Policy session must be attended to obtain a Qualtrics account.

AUDIENCE: Faculty, Staff, and Students　　**PRESENTER:** Latonya Kennedy, *Institutional Research Analyst*

DATES: Tuesday, February 10, 2026 at 11am
Click here to register
Thursday, March 5, 2026 at 11am
Click here to register

SMARTEVALS FOR FACULTY

Join our dynamic SmartEvals training session, crafted to equip faculty with essential tools to fully leverage student course evaluation reports and data. This engaging workshop offers comprehensive guidance on navigating the myEvalCenter dashboard, mastering advanced reporting tools, utilizing instructor improvement resources, and harnessing engagement features to elevate teaching effectiveness and enhance student learning outcomes.

AUDIENCE: Faculty　　**PRESENTER:** Raymond Green, *Assessment Specialist*

DATES: Thursday, February 19, 2026 at 11am
Click here to register
Thursday, April 16, 2026 at 11am
Click here to register

NAVIGATING WATERMARK'S PLANNING & SELF-STUDY (PSS)

Are you ready to make the most of Watermark Planning & Self-Study (PSS)? This professional development seminar is designed to help faculty, staff, and administrators effectively use PSS to support assessment, strategic planning, and accreditation processes. In this interactive session, you will: explore the purpose and benefits of Watermark PSS for continuous improvement, learn to navigate the platform's core features, and discover tips and best practices for keeping documentation current and meaningful. Whether you're new to Watermark or looking to deepen your skills, this professional development will help you transform planning and self-study from a compliance task into a powerful tool for continuous improvement.

AUDIENCE: Faculty, Staff, Department Chairs, Program Coordinators, and Watermark contributors.　　**PRESENTER:** George Williams, Assessment Specialist

DATE: February 26, 2026 at 11am
Click here to register

COLLEGE STARTS NOW: DISCOVERING & CHAMPIONING DUAL ENROLLMENT AT ASU

Think you know Dual Enrollment? Think again. This session gives a clear, engaging overview of what ASU's Dual Enrollment program offers, who it serves, how students qualify, and why it's growing fast. Whether you're a counselor, faculty member, or staff, you'll leave with a deeper understanding of the impact and the role you can play.

AUDIENCE: ASU Faculty & Staff　　**PRESENTER:** Delandra Walker, Dual Enrollment Program Assistant

DATES: Tuesday, March 10, 2026 at 1pm
Click here to register
Friday, April 24, 2026 at 1pm
Click here to register

SACSCOC SUBSTANTIVE CHANGE TRAINING

To maintain compliance with SACSCOC and ACHE; review of institutional policies, review of approved programs, determining a significant departure, preparing a prospectus, and distribution of important documents and forms to assist in properly reporting significant departures. A Q&A session will be led by ASU's SACSCOC Institutional Accreditation Liaison & VP of IESIT, Dr. Petty.

AUDIENCE: Associate Provost, Assistant Provost, Deans, Department Chairs, Program Directors, Faculty Senate, Undergraduate and Graduate Curriculum Committee and Members, ASU Registrar, Faculty, and Staff responsible for substantive changes

PRESENTERS: Dr. Tanjula Petty, *VP for IESIT*
Dr. Veolanda Peoples, *Accreditation & QEP Coordinato*r

DATE: Thursday, March 12, 2026 at 11am
Click here to register

SEDONA AND SMARTEVALS FOR DEANS AND DEPARTMENT CHAIRS

This session is designed for deans and department chairs and will provide a focused review of the key functionalities of SmartEvals and Sedona. Participants will gain practical knowledge and skills to better utilize these platforms, helping you lead your departments with greater efficiency, organization, and insight. Whether you're new to these tools or looking to enhance your current use, this session will offer valuable takeaways to support your leadership goals.

AUDIENCE: Deans and Department Chairs

DATE: Friday, March 13, 2026 at 11am
Click here to register

PRESENTERS: Brittany Hollins, *Assessment Specialist*
Raymond Green, *Assessment Specialist*

HIGH-STAKES DECISION MAKING: USING DATA IN CONTINUOUS IMPROVEMENT

This session is designed to demonstrate how to collect, organize, and analyze relevant data to drive continuous improvement and make more confident, strategic decisions. Walk away with tools to strengthen your data literacy and lead with greater clarity and impact.

AUDIENCE: Administrative & Educational Program Continuous Improvement Liaisons, General Faculty, & Staff

DATE: Tuesday, March 24, 2026 at 11am
Click here to register

PRESENTERS: Assessment Specialists: Brittany Hollins, George Williams, & Raymond Green

IMPROVING STUDENT RESPONSE RATES: TOOLS FOR TRADITIONAL AND ONLINE COURSES

This session will equip faculty, deans, and department chairs with practical strategies to increase student participation in course evaluations across both traditional and online learning environments. Attendees will explore evidence-based approaches to communication, instructor engagement, and classroom practices that support higher response rates. The session will also address the unique challenges of online courses, including how to interpret feedback trends and ensure meaningful, representative data. Participants will leave with actionable tools to set realistic goals, track progress, and foster a culture that values student feedback as a driver of continuous improvement.

AUDIENCE: Faculty, Deans, and Department Chairs

DATE: Thursday, March 26, 2026 at 11am
Click here to register

PRESENTERS: Howard Walter, *SmartEvals Solutions Consultant*
Raymond Green, *Assessment Specialist*

CONTINUOUS IMPROVEMENT PLANS: CLOSING THE LOOP

The Watermark "Closing the Loop" Virtual Session is an interactive session designed to empower participants with practical strategies for closing the loop on the 2025-2026 educational and non-instructional continuous improvement plans. Participants will explore how to interpret feedback effectively and align actions with outcomes to demonstrate progress and accountability. Presenters will also review the final steps for entering plan information in Watermark.

AUDIENCE: Continuous Improvement Plan Liaisons for Administrative Units
Continuous Improvement Plan Liaisons for Programs

PRESENTERS: Avis Wheeler, IE Coordinator
George Williams, Assessment Specialist

DATES:

FOR ADMINISTRATIVE UNITS: Tuesday, March 31, 2026 at 11am
Click here to register

FOR PROGRAMS: Thursday, April 2, 2026 at 11am
Click here to register

HELPER HELPER INFORMATIONAL SESSION

This training introduces students, faculty, and staff to Helper Helper, Alabama State University's new platform for tracking and engaging in volunteer and community service activities. Participants will learn how to log in, navigate the dashboard, and easily locate volunteer opportunities that align with their interests, schedules, and areas of study or service. The session will also cover how to join events, submit hours, and track progress toward personal, departmental, or institutional engagement goals.

AUDIENCE: Faculty, Staff, & Students

PRESENTERS: Avis Wheeler, IE Coordinator

DATES: Friday, April 03, 2026 at 11am
Click here to register
Friday, April 24, 2026 at 11am
Click here to register