

Urshan Graduate School of Theology Statement of Educational Effectiveness

Office of Institutional Effectiveness

July 2022

Urshan Graduate School of Theology (UGST) monitors the educational effectiveness of its degree programs, student success in its programs, and student satisfaction with the quality and services of its programs. This occurs through various processes, including the following:

- Academic program assessment, an annual review in which faculty study student performance on key learning outcomes. In the event that student performance does not meet faculty expectations, they identify factors that may have contributed to the level of performance observed, and identify actions aimed at improvement of student learning. The impact of those actions is tracked in subsequent cycles. Annual reports for recent years are available on the UGST web site. One notable improvement in student learning is the result of faculty focus on student writing. After artifacts reviewed by faculty during the assessment process showed that student performance did not meet faculty expectations, UGST improved writing support for its students. Faculty have observed improvement in student writing, and recently learned that two alumni received faculty recognition for their writing as part of their doctoral studies following graduation from UGST.
- Academic program review, a five-year review in which faculty study a program's quality and effectiveness and identify any needed improvements to curriculum, resources, recruiting, etc.
- Urshan Student Satisfaction Survey, an annual survey administered to UGST and Urshan College students that seeks student feedback on the quality of services provided. Senior administrators and directors of student support units meet to review survey results and identify ways to address any areas of concern. A summary of UGST student responses is available on the UGST web site. A recent focus of the survey has been on the customer service questions about the timeliness, efficiency, and professionalism with which administrative and support personnel interact with students. UGST leadership and department heads work to identify areas for improvement, providing additional staffing resources or training as indicated.
- Association of Theological Schools' Graduating Student Questionnaire (GSQ), administered each year to students graduating from UGST. In addition to questions about students' demographic characteristics, it includes questions about the educational quality and effectiveness of their UGST educational experience, satisfaction with school services and academic resources, and future vocational plans. The most recent GSQ report is available on the UGST web site.
- Association of Theological Schools' Alumni Student Questionnaire (AQ), administered each year to recent graduates. The AQ provides an informative follow-up to the GSQ and includes questions about the educational quality and effectiveness of their UGST educational experience, their vocational path since graduation, and the influence their UGST education has had on them. The most recent ASQ report is available on the UGST web site.

UGST's board, senior leadership, faculty, and staff routinely review these various sources of information about the school's overall quality and effectiveness, and collaborate on ways to improve the educational experience for its students.

Particularly strong evidence of the value of a UGST education can be found in the ongoing relationships the school has with its graduates. Graduates return to the school to visit, to teach, and to participate in special events. Many of them successfully use their education through employment by United Pentecostal Church International (UPCI), UGST's parent organization. UGST graduates encourage their children and members of the churches they pastor to attend UGST and its undergraduate sister school, Urshan College.