

Dr. Erica Eckert

Assistant Dean for Assessment and Accreditation

DEAN

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Education

Ph.D., Higher Education Administration **2012**

Kent State University

Examining the Environment: The Development of a Survey Instrument to Assess Student Perceptions of the University Outdoor Physical Campus

Advisor: Mark A. Kretovics

M.Ed., Higher Education Administration and Student Personnel **2004**

Kent State University

B.S.B.A., Accounting **2003**

The University of Akron

Higher Education Work Experience

Assistant Dean for Assessment and Accreditation **7/2014 - present**

Plan, implement, monitor, and evaluate comprehensive and coordinated assessment, accreditation, and reporting efforts within the College (and external educator preparation programs)

Monitor and assure compliance with accreditation standards and maintenance of documentation to prepare accreditation and compliance reports

Work in collaboration with program area faculty to develop and implement assessment instruments and plans that improve the quality of academic programs and services

Serve as coordinator and main point of contact for continuing program approval with internal and external review and accreditation bodies

Advise the Dean and Associate Deans on matters related to assessment, accreditation, program review, and continuing approval

Serve on departmental, college, and university committees; represent the college at appropriate university regional, and state bodies committees, councils, etc.

Provide campus and regional leadership in related to assessment, accreditation, and program review

Participate in strategic planning activities

Coordinate collection, analysis, and reporting of data related to all aspects of evaluation of EHHS and educator preparation programs with senior applications developer and ensure consistency and accuracy of program information across publication sites

Coordinate special projects as needed for EHHS

Teach courses

Provide leadership of a small department, unit or major function and/or direct supervision over administrative/professional employees

Perform related duties as assigned

**Coordinator of Assessment & Evaluation / Assistant Professor: College of Education,
Health and Human Services**

6/2012 - 7/2014

Kent State University

Plan, implement, monitor, and evaluate comprehensive and coordinated assessment, accreditation, and reporting efforts within the College (and external educator preparation programs)

- *Work with program coordinators on developing plans for completing accreditation reports*
- *Prepare data results for accreditations (e.g., NCATE, CACREP, APA)*
- *Assist with program assessment plans*
- *Ensure the alignment of assessments with standards and competencies*
- *Guide the timeliness and accuracy of data collection*
- *Collaborate with faculty and leadership regarding student learning outcomes*

Facilitate the review and revision of assessments

- *Work in collaboration with program area faculty to develop and implement assessment instruments and plans that improve the quality of academic programs and services*
- *Identify/create/develop/administer appropriate assessment measures for the purpose of accreditation, accountability, and continuous improvement*
- *Conduct statistical analyses of data and facilitate the evaluation of assessment data*
- *Design and conduct reliability and validity assessment studies*

Write assessment reports and present assessment results

Coordinate and manage an assessment team for the college

Teach graduate-level courses in evaluation, assessment, and research methods

Serve as liaison with college personnel regarding data and system considerations

Serve as coordinator and main point of contact for continuing program approval with internal and external review and accreditation bodies

Conduct assessment workshops and information sessions for faculty and students

Contribute to or manage special projects as needed

Associate Director of Admissions for Operations: Office of Undergraduate Admissions

10/2010 - 6/2012

University of Akron

Created periodic and ad-hoc reports for internal audit purposes/data anomalies

Created periodic and ad-hoc reports for trend analysis and current snapshot information

Managed the application process for nearly 23,000 applications annually (freshmen, adult freshmen, transfer and post-baccalaureate, PSEO, guest, and others)

Collaborated with outreach personnel for data needs and processing questions to ensure optimal service for applicants and school counselors

Advised potential applicants and parents/guardians about the application process and deadlines for undergraduate admission

Developed processes for accommodating applicants for special programs and initiatives

Provided solutions for applicant data issues for related to application deferral, withdrawal, or other data issues

Directly supervised four full-time staff members, and indirectly supervised an additional five full-time staff members, one graduate assistant, and several student assistants

Provided office management and emergency response team support

Spearheaded the Admitted Student Questionnaire deployment and response analysis

Coordinator, Operations and Systems, Admissions: Admissions Operations and Systems

2/2008 - 10/2010

Kent State University

Authored reports in Cognos for auditing and reporting needs

Collaborated with 13 admitting units (undergraduate, graduate, international, and seven regional campuses) on system improvements/changes

Assisted in the maintenance of the online application system (Banner SSB); application-term maintenance, data collection changes, system modifications, and curricular changes

Authored user training manuals (for using the system and the format of data entry), and trained new and existing users in updating admissions, academic, and person data

Provided the Document Imaging Administrators with testing and training assistance for system improvements, process changes, and policies for applicant document management

Reviewed Workflow data and performed troubleshooting for workflow issues

Developed new processes for accommodating applicants with special entrance requirements and deferred application materials

Provided solutions for applicant data issues for deferred applicants, applicants who wished to withdraw applications, or change application data elements

Tested Banner system modifications and upgrades

Graduate Operations Specialist: Graduate School of Management

5/2005 - 2/2008

Kent State University

Created a comprehensive admission information database, tracking applicants from application through graduation (recordkeeping/statistical reporting)

Provided statistical information for surveys (US News & World Report, Peterson's)

Advised potential applicants about the application process and deadlines, and strategies for being considered for graduate study

Coordinated the admission process, paperwork, and application completion for Master's and Ph.D in Business Administration applicants, domestic and international

Developed an admission policy manual for document flow, procedures, and rules for the acceptance of admission materials, decisions, and other issues

Managed the graduation process; auditing graduation materials, tracking documents, and correspondence with graduating students

Assisted students with registration problems due to prerequisites and registration holds

Participated in recruiting events on- and off-campus

Collaborated international admissions to increase application process efficiency

Trained new graduate assistants and staff members

Other Professional Experience

Accounting - Brott Mardis & Co.

9/2000 - 8/2003

Akron, Ohio

Provided paraprofessional assistance for municipal auditing, personal income tax, partnership tax, and trust tax clients

Engaged in administrative office assistance as needed

Assisted on special projects as needed

Publications

- Eckert, E. (2014, In Press). Assessment for educational facilities management. In *Effective and Innovative Practices for the Strategic Facilities Manager*. Alexandria, VA: APPA. 2014
Publication: *Book Chapters*
- Eckert, E. (2013). The Tale of Three Campuses: A Case Study in Outdoor Campus Assessment. *Facilities Manager*, 29(1), 32-38. 2013
Publication: *Magazine*
- Eckert, E. (2012). Assessment and the outdoor campus environment: Using a survey to measure student satisfaction with the outdoor physical campus. *Planning for Higher Education*, 41(1), 141-158. 2012
Publication: *Journal Articles, Refereed*
- Eckert, E. (2010). Learning from the tragedy at Kent State: Forty years after May 4. *About Campus*, 15(1), 2-10. doi: 10.1002/abc.20009 2010
Publication: *Magazine*
- Eckert, E. (2008). Book Review: Higher Ground: Ethics and leadership in the modern university. *Journal of Higher Education*, 79(2), 230-232. doi: 10.1353/jhe.2008.0005 2008
Publication: *Reviews*

Presentations

- Eckert, E. (2014, March 19). Unleash Your Inner Control Freak: Project Management Techniques for Student Affairs Administrators. 2014 NASPA Annual Conference. Baltimore, MD. 2014
Type: *National Refereed*
- Waite, P. S. & Eckert, E. (2014, May 7). *Campus landscaping: Impact on recruitment and retention*[Webinar]. Retrieved from http://www.scup.org/page/eventsandeducation/online_program 2014
Type: *National Invited*
- Eckert, E. & McKenzie, B. (2014, June 6). *Action-oriented assessment approaches: No surveys allowed*. 2014 Student Affairs Assessment and Research Conference. Columbus, OH. 2014
Type: *State Refereed*
- Gregory, D., Eckert, E. and Others (TBA). (2014, June 6). *Essential skills for assessment panel discussion (final title TBA)*. 2014 Student Affairs Assessment and Research Conference. Columbus, OH. 2014
Type: *State Refereed*
- Eckert, E., Galea, L., Hope, C. H., Little, S., & Smith, M. (2014, January 30). Something's Got to Give: Should You Stay or Should You Go?. OASPA/OCPA 2014 Annual Conference. Worthington, OH. 2014
Type: *State Refereed*

- Galea, L., Kulics, J., & Eckert, E.. (2014, January 30). Transition Taboo: Transforming Your Job Transitionsn. OASPA/OCPA 2014 Annual Conference. Worthington, OH. 2014
Type: *State Refereed*
- Eckert, E., Galea, L., Heck, J. R., Kulics, J., & Little, S. (2014, January 30). Perspectives from the Search Committee Panel Presentation. OASPA/OCPA 2014 Annual Conference. Worthington, OH. 2014
Type: *State Refereed*
- Eckert, E., Gregory, D. & Stafford, L. (2014, March 17). Essential Skills for Assessment: Things Student Affairs Personnel Should Know (or Learn). 2014 NASPA Annual Conference. Baltimore, MD. 2014
Type: *National Refereed*
- Eckert, E. (2013, June 10). *Evaluating outdoor campus environments: Findings from a survey and other ideas.* 2013 OACAC Annual Conference. Warrensville Heights, OH. 2013
Type: *State Refereed*
- Eckert, E., Galea, L., & McDonald, S. (2013, February 1). *Journey to the Job, Trek 4: Climbing the Mountain – Mastering Email Communication and Avoiding the Inbox Sasquatch.* OASPA/OCPA Joint Annual Conference. Worthington, OH. 2013
Type: *State Refereed*
- Eckert, E., Galea, L., & McDonald, S. (2013, January 31). *Journey to the Job, Trek 1: Resumes and Cover Letters, etc.* OASPA/OCPA Joint Annual Conference. Worthington, OH. 2013
Type: *State Refereed*
- Eckert, E., Galea, L., Heck, J. Kulics, J., & McDonald, S. (2013, January 31). *Journey to the Job, Trek 2: A Break from the Trail— Perspectives from the Search Committee Panel Presentation.* OASPA/OCPA Joint Annual Confer OASPA/OCPA Joint Annual Conference. Worthington, OH. 2013
Type: *State Refereed*
- Eckert, E., Galea, L., & McDonald, S. (2013, January 31). *Journey to the Job, Trek 3: Job Interviews and Offer Negotiations.* OASPA/OCPA Joint Annual Conference. Worthington, OH. 2013
Type: *State Refereed*
- Eckert, E. (2013, March 18). Beyond Beauty: Student Views of the Outdoor Campus Environment. 2013 NASPA Annual Conference. Orlando, FL. 2013
Type: *National Refereed*
- Eckert, E., Kretovics, M. & Stafford, L. (2013, March 19). Getting Results: How to Craft Better Campus Survey Questions. 2013 NASPA Annual Conference. Orlando, FL. 2013
Type: *National Refereed*
- Eckert, E. & Taylor, D. (2013, June 10). *Admissions counselor observations: Situation and satisfaction.* 2013 OACAC Annual Conference. Warrensville Heights, OH. 2013
Type: *State Refereed*

- Eckert, E. (2012, November 30) *Assessment and the outdoor campus environment: A practical approach to self-study [Part 2]*. 2012 AAPPA Fall Professional Development Conference. Halifax, NS. 2012
Type: *International Invited*
- Eckert, E. (2012, November 29) *Assessment and the outdoor campus environment: A practical approach to self-study [Part 1]*. 2012 AAPPA Fall Professional Development Conference. Halifax, NS. 2012
Type: *International Invited*
- Eckert, E., Galea, L., & Richardson, S. (2012, January 26). *Putting your best foot forward: Presenting yourself before, during, and after the interview*. OASPA/OCPA Joint Annual Conference. Worthington, OH. 2012
Type: *State Refereed*
- Eckert, E. & Kretovics, M. (2012, January 26). *How to write and deploy a great survey: Purpose, clarity, and measurement*. OASPA/OCPA Joint Annual Conference. Worthington, OH. 2012
Type: *State Refereed*
- Eckert, E. (2012, June 4) *Do They Like it Here? The Development of a Survey to Assess Student Perceptions the Outdoor Physical Campus Environment*. AIR Forum. New Orleans, LA. 2012
Type: *National Refereed*
- Eckert, E. (2012, July 19) *Do They Like it Here? Using a Survey to Assess Student Perceptions of the Outdoor Campus Environment*. APPA 2012 Annual Conference. Denver, CO. 2012
Type: *National Refereed*
- Eckert, E. & Stafford, L. C. (2012, July 20) *On a Scale of One to Eleven: Writing Clear and Useful Survey Questions*. 2012 Ohio Student Affairs Assessment Conference. Columbus, OH. 2012
Type: *State Refereed*
- Assessment Basics for Learning Community Coordinators (Assessment in General, Selection of Assessment Tools, and Adoption Method) - Residence Services Workshop, December 7 2012
Type: *Local Non-Refereed*
- Eckert, E. & Taylor, D. (2008, January 31). *Fitting in and/or burning out: The life of the residence hall director*. OASPA/OCPA Joint Annual Conference. Worthington, OH. 2008
Type: *State Refereed*
- Eckert, E. & Kretovics, M. (2007, February 1). *A roundtable session on the taboo topic of students and social class*. OASPA/OCPA Joint Annual Conference. Columbus, OH. 2007
Type: *State Refereed*
- Eckert, E. & Taylor, D. (2007, April 2). *Why do RHDs Leave? Learning to ask the right questions*. NASPA/ACPA Joint National Conference. Orlando, FL. 2007
Type: *National Refereed*
- Eckert, E. & Kretovics, M. (2006, March 14). *Assessing the college student inventory dropout proneness score: Intervention and behavior*. NASPA 88th Annual Conference. Washington, D.C. 2006
Type: *National Refereed*

Thomas, S., Eckert, E. & Riedthaler, V. (2005, November 18). *Gender identity disorder, colleges and federal law*. Education Law Association 51st Annual Conference. Memphis, TN.
Type: *National Refereed*

2005

Service

Member, EHHS Research Advisory Council 2013 - 2014

Type: *Department*

Member, Advisory Council on Academic Assessment 2013 - present

Type: *University*

Member, EHHS Associate Dean Search Committee 2013 - 2013

Type: *College*

Chair, OASPA/OCPA Annual Conference Assessment Committee: Committee 2013 - 2014

Type: *Profession*

Judge, SCUP: Perry Chapman Research Prize Award Jury 2013 - 2013

Type: *Profession*

Member, NTT Representative, Faculty Advisory Committee (FLA) 2013 - 2014

Type: *College*

Reviewer, Association for Institutional Research Program Reviewer for General Sessions 2012 - present

Type: *Profession*

Member, Office of Student Conduct Hearing Officer 2012 - present

Type: *University*

Committee, OASPA/OCPA Annual Conference Assessment Committee 2012 - 2013

Type: *Profession*

Reviewer, NASPA 2013 Annual Conference 2012 - present

Program Reviewer for General Sessions

Type: *Profession*

Coordinator, College of EHHS New Graduate Student Orientation 2012 - 2012

Organized New Graduate Student Orientation for the College of Education, Health and Human Services

Type: *College*

Committee, Statistical and Qualitative Software Support Advisory Panel

2009 - 2010

Type: *University*