



# EMORY UNIVERSITY Assessment in Administrative and Academic Support Units

**UNIT NAME:** OFFICE OF QUALITY CONTROL

**AREA OF UNIVERSITY:** OFFICE OF THE PRESIDENT  
(PROVOST OFFICE, RSPH, PRESIDENT, ETC.)

**ASSESSMENT CYCLE:** 2021-2023

**CONTACT PERSON:** KATHRYN TELFORD, DIRECTORY OF QUALITY AND SAFETY; [kathryn.telford@emory.edu](mailto:kathryn.telford@emory.edu)  
WITH EMAIL

**Mission** is a concise description of your unit's purpose, core functions, and stakeholders served. Outcomes need to be clearly aligned with unit mission. (Use bullet points or a short paragraph. "We serve... by...", "Aligned with Emory's mission, we...")

The Quality Control Office partners with faculty, staff, and students to strengthen institutional effectiveness through quality assurance and proactive safety measures. We lead compliance efforts for OSHA and IRB requirements, ensuring that all research and operations meet the highest standards of safety, ethics, and excellence.

**Outcomes** are specific statements about what should occur as a result of the core services or functions your unit performs. (Should be measurable, beneficial, and attainable yet aspirational. "Our goal is to improve...", "By [date], we will...", "We aim to achieve...")

Outcome 1: Ensure compliance with OSHA and IRB standards across all research and operational activities.

**Assessment Methods** describe how you measured achievement of expected outcome, the source of your information. (Can be direct, indirect, quantitative, and/or qualitative. Survey of client/stakeholder perceptions; Audit reports; Percentage of requests for services fulfilled; Funds raised in response to outreach efforts; Feedback from advisory groups)

**Performance Targets** are descriptions or indicators of success. They should be set based on attainability with available resources. (Ensure attainability with available resources. "Over X% of responses will...", "After using x, staff will...", "Completion of review of policy by [date]...")

**First Method and Target:**

Conduct quarterly compliance audits and review documentation for all units. 100% of audited units meet OSHA and IRB compliance requirements or implement corrective actions within 30 days.

**Assessment Results and Summary** of the information collected relevant to the outcome being reviewed. The description should be understood so that someone outside of your field would understand accomplishments. (Describe results so someone unfamiliar with your field can understand your accomplishments. Use tables and graphs as needed. Attach supplemental materials. Speak to unexpected findings and implications. "Results indicated that 75% of respondents..., just short of 80% target...", "Staff survey responses include...", "Policy alignment was...")

### Results and Summary from First Method of Assessment:

#### Summary of Assessment Results:

Data for Quarterly Compliance Audits

Quarter	Units Audited	Compliant Units	Units Requiring Corrective Action	Corrective Action Completed Within 30 Days
Q1 (Aug–Oct)	15	13 (87%)	2	2 (100%)
Q2 (Nov–Jan)	18	16 (89%)	2	2 (100%)
Q3 (Feb–Apr)	20	18 (90%)	2	1 (50%)
Q4 (May–Jul)	22	21 (95%)	1	1 (100%)

#### Summary of Assessment Results:

- Overall compliance rate: **90%** across all quarters.
- Corrective actions completed within 30 days: **93%**.

Trend: Slight improvement in compliance from Q1 to Q4.

**Use of Results** should describe specific changes that have been (or will be) implemented based directly on assessment findings. (Use past tense as appropriate to focus on initiatives or support introduced in response to findings. May also describe how positive assessment outcomes validate previous decisions to improve programs or services. “Based on results, we plan to...”, “In response to user requests, we made the following changes...”, “To keep up with demand, we started...”)

#### Use of Results from First Method of Assessment:

Targeted support was provided to units which required corrective action and additional monitoring is scheduled for unit which did not complete corrective action within 30 days. The feedback from units suggests this process is effective in maintaining safe environments and providing support as needed.

#### Second Method and Target:

Conduct unannounced inspections of labs and operational areas to verify adherence to safety protocols. 100% of audited units meet OSHA and IRB compliance requirements or implement corrective actions within 30 days.

#### Results and Summary from Second Method of Assessment:

Quarterly compliance audits indicate that the Quality Control Office is making steady progress toward ensuring OSHA and IRB compliance across all research and operational activities. Across the four quarters, the overall compliance rate was 90%, with a noticeable upward trend from 87% in Q1 to 95% in Q4, suggesting that targeted interventions and monitoring strategies are effective.

Corrective actions were completed within 30 days in 93% of cases, demonstrating strong responsiveness among units when deficiencies were identified. However, Q3 revealed a gap, with only 50% of corrective actions completed on time, signaling the need for additional follow-up and support during that period.

#### Use of Results from Second Method of Assessment:

The data suggest that while compliance is high, continuous improvement efforts—such as enhanced training and proactive risk assessments—are necessary to maintain momentum and address occasional delays in corrective action. Moving forward, the office will explore complementary assessment methods, such as

unannounced inspections and digital compliance tracking, to strengthen oversight and sustain compliance at or above the 95% benchmark.

\*Add additional rows if additional assessment methods

**Outcomes** are specific statements about what should occur as a result of the core services or functions your unit performs.

Outcome 2:

Increase faculty, staff, and student engagement in safety training programs.

**Assessment Methods** describe how you measured achievement of expected outcome, the source of your information.

**Performance Targets** are descriptions or indicators of success. They should be set based on attainability with available resources.

First Method and Target:

Monitor attendance and completion rates for mandatory and optional safety training sessions. 90% completion rate for mandatory safety training and a 20% increase in participation in optional sessions.

**Assessment Results and Summary** of the information collected relevant to the outcome being reviewed. The description should be understood so that someone outside of your field would understand accomplishments.

Results and Summary from First Method of Assessment:

Data comparing pre-training and post-training scores across four compliance categories—OSHA Safety, IRB Ethics, Lab Protocols, and Emergency Response—shows a clear and substantial improvement in participant knowledge following training.

- Pre-training scores ranged from 60% to 70%, indicating moderate familiarity with safety and ethical standards prior to instruction.
- Post-training scores increased significantly, reaching 85% to 92%, with gains of 20–30 percentage points across all categories.

This upward trend demonstrates that the training program was highly effective in enhancing understanding of critical compliance areas. The largest improvement occurred in Lab Protocols and Emergency Response, suggesting that these topics benefited most from structured instruction and practical examples.

**Use of Results** should describe specific changes that have been (or will be) implemented based directly on assessment findings.

Use of Results from First Method of Assessment:

The results confirm that targeted training interventions can close knowledge gaps and strengthen compliance culture. To sustain these gains, the Quality Control Office should implement periodic refresher sessions, integrate interactive case studies, and monitor long-term retention through follow-up assessments.

**Second Method and Target:**

Monitor communications between departments, units, and Quality Control Office. Increase positive (not punitive) communication overall.

**Results and Summary from Second Method of Assessment:**

During weekly and bi-weekly Quality Control Office (QCO) meetings, it was noted that there was a marked reduction in emails and phone calls to the office about high level safety emergencies and reduced notifications sent by QCO with no reply from recipients. Additionally, it was noted that there were more department and unit-initiated communications than in the past. For example, faculty contacting office with a question about how to address protocol changes with new equipment.

**Use of Results from Second Method of Assessment:**

These observations provide insight that there is improvements in communication and the office is a resource for university work. Communications related to positive engagement with units will continue.

\*Add additional rows if additional assessment methods

**Outcomes** are specific statements about what should occur as a result of the core services or functions your unit performs.

**Outcome 3:**

Improve awareness and understanding of ethical research practices among faculty and students.

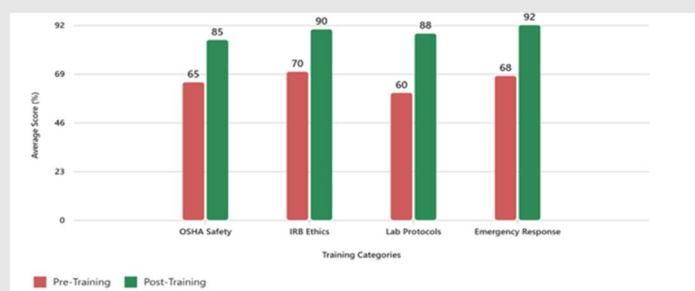
**Assessment Methods** describe how you measured achievement of expected outcome, the source of your information.

**Performance Targets** are descriptions or indicators of success. They should be set based on attainability with available resources.

**First Method and Target:**

Pre- and post-training surveys assessing knowledge of IRB protocols and ethical standards. 85% of participants demonstrate improved understanding based on post-training assessments.

**Assessment Results and Summary** of the information collected relevant to the outcome being reviewed. The description should be understood so that someone outside of your field would understand accomplishments.

**Results and Summary from First Method of Assessment:**

The data illustrate a significant improvement in participant knowledge following compliance and safety training.

- **Pre-training scores** ranged from **60% to 70%**, indicating moderate familiarity with OSHA safety, IRB ethics, lab protocols, and emergency response procedures.

**Post-training scores** increased substantially across all categories, with gains of **20–30 percentage points**, reaching **85% or higher**.

**Use of Results** should describe specific changes that have been (or will be) implemented based directly on assessment findings.

Use of Results from First Method of Assessment:

The training program was highly effective in enhancing understanding of critical safety and ethical standards. Continued reinforcement and periodic refresher sessions will be implemented to maintain these improvements.

Second Method and Target:

Gather observations from office team related to engagements with university members. (No target- need baseline)

Results and Summary from Second Method of Assessment:

Office team shared conversations (email, in person, etc.) and noted more student workers are aware of OSHA, and other safety standards. The team wondered if their knowledge was from the research development modules (Canvas), conversations with other student workers, or faculty research leadership.

Use of Results from Second Method of Assessment:

Office members will continue to gather informal observations and knowledge from student workers to determine the source of their knowledge/motivation for knowing about OSHA, etc. and determine if existing tools are effective (Canvas) or if another area of knowledge sharing is more effective (from peers).

**Future Assessment Plan** outlines at least 3 outcomes for the next cycle, with associated methods and targets. (It may include rationale for changes and plan to assess impact of changes, changes in response to external mandates, actions taken to ensure cost-effectiveness and/or efficiency improvements, or other outcomes to ensure coverage of all essential functions. Can include outcomes created as the result of findings of prior assessment. "Increase access to...", "Align current policy with...", "Our goal is to improve...")

**Outcome 1:**

Ensure compliance with OSHA and IRB standards across all research and operational activities.

**Method 1:**

Conduct quarterly compliance audits and review documentation for all units.

**Target 1:**

100% of audited units meet OSHA and IRB compliance requirements or implement corrective actions within 30 days.

**Method 2:**

Review changes to OSHA and IRB standards

**Target 2:**

Modify necessary protocols based on changes before mandated implementation date or within 30 days of change notice (whichever is sooner).

<b>Outcome 2:</b> Reduce the number of reported safety incidents in research and administrative operations.	
<b>Method 1:</b> Track and analyze incident reports through the university's safety reporting system.	<b>Target 1:</b> Achieve a 15% reduction in safety-related incidents over the next two years.
<b>Method 2:</b> Increase number of training modules for high-risk occurrences.	<b>Target 2:</b> Implement training for 5 additional situations over the next two years.
<b>Outcome 3:</b> Strengthen institutional effectiveness through proactive risk assessments.	
<b>Method 1:</b> Document and review risk assessment reports for all major research projects and operational changes.	<b>Target 1:</b> 100% of high-risk projects undergo risk assessment prior to initiation.

## SUPPORTING DOCUMENTATION

Remember to attach supporting documentation such as surveys, questionnaires, charts, tables, spreadsheets, and detailed descriptions of assessment findings. *If you have questions about what should or should not be included, please contact the Office of Academic Planning.*

## REVIEW PROCESS

Forward your assessment report to the head of your administrative unit for review and signature before submitting. This review will ensure that the information included in this report is accurate and that your unit is engaged in a systematic process of continuous improvement.

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

## SUBMISSION OF REPORTS

Please email reports and supporting documents to Judy Jones, Associate Director of Assessment ([judith.anne.jones@emory.edu](mailto:judith.anne.jones@emory.edu)) by September 1st.