Tips for Writing SACS/COC Assessment Plans for Non-Academic Units
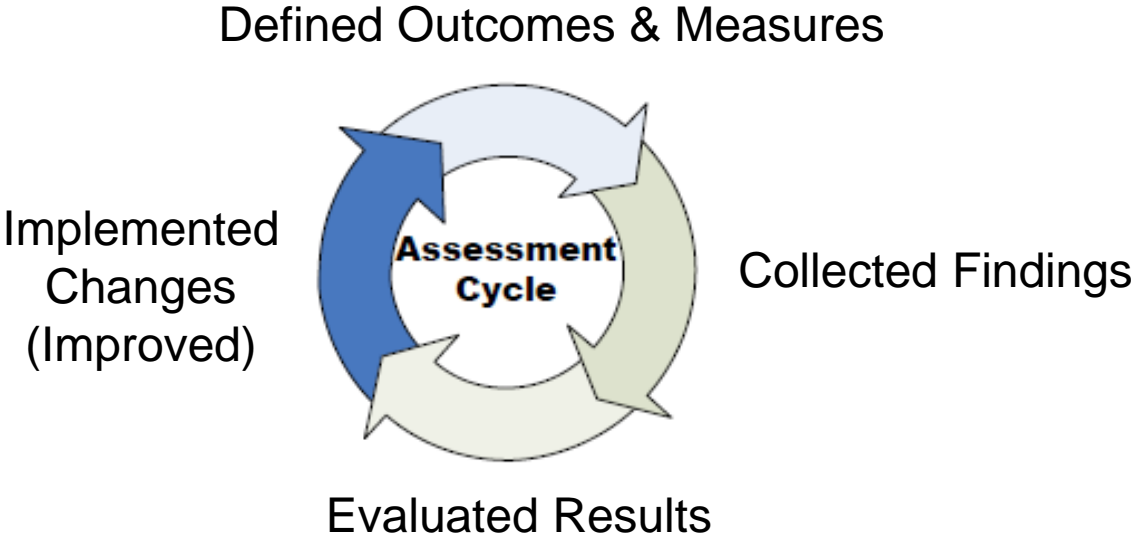
Office of Institutional Planning, Research, and Assessment (IRPA)

Southern Association of Colleges and Schools Commission on Colleges

SACS Decennial Report Requires Clear Evidence That All Units Have

Defined Outcomes & Measures

Implemented Changes (Improved)

Assessment Cycle

Collected Findings

Evaluated Results

Evidence Needed

- Defined mission statement, service delivery outcomes, program outcomes, and related measures

- Results collected and evaluated from ongoing assessment over multiple years

- Actions undertaken for continuous improvement

Adapted from University of Miami

Ideally you already evaluate your unit's effectiveness

- Monthly manager's report
- Grant reporting
- Staff reports
- Other

Don't create special data collection process for SACSCOC; just summarize existing processes.

Save time and unnecessary work by adapting your existing reports to the Assessment Plan templates.

Adapted from University of Miami

Do You Have Survey Data?

- Non-academic units often use survey data as an assessment tool

- Surveys are indirect measures of customer (student, faculty, staff) *experience*

Adapted from University of Miami

Your <u>Mission</u> Statement Should

- Tie to SSU Mission:

  - "Savannah State University's mission is to…"

- **Answer the questions — Who are you? What do you do? Who do you serve? What results do you expect?**

- *Example: Institutional Data Management collects, analyzes, and reports data to faculty, administrators and staff in order to provide information that supports institutional decision-making, planning, and effectiveness/assessment.*

Types of Outcomes

1. Service delivery outcomes
   - Specific services and processes provided by the unit on a routine basis.

2. Program outcomes
   - Broader, over-arching outcomes for the department.

Service Delivery Outcomes

- **What do you do to achieve your mission?**

- These outcomes reflect the core functions and purpose of your administrative unit, especially how you provide essential services to students, faculty, staff, parents, employers, alumni, etc. State operational outcomes in the present tense.

- *Example:*
  - *The Registrar's Office maintains accurate, secure student records.*
  - *The Business office communicates timely information about report processes and due dates.*

Adapted from University of Miami

Sample Service Delivery Outcomes

- **Library**: Students will have basic information literacy skills.

- **Career Services**: Students will be able to create an effective resume.

- **Information Technology**: Staff will know to how use the student information system.

- **Human Resources**: New employees will be familiar with the benefit package.

Adapted from University of Miami

Service Delivery Outcomes

	DEPARTMENT / UNIT NAME: Center for Academic Success: Tutorial Center			
SSU Strategic Plan Goal	**Service Delivery Outcome / Responsible Party**	**Strategies**	**Assessment Artifacts and Instruments**	**Target Levels**
Academic Engagement and Achievement	1. Provide tutorial services to SSU students Tutors under the direction of Estee Snowden	1. Increase visibility through campus marketing, (target students who are not seeking tutoring services, etc.) which is then assessed in the following cycle	1. Sign-in sheets; Banner data; student evaluations of tutoring services	1. Provide at least one tutorial session to at least 15% of SSU's total student enrollment. Ensure that, as a group, students who utilize tutorial services meet or exceed the average pass rate for their tutored course in at least 80% of the courses for which tutoring is offered. Use student evaluations and comments to improve tutoring services.

Program Outcomes

Are over archiving goals for the unit. When defining POs, consider what investments will be made in the unit within the next year to further develop the unit.

Program Outcome Considerations

- Resources

- Staff professional activities

- Technology

- Facilities and equipment

- Marketing and public relations

- Support services

Program Outcomes

DEPARTMENT / UNIT NAME: Center for Academic Success: Tutorial Center	

SSU Strategic Plan Goal	Program Outcome/ Responsible Party	Strategies	Assessment Artifacts and Instruments	Target Levels
Academic Engagement and Achievement	1. Provide monthly training and development for peer tutors during the academic year.	1. Schedule at least one peer tutor training workshop per month	1. Workshop schedule; sign-in sheets	1. Provide monthly training and development for 100% of peer tutors during the academic year. Use evaluation results and tutor comments to improve training.

Assessment Measures

How will you know you have achieved your goal?

- **Transactional data** are direct assessments of department processes or records of daily or regular transactions within the unit.

- **Customer satisfaction data** includes surveys, focus groups, exit interviews, etc. with the people who use your services to determine their level of satisfaction with your services. *Example for admissions— student survey of satisfaction of admissions process.*

Adapted from University of Miami

Examples of Measures

- **Administrative support**
  - timeliness in processing orders, budget growth (or savings), complaint tracking/resolution, public safety improvements, audits

- **Academic/student support**
  - number of students counseled, job placements, scholarship awards, seminar participation, leadership training participation

- **Academic scholarship**
  - number of peer-reviewed publications, conference presentations, research grants

Adapted from University of Miami

Assessment Measures Examples

Satisfaction surveys, tied to outcomes	Event attendance
Number of applications, percentage change	Number of users, percentage change
Number of training sessions, growth in attendance	Number/amount of donations, percentage increase, number of new/alumni/parent/faculty and staff donors
Participant feedback	Customer satisfaction forms
Timeliness of response	Peer/benchmarking studies
Level of compliance	Average service time
Average wait time	Processing time for requests
Staff training hours	Focus groups
Opinion surveys	Auditor's findings
Number of complaints	Number of errors, error rate
Awareness surveys	Pre- and post-workshop tests

Remember

EVERYONE PLAYS A ROLE IN ASSESSMENT

QUESTIONS?

Thank you for coming!