Administrative Assessment

SACSCOC

CS 7.3 and CS 8.2.c

SACSCOC Principles

1. **Integrity Commitment (Assumption)**
2. **Core Requirements**
   - Basic, broad based, foundational requirements for accreditation
3. **Comprehensive Standards**
   - Apply more specifically to the operations of the institution
4. **Federal Requirements**
   - Based on criteria outlined in federal regulations

Institutional Effectiveness

CS 7.3: The institution identifies expected outcomes of its administrative support services and demonstrates the extent to which the outcomes are achieved. *(administrative effectiveness)*

Institutional Effectiveness

8. Student learning and student success are at the core of the mission of all institutions of higher learning. Effective institutions focus on the design and improvement of educational experiences to enhance student learning and support student learning outcomes for its educational programs. To meet the goals of educational programs, an institution provides appropriate academic and student services to support student success.

8.2 The institution **identifies expected outcomes**, **assesses the extent to which it achieves these outcomes**, and **provides evidence of seeking improvement** based on **analysis of the results** in the areas below:

8.2.c Academic and student services that support student success. *(Student outcomes: academic and student services)*

SACSCOC Peer Review Questions

- **Are expected outcomes clear and measurable?**

- **Are there outcome assessment activities for each service?**

- **Are assessment findings used for service improvement?**

Peer Review of Evidence

Evidence: **Reveals trends and provides snapshot**

- **Reliable**: **evidence can be consistently interpreted**

- **Current**: **evidence supports assessment of current status**

Peer Review of Evidence

Evidence: Reveals trends and provides snapshot:

- **Verifiable**: evidence can be corroborated and results replicated

- **Coherent**: evidence is orderly, logical, consistent across sources
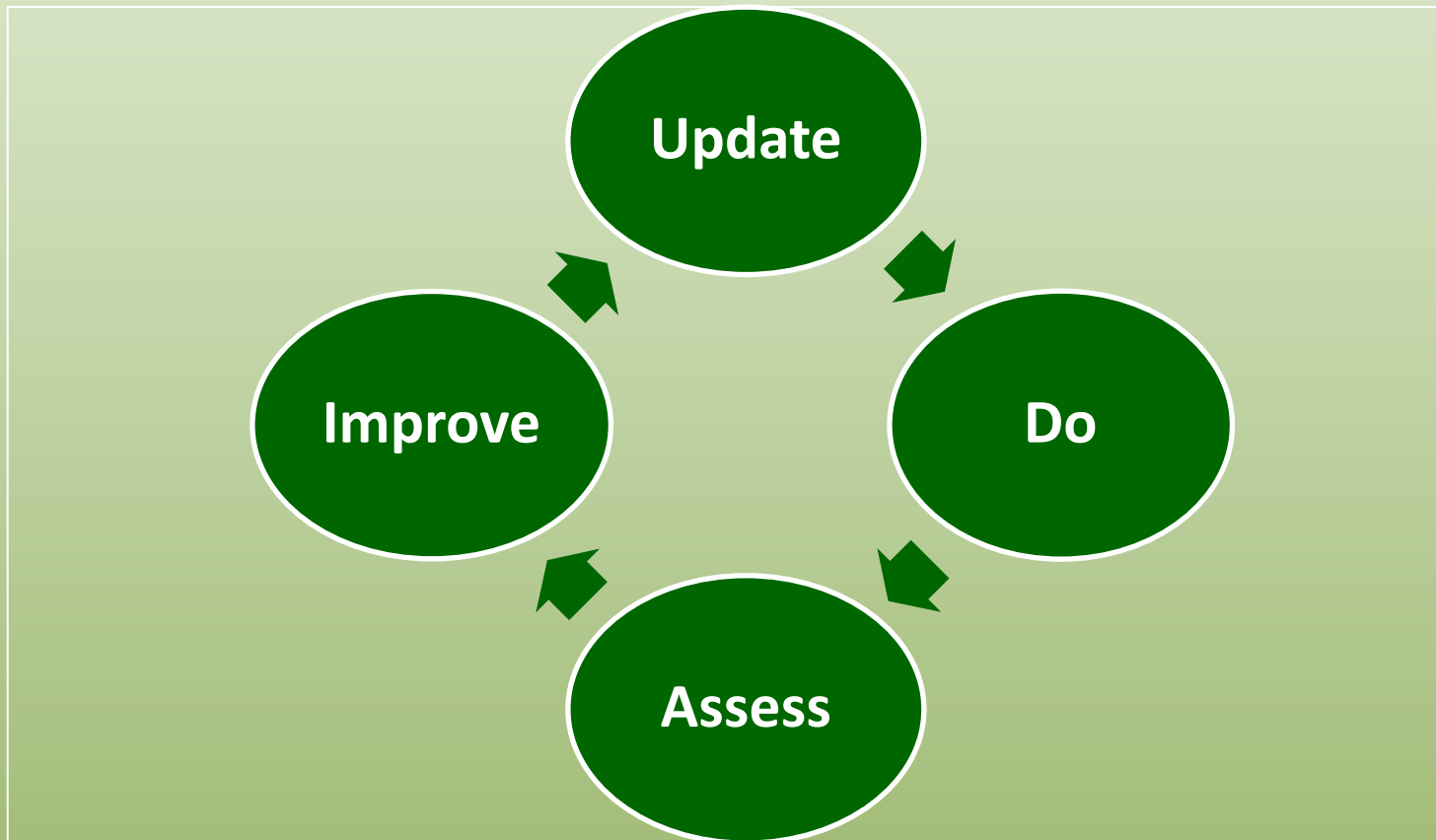
Peer Review of Evidence

Evidence: Reveals trends and provides snapshot:

- <u>**Objective**</u>**: evidence is based on observable data and information**

- <u>**Relevant**</u>**: evidence directly addresses principle and provides basis for action**

- <u>**Representative**</u>**: evidence reflects a larger body of evidence**

Institutional Effectiveness

Process of Continuous Improvement

CS 7.3
Administrative Support Units

- **Academic Affairs**
  - **VP Academic & Student Affairs**
  - **AVP Academic Affairs & Enrollment Management**
  - **AVP Student Affairs**
  - **Dean, School of Humanities & Social Sciences**
  - **Dean, School of Mathematics & Natural Sciences**

CS 7.3
Administrative Support Units

- **Business Affairs**
  - **VP Business Affairs**
  - **Auxiliary/Dining Services**
  - **Business/Plant Operations**
  - **Human Resources**
  - **Grants & Contracts**
  - **Payroll/Student Accounts**

CS 7.3
Administrative Support Units

- **EGSC Augusta**
  - **AVP for External Campuses**

- **EGSC Statesboro**
  - **Director**

- **President of the College**
  - **Chief of Staff/Legal Counsel**
  - **Institutional Research/SACSCOC Liaison**

CS 7.3
Administrative Support Units

- **Information Technology**
  - **VP Information Technology**
  - **Database Administration**
  - **Web Services**
  - **Infrastructure Services**
  - **Enterprise Services**
  - **Support Services**
  - **Distance Education**

CS 7.3
Administrative Support Units

- **Institutional Advancement**
  - **VP Institutional Advancement Office**
  - **Alumni Services for institutional support**
  - **Event Planner**
  - **Fulford Center community programming**
  - **GYSTC programming**

CS 8.2.c
Academic Support Services

- **Academic Affairs**
  - **Academic Advisement**
  - **African American Male Initiative**
  - **Center for Excellence in Teaching & Learning**
  - **Counseling and Disability Services**
  - **Dual Enrollment**
  - **eLearning**
  - **Learning Commons**
  - **Library**

CS 8.2.c
Student Support Services

- **Student Affairs**
  - **Admissions**
  - **CHOICE**
  - **Financial Aid**
  - **Housing**
  - **Registrar**
  - **Student Conduct**
  - **Student Life**
- **Athletics**

UCONN Assessment Primer
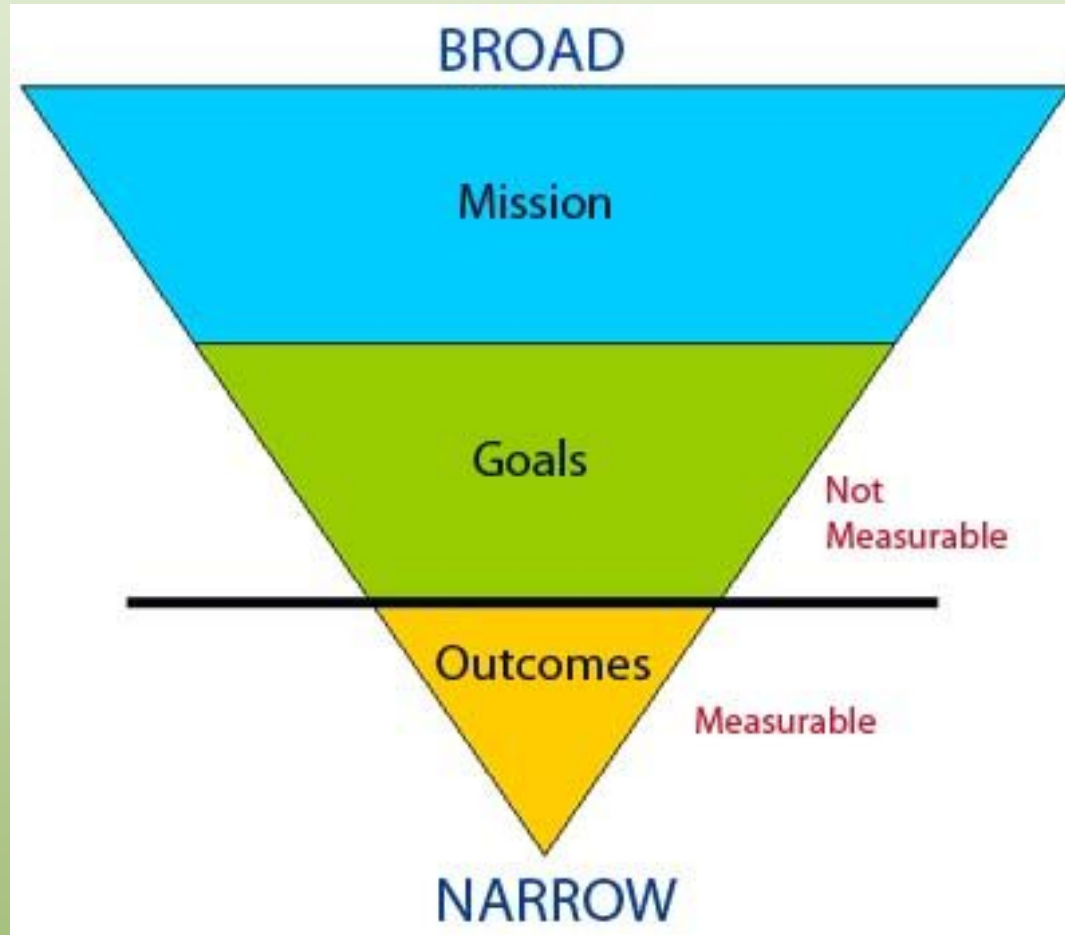
http://assessment.uconn.edu/assessment-primer/

"If you don't know where you are going, you might wind up someplace else."
– Yogi Berra

UCONN Assessment Primer

Mission

East Georgia State College is an associate degree granting, liberal arts institution of the University System of Georgia providing its students *ACCESS* to both academically transferable programs of study and collaborative programs in occupation related fields.

Terminology

- **Purpose: why the unit exists**

- **Goals: broad statements of what the unit intends to accomplish over a planning period**

- **Outcomes: expected measurable results**

Institutional Research Example

- **The <u>purpose</u> of institutional research (IR) is to provide internal and external decision makers with accurate and relevant information on a timely basis.**

- **An annual <u>goal</u> of IR is to satisfy SACSCOC reporting obligations.**

- **An <u>outcome</u> of IR acting as the SACSCOC liaison is to submit a 5th Year Interim Report that peer reviewers accept within the scope of the Integrity Principle.**

Exercise Questions

1. Which institutional goal does the unit serve?

2. What is the unit's purpose?

3. What functions does the unit perform?

4. For whose benefit are these functions performed?

5. What goals will guide unit's plan for next year?

Unit Outcomes

- **Relevant to the unit's purpose/goals**

- **Clearly stated and specific**

- **Measurable**

- **Improvable**

Assessment Methods

- **<u>Measures</u> are the <u>methods</u> used to gather information on how effectively an outcome is met**

- **Measures can be quantitative or qualitative**

- **Measures can be direct or indirect**

See Marymount University Administrative Assessment Plan available at http://www.ega.edu/announce/Marymount_U_Administrative_Assessment_Handbook.pdf

Assessment Methods Example

Registrar's Office maintains accurate records

Types	Direct	Indirect
Quantitative	Number of reported transcript errors	Student survey of transcript accuracy
Qualitative	Review of student record policy	Registrar office focus group on accuracy

See Marymount University Administrative Assessment Plan available at
http://www.ega.edu/announce/Marymount_U_Administrative_Assessment_Handbook.pdf

Assessment Methods

- **Critical Success Factors**
  - **Reliable infrastructure**
  - **Rapid response time**
  - **Competent staff**
  - **Adequate funding**
- **Reference Points**
  - **Planned vs. actual performance**
  - **Regulations, policies, and benchmarks**
  - **Comparisons to peers**

Report and Plan

- **Report on current status**
  - **Extent unit goals are being reached**
- **Prepare plan to assess**
  - **Identify opportunities to improve**
- **Assess to improve**
  - **Track performance against outcome metrics**
- **Report results and revise plan annually**
  - **Report challenges met and improvements made**
  - **Plan to focus on new opportunities to improve**

Continuous Quality Improvement

- **Service: meeting stakeholder expectations**

- **Effectiveness: achieving unit's purpose/goals**

- **Efficiency: performing functions within budget**

EGSC Vision

East Georgia State College seeks to be a state of Georgia leader in providing a model for expanding *ACCESS* to higher education as the state seeks to increase dramatically its rate of college progression and completion.

Slay the ~~Bogeyman~~

Make being judged in compliance with accreditation principles an <u>expected byproduct</u> of an effective assessment system and <u>not its purpose</u>.