Handbook for the
Administrative Assessment
Program Coordinator

Office of Institutional Effectiveness
August 2023

More info at: https://srinfo.sulross.edu/ie/administrative-assessment/

Table of Contents

Administrative Assessment Program Coordinator
Role and Responsibilities

What is Assessment?

Assessment is the ongoing and systematic process of identifying objectives and means to measure them, gathering measurements of the objectives, using the information to make decisions about improvement, and implementing improvements based on the data gathered. Administrative assessment program coordinators understand the usefulness of such information and inspire others to engage in this continuous cycle of improvement.

Responsibilities

1. Review, analyze, and evaluate the assigned administrative program's outcomes and assessment from the previous and current assessment year.
   - The current assessment year for Administrative Assessment Reports is July 1 to June 30.
   - Throughout the year, the administrative assessment program coordinator should consider the administrative program's outcomes and assessment methods to ensure ease of reporting at the end of the assessment year.

2. Use collected assessment data from colleagues within an administrative program to complete the Administrative Assessment Report in the Nuventive system.
   - Administrative Assessment Reports are due June 30 of each year.

3. Administrative program outcomes and assessments may align with a strategy outlined in the "Strategic Plan 2022-2027: Our Student-Centric Focus." Through the Nuventive system, administrative assessment program coordinators are asked to align at least one of their department or division's Administrative Assessment outcomes to one or more of the strategies listed in the strategic plan.

4. Keep in contact with the Institutional Effectiveness office (contacts at the end of this handbook) regarding due dates and technology issues.

5. Attend professional development and assessment training or meetings.

Your service to Sul Ross State University is greatly appreciated.

Importance of Administrative Assessment Reports

Purpose of Assessment

1. **To improve** – The assessment process should provide feedback to determine how the administrative unit can be improved.

2. **To inform** – The assessment process should inform department heads and other decision-makers of the contributions and impact of the administrative program to the development and growth of students, faculty, staff, and administration.

3. **To prove** – The assessment process should encapsulate and demonstrate what the administrative entity is accomplishing to students, faculty, staff, and outsiders.

4. **To support** – The assessment process should provide support for campus decision-making activities such as unit review and strategic planning, as well as external accountability activities such as accreditation.

SACSCOC 7

An institutional planning and effectiveness process involves all programs, services, and constituencies; is linked to decision-making processes at all levels; and provides a sound basis for budgeting decisions and resource allocations.
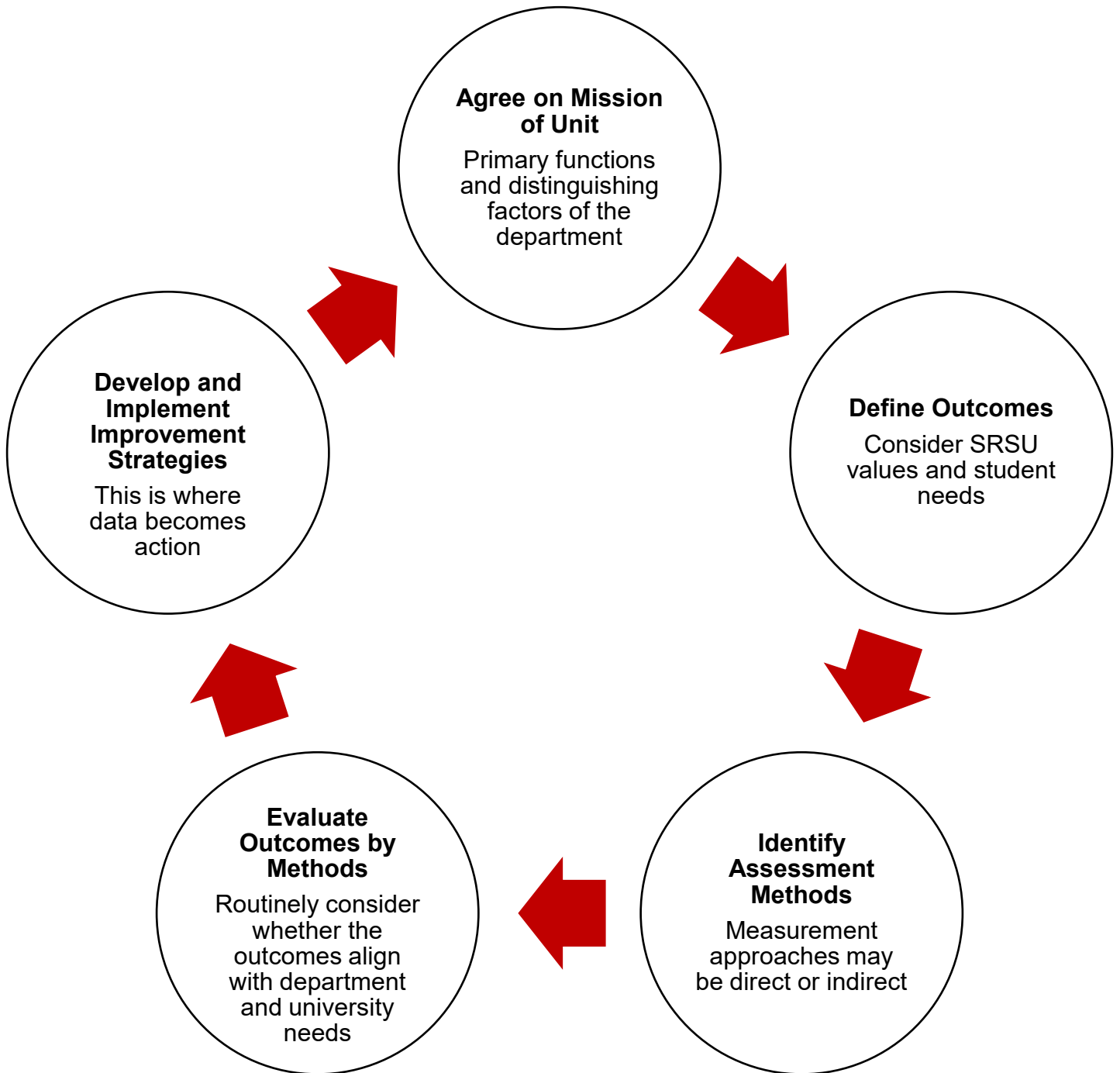
SACSCOC 7.3

The institution identifies expected outcomes of its administrative support services and demonstrates the extent to which the outcomes are achieved.

SACSCOC 12.1

The institution provides appropriate academic and student support programs, services, and activities consistent with its mission. The expectation is that the institution maintains descriptions of the various programs outlined above, as well as a narrative relating to the impact of these programs, services, and activities.

The Sul Ross Administrative Assessment Process

Agree on Mission of Unit

Primary functions and distinguishing factors of the department

Define Outcomes

Consider SRSU values and student needs

Identify Assessment Methods

Measurement approaches may be direct or indirect

Evaluate Outcomes by Methods

Routinely consider whether the outcomes align with department and university needs

Develop and Implement Improvement Strategies

This is where data becomes action

This five-step cycle promotes continuous improvement.

Applying the Administrative Assessment Process Flow Chart

Preplan: Organize for Assessment
Before assessment can begin, key staff, faculty, committees, and structures must be identified. One or more persons may lead the administrative program assessment process, but it is critical for all staff to assume the responsibility of designing, implementing, and carrying out the assessment process.

1. Define the Mission Statement
A mission statement is a description of what a department, division, unit, or office does, and what philosophy and principles guide it. The department or division mission statement must be succinct, and convey how the unit supports the overall mission of the institution. Mission statements should not be easily rewritten.

2. Define the Desired Outcomes
Administrative outcomes should reflect the program's most important initiatives or improvements over the course of an assessment year. Programs should not use the department or division's normal operations as part of the assessment initiatives but should focus on improvements and special projects that will enhance the entity. Programs are encouraged to identify outcomes that align with the institution's most recent strategic plan to increase the overall assessment of the institution.

Outcomes are statements of intention, describing a task to accomplish or a goal to meet. They are specific, measurable, and quantifiable statements that can be used to determine progress toward the overall mission of the entity. Outcomes should be reasonably achieved within an expected timeframe and with available resources.

A general formula for writing an outcome can be employed, although it is not required.

Outcome = Target/subject + verb/action + object + modifiers

Outcome Example using Registrar's Office:
The Office of Records and Registration provides accurate student, class, and faculty data reports to the Texas Higher Education Coordinating Board as required by statute.

Outcome Example using the Library:
The Library enhances student success and retention by providing an environment conducive to learning.

Applying the Administrative Assessment Process Flow Chart

3. **Define and Identify Assessment Methods**

An assessment method identifies evidence and processes the administrative assessment program coordinator will use to determine whether the program is achieving the expected results. Assessment methods should be quantitative and show performance compared to criteria for success in relation to expected outcomes.

In collecting this evidence, the program should learn two things: (1) whether the outcome is being met, (2) where there is room for improvement. For each outcome, one to two assessment methods must be identified to gather this needed information, ideally one direct and one indirect.

Direct methods of assessing operational or strategic outcomes include measurements of the demand, quality, efficiency, and effectiveness of key functions and services. Direct methods include key terms such as number of, percentage, level, average, etc.
Indirect methods of assessing operational or strategic outcomes include measurements of constitutes' perceptions of or satisfaction with key functions and services. Indirect methods can support and contextualize direct methods of assessment. Indirect method data may be found in surveys, focus groups, documented feedback, etc.

4. **Evaluate Outcomes by Assessment Methods**

At the end of the assessment year, each unit must write an assessment report which consists of the findings, action plan(s), and analysis. The first step is to collect the findings (or results) associated with each measure. Findings are merely quantifiable data, without any analysis, that result when the measures listed in the assessment plan are completed.

Report your findings and whether the target was met, not met, or N/A. The analysis section will then provide you with the opportunity for a more comprehensive response to your findings. The analysis of findings should be comprehensive in how it impacts your department, division, and/or the university.

5. **Develop and Implement Improvement Strategies**

The analysis of unit outcomes during an assessment year should be used to guide future outcomes and methods in an effort to achieve desired results and improvements. Outcomes should be considered and adjusted in preparation for the next assessment year.

Using the Nuventive Platform for Administrative Assessment Reports

Go to solutions.nuventive.com

Click on Sign in
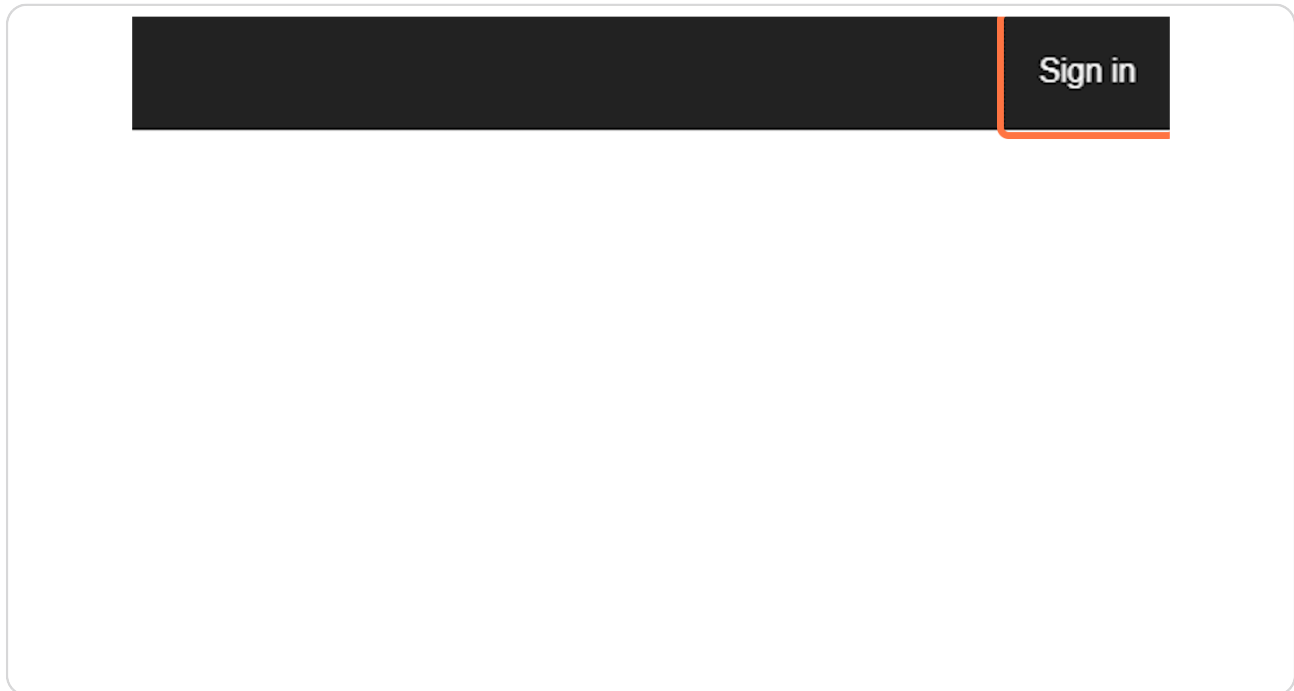
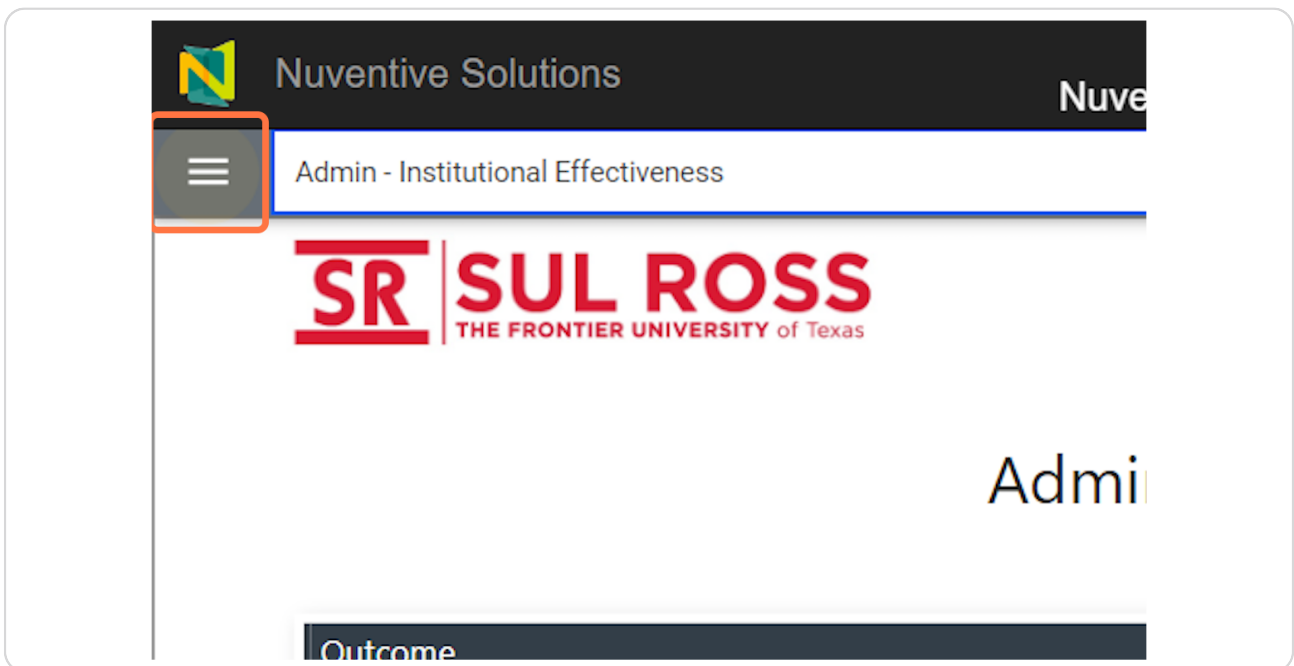## Click on "Unit Selector" and find your Administrative program.
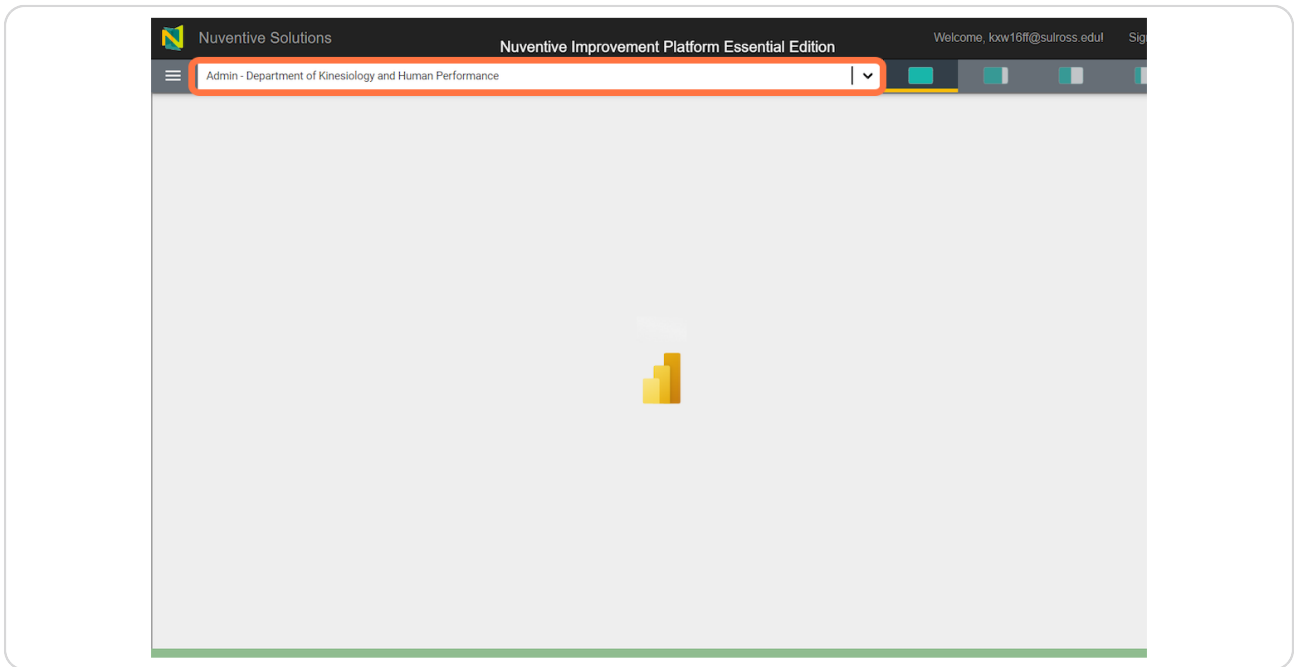
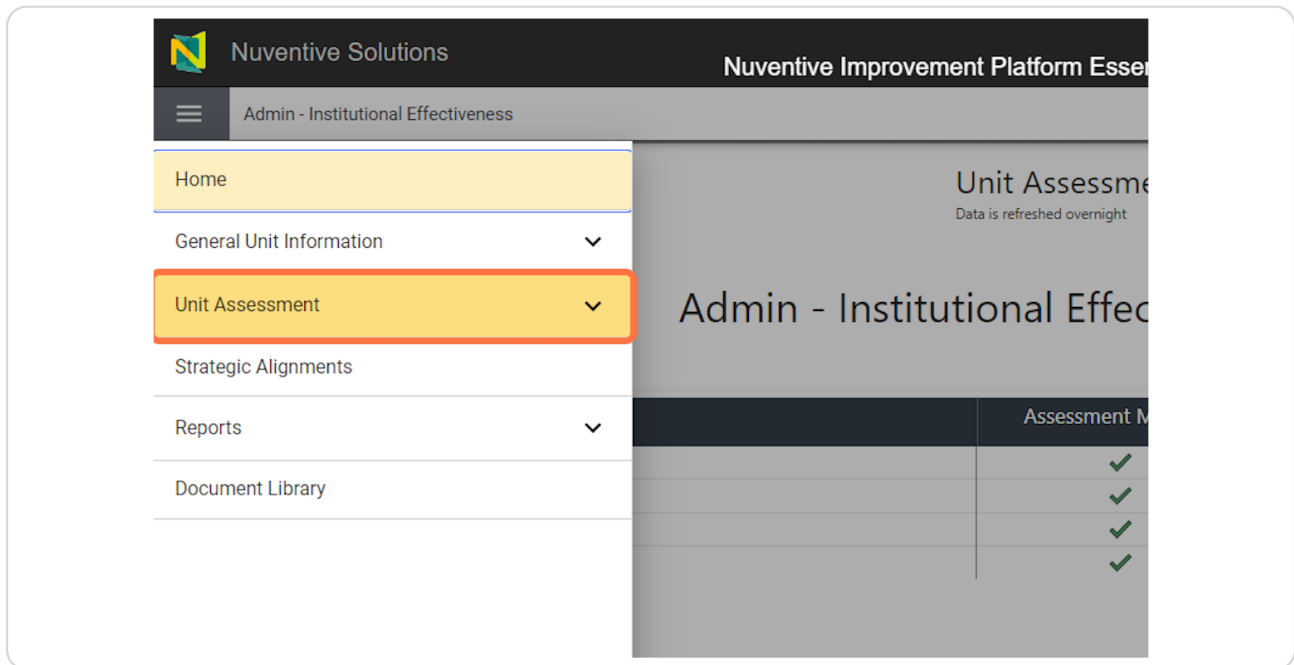## Click on Open Menu
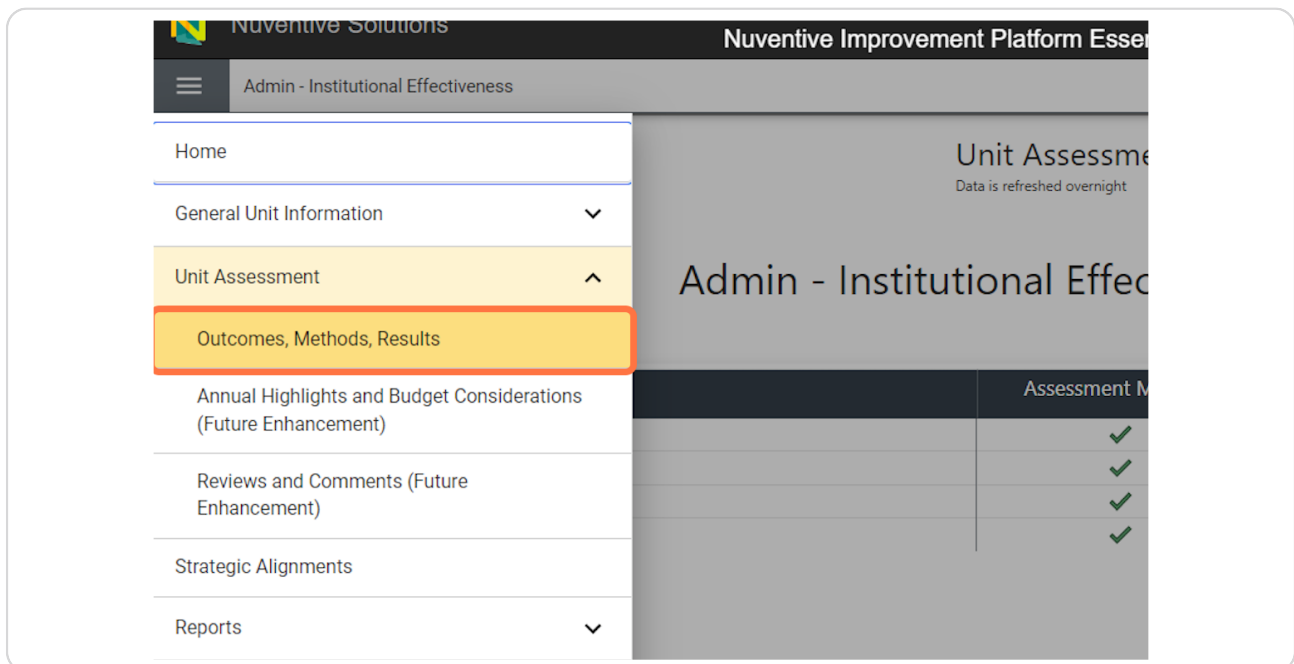
Click on Unit Assessment
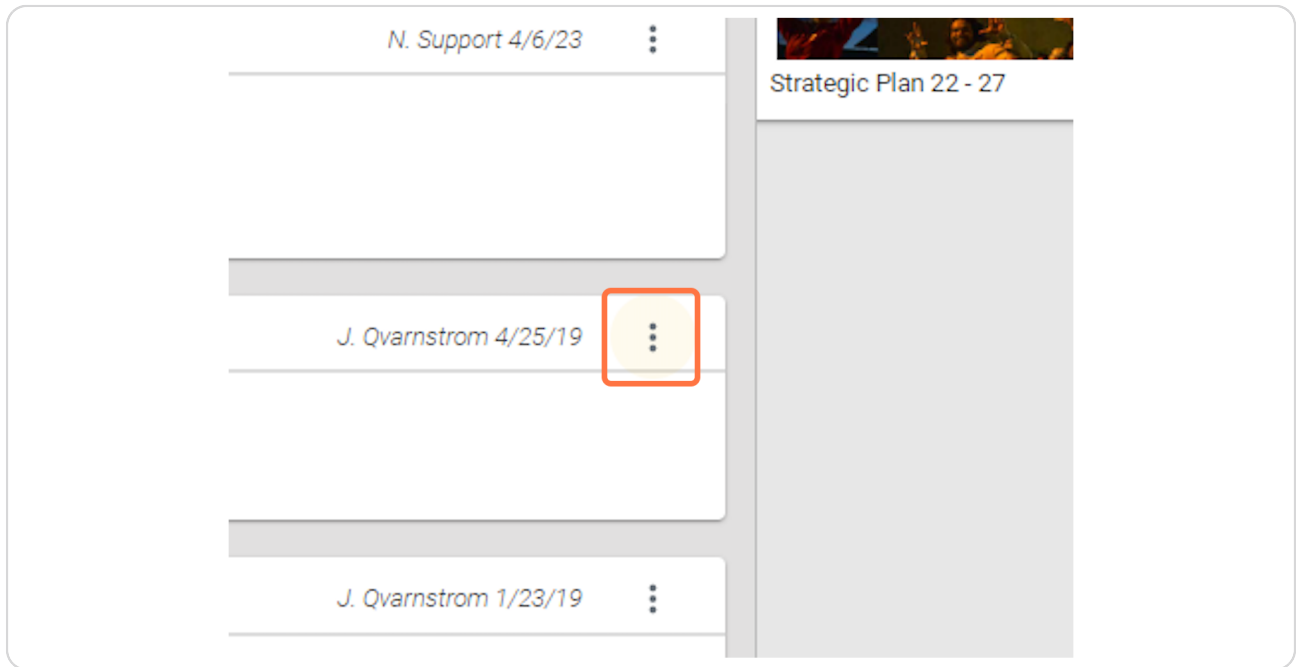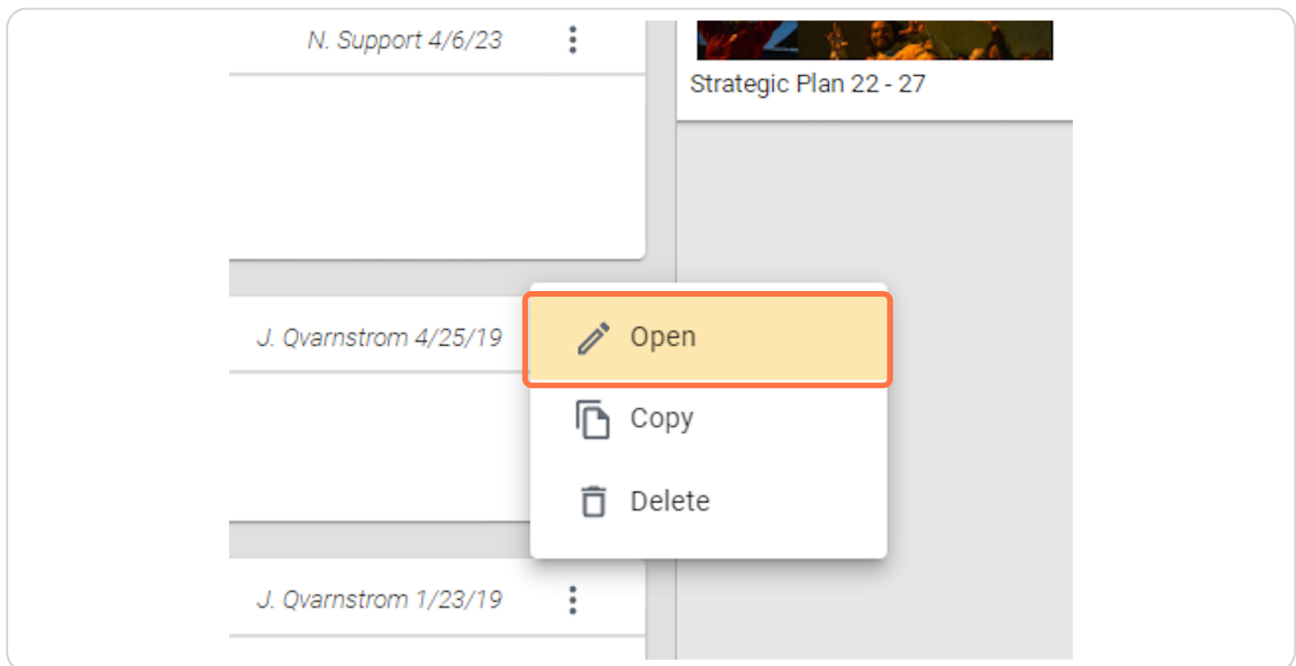
Click on Outcomes, Methods, Results

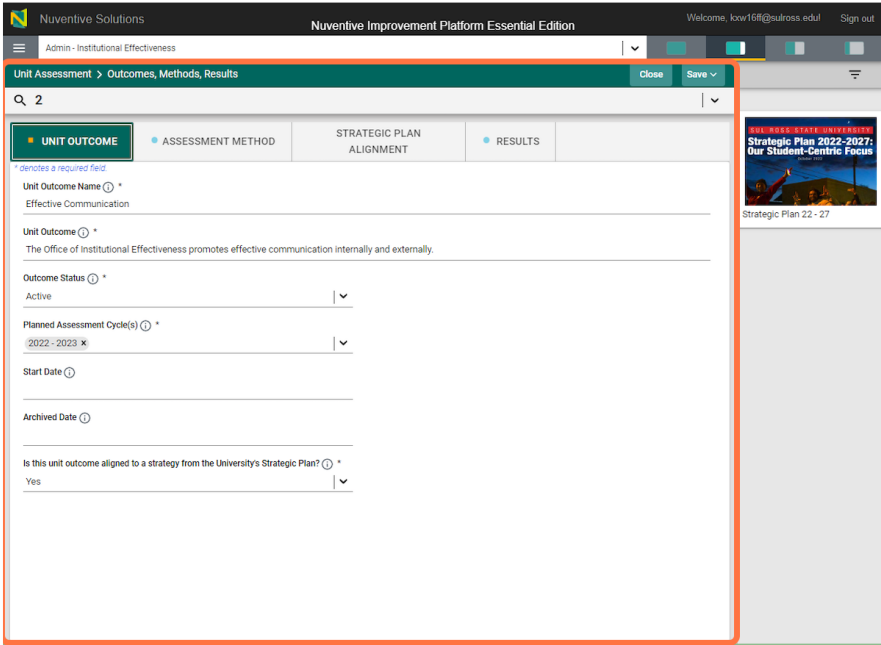**Click on "Options" for whichever outcome you'd like to start with.**

Click on "Open" to edit this outcome.

Review and input the necessary information on this page.

1. You can edit the "Unit Outcome Name" line to better describe the outcome being discussed.
2. If this outcome is no longer "Active" you can indicate so on this page.
3. Input only one assessment cycle year under "Planned Assessment Cycle(s)."
4. You can add "Start Date" or "Archived Date" at your discretion but it is not required.
5. If this outcome is connected to one of the strategies on the current Strategic Plan you can indicate so here.

Click on Save

Click on ASSESSMENT METHOD

Click on Add Results

Click on Summary Findings

Add this cycle's summary findings here
Don't forget to save your work!
Add a summary finding for each of your unit's outcomes.
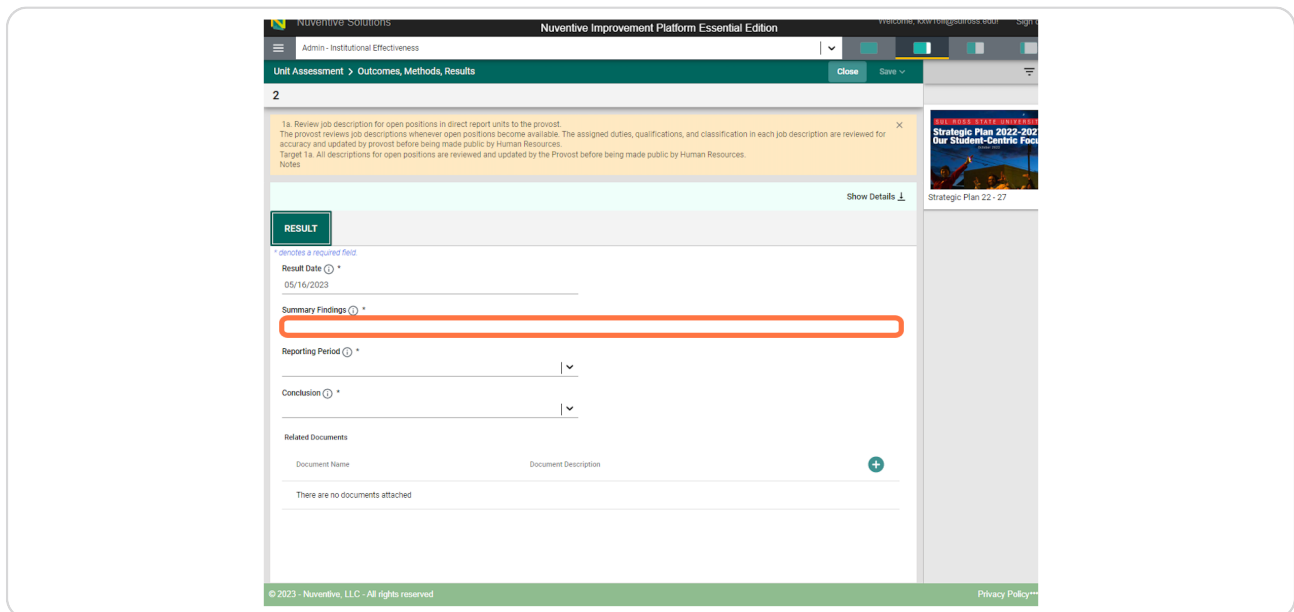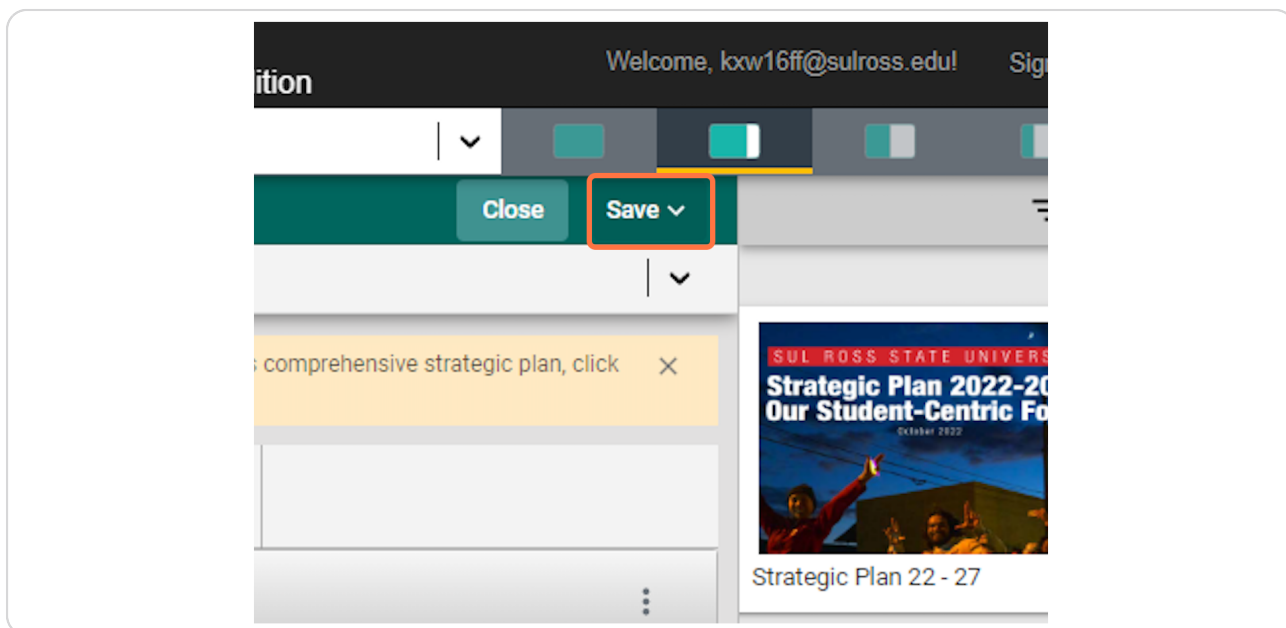
Strategic Plan Alignment

1. Click over to "Strategic Plan Alignment."
2. After reviewing the Strategic Plan, find strategies that your unit's outcomes directly impact or respond to.
3. Select as many that apply.
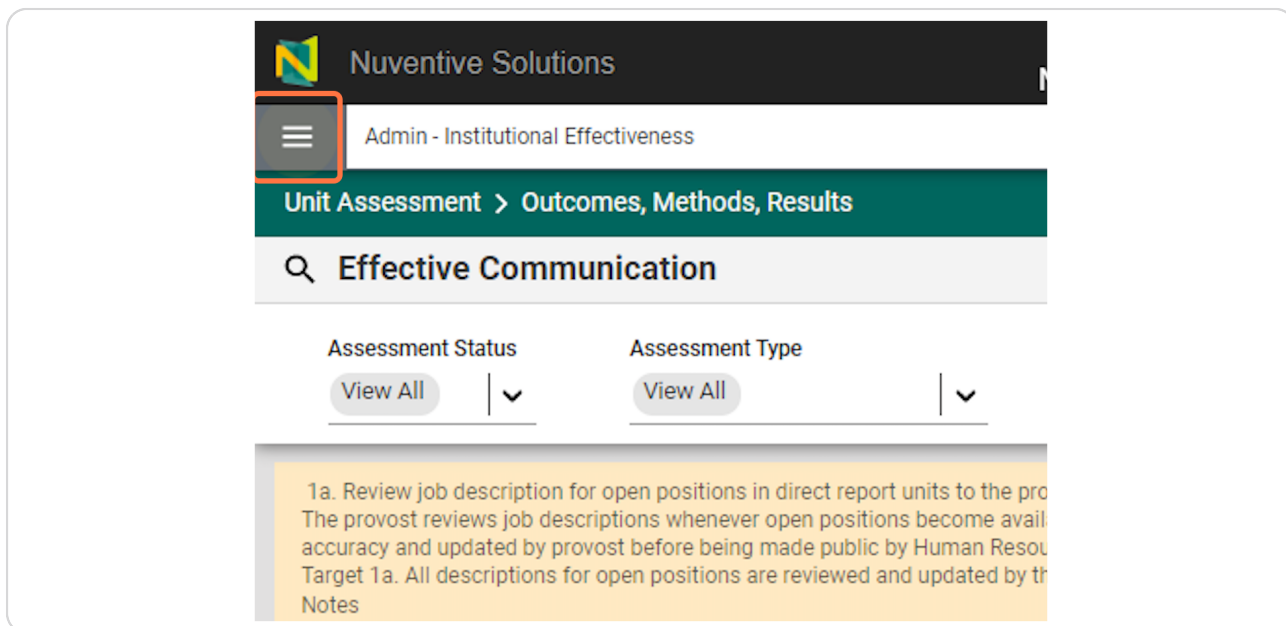4. If your outcome does not match any of the Strategic Plan strategies, you may skip this part.
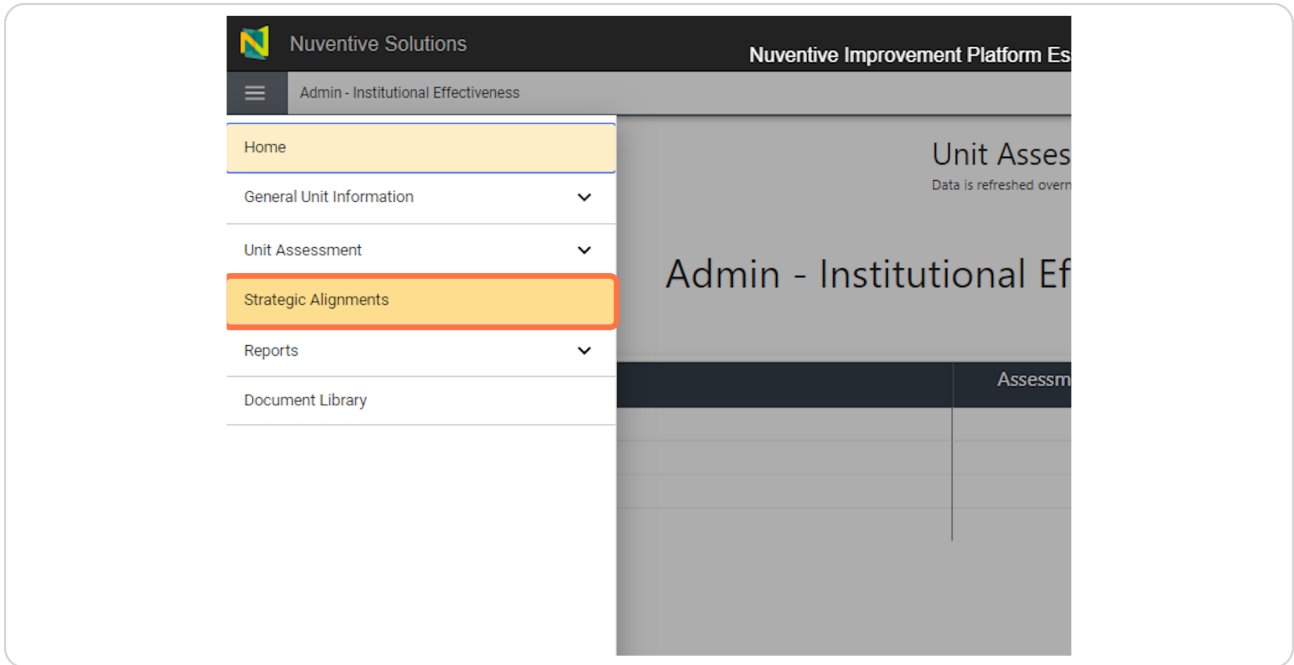
Click on Save

Full Strategic Plan alignment

You may wish to see all of your outcome's strategic alignments at the same time. You can do so here.
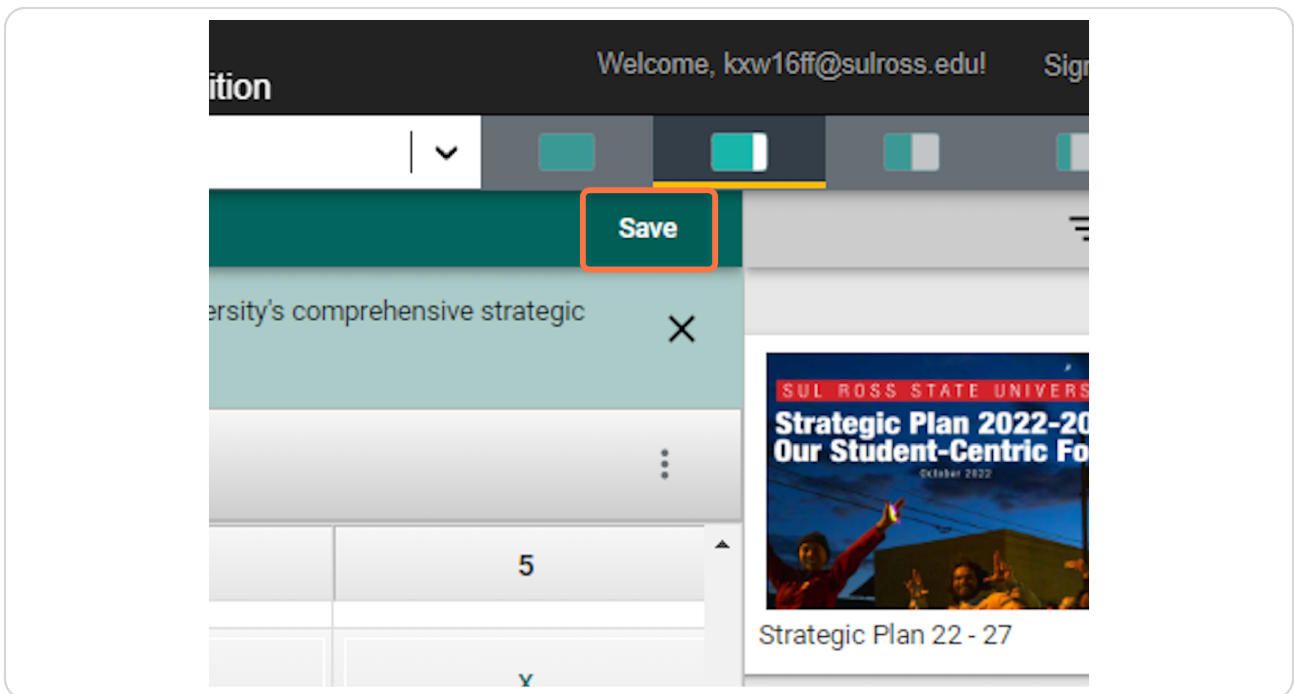
Click on Strategic Alignments

Add Strategic Plan alignment for each of your outcomes

Click on Save

Support

Technical Support with Nuventive Platform

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Assessment Strategies, Report Writing, and Training

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