Handbook for the Administrative Assessment Program Coordinator

Office of Institutional Effectiveness August 2023

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



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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.

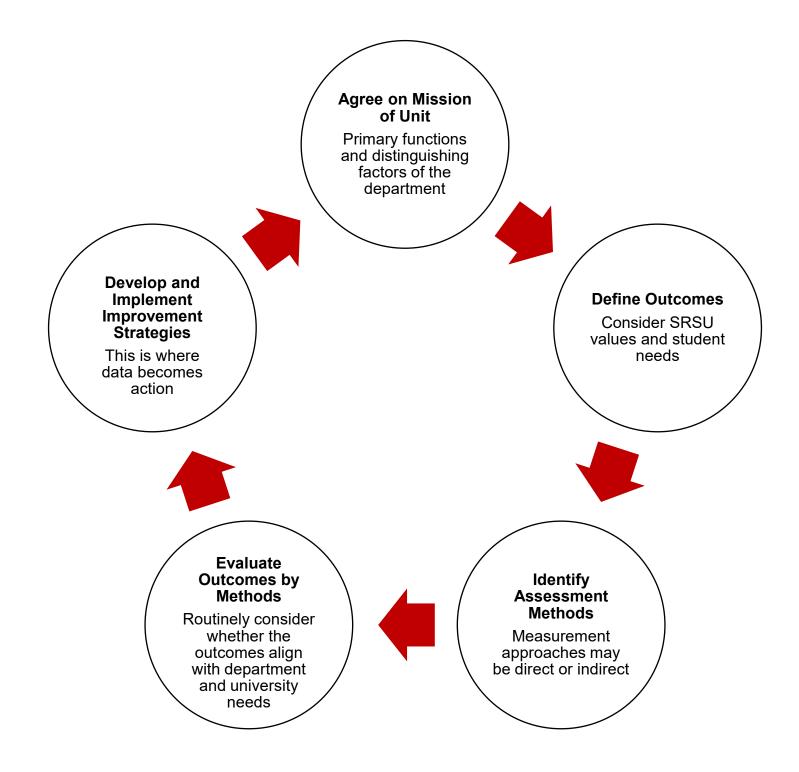
SACSCOC 7.3

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



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

STEP 1

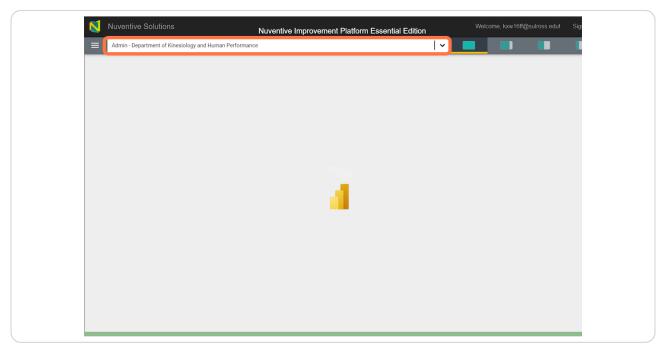
Go to solutions.nuventive.com

STEP 2

Click on Sign in

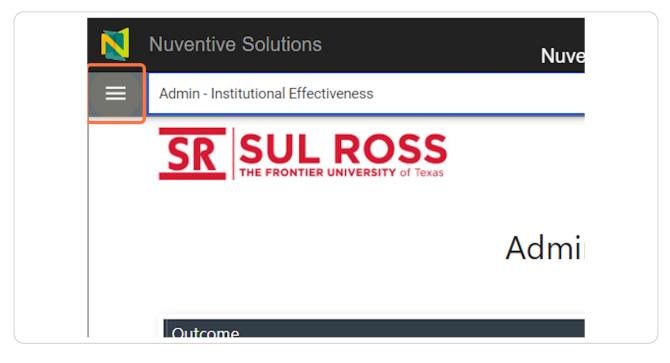
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Click on "Unit Selector" and find your Administrative program.



STEP 4

Click on Open Menu



Click on Unit Assessment

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Unit Assessment	~	Admin - Institutional Effec
Strategic Alignments		
Reports	~	Assessment N
Document Library		

STEP 6

Click on Outcomes, Methods, Results

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Strategic Alignments		
Reports	~	

<u>Click on "Options" for whichever outcome you'd like to start with.</u>

N. Support 4/6/23	:	Strategic Plan 22 - 27
J. Qvarnstrom 4/25/19	:	
J. Qvarnstrom 1/23/19	:	

STEP 8

Click on "Open" to edit this outcome.

N. Support 4/6/23	Strategic Plan 22 - 27	
J. Qvarnstrom 4/25/19	🧷 Open	
	Сору	
	Delete	
J. Qvarnstrom 1/23/19	:	

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.

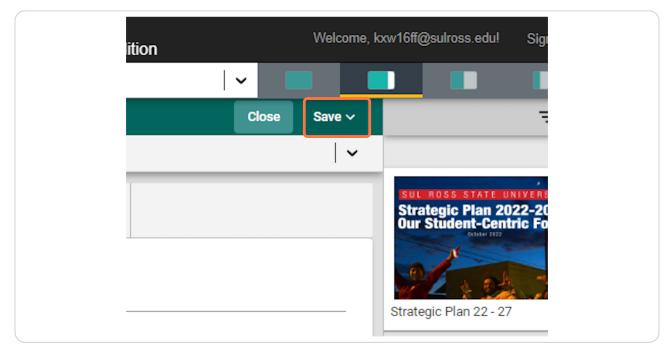
3. Input only one assessment cycle year under "Planned Assessment Cycle(s)."

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.

Nuventive Solutions	Nuventive Improvement Platform Essential Edition		6ff@sulross.edul Sign out
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Planned Assessment Cycle(s) () * 2022 - 2023 ×	· ·		
Start Date 🛈			
Archived Date 🕦			
Is this unit outcome aligned to a strategy from the University's Strategic Yes	Plan? ① *		
	I		
© 2023 - Nuventive, LLC - All rights reserved			Privacy Policy***

Click on Save



STEP 11

Click on ASSESSMENT METHOD

Assessment Status	Assessment Type		Conclusion
View All	View All	~	View All
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UNIT OUTCOME	ASSESSMENT MET	HOD	STRATEGIC PLAN ALIGNMENT
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Summary Findings Sixty-seven percent (survey.	67%) rated the communicatior	n effectivenes	s for IE as "extremely success

Click on Add Results

ach job description are reviewed for	Strategic Plan 22 - 27	
S		
rom 6/13/22		

STEP 13

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.

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Unit Assessment > Outcomes, Methods, Results		Close Save ~	÷
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accuracy and updated by provost before being made public t	ns become available. The assigned duties, qualifications, and classification in each jo	ab description are reviewed for	SUL ROSS STATE UNIVERSIT Strategic Plan 2022-202 Our Student-Centric Foc
		Show Details <u>1</u>	Strategic Plan 22 - 27
RESULT			
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Result Date () *			
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Summary Findings () *			
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Related Documents			
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There are no documents attached			
© 2023 - Nuventive, LLC - All rights reserved		_	Privacy Policy**
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Strategic Plan Alignment

1. Click over to "Strategic Plan Alignment."

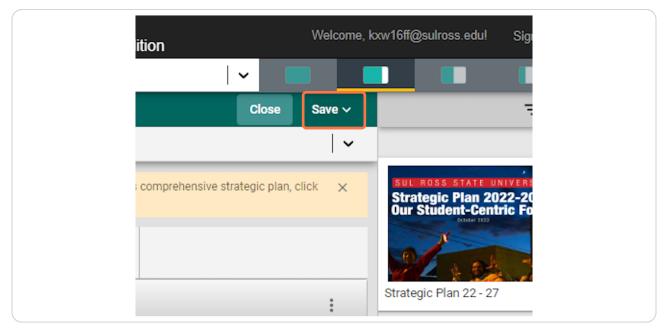
2. After reviewing the Strategic Plan, find strategies that your unit's outcomes directly impact or respond to.

3. Select as many that apply.

4. If your outcome does not match any of the Strategic Plan strategies, you may skip this part.

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.2 re of personalized support for	x		
.3 events each academic year to itudent focus among the	x		
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Click on Save



STEP 16

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.

Nuventive Solutio	ons	I
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Assessment Status View All	Assessment Type View All	~
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Click on Strategic Alignments

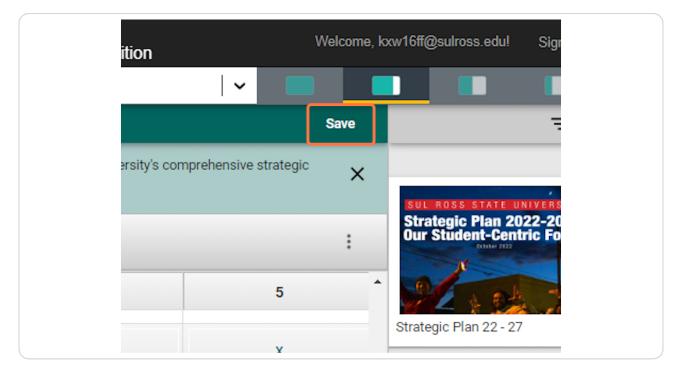
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STEP 18

Add Strategic Plan alignment for each of your outcomes

communicate branding plan cation procedures to faculty,	^	Λ	
.2 SRSU presence on social ion, billboards, and radio	х	x	
2.1 mplement a university-wide upport plan for training to	x	x	
:.2 loyee participation in the w and existing services related	x	x	
5.1 th responsible departments to oversee the Administrative	х	x	
:.2 scriptions a minimum of every when an opening occurs	x	x	
3.3	¥	¥	

Click on Save



Support

Technical Support with Nuventive Platform

Isabella Lujan, Administrative Associate for Institutional Effectiveness <u>Isabella.lujan@sulross.edu</u> 432-837-8224

Assessment Strategies, Report Writing, and Training

Kayla Waggoner, Coordinator for Institutional Effectiveness <u>kayla.waggoner@sulross.edu</u> 432-837-8720

April Aultman Becker, Assistant VP for Institutional Effectiveness April.becker@sulross.edu 432-837-8121

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