

Assessment of Support Units

Resource Manual

2022

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SACSCOC Standards for Administrative and Academic Support Units:

- Section 7.3 - Administrative Support Services
 - The institution identifies expected outcomes of its administrative support services and demonstrates the extent to which the outcomes are achieved.
- Section 8.2c - Academic Support Services
 - 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 area of academic and student services that support student success.

Ways to Align Support Units with Administration and Academic Support:

Organization Chart – is the office represented on the University Organization Chart?

Direct Support – Does the unit directly offer support to faculty and/or students as related to educational programs

Indirect Support – Does the unit indirectly offer support for student learning?

College Experience – Does the unit offer a co-curricular mission that supports the college experience?

Writing Outcomes for Assessment*:

1. Appropriate amount of traffic in center
2. Students find the service effective in supporting them.
3. Students demonstrate

Writing Action Items*:

4. Providing information or services (allocate, distribute, offer, present, etc.)
5. Conducting routine activities (administer, inspect, operate, procure, etc.)
6. Managing Established Operations (Approve, coordinate, navigate, verify, etc.)
7. Advancing operations through innovation (build, create, design, generate, etc.)
8. Working with other units to enhance operations (advise, collaborate, guide, train, etc.)
9. Evaluating effectiveness of operations (analyze, audit, interpret, measure, etc.)

*Shults Dorime-Williams Taxonomy, TAMIU Presentation Nov. 11, 2021

Action Plan guiding questions:

1. What did you learn from the assessment reports about the present effectiveness of your unit's programs or services in achieving their outcomes?
2. What steps should be taken to enhance the effectiveness of outcomes assessment to improve programs or services in your units?
3. What are some examples of productive new actions taken by staff to improve their programs or services?
4. Describe how the data and resulting decisions have or could impact budgets?