

Administrative Unit Assessment Overview

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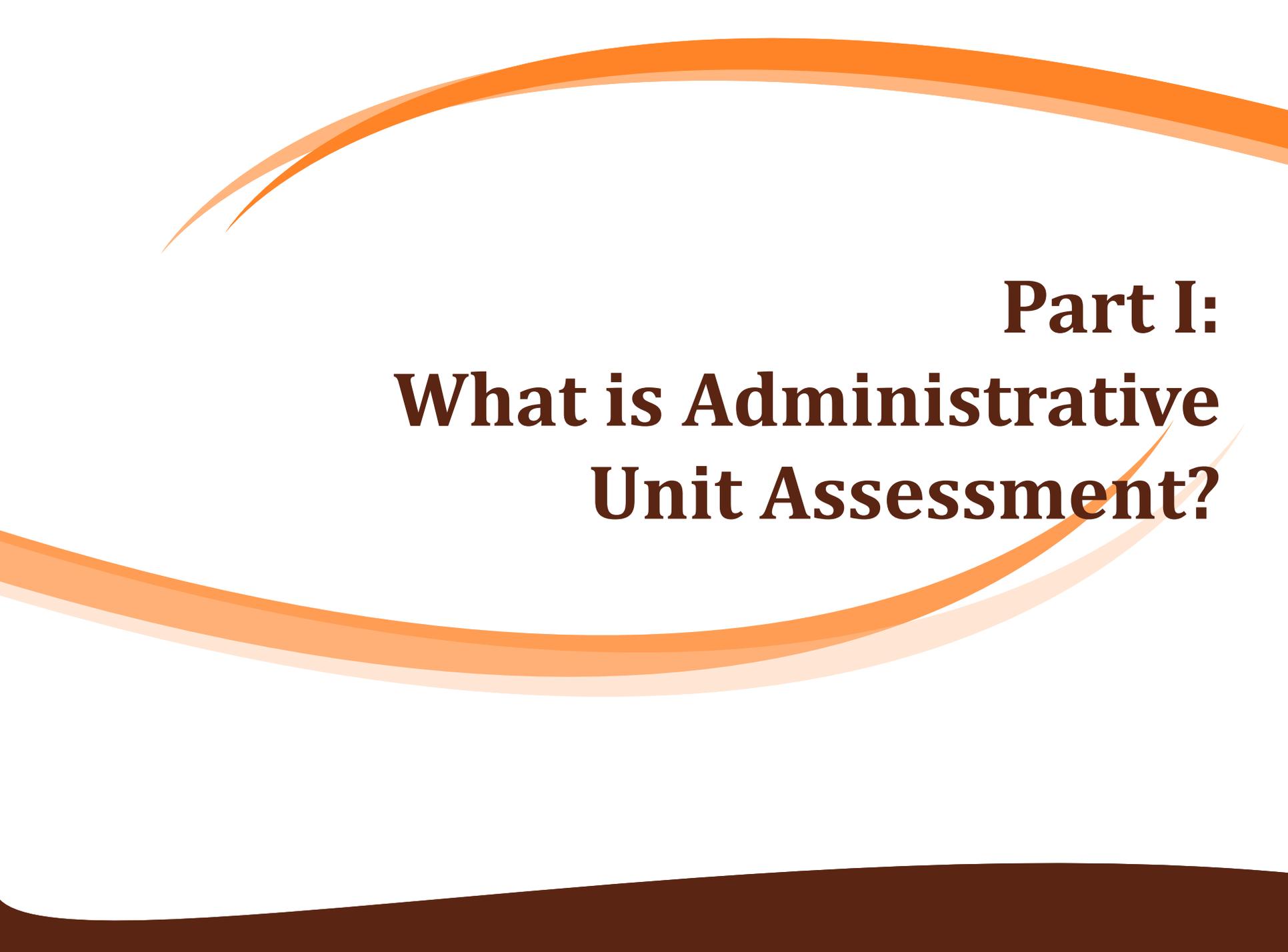


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Outline

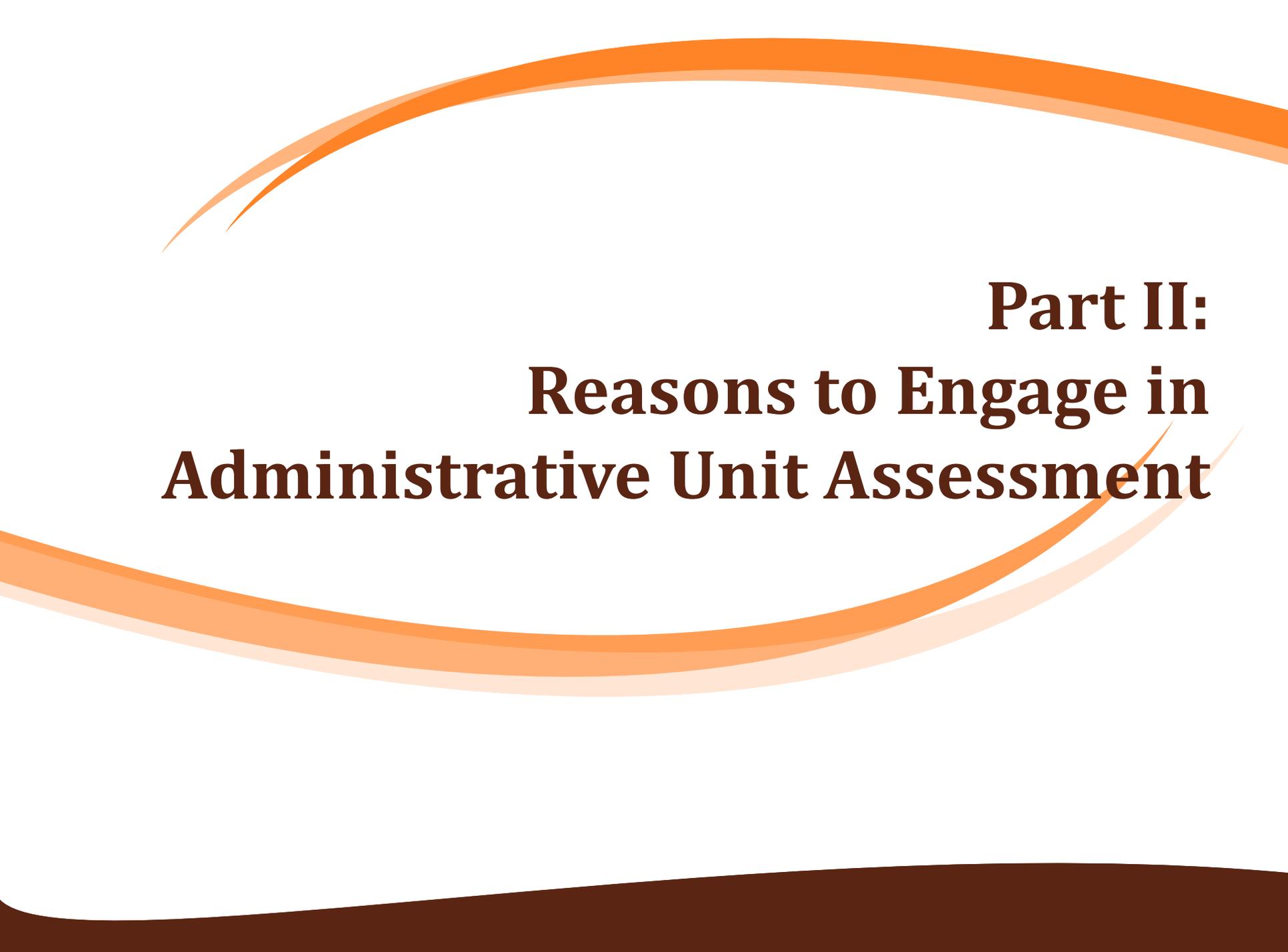
- I. **What is Administrative Unit Assessment?**
- II. **Reasons to Engage in Administrative Unit Assessment**
- III. **How Do We Approach Administrative Unit Assessment?**
- IV. **Timeline**
- V. **OAE Resources**



Part I:
**What is Administrative
Unit Assessment?**

What is Administrative Unit Assessment?

- Administrative assessment is the process by which administrative offices (including academic and student-support services, research, and community/public service areas) engage in and document cycles of continuous improvement.
- Engaging in this process enables administrative units to obtain data that can be used to inform the improvement of their processes and functions, as they relate to the institution's mission and strategic plan.



**Part II:
Reasons to Engage in
Administrative Unit Assessment**

Reasons to Engage in Administrative Unit Assessment

- **To process**- the assessment process should encapsulate and demonstrate what the administrative unit is accomplishing.
- **To improve**- the assessment process should provide feedback to determine how the administrative unit can be improved.
- **To inform**- the assessment process should inform decision-makers of the contributions and impact of the administrative unit.
- **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.

- James O. Nichols, University of Central Florida
- The Administrative Unit Assessment Handbook (2005)

Reasons to Engage in Administrative Unit Assessment

Regional Accreditation Requirements- The Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) requires, as part of the Institutional Effectiveness Comprehensive Standard 3.3.1:

3.3.1 The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results in each of the following areas:

3.3.1.1 educational programs, to include student learning outcomes

3.3.1.2 administrative support services

3.3.1.3 academic and student support services

3.3.1.4 research within its mission, if appropriate

3.3.1.5 community/public service within its mission, if appropriate

- The VT Administrative Unit Assessment process covers the sub-components of 3.3.1.2 through 3.3.1.5.
- More information about the SACSCOC Principles of Accreditation can be found at: <http://www.sacscoc.org/pdf/2012PrinciplesOfAccreditation.pdf>



**Part III:
How Do We Approach
Administrative Unit Assessment?**

How Do We Approach Administrative Unit Assessment?

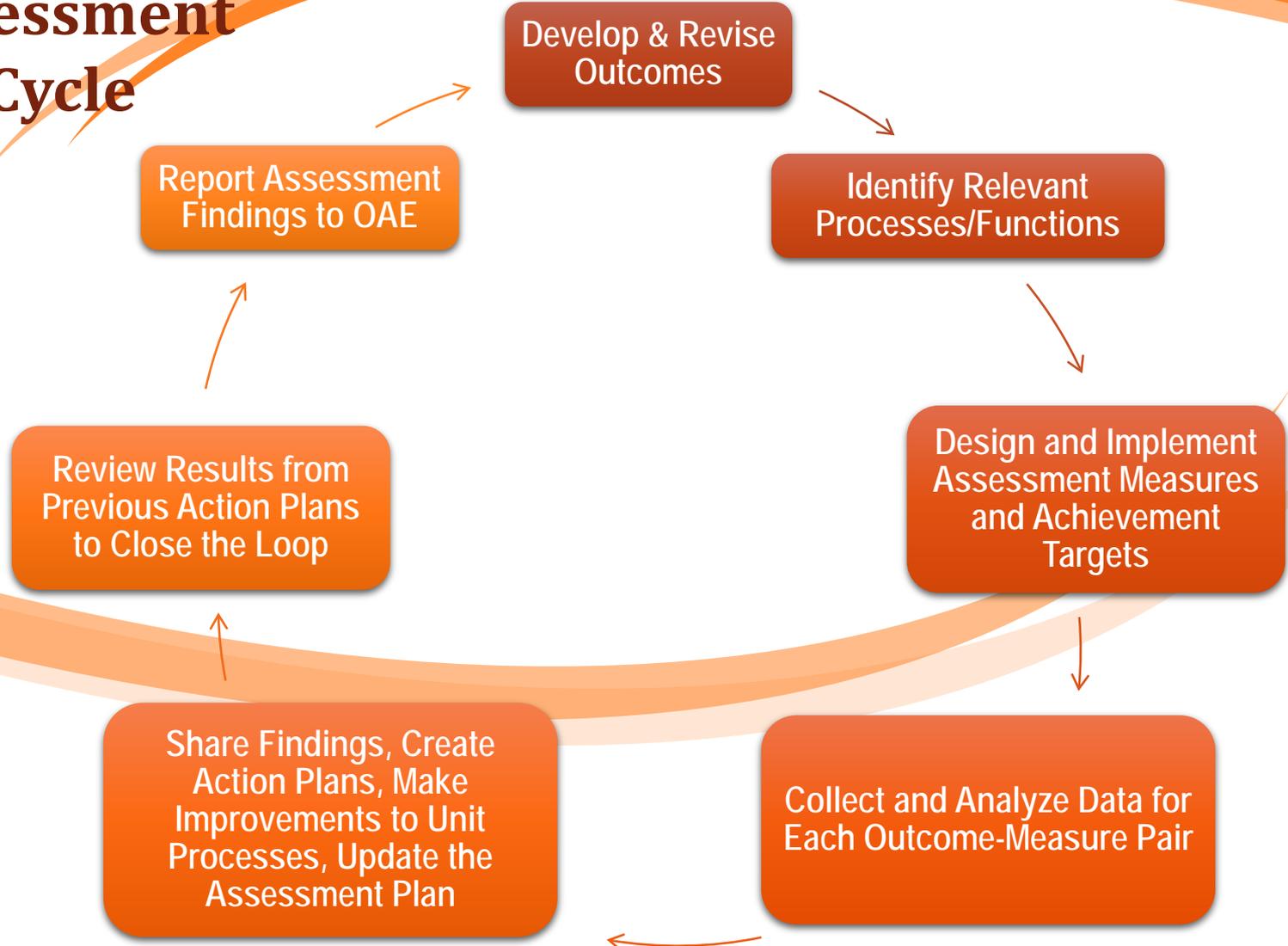
We approach administrative unit assessment through Outcomes Assessment.

Outcomes Assessment is the process of collecting information that will tell an organization whether the services, activities, or experiences it offers are having the desired impact on those who partake in them. In other words, is the organization making a difference in the lives of the individuals it serves?

Examples:

- Address regular operational tasks
 - Provide a service or product
 - Direct or Indirect Effect on Stakeholders
 - Initiative intended to contribute to a strategic goal
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- Rebecca Cartwright, Ken Weiner, and Samantha Streamer-Veneruso,
 - Student Learning Outcomes Assessment Handbook, Montgomery College

Administrative Assessment Cycle



How Do We Approach Administrative Unit Assessment?

Developing an Assessment Plan:

- Step 1: Review Administrative Unit Mission/Strategic Plan
- Step 2: State administrative outcome to be assessed.
- Step 3: Identify an assessment methodology/measure. Give details of the assessment procedure. Give timeline of when/where all assessment information is to be collected.
- Step 4: Identify Target for each Outcome/Measure Pair:
Design/define the criteria for meeting the outcome (what would be considered success?)

How Do We Approach Administrative Unit Assessment?

Once Assessment Cycle is Completed:

- Step 5: Share findings for each outcome designated above. Findings should be listed as percent achieved/number met requirement, etc.
- Step 6: Describe changes implemented or planned to address deficiencies identified as a result of the assessment. Specify specific details regarding the feedback from the assessment. Designate how the unit will distribute information to faculty/staff/administration. Changes to the programs because of information obtained in the assessment (i.e., plan for improvement).

How Do We Approach Administrative Unit Assessment?

Guidelines:

- Each administrative unit should have 3 to 5 administrative unit outcomes, in which they report annually.
- If applicable, administrative units may also report on relevant student learning outcomes.
- Administrative units should submit the final report to the Office of Assessment and Evaluation (OAE) by using the Administrative Unit Assessment Reporting Chart found on the OAE website.

Administrative Assessment Reporting Chart

Administrative Unit Outcome (AUO)	Assessment Methodology (Measure)	Target	Findings	Comments on Findings	Comments Regarding Action Plans
List Administrative Unit Outcome	Describe the Assessment Methodology (Measure)	Establish a Target for Success	<ol style="list-style-type: none"> 1. Share the findings 2. Indicate whether the target was met 	<ol style="list-style-type: none"> 1. Explain the assessment findings 2. Comment on how these findings will impact the assessment process going forward 	<ol style="list-style-type: none"> 1. Comment on any improvements/ changes that were the result of an action plan from the previous year 2. Discuss the action plan for this AUO for next year, based on the current assessment findings. Include the name of the Assessment Contact for this AUO in your office for the following year



Part IV: Timeline

Timeline

- Administrative assessment reports for the 2015-2016 academic year should be submitted to the Office of Assessment and Evaluation by September 1, 2016.
- Administrative Units should have an updated assessment plan developed and ready to implement for the 2016-2017 academic year.
- Administrative assessment reports for the 2016-2017 academic year should be submitted by September 1, 2017.



**Part V:
OAE Resources**

OAE Resources

Need Help Getting Started or Making Revisions?

The Office of Assessment and Evaluation
is here to help!

We offer the following opportunities for learning about administrative unit assessment:

- Online resources at www.assessment.vt.edu -Click on the Administrative Assessment tab.
- Administrative Assessment Workshop series- Schedule to be Announced.
- Individual Office Consultations and Working Groups- contact Kala Perkins, kjperk@vt.edu, to schedule a meeting.

Questions

For more information visit the Office of Assessment and Evaluation website or contact me directly:

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