

Annual Assessment Report for Administrative and Support Services

Directions: The Annual Assessment Report covers the assessment actions, data and events that occurred in the academic, calendar or fiscal year since the last annual report. These reports allow departments and offices to provide updates to their Director, their respective VP and the IR/Assessment Office on how their assessment plans are being implemented and also cover the requirements for re-accreditation with SACS Commission on Colleges.¹

The following template has been created to facilitate the development of these reports. The following points need to be addressed explicitly. Departments are asked to choose 2-3 Departmental Outcomes to assess per year. For each Outcome, please include the following:

- **Define:** What impact do we hope to have on students or the institution as a whole? Why are we picking this outcome?
 - Hints for writing outcomes²:
 - Begin the outcome statement with the beneficiary of the service you provide: “Students are aware of...,” “Administrators have the...,”
 - Focus on the ends, not the means -- what the desired “end state” should be.
 - An outcome should be stable over a number of years, not time dependent. If it is time-dependent, you are probably writing an objective rather than an outcome.
 - Outcomes also need to be measurable and related directly to the work of your Department.
 - Examples of Departmental Outcomes
 - “Prospective applicants will meet a welcoming and informative environment when they enquire about graduate studies.”
 - “Students and faculty have access to the appropriate information resources needed for learning and research.”
 - “Users will receive prompt assistance in effecting resolving technical problems related to university networking services.”
 - “Faculty, staff, and students will be able to identify EO/AA laws, policies, and procedures and know from where to seek assistance.”
 - “University departments and units will have the technical support needed to effectively assess their programs and services.”

¹ From Southern Association of Colleges and Schools Commission on Colleges (2011), “The Principles of Accreditation: Foundations for Quality Enhancement.”

3.3 Institutional Effectiveness

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: (Institutional Effectiveness)

3.3.1.2 administrative support services

3.3.1.3 academic and student support services

² IPART Assessment: A Guide to Developing and Implementing Effective Outcomes Assessment, The American University in Cairo.

- “Faculty members effectively use technology to promote student learning.”
 - “Clients of the Counseling Center will be able to use two or more ways to manage emotions.”
- **Measure:** What forms of evidence were gathered to assess the extent to which the Outcome was achieved? Did we utilize at least one measure/tool for each Outcome?
- Some examples of data measures are:
 - Measures of volume activity (i.e., number of clients served, circulation data, gross sales).
 - Measures of efficiency (i.e., average turnaround time for filling requests, timely service/prompt response, budget information).
 - Measures of service quality (i.e., error rates, accuracy of information provided).
 - Client satisfaction surveys (i.e., student satisfaction survey, alumni survey, employer survey, customer survey).
 - Other methods to obtain client feedback (i.e., focus groups, comments via email, evaluation forms, suggestion box, hotline).
 - Staff discussions/evaluations of services to clients.
 - Review of existing data (i.e., departmental routine records/reports, institutional data, audits).
 - Standards/guidelines provided by professional associations such as SCUP, NACUBO.
 - Standards set by federal, state, country, city or Lee regulations.
 - External evaluators/auditors.
 - Benchmark/comparisons with peer institutions.
- **Analyze:** What were the results of the measurement? Are we accomplishing the Outcome?
- **Improve:** How has the evidence or information gathered through assessment been used to improve the functioning of our department?
- What improvement initiatives (action steps) were undertaken as a product of the information gathered from assessment? Describe the PROCESS in detail.
 - What budgetary resources were allocated to these initiatives?
- How will you assess the extent to which improvement initiatives have been successful? THIS BECOMES THE MEASUREMENT FOR NEXT YEAR’S ASSESSMENT.

Two suggested report formats are provided in this template: narrative and tabular. Either one of these formats (or a combination) can be used.

- **Narrative:** Series of open-ended questions where responses can be inserted directly after each question.
- **Tabular:** Series of open-ended questions are listed as rows and each learning outcome is a column. Responses for each learning outcome are entered into the cells of the table.

Narrative Format

Academic, Calendar or Fiscal year: (enter most recently completed yr., e.g. 2011-2012)

Department/Office:

Person(s) preparing report:

Date submitted:

1. List the Outcomes that were assessed during the year, including those for which data were gathered as well as those for which developmental work was done, such as the piloting of assessment measures. Describe why these were chosen.
2. For each Outcome, describe a) the measures, b) the sample of students from whom data were collected, c) the timetable for the collection, and d) the setting in which the measures were administered.
3. Describe the results of the assessment. (What do they tell you about achievement or non-achievement of measured Outcomes? What did you learn about strengths and weaknesses of your department?)
4. Describe the departmental process by which staff reviewed the assessment procedures and results and decided on the actions and/or revisions that were needed.
5. Describe the actions and/or revisions that were implemented in response to the assessment processes and results. Describe the process in detail. Be sure to include budgetary resources that were allocated to these actions/initiatives.
6. *Given the assessment activities and results to date, describe your assessment plans for the next academic, calendar or fiscal year. Will you continue to assess the same outcome? Which new Outcomes will you choose to assess? Why?*

Tabular Format

Academic, Calendar or Fiscal year: (enter most recently completed yr., e.g. 2011-2012)

Department/Office:

Person(s) preparing report:

Date submitted:

Objectives to be Addressed	Outcomes Assessed in the Year		
1. List the Outcomes that were assessed during the year, including those for which data were gathered as well as those for which developmental work was done, such as the piloting of assessment measures. Describe why these were chosen.	1.	2.	3.
2. For each Outcome, describe a) the measures, b) the sample of students from whom data were collected, c) the timetable for the collection, and d) the setting in which the measures were administered.			
3. Describe the results of the assessment. (What do they tell you about achievement or non-achievement of measured outcomes? What did you learn about strengths and weaknesses of your department?)			
4. Describe the departmental process by which staff reviewed the assessment procedures and results and decided on the actions and/or revisions that were needed.			
5. Describe the actions and/or revisions that were implemented in response to the assessment processes and results. Describe the process in detail. Be sure to include budgetary resources that were allocated to these actions/initiatives.			

<p>6. Given the assessment activities and results to date, describe your assessment plans for the next academic, calendar or fiscal year. Will you continue to assess the same Outcome? Which new Outcomes will you choose to assess? Why?</p>			
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Evaluative Rubric for Annual Assessment Reports

Assessment Outcomes	Exemplary 3	Acceptable 2	Unacceptable 1	Score for each Element
Pre-Report				
Departments will...				
<i>Identify institutional goals that pertain to the goals/objectives of the Department.</i>	Identified all applicable institutional goals (2 or more).	Identified one pertinent institutional goal.	No institutional goals identified.	
<i>Develop a list of 4-10 Departmental Outcomes</i>	Outcomes were stated in terms of measurable knowledge, behavior, value, or disposition.	Not all of the outcomes were stated in measurable terms.	No outcomes were listed. (Or too many were listed – more than 10.)	
ANNUAL REPORT				
Departments will...				
<i>Annually select 2-3 Outcomes from their Departmental Outcomes list to assess.</i>	2-3 Outcomes selected from Departmental list.	One Outcome identified from Departmental list OR 2-3 Outcomes listed, but not pulled from Departmental list.	No Outcomes identified.	
<i>Identify and discuss at least one assessment method/measure for each Outcome.</i>	At least one appropriate measure was used, identified, and discussed for each Outcome, including participants involved for each measure and setting and timeframe in which measures were administered.	At least one appropriate measure was used and identified, but was not adequately discussed.	Measures were not used or developed.	

<p><i>Describe the results for each measure.</i></p>	<p>Results were described for each measurement of each Outcome that was assessed.</p>	<p>Results were described for a sub-set of the Outcomes assessed or results were given but not described.</p>	<p>Results were not described for the Outcomes that were to be assessed.</p>	
<p><i>Describe the actions or revisions implemented based on assessment results.</i></p>	<p>Specific actions or revisions implemented based on assessment results, including budgetary allocations, were described.</p>	<p>Specific actions or revisions were suggested but the report on implementation was incomplete or unclear.</p>	<p>There were no specific actions or revisions described.</p>	
<p><i>Describe plans for the coming academic year, including any significant changes to Departmental Outcomes or to the general assessment strategy.</i></p>	<p><i>Plans for the coming year and any significant changes in Departmental Outcomes or the overall assessment strategy are clearly described.</i></p>	<p><i>Plans and any significant changes were described but in some aspects the description was unclear or incomplete.</i></p>	<p><i>There was no description of plans for the coming year nor were any significant changes in Departmental Outcomes or assessment strategy described.</i></p>	

**Feedback on Annual Report from the
Office of Institutional Research and Assessment**

Department/Office: _____ Date: _____

Sector: _____ Vice President: _____

Report (*most recently completed year*) **status:** **Approved /Revise and resubmit**

Strengths of report and progress on assessment loop:

Concerns/Questions:

Suggestions for future reports or assessment approaches:

Other comments:

Guiding Questions

1. **Assesses specific outcomes and targeted populations?**
 - **Were Outcomes identified & measured?**
 - **Did the process/methodology lead to clear data on target Outcomes?**
2. **Clearly leads to Improvement?**
 - **Did process lead to improvement conversations?**
 - **Was the improvement carried out & measured?**
3. **Make sense?**
 - **Doable/Sustainable?**
 - **Do pieces align?**