




# Administrative Unit Assessment Overview

Institutional Effectiveness  
Office of Analytics and Institutional Effectiveness





# Outline

- ↴ The Basics of Administrative Unit Assessment
  - ↴ Reasons to Engage in Administrative Unit Assessment
  - ↴ The Administrative Unit Assessment Approach
  - ↴ Timeline
  - ↴ IE Resources
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# What is administrative unit assessment?

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- ↴ Administrative unit 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.




# 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.
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# Reasons to Engage in Administrative Unit Assessment

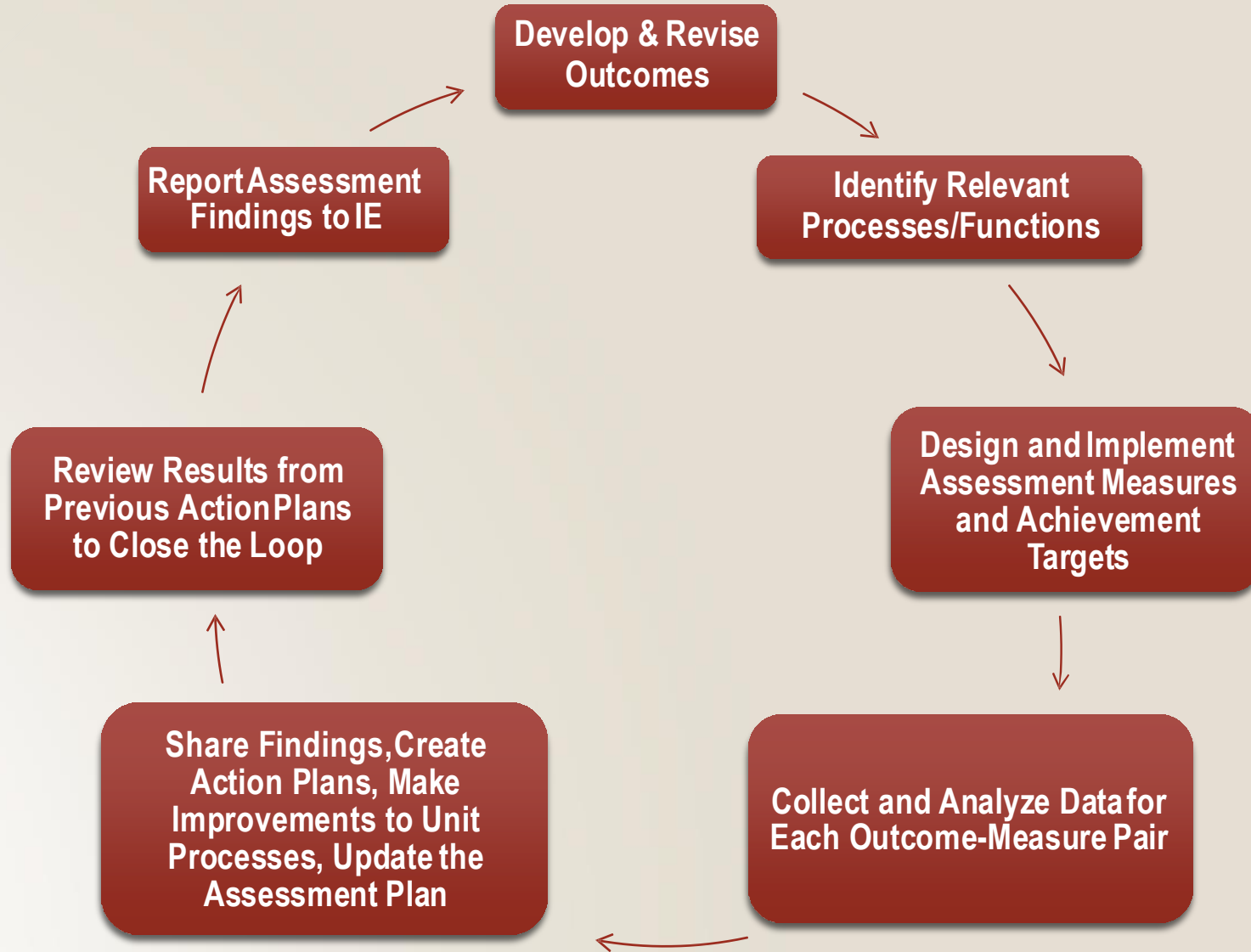
- ↴ **Regional Accreditation Requirements**- The Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) requires institutions to meet the following standards:
  - ↴ Institutional Planning and Effectiveness Standard 7.3: The institution identifies expected outcomes of its administrative support services and demonstrates the extent to which the outcomes are achieved. (*Administrative effectiveness*)
  - ↴ Institutional Effectiveness Standard 8.2: 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 areas below:
    - a. Student learning outcomes for each of its educational programs. (*Student outcomes: educational programs*)
    - b. Student learning outcomes for collegiate-level general education competencies of its undergraduate degree programs. (*Student outcomes: general education*)
    - c. Academic and student services that support student success. (*Student outcomes: academic and student services*)
- ↴ More information about the SACSCOC Principles of Accreditation can be found at:  
<https://sacscoc.org/app/uploads/2024/01/2024PrinciplesOfAccreditation.pdf>



# How To Approach Administrative 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.
  - ↴ 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

# Administrative Assessment Cycle





# How To Approach Administrative Unit Assessment

## └ Developing an assessment plan:

- └ Step 1: Review administrative unit mission/strategic plan.
- └ Step 2: State administrative unit outcomes (AUOs) to be assessed.
- └ Step 3: Identify an assessment methodology/measure for each outcome. Provide details of the assessment procedure, including a timeline of when/where all assessment information will be collected.
- └ Step 4: Identify a target for each outcome/measure pair. Design and define the criteria for meeting the outcome. What would be considered success?



# How To Approach Administrative Unit Assessment

- ┆ Once the assessment cycle is completed:
  - ┆ Step 5: Share findings for each outcome identified and measured. Findings should be listed as percent achieved/number met the target.
  - ┆ Step 6: Describe changes implemented or planned to address deficiencies identified as a results of the assessment. Specify specific details regarding the feedback from the assessment. Designate how the unit will distribute information to faculty/staff/administration. Identify changes to the programs because of information obtained through the assessment (a plan for improvement).



# How To 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. If student learning is in the unit's mission, assessment of student learning should be happening.
- ↳ Administrative units should submit the final report to Institutional Effectiveness using the Administrative Unit Assessment Reporting Template (found on the IE website and provided via email).

# Administrative Assessment Reporting Template

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"><li>1. Share the findings</li><li>1. Indicate whether the target was met</li></ol>	<ol style="list-style-type: none"><li>1. Explain the assessment findings</li><li>2. Comment on how these findings will impact the assessment process going forward</li></ol>	<ol style="list-style-type: none"><li>1. Comment on any improvements/ changes that were the result of an action plan from the previous year</li><li>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</li></ol>



# Timeline

- ↴ Administrative unit assessment reports are due to Institutional Effectiveness by **September 1st** each year.
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# Assessment Resources

- ↴ We offer the following opportunities for learning about administrative unit assessment:
  - ↴ Online resources at [aie.vt.edu](http://aie.vt.edu) - Click on "Learn more" under Institutional Effectiveness, then the Administrative Unit Assessment tab.
  - ↴ Individual consultations and working groups - Contact Institutional Effectiveness to schedule a meeting.



# Questions?

Visit the Institutional Effectiveness  
website at [aie.vt.edu](http://aie.vt.edu)