

Administrative Services Units Outcomes Assessment Plan Proposal

December 2020

Administrative Units at Grossmont College

Activities Office	Cashier's Office
Bookstore	Facilities Maintenance Operations
Business Communications	Printing Department

Introduction

As part of the accreditation process, Grossmont College is required to conduct regular outcomes assessments in order to determine how well the college is achieving its strategic goals and mission. In January 2020, our accrediting agency, the Accrediting Commission for Community and Junior Colleges (ACCJC), determined that our college needed to expand its efforts to “fully implement and use outcomes assessment data for all courses, programs and units.” Full implementation of outcomes assessment involves using the results to continuously improve student learning and support services. In response to this requirement, both Academic Affairs and Student Services divisions revamped their outcomes assessment plans and have implemented improvements. The CPIE office assisted with that work and is now ready to work with administrative units to develop a similar plan of action. Some units may already have an assessment plan in place, and these units will proceed with their own plan as usual. Other units may want to make changes to their plan and/or initiate a new plan. In any case, the CPIE office is here to assist where needed.

Why do Administrative Units Need to Conduct Assessment?

Assessment consists of measuring critical administrative processes and services in order to gather data that provides information to help the college continuously improve its efforts to meet stakeholders' (students, faculty, classified professionals, administrators, community members, etc.) needs and expectations.

Conducting regular assessments of service area outcomes (SAOs) can help individual service units gauge what they are doing well and whether gaps exist in services or processes that require attention. The data is used to determine how well the college is achieving its mission and overall institutional effectiveness. It is also used to determine where resources may be needed. Note that assessment results will **not** be used for individual performance evaluations.

During the Annual Unit Planning (AUP) process, each unit summarizes its assessment results, sets goals, and establishes an actionable improvement plan, which may include resource requests needed to fulfill staffing, technology, facilities, and other needs. Assessment and annual unit planning work together to help units (as well as the college as a whole) reflect on where they are, where they have been, and where they want to be.

What is the Purpose of Assessment?

The purposes for conducting assessment are:

- **To improve** – The assessment process should provide feedback to determine how the administrative services unit can be improved.
- **To inform**—The assessment process should inform department supervisors/managers and other decision-makers of the contributions and impact of the administrative unit to the development and growth of students.
- **To prove**—The assessment process should demonstrate how the administrative unit is meeting the needs of students, faculty, classified professionals, and others (*Adapted from WEAVE and Wisconsin*).
- **To support**—The assessment process should provide support for campus decision-making activities, such as the annual unit review and planning, strategic planning as well as for external accountability associated with accreditation.

What is Assessed?

Administrative unit assessment typically focuses on quality of products, processes, and services. Each service area should have outcomes defined that focus on either:

- A process, which focuses on services being provided efficiently, accurately, and equitably.
 - **Sample Process SAO for IT:** Faculty and staff will experience a decrease in the amount of time that IT work orders are resolved.
- Client satisfaction, which focuses on support being provided by the unit in a satisfactory manner.
 - **Sample Satisfaction SAO for Campus Safety:** Students, staff, and community members will indicate that they feel safe while on campus.

What Assessment Methods are Used?

Two of the most common assessment methods for administrative services are customer satisfaction surveys and use of performance metrics, such as # of clients served or average time to complete a request.

What will be the impact of the assessment?

- Each unit will develop collaborative goals/activities to ensure continuous improvement and the results will be shared in the FA 2021 and future annual unit plans.
 - Impact(s) will be communicated in the annual unit planning document.
 - The results will **not** be used for individual performance evaluations.

How is assessment used in Annual Unit Planning?

- Annual unit planning can be used to consider questions such as:
 - Are we staffed appropriately for what we are trying to achieve?
 - Do we have the right people in place? Do we have enough of them?
 - Are there certain issues that are taking a disproportionate amount of our time and resources?
 - Are we working with adequate technology?
 - Are we serving students equitably?
 - Where are our gaps?

Assessment Plan for Administrative Services

The process for developing an assessment plan is outlined below. Administrative Service Units will begin creating their individual assessment plans in Spring 2021. Planning activities include an orientation and training activities as well as creating a three-year assessment schedule. Again, some units may already have an assessment plan in place, and these units will proceed with their own plan as usual. Other units may want to make changes to their plan and/or initiate a new plan. Orientation and training will be tailored to fit an individual unit's needs.

Steps to Assessment Planning Process

Design*

1. Draft Service Area Outcome(s) and/or choose performance metric(s)
2. Decide on appropriate assessment method (e.g., survey or performance metric)

Consult/Implement

3. Schedule a consultation with the CPIE research analyst for implementing the assessment method
4. Decide when the assessment will take place

Review/Act

5. Decide when the results will be discussed with unit colleagues
6. In collaboration with your unit colleagues, determine what, if any, action will be taken to bring about improvement

Post Results

7. Post Results in Nuventive Improve (more info coming soon)

*CPIE is ready to assist

Spring 2021 Tentative Launch

Unit	Design	Consult	Implement	Review	Act	Post**
Cashier's Office	Jan	Feb	April	July	Aug	September
Activities Office	Jan	Feb	April	July	Aug	September
FMO	June	July	September	January 2022	March 2022	July 2022
Printing	June	July	September	January 2022	March 2022	July 2022
Business Communications	October	November	January 2022	March 2022	April 2022	June 2022
Bookstore	October	November	January 2022	March 2022	April 2022	June 2022

**Need to post before October 1st Annual Unit Plan Submission Deadline