

Quick Guide to Assessing Administrative Support Services

Assessment involves the systematic collection, review, and use of evidence or information related to the department's outcomes. Assessment helps administrators understand how well their department is performing. The assessment plan helps OPA relate information to our accreditor, SACSCOC, about each department's impact on the university.

Operational Outcomes
<ul style="list-style-type: none">• Each department should have 3-5 operational outcomes<ul style="list-style-type: none">- These should be active, succinctly written, and related to overall goals of department- Typically include goals related to efficiency and quality of service targets and monetary targets
Results
<ul style="list-style-type: none">• Results should provide a summary of strategies or steps that demonstrate the extent to which the outcomes are achieved• When applicable, include actual data• Upload related documentation• Provide an analysis of the results<ul style="list-style-type: none">- explain how the strategy is or is not contributing to the Outcome