



Quick Guide:

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

- Each department should have **3-5 operational outcomes**.
 - These should be active, succinctly written, and related to the overall goals of department.
 - Typically include goals related to efficiency and quality of service targets and monetary targets.

Strategies/Initiatives

- Each Operational Outcome should have **at least one strategy or initiative** that explains how the department will achieve their goals.
- **Assessment Method** – include how the department will measure the strategy's progress.
- **Criterion** – include a minimally accepted benchmark expected from the strategy.
- **Timeline** – indicate the timeline for the strategy.

Results

- **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.
- **Interpretation & Discussion** – explain how the strategy is or is not contributing to the Operational Outcome.

Annual Program Reflections

- Summarize actions **you have taken or plan to take** with the goal of seeing improvement.
- Upload related documentation when applicable.